

PRC Campus
Climate



PEARL RIVER
WILDCATS

2019

Introduction

The Campus Climate Survey is administered annually to students on all campuses in an effort to gather student impressions about campus atmosphere and student services. The results of the Ruffalo Noel Levitz Student Satisfaction Inventory, which was administered in Spring, 2019, were reviewed by the Campus Climate Focus Group chaired by Ms. Maghan James, Assistant Vice President for Student Services. The Focus Group's responsibility is to provide recommendations for improvement for any surveyed areas receiving less than 70% satisfaction. 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 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 services provided by various offices on campus.

Focus Group Committee Members

Ms. Maghan James, Chair	Mr. Raymunda Barnes
Dr. Jana Causey	Dr. Amy Townsend
Ms. Candace Harper	Dr. Trevor Hunt
Mr. Roger Knight	Mr. Matt Logan
Mr. Jeff Long	Mr. Butch Raby
Dr. Martha Smith	Ms. Melanie Davis

Demographics

PRCC boasted a 49% participation rate with 2159 students completing the Spring, 2019 Campus Climate Survey.

Gender

Female	1280	59.7%
Male	864	40.3%

Age

18 & Under	401	18.6%
19-24	1398	64.8%
25-34	237	11.0%
35-44	83	3.6%
45 & Over	37	1.7%

Ethnicity

African American	575	26.7%
American Indian/Alaskan	25	1.2%
Asian/Pacific Islander	27	1.3%
Caucasian/White	1371	63.7%
Hispanic	50	2.3%
Other/No Response	123	5.7%

Enrollment Status/Class Load

Full-time	1887	87.4%
Part-time	272	12.6%
Day Classes	2069	96.0%
Evening Classes	72	3.3%
Weekend	14	0.7%

Educational Pathways

General Education	700	32.5%
Career or Technical Education	791	36.7%
Allied Health	662	30.8%

First-Generation Student?

Yes	704	32.6%
No	1457	67.4%

Overall Satisfaction

- Of 74 items with national comparisons available, PRCC ranked above the national average for student satisfaction in 60 categories.
- Of 71 items with regional comparisons (Southern community colleges) available, PRCC ranked above the regional average in 52 categories.
- From 95 items rated, 61 items fell below the 70% satisfaction threshold.

Areas of Highest Satisfaction

- Approachable academic advisor
- Adequate and accessible computer labs
- Courteous and helpful bookstore staff
- Reputation of PRCC
- Library hours, resources, and services are adequate and appropriate

Areas of Least Satisfaction

- Student parking
- Campus activity notifications
- Financial aid
- On-campus childcare
- Notification of poor class performance.

Areas Below 70% Satisfaction (By Category)

Highlighted areas fell below the national average in addition to falling below PRCC standards.

Instruction

- 69% The quality of instruction in career/technical programs is excellent.
- 68% The quality of instruction I receive in most of my classes is excellent.
- 67% Faculty are fair and unbiased in their treatment of individual student.
- 67% Class drop/add policies are reasonable.
- 66% Faculty care about me as an individual.
- 66% Faculty provide timely feedback about student progress in a course.
- 64% Nearly all classes deal with practical experiences and applications.
- 62% Internships or practical experiences are provided in my degree/certificate program.
- 62% Faculty are interested in my academic problems.
- 61% Faculty are understanding of students' unique life circumstances.
- 59% Faculty take into consideration student differences as they teach a course.
- 57% Students are notified early in the term if they are doing poorly in a class.

Advisement

- 69% My academic advisor helps me set goals to work toward.
- 69% My academic advisor is concerned about my success as an individual.
- 68% My academic advisor is knowledgeable about the transfer requirements of other schools.

Registration/Orientation

- 69% I am able to register for classes I need with few conflicts.
- 69% The assessment and course placement procedures are reasonable.
- 68% Policies and procedures regarding registration and course selection are clear and well publicized.
- 68% New-student orientation services help students adjust to college.
- 67% The personnel involved in registration are helpful.

Service Offices-Admissions, Financial Aid, Business Office, etc.

- 69% Admissions staff are knowledgeable.
- 68% Business Office staff is courteous and helpful.
- 67% Admissions counselors accurately portray the campus in their recruiting practices.
- 66% The Business Office is open during hours which are convenient for most students.
- 66% Financial Aid Office hours are appropriate to meet my needs.
- 64% Admissions counselors respond to perspective students' unique needs and requests.
- 64% There are convenient ways of paying my school bill. (67% national)
- 61% Financial Aid Staff is courteous and helpful.
- 60% Personnel in the Veteran's Services Program are helpful.
- 60% Billing policies are reasonable. (63% national)
- 57% Adequate financial aid is available for most students. (59% national)
- 55% Financial Aid Counselors are helpful. (56% national)
- 52% Financial aid awards are announced to students in time to be helpful for college planning. (53% national)

Atmosphere/Environment

- 67% It is an enjoyable experience to be a student on the campus.
- 66% The equipment in lab facilities is kept up-to-date.
- 62% Most students feel a sense of belonging here.
- 62% People on this campus respect and are supportive of each other. (63% national)
- 61% Security staff are helpful.
- 61% Security staff respond quickly in emergencies.
- 60% The College shows concern for students as individuals.
- 60% Channels for expressing student complaints are readily available.
- 52% Parking lots are well-lighted and secure. (60% national)
- 51% I generally know what's happening on campus. (52% national)
- 36% The amount of student parking space on campus is adequate. (51% national)

Counseling/Tutoring/Student Support

- 67% Counseling staff care about students as individuals.
- 67% Tutoring services are readily available.
- 66% There are adequate services to help me decide on a career.
- 66% Academic support services adequately meet the needs of students.
- 64% This school does whatever it can to help me reach my educational goals.
- 63% The career services office provides students with the help they need to get a job.

Other

- 69% Administrators are approachable to students.
- 69% Institution's commitment to older, returning learners.
- 68% Institution's commitment to commuters
- 67% Institution's commitment to part-time students (68% national)
- 66% Institution's commitment to under-represented populations
- 65% There are a sufficient number of study areas on campus. (68% national)
- 65% The student center is a comfortable place for students to spend their leisure time.
- 64% Institution's commitment to evening students
- 58% This campus provides effective support services for displaced homemakers.
- 57% I seldom get the "run-around" when seeking information on this campus.
- 51% Childcare facilities are available on campus.

Minutes from Focus Group Meeting

Ted J. Alexander Administration Building, Second-Floor Conference Room

May 1, 2019

Committee Members in Attendance: Mr. Raymunda Barnes, Dr. Jana Causey, Ms. Melanie Davis, Ms. Candace Harper, Dr. Trevor Hunt, Ms. Maghan James, Mr. Roger Knight, Mr. Matt Logan, Mr. Jeff Long, Mr. Butch Raby, Dr. Martha Lou Smith, Dr. Amy Townsend

Ms. Maghan James called the meeting to order at 9:01 a.m. She then instructed everyone to review our results against the national comparison. She stated that communication is a recurring theme for results falling below 70%.

The score of 36% for parking was mentioned by Ms. James. She stated that this is a recurring issue, and that it is rooted in the expectation of parking near the door each day. She plans to communicate to dorm students that they are expected to walk to class. Discussion ensued about the optimal situation for parking at PRCC compared to any university. Dr. Smith interjected that the size of our Poplarville campus allows a pedestrian to completely traverse the campus in under ten minutes. Dr. Hunt requested national comparisons for "walk time" to class.

Ms. James discussed the lighting of parking lots and pointed out that Mr. Butch Raby and Mr. Craig Tynes were replacing old lighting with new brighter, environmentally-friendly LED lighting. Dr. Jana Causey agreed that the improvements in lighting were noted on the Forrest County Campus as well.

Dissatisfaction with on-campus child care was noted. Ms. Davis made note of the difference between Head Start and Lab School. The noted dissatisfaction could be a result of discrepancy of cost.

Ms. James thanked Mr. Logan for the improvement of Wi-Fi in the dorms.

Registration was discussed by Dr. Townsend. She sought ways to better communicate to the masses. It was determined that better visuals could be implemented at ROAR and video streaming in the cafeteria and other public places could also increase communication.

Next, Dr. Townsend addressed internships. While many technical classes provide internships, most academic classes do not. It was decided that academic students who are interested in internships should communicate this desire to instructors within the field of interest.

Ms. James requested to “remove” the question about the Student Life Center since it would be repurposed for volleyball.

Dr. Causey addressed sufficient study areas on campus. She stated that more effort would be exerted in this area on the Forrest County Center. Dr. Smith stated that students should be made more aware of existing study areas on campus.

National comparison was briefly discussed. An overall desire was exhibited to repeat this instrument in about three years in order to track the national comparison.

In the area of overall atmosphere/safety, Dr. Causey noted several comments about “cat-calling”. Ms. James noted that this behavior will be addressed in the beginning of the year dorm meeting. Bystander information/protocol was also mentioned, with Ms. James stating that both faculty and students could be better educated on these situations. Dr. Townsend probed as to whether any type of “police escort” service was in place. Mr. Raby assured the focus group that a student can request a ride from police anytime safety or security is in question. Ms. Davis inquired about a “guardian app”. Mr. Raby stated that download information for the app is on the campus police web page. Information about this app will also be shared at the beginning of the year dorm meeting.

Ms. James reminded the Focus Group that written recommendations were needed for survey areas rated below 70%. Dr. Causey stated that she would like to first focus on the areas below the national average. Dr. Smith agreed stating that she would like to select a few of those to deal with first. Dr. Townsend stated that general attempts to better inform students about each topic should be made.

Both Dr. Hunt and Dr. Townsend agreed that expectations about parking and financial aid should be framed in a positive light, beginning at ROAR. Digital signage throughout campus can provide reminders and updates throughout the semester.

The meeting was adjourned at 9:42 a.m.

Focus Area	Recommendation	Action	Progress
Instruction	None		

Focus Area	Recommendation	Action	Progress
Advisement	None		

Focus Area	Recommendation	Action	Progress
Registration/Orientation	Better registration/process for students	The Associate Vice President for Student Success will provide more extensive communication about the registration process through ROAR, digital feeds, and the website.	ROAR sessions were added throughout the summer.

Focus Area	Recommendation	Action	Progress
Service Offices	Financial Aid	Use ROAR to better communicate the Financial Aid application and award process.	The financial aid process was explained during ROAR.
	Admissions	None	
	Business Office	None	

	Veteran's Office	None	
--	------------------	------	--

Focus Area	Recommendation	Action	Progress
Atmosphere/Environment	Parking	Use ROAR and Dorm meetings to better communicate parking expectations.	It was explained that Dorm students should park in dormitory parking and walk to class.
	Campus Police	Use ROAR and Dorm meetings to better communicate the "Gaurdian App" and availability of Police escorts.	

Focus Area	Recommendation	Action	Progress
Counseling/Tutoring/Student Support	None		

Other	Recommendation	Action	Progress
Commitment to non-traditional students	None		
Childcare facilities	Communicate expansion of Headstart.		

Study areas	Make study areas available.	<p>Increase study areas available at the Forrest County Center.</p> <p>Better Communicate availability of study areas on the Poplarville campus.</p>	<p>Additional study areas are planned for the renovation at FCC.</p> <p>Additional study areas are planned for the renovated eLearning space.</p>
-------------	-----------------------------	--	---

Changes/Improvements from 2017-2018

Focus Area	Recommendation	Action	Progress
Student Services	<p>Upgrade Wi-Fi accessibility.</p> <p>Revise the question regarding choosing PRCC again (Q2).</p> <p>Revise the question concerning Bookstore Services (Q23).</p>	<p>Vice President for Poplarville Campus and Instruction will consult with the IT Department to determine next steps.</p> <p>The Director of Institutional Research will revise the question.</p> <p>The Director of Institutional Research will revise the question.</p>	<p>Wi-Fi was upgraded for all dormitories, (Summer, 2018)</p> <p>The Ruffalo Noel Levitz Student Satisfaction Survey was administered Spring, 2019.</p> <p>The Ruffalo Noel Levitz Student Satisfaction Survey was administered Spring, 2019.</p>

	<p>Revise the question concerning educational goals (Q33).</p>	<p>The Director of Institutional Research will revise the question.</p>	<p>The Ruffalo Noel Levitz Student Satisfaction Survey was administered Spring, 2019.</p>
	<p>Revise the question concerning Advisement (Q13).</p>	<p>The Director of Institutional Research will revise the question.</p>	<p>The Ruffalo Noel Levitz Student Satisfaction Survey was administered Spring, 2019.</p>
	<p>Revise the question concerning classification (Q35).</p>	<p>The Director of Institutional Research will revise the question.</p>	<p>The Ruffalo Noel Levitz Student Satisfaction Survey was administered Spring, 2019.</p>
	<p>Bookstore services at the Forrest County Center</p>	<p>The Vice President for Business and Administration and the Director of Bookstore Services have determined that there is a need for a summer schedule to be established for the bookstore for Monday through Thursday.</p>	<p>Bookstore hours at the Forrest County Center were modified to include summer hours Monday through Thursday from 7:45 a.m. -4:45 p.m.</p>

	<p>Parking accessibility at the Forrest County Center and Poplarville Campus</p>	<p>The Vice President for Forrest County Operations indicated that additional parking will be added to compensate for any parking loss due to construction/renovation.</p>	<p>Construction has been completed, with some permanent additional parking being included on the east side of the parking near Building 3.</p>
	<p>Bathroom maintenance/improvements at Forrest County Center</p>	<p>The Vice President for Forrest County Operations indicated that a needs checklist has been submitted to the maintenance supervisor.</p>	<p>Renovations have been completed on the Forrest County Campus.</p>