Student Satisfaction Survey
Focus Group Report for Survey Administered
Fall 2021

Introduction

The Campus Climate Survey is administered annually to all students in an effort to gather student impressions about campus atmosphere and student services. The results of the 2021 Campus Climate Survey, administered during the fall semester, were reviewed by the Campus Climate Focus Group. Mr. Jeff Long, Vice President for Student Services, chairs the Focus Group, whose responsibility is to provide recommendations for improvement for any areas within the survey receiving scores below 70% satisfaction. This standard supports Strategic 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 on various offices on campus.

Focus Group Members

Dr. Raymunda Barnes	Assistant Vice President for Hancock Campus
Dr. Jana Causey	Vice President for Forrest County Campus, Allied Health, & Nursing Programs
Ms. Melanie Davis	Director of Institutional Research & Effectiveness
Ms. Candace Harper	Vice President for Enrollment Management
Dr. Trevor Hunt	Director of Brownstone Performing Arts Campus
Ms. Alexx Kennedy	Director of Student Services and Resident Life
Mr. Matt Logan	Chief Information Officer, Ellucian
Mr. Jeff Long	Vice President for Poplarville Campus and Student Services, **Focus Group Chair**
Mr. Butch Raby	Director of Public Safety
Dr. Martha Smith	Senior Vice President for Instruction/Provost
Dr. Amy Townsend	Dean of Career and Technical Education

Demography

The participation rate was 23% with 1121 students completing the Fall 2021 Campus Climate Survey.

Gender		
Female	842	76%
Male	264	24%
Age		
20 years or under	643	57%
21 years - 25 years	240	21%
26 years – 35 years	144	13%
36 years – 45 years	056	05%
46 years or older	038	03%
Ethnicity		
African American	324	29%
American Indian	007	0.6%
Asian	011	1.0%
Hispanic	041	4.0%
White	693	63%
Prefer not to answer	030	3.0%
Enrollment Status/Class Load		
Fulltime	871	78%
Part-time	248	22%
Educational Pathways		
Transfer to a four-year institution	447	41%
Seek fulltime employment after leaving	591	55%
Other	045	04%
First-Generation College Student?		
Yes	442	40%
Utilize Student Support Services? (TRIO)		
Yes	231	36%
No	659	60%

Demography Continued

Have a Documented Disability?			
Yes		073	07%
	Utilize Student Support Services? (TRIO)		
	Yes	032	43%
	Aware of Procedures for Seeking Accommodations?		
	Yes	066	87%
No		946	93%

Veteran?			
Yes		21	02%
	Satisfaction with the Office of Veteran Services	96%	
	Satisfaction with the Hours of Operation for the Office of Veteran Services	91%	
No		1084	98%

Academic Options

Mode of Academic Delivery		
Hybrid	938	88%
Fully Online	130	12%
Campus for Majority of Classes		
Poplarville Campus	485	53%
Forrest County Campus	408	45%
Hancock Campus	023	03%

Campus Atmosphere

Student Impression	Poplarville	Forrest County	Hancock	Online	Overall
Student-life activities are plentiful and exciting	88%	88%	100%	-------	88%
Receipt of fair and equitable treatment	95%	96%	87%	96%	95%
Faculty and staff show concern for students as individuals	92%	93%	100%	95%	93%
The campus feels safe.	96%	99%	90%	---	97%

Customer Service

Personal Attention	Poplarville	Forrest County	Hancock	Online	Overall
Admissions	97%	96%	100%	98%	97%
Bookstore	97%	98%	100%	98%	98%
Business Office	95%	95%	100%	97%	95%
Cafeteria	73%	--------	--------	--------	--------
Campus Police	93%	95%	100%	98%	95%
Disability Services	98%	98%	100%	96%	98%
Financial Aid	91%	90	95%	92%	91%
Library	98%	98%	100%	98%	98%
Math Lab	96%	99%	95%	97%	97%
Testing Center	96%	99%	100%	94%	97%
Wellness Center	97%	98%	100%	98%	98%

Customer Service

Hours of Operation	Poplarville	Forrest County	Hancock	Online	Overall
Admissions	98%	99%	100%	96%	98%
Bookstore	98%	98%	100%	97%	98%
Business Office	97%	97%	100%	95%	97%
Cafeteria	67%	--------	--------	--------	--------
Campus Police	97%	98%	100%	98%	98%
Disability Services	98%	99%	100%	96%	99%
Financial Aid	97%	96%	100%	97%	97%
Library	97%	97%	94%	97%	97%
Math Lab	96%	99%	94%	97%	97%
Testing Center	97%	98%	100%	97%	98%
Wellness Center	89%	98%v	100%	98%	94%

Overall Impression

Area	Poplarville	Forrest County	Hancock	Online	Overall
Books and supplies are easily accessible.	84%	83%	69%	83%	83%
Believe that PRCC is fulfilling its mission.	87%	93%	80%	87%	89%
Would recommend PRCC to someone else.	95%	95%	100%	97%	97%

Academic Atmosphere

Source	Poplarville	Forrest County	Hancock	Online	Overall
The student handbook is accessible and informative.	95%	95%	100%	97%	96%
Understand that the student handbook contains the procedure for filing a student complaint.	90%	94%	100%	92%	92%
Find the College Catalog accessible and informative.	92%	96%	100%	95%	94%

Orientation

Type of Orientation	Poplarville	Forrest County	Hancock	Online	Overall
ROAR	98%	97%	90%	98%	97%
Honor's Institute	98%	98%	-----	----	98%
First Year Seminar	98%	98%	70%	98%	98%

Advising

Feature	Poplarville	Forrest County	Hancock	Online	Overall
Understand how to contact advisor	93%	94%	90%	91%	94%
Satisfied with service provided by Office of Student Success or Counseling and Advisement Center	94%	96%	90%	88%	95%
Satisfied with advising provided by faculty advisor or instructor	93%	97%	95%	93%	95%
Advisor helped in preparation for transfer requirements or pursuit of a career.	88%	91%	90%	89%	90%

Focus Group Action Plan 2021-2022

Focus Area	Recommendation	Action	Department Responsible	Timeline/Progress
Food Service	Address food service issues with Aladdin Food Services.	The Vice President for Student Services will meet with an Aladdin representative to discuss the hours of operation of the cafeteria and the customer service provided by the cafeteria employees.	Student Services	Discussions will begin in February, 2022. Changes to broaden service will begin as early as Fall 2022.
Increased participation in Student Satisfaction Survey	Consider utilizing the newly acquired Watermark Software to "require" students to complete the survey through Canvas links.	Discuss among the staff of the Office of Planning and Research the pros and cons for requiring participation in the Student Satisfaction Survey	Institutional Research	Fall 2022
eBook Accessibility	Determine root of accessibility issue.	The Wildcat Den offers three easy ways student can obtain their textbooks and school supplies: (1) Students can purchase all material and supplies online up to two weeks prior to the start of each semester by visiting	Wildcat Den Marketing Department	Begin Fall 2022

		bookstore.prcc.edu. All items are shipped within 24-48 hours. (2) Student can shop at our new bookstore locations on the Poplarville and Forrest County Campuses where we have a wide variety of our most requested school supplies and all required textbooks. (3) Over 80% of our courses use Digital Course Materials. This eliminates the students need to worry about coming up with funding prior to the first day of class, as all eBooks and course materials are delivered by the first day of class in their course shell. The student simply logs in and everything is there for them to see on day one of class. To better communicate the ease for receipt of course materials and supplies, the Wildcat Den is teaming up with the Marketing Department to create a Marketing Strategy to better communicate the ease of these options.		

Time Management	Expand time management training	Social Media account for First Year Experience Time Management Workshops for Students at each campus and online Encourage instructors to offer time budgeting expectations for class Offer time management appoints, individualized .	Student Success Center Office of Professional Development	Fall 2022 Spring 2022
Student Life	Expansion of Student Life Activities	The student life department looks forward to continuing to expand the platforms on which we advertise student activities in order to reach an even wider range of the student body. This will happen through teaming up with PRCC's Marketing and Communication department. We will then continue to meet with the officers of the Student Government Association to discuss and collaborate on the student activities calendar for each semester making sure to take into account student interest and suggestion. Through surveys, students will be given the opportunity to voice their interest in certain types of activities that will allow officers to make informed decisions when creating the calendar.	Student Life Department	Fall 2022