

# PEARL RIVER COMMUNITY COLLEGE

## INTRODUCTION

Pearl River Community College continues ongoing efforts to improve student services on all campuses. As a part of this endeavor, the Campus Climate Survey was administered to all students during Fall Semester 2017. The results provide insight into the level of student satisfaction with various student services and are used to guide improvements. The results of the Fall Semester 2017 were reviewed by a Focus Group Committee appointed by Dr. Martha Smith, Vice President of Poplarville Campus. The Focus Group then makes recommendations for improvement in areas which received less than a 70 percent satisfaction level.

### *Focus Group Committee Members:*

Dr. Martha Smith, Chair  
Mr. Raymunda Barnes  
Ms. Karen Bond  
Dr. Jana Causey  
Ms. Melanie Davis  
Mr. Tim Dedeaux  
Ms. Candance Harper

Dr. Kyle Hill  
Ms. Maghan James  
Mr. Roger Knight  
Mr. Jeff Long  
Mr. Doug Rowell

The Focus Group Report is a compilation of the minutes from the Focus Group meeting and recommendation made by members of the committee to address any areas of concern. Below are the demographics of student respondents to the Campus Climate Survey

### Demographics of Student Respondents Fall 2017-Completed by 1,660 students

Male	40%	Race	White	65%
Female	60%		Black	28%
Age	18-21		Hispanic	2%
	22-25		Other	5%
	26+			
First Generation	67%			

# PEARL RIVER COMMUNITY COLLEGE

## MINUTES

### Focus Group Committee Meeting for Campus Climate Survey

January 22, 2018

Committee Members Present: *Mr. Raymunda Barnes, Ms. Karen Bond, Dr. Jana Causey, Ms. Melanie Davis, Dr. Tim Dedeaux, Dr. Kyle Hill, Ms. Maghan James, Mr. Roger Knight, Mr. Jeff Long, and Dr. Martha Smith*

The meeting was called to order by Dr. Martha Smith, Focus Group Chair. Dr. Smith provided a brief overview of the Fall 2017 Campus Climate Survey results, reporting that the results from this survey were very positive with all levels above 83 percent satisfaction levels. The overall feedback from students was also very good.

#### **Observations, Concerns, and Recommendations**

Although all areas received greater than 83 percent satisfaction, the Focus Group discussed the following items as possible areas of improvement.

*Wi-Fi accessibility – Upgrades in common areas such as parking lots are being discussed and plans developed for upgrades. Recommendation was made to educate students about leaving devices constantly connected to the internet.*

*Recommendation was made to revise the question concerning attending PRCC again (Q2) as follows: If I were in a position to select a college again, I would choose to attend PRCC.*

*Recommendation was made to revise the question concerning registration (Q 11) to an open-ended question.*

*Recommendation was made to revise the question concerning services provided by the bookstore (Q23) by including “does not apply” as an option.*

*Recommendation was made to revise the question concerning educational goals (Q 33) to include “I plan to obtain a Certificate in a career-technical program”.*

*Recommendation was made to revise the question concerning classification (Q35) and include Certificate Candidate as an additional option.*

# PEARL RIVER COMMUNITY COLLEGE

## 2017-2018 ACTION TIMELINE - FOCUS GROUP COMMITTEE RECOMMENDATIONS

*\* Some issues, although not scoring on the 70% or below satisfaction level for any campus, are addressed because there were sufficient written comments to warrant action.*

<b>OVERALL</b>			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date</i>
Student Services	Upgrade Wi-Fi accessibility	The Vice President for Poplarville Campus and Instruction will consult with the IT Department to determine next steps	Summer 2018
	Revise the question concerning attending PRCC again (Q2)	Change wording as follows: If I were in a position to choose a college again, I would choose to attend PRCC	OPIR has made note of the change for Fall 2018
	<i>Revise the question concerning registration (Q 11)</i>	Change the question to open-ended and provide comment box	OPIR has made note of the change for Fall 2018
	<i>Revise the question concerning services provided by the bookstore (Q23)</i>	Change wording as follows: Include "does not apply" as an option	OPIR has made note of the change for Fall 2018
	<i>Revise the question concerning educational goals (Q 33)</i>	Change wording as follows: "I plan to obtain a Certificate in a career-technical program".??	OPIR has made note of the change for Fall 2018
	<i>Revise the question concerning classification (Q35)</i>	Change wording as follows: include "Certificate Candidate" as an additional option	OPIR has made note of the change for Fall 2018

### CHANGES/IMPROVEMENTS FROM 2016-2017 TO 2017-2018

<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date</i>
Student Services	<i>Bookstore hours at the Forrest County Center</i>	<i>The Vice President for Business and Administrative Services 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.</i>	<i>A new schedule was enacted Summer, 2018</i>
	<i>Wi-Fi accessibility in dorms</i>	<i>The Vice President for General Education and Technology will consult with the IT Department to</i>	<i>More wifi usage ability was added to dorms beginning Fall, 2018</i>

# PEARL RIVER COMMUNITY COLLEGE

		<i>determine peak usage times for students and determine next steps.</i>	
	<i>Parking accessibility at the Forrest County Center and Poplarville Campus</i>	<i>The Vice President for Business and Administrative Services indicates that additional parking is being added to compensate for any parking loss due to building projects.</i>	<i>Gravel and grass parking areas were made available Fall, 2018</i>
	<i>Bathroom maintenance and/or improvements at FCC</i>	<i>The Vice President for Forrest County Operations indicated that a report outlining needs checklist has been submitted to maintenance supervisor</i>	<i>The maintenance supervisor utilizes the checklist.</i>
	<i>Change wording of Question 13 to reflect advisement</i>	<i>Change wording as follows: I prefer advisement via: Face to face; Email; Online chat; Telephone</i>	<i>OPIR has reworded the question</i>