

**P R C C**

**2020**

*Student Satisfaction*  
**Campus Climate**  
*Survey*



**PEARL RIVER**  
COMMUNITY COLLEGE

**PRCC Student Satisfaction**

**Campus Climate Survey 2020**

**Faculty Concern**

93% of students believe that faculty show individual concern.



*"It seems almost all of my teachers are genuinely kind and positive people. Throughout my years here, I've never felt like just a number."*

**Recommendation**

"My classes were interesting and engaging."

**PRIDE**

97% of students would recommend PRCC to others.

**Equality**

95% of students believe that faculty and staff are fair and equitable.

**RESPECT**

*"The best part of this semester was having understanding and supportive teachers."*

**Influence**

*"I like having the choice to attend class face-to-face or to complete work online."*

**CLASS**

Convenient location and affordability influence enrollment.

**Satisfaction**

The overall satisfaction is 96%.

**CHARACTER**

*"My teachers have been so fast to assist with anything! They are all for helping students move forward and achieve their goals."*

## **Student Satisfaction Survey**

# **Campus Climate 2020 Focus Group Report**

### **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 2020 Campus Climate Survey, administered through Canvas, during the fall semester, were reviewed by the Campus Climate Focus Group. Ms. Maghan James, Assistant 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**

<b>Mr. Raymunda Barnes</b>	Assistant Vice President for Hancock Center
<b>Dr. Jana Causey</b>	Vice President for Forrest County Center, Allied Health, & Nursing Programs
<b>Ms. Melanie Davis</b>	Director of Institutional Research & Effectiveness
<b>Ms. Candace Harper</b>	Associate Vice President for Marketing and Communications
<b>Dr. Trevor Hunt</b>	Director of Brownstone Performing Arts Center
<b>Ms. Maghan Smith</b>	Assistant Vice President of Student Services
<b>Mr. Roger Knight</b>	Senior Vice President for Operations
<b>Mr. Matt Logan</b>	Chief Information Officer, Ellucian
<b>Mr. Jeff Long</b>	Vice President for Poplarville Campus and Student Services, <b>Focus Group Chair</b>
<b>Mr. Butch Raby</b>	Director of Public Safety
<b>Dr. Martha Smith</b>	Senior Vice President for Instruction/Provost
<b>Dr. Amy Townsend</b>	Associate Vice President for Student Success

## **Campus Climate Focus Group Meeting Minutes**

**January 14, 2021**

### **WebEx Meeting**

Members in Attendance:

- Mr. Raymunda Barnes
- Dr. Karen Bond
- Dr. Jana Causey
- Ms. Melanie Davis
- Ms. Candace Harper
- Dr. Trevor Hunt
- Mr. Roger Knight
- Mr. Matt Logan
- Mr. Jeff Long, **Chair**
- Ms. Maghan Smith
- Dr. Martha Smith
- Dr. Amy Townsend

Mr. Jeff Long called the meeting to order at 10:00 a.m. Mr. Long emphasized the importance of this document (data collected from the Student Satisfaction Survey) and asked everyone to send recommendations derived from the survey to Ms. Davis by Wednesday, January 20, 2021. He emphasized the changes that have taken place both on campus(es) and in the lives of students since last March, with the onset of Covid-19. He stated that during this

challenging time each department has had many obstacles and changes and that should be kept in mind as the results are reviewed.

Mr. Long then asked the committee for comments.

Dr. Jana Causey brought up an error with the answer choices for Question 19. This will be corrected for next year.

Dr. Martha Smith asked about questions 10 and 27, stating they were the redundant.

Ms. Melanie Davis explained that these questions pertained to TRIO-eligible students, and a student would only access both questions if both criteria were met, due to logic built into the survey.

Dr. Smith also mentioned that time management was a common theme. Students, rather than complaining about offices or personnel, were more introspective. She mentioned that she had utilized the time-management information to update department chairs about the need for training of students in this area. On a positive note, a common theme, was how much students enjoyed making new friends, and this is a reminder of the need for human interaction. Our faculty and staff must ensure friendliness and awareness of well-being.

Mr. Long reiterated that we should all make an effort to be positive influences. He stated that faculty members need to create simple, positive interactions with students.

Ms. Harper brought up feedback regarding the book store. In the future, she desires for books and supplies to be addressed through separate questions in the survey. During the pandemic, bookstore employees worked three days per week to ship textbooks. Over 1,000 packages were mailed; however, normal access to regular school supplies was not available. Some of the issues, particularly for science kits, were with the supply chain, and were beyond the control of bookstore employees. The science kits for the upcoming semester and summer semester have already been received.

Ms. Maghan Smith mentioned that there were some comments concerning “uncomfortable” interactions with an employee. She will be reiterating Title IX and sexual misconduct information during the upcoming semester.

Mr. Long mentioned the low rating for cafeteria hours of operation. Mr. Knight commented that he had not previously seen the ratings for cafeteria hours of operation as low as the current ratings. He stated that the cafeteria managers have always been very accommodating with requests for altering hours. Dr. Smith mentioned that students seem to appreciate the takeout option. Ms. Davis mentioned that a common conflict is with athletic practices and the hours for the evening meal. Mr. Long added a good word about how Aladdin has always been willing to offer takeout or boxed meals. Mr. Knight mentioned that there will be a micro market embedded within the new Wildcat Den, which will provide an after-hours option for food.

Dr. Causey reiterated that COVID had really taken a toll on our students, and that this particular survey reflected that. She stated that extra effort on the part of faculty and staff must continue for the benefit of our students. She mentioned that some markers were a little lower with student advisement, possibly due to slow communication on the part of advisors. She affirmed the need for faculty to provide timely responses, even if that response involves stating that more time is needed. She emphasized the need to communicate and deepen connections.

Mr. Long thanked Dr. Causey for addressing this need. He reminded everyone to be cognizant of the fact that students are affected by more than classroom interactions and demands. He also added that COVID forces us to be better communicators.

Mr. Long asked for other comments and requested that Focus Group members email recommendations to Ms. Davis and Ms. Smith. He also added that Ms. Smith’s email address has been updated to [mjsmith@prcc.edu](mailto:mjsmith@prcc.edu). He thanked Ms. Davis for compiling the report.

Mr. Long adjourned the meeting at 10:35 a.m

### Focus Group Action Plan 2020-2021

Focus Area	Recommendation	Action	Department Responsible	Timeline/Progress
Bookstore	<p>1) Implement alternate ways to supply science kits for students</p> <p>2) Increase availability of school supplies</p> <p>3) Provide optimal locations and facilities.</p>	<p>1) Design a new platform for creating science kits in-house.</p> <p>2) Enhance offerings on the website (bookstore.prcc.edu) to carry a wider variety of textbooks for every course.</p> <p>3) FCC Bookstore has been relocated and expanded, centrally, at the front of campus. A new location is in the planning phase for the Poplarville Campus.</p>	<p>1) Bookstore personnel</p> <p>2) Bookstore personnel</p> <p>3) Maintenance crews and Bookstore personnel</p>	<p>Begin Sumer, 2020</p> <p>Begin Fall, 2020</p> <p>Begin Summer, 2020</p>

Communication	1) Communicate with faculty about time-management needs of students.	1) Increase communication about time-management strategies to students from the beginning of the semester, with reminders throughout the semester.	1) Department Chairs	Begin Spring , 2021
Communication (Continued)	2) Communicate with students about the importance of time management techniques.	2) Provide student testimonials and best practices for time management.	2)Marketing and Communications Team	Begin Spring , 2021
Time Management	1) Provide information and	1) Add resources to ROAR courses:	1) Student Success Center	Begin Spring, 2021



	training about time management.	<ul style="list-style-type: none"> <li>a) Attendance video, term preparation tips, and time-management tips.</li> <li>b) Basic technology content</li> <li>c) Timely communication about time management.</li> </ul> <p>2) Make ROAR courses available throughout the semester.</p>		
Student Services	1) Enhance student services on all campuses	<p>1) Amplify student activities at Hancock and Forest County Centers</p> <p>2) Increased organization for intramural activities for the general population.</p>	<p>1) Student Services</p> <p>2) Student Activities</p>	<p>1) Begin Spring, 2021</p> <p>2) Begin, Spring 2021</p>
Professional Development	1) Provide Professional Development on time management	1) Provide resources periodically throughout the semester on time management.	1) Office of Professional Development	Begin Spring, 2021