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

Mr. Raymunda Barnes	Assistant Vice President for Hancock Center
Dr. Jana Causey	Vice President for Forrest County Center, Allied Health, & Nursing Programs
Ms. Melanie Davis	Director of Institutional Research & Effectiveness
Ms. Candace Harper	Associate Vice President for Marketing and Communications
Dr. Trevor Hunt	Director of Brownstone Performing Arts Center
Ms. Maghan Smith	Assistant Vice President of Student Services
Mr. Roger Knight	Senior Vice President for Operations
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	Associate Vice President for Student Success

Demography

The participation rate was 14% with 705 students completing the Fall, 2020 Campus Climate Survey.

Gender		
Female	535	76%
Male	165	24%
Age		
20 years or under	416	59%
21 years - 25 years	094	13%
26 years – 35 years	101	14%
36 years – 45 years	069	10%
46 years or older	025	04%
Ethnicity		
African American	219	31%
American Indian	001	00%
Asian	006	01%
Hispanic	016	02%
White	441	63%
Prefer not to answer	019	03%
Enrollment Status/Class Load		
Fulltime	550	78%
Part-time	154	22%
Educational Pathways		
Transfer to a four-year institution	333	48%
Seek fulltime employment after leaving	302	44%
Other	054	08%
First-Generation College Student?		
Yes	427	61%
Utilize Student Support Services? (TRIO)		
Yes	129	30%
No	273	39%

Demography Continued

Have a Documented Disability?		
Yes	058	08%

Utilize Student Support Services? (TRIO)		
Yes	027	47%
Aware of Procedures for Seeking Accommodations?		
Yes	054	93%

No	609	92%

Veteran?		
Yes	016	02%

Satisfaction with the Office of Veteran Services	93%
Satisfaction with the Hours of Operation for the Office of Veteran Services	94%

Academic Options

Mode of Academic Delivery		
Hybrid	452	66%
Fully Online	233	34%
Campus for Majority of Classes		
Poplarville	252	57%
Forrest County	173	39%
Hancock Center	018	04%

Campus Atmosphere

Student Impression	Poplarville	Forrest County	Hancock	Online	Overall
Student-life activities are plentiful and exciting	85%	77%	72%	-------	81%
Receipt of fair and equitable treatment	93%	99%	88%	96%	95%
Faculty and staff show concern for students as individuals	91%	94%	100%	93%	93%
The campus is safe for all students.	95%	98%	93%	99%	97%

Customer Service

Personal Attention	Poplarville	Forrest County	Hancock	Online	Overall
Admissions	98%	98%	93%	98%	98%
Bookstore	98%	97%	100%	98%	98%
Business Office	95%	96%	93%	97%	96%
Cafeteria	91%	--------	--------	--------	--------
Campus Police	90%	96%	100%	98%	94%
Financial Aid	88%	91%	92%	92%	90%
Library	99%	99%	100%	99%	98%
Math Lab	95%	98%	100%	98%	96%
Testing Center	96%	100%	100%	95%	93%

Customer Service

Hours of Operation	Poplarville	Forrest County	Hancock	Online	Overall
Admissions	98%	97%	100%	99%	98%
Bookstore	98%	95%	100%	98%	97%
Business Office	97%	96%	100%	98%	97%
Cafeteria	77%	--------	--------	--------	--------
Campus Police	98%	98%	100%	99%	97%
Financial Aid	95%	97%	93%	97%	96%
Library	95%	98%	100%	99%	97%
Math Lab	92%	97%	100%	97%	94%
Testing Center	95%	98%	100%	95%	95%

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	97%	96%	100%	99%	97%
Honor's Institute	96%	98%	100%	98%	97%
First Year Seminar	95%	95%	100%	98%	96%

Advising

Feature	Poplarville	Forrest County	Hancock	Online	Overall
Understand how to contact advisor	95%	94%	93%	92%	94%
Advisor is helpful in setting educational goals.	90%	87%	86%	88%	89%
Advisor is knowledgeable about transfer requirements.	86%	83%	86%	80%	83%

Focus Group Action Plan 2020-2021

Focus Area	Recommendation	Action	Department Responsible	Timeline/Progress
Bookstore	1) Implement alternate ways to supply science kits for students	1) Design a new platform for creating science kits in-house.	1) Bookstore personnel	Begin Sumer, 2020
	2) Increase availability of school supplies	2) Enhance offerings on the website (bookstore.prcc.edu) to carry a wider variety of textbooks for every course.	2) Bookstore personnel	Begin Fall, 2020
	3) Provide optimal locations and facilities.	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.	3)Maintenance crews and Bookstore personnel	Begin Summer, 2020
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 training about time management.	1) Add resources to ROAR courses: a) Attendance video, term preparation tips, and time-management tips. b) Basic technology content c) Timely communication about time management. 2) Make ROAR courses available throughout the semester.	1) Student Success Center	Begin Spring, 2021
Student Services	1)Enhance student services on all campuses	1)Amplify student activities at Hancock and Forest County Centers 2)Increased organization for intramural activities for the general population.	1) Student Services 2)Student Activities	1)Begin Spring, 2021 2) Begin, Spring 2021
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