

# Campus Climate Survey Report Pearl River Community College 2008-2009

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Pearl River Community College is committed to serving the needs of our student body. Therefore, a Campus Climate Survey is administered on an annual basis to the student body to ascertain student level of satisfaction with the services offered by Pearl River Community College. After analysis of surveys is completed, the Focus Group for the College reviews all results of the surveys and recommends an action plan to address areas which achieved less than a 70% satisfaction level. The results of the 2008-2009 Campus Climate Survey which was administered in the fall of 2008 are summarized as follows:

- **Overall satisfaction:**

Based upon recommendation by the Focus Group Committee, the Annual Campus Climate Survey was administered during Fall Semester 2008. Survey results concerning student satisfaction indicate that the majority of students are satisfied enough to indicate that they would recommend PRCC to others (80.68% of students surveyed on Poplarville campus; 74.9% of students surveyed at the Forrest County Center, and 87.7% percent of students surveyed at the Hancock Center strongly agreed or agreed that they were satisfied with PRCC).

- **Academic emphasis:**

Although all campuses received a satisfactory rating concerning emphasis placed on academic achievement from students surveyed, the Poplarville campus reflected a rating of 74.45%, the Forrest County Center survey results indicated a 73.5% rating, and the Hancock Center rated 80.3% for stressing academic achievement.

- **Registration:**

Student responses to services provided during registration for the Poplarville campus reflected a satisfaction rating of 66%, while the Forrest County Center student responses reflected a 63% satisfaction rating. Approximately 83% of the students at the Hancock Center are satisfied with the registration process.

- **Admissions:**

Students participating in the survey at the Poplarville campus indicated by a percentage of 75% that they are satisfied with services provided by the Admissions Department; 63% of the students at the Forrest County Center indicated satisfaction and 83% of students at the Hancock Center are satisfied with services provided by Admissions.

- **Advisement:**

The need for additional advisement is reflected in survey responses which indicate that approximately one-half of all students surveyed indicated that they would prefer an advisor assigned to them. A breakdown of survey responses follows: 60.54% of students surveyed on the Poplarville campus, 58% of FCC students surveyed, and 45.4% of Hancock Center students surveyed would like an assigned advisor to assist them.

- **Counseling Center:**

According to the results of the survey, 66.68% of students surveyed on the Poplarville campus agreed or strongly agreed that they were satisfied with the services provided by the Counseling, Advisement and Placement Center. The Forrest County Center results reflected a higher satisfaction rating of 72%, with the highest rating of satisfaction at the Hancock Center at 77.2%.

- **Business Office:**

Survey results indicated that 81% of students at the Poplarville campus are satisfied with services offered by the Business Office, and 75% of students at Forrest County Center and the Hancock Center are satisfied with the Business Office services.

- **Bookstore:**

The annual Campus Climate Survey, which was administered in Fall Semester 2008, indicated that 81.5 % of students surveyed on the Poplarville campus, 83% of students surveyed at the Forrest County Center, and 69.2% of students surveyed at the Hancock Center agreed or strongly agreed with the statements regarding satisfaction with bookstore services. Results indicate a decrease in the level of student satisfaction with services provided by the bookstore at the Poplarville and FCC campus, with an increase of 9.2 percentage points in satisfaction at the Hancock Center.

- **Classroom environments:**

Although student satisfaction among those surveyed reflected an overall satisfactory average of 85%, providing an environment conducive to student learning is of paramount importance; therefore, administration is continually seeking to improve classrooms.

- **Financial Aid Office:**

Survey results reflect that 68.16% of students at the Poplarville campus are satisfied with services provided by the Financial Aid office personnel, while 68% of students at the Forrest County Center are satisfied with Financial Aid Office services. The results indicate that 70% of the Hancock Center students are satisfied with services rendered by the Financial Aid office. These percentages reflect a slight improvement in student satisfaction at the Poplarville campus and a substantial improvement of 12.2 percentage points according to student responses at the Hancock Center. The satisfaction rating with the financial aid office at the Forrest County Center declined to 68%, a drop of 4.7 percentage points.

- **Instructor Feedback:**

Student responses reflected an overall satisfactory average of 84% with the timeliness of instructor feedback, as reflected by ratings in student satisfaction at the Poplarville campus of 80.55%, the Forrest County Center rating of 82.7% and the highest level of student satisfaction at the Hancock Center of 87.9%.

Students recognize that PRCC instructors stress the importance of academic achievement as evidenced by 74.45% response rate from Poplarville campus; 73.5% from Forrest County Center; and 80.3% from Hancock Center concerning emphasis on academic achievement.

- **Library**

Student satisfaction with services provided by the library increased from 73% to 80% on the Poplarville campus; however, the satisfaction level of the FCC reflected a slight decrease in student satisfaction from 83% to 79%. The most significant change is reflected in the Hancock Center student responses, which reflects an increase in student satisfaction levels from 48.8% to 87.9% satisfaction. A fully functioning library was established at the Hancock Center during this past year, which accounts for this increase.

- **Security:**

Approximately 60% of the students surveyed on the Poplarville campus, 79% of the students surveyed at the Forrest County Center, and 91% of the students surveyed at the Hancock Center agreed or strongly agreed that the campus is secure for all students. These percentages reflect a decrease of 8.34 percentage points from last year's survey at the Poplarville campus, while the rating at the Forrest County Center remained about the same. However, the satisfaction level at the Hancock Center regarding security from 77.6% to 91%, an increase of 13.3 percentage points.

Regarding the satisfaction level of students with the services provided by the personnel in the Police Office, 63% of students surveyed on the Poplarville campus; 61.8% of students surveyed at the Forrest county Center, and 88.1% of students surveyed at the Hancock Center are satisfied with personnel in the Police Office.

- **Student activities:**

Although a number of activities have been provided for student participation, surveys completed indicate a continued interest among students on all campuses for increased opportunities for student activities and involvement (65.40% - Poplarville; 48% - Forrest County Center; 55% - Hancock Center).

- **Student Complaints:**

Administration and faculty incorporated additional measures to ensure that students be made aware of the proper channels for expressing complaints. Student responses concerning channels for expressing complaint indicate an increase in satisfaction levels from last year. Fifty percent (50%) or more of students surveyed on all campus now agree or strongly agree that channels for expressing student complaints are readily available (Poplarville – now 50%, an increase from 42%; FCC – now 67%, an increase from 46%; Hancock – now 67%, an increase from 56%).

Students at the Poplarville campus (58%) and at the Forrest County Center (65%) agree or strongly agree that they would feel comfortable requesting a conference to discuss what they perceive as an unfair instructor, which is still below PRCC's acceptable rating of 70%. However, there has been a marked improvement in the level of student satisfaction as follows: Poplarville results up from 53% to 58% - an increase of 5 percentage points; Hancock results up from 62.5% to 81.5% - an increase of 19 percentage points. The Forrest County Center has experienced as slight decrease from 66% to 65%.

Demographics of Survey Respondents	
Poplarville Campus	1491 responded to survey 81% age 25 or under 12% ages 26-35
Forrest County Center	521 responded to survey 81% age 25 or under 14 % ages 26-35
Hancock Center	66 responded to survey 77% age 25 or under 9% ages 26-35

- Pearl River Community College's action plan to address areas of concern is outlined in the 2008-2009 Focus Group Report which is available for review in the Office of Institutional Research or online at

[http://pr10.prcc.edu/opr/OIE/Assets/focusreport\\_0809\\_final.pdf](http://pr10.prcc.edu/opr/OIE/Assets/focusreport_0809_final.pdf)