

# **Campus Climate Survey Report Pearl River Community College 2007-2008**



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 2007-2008 Campus Climate Survey which was administered in the spring of 2008 are summarized as follows:

- **Overall satisfaction:**

The Annual Campus Climate Survey was administered in April 2008. Survey results concerning student satisfaction indicate that the majority of students are satisfied enough to indicate that they would recommend PRCC to others (78% of students surveyed on Poplarville campus; 87% of students surveyed at the Forrest County Center, and 82.5% 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 from students surveyed, the Poplarville campus reflected a rating of 76%, while the other campuses rated above 80% for stressing academic achievement.

- **Admissions/Registration**

Results of the survey indicate that 74.7% of students surveyed on the Poplarville campus, 78% of students surveyed at Forrest County Center and 69% of students surveyed at the Hancock Center agreed or strongly agreed that the admission and registration services were satisfactory. This reflects an increase in satisfaction levels of students at Poplarville and the FCC and indicates a decrease in satisfaction at the Hancock Center.

- **Advisement:**

According to the results of the survey, over 60% of students surveyed indicated that they would prefer an advisor assigned to them as follows: 65.4% of students surveyed on the Poplarville campus, 66% of FCC students surveyed, and 63.8% of Hancock Center students surveyed would like an assigned advisor to assist them.

- **Bookstore**

The annual Campus Climate Survey, which was administered in April 2008, indicated that 85% of students surveyed on the Poplarville campus, 88.6% of students surveyed at the Forrest County Center, and 60.6% of students surveyed at the Hancock Center agreed or strongly agreed with the statements regarding the bookstore. Results indicate a slight increase in the level of student satisfaction with services provided by the bookstore at the Poplarville and FCC campus, with a decrease in satisfaction at the Hancock Center.

- **Classroom environments:**

Although student satisfaction among students surveyed reflected an overall satisfactory average of 82%, providing an environment conducive to student learning is of paramount importance, and significant funds are being designated to improvement of classroom improvements.

- **Counseling Center**

Over 60% of students surveyed indicated that they would prefer an advisor assigned to them as follows: 65.4% of students surveyed on the Poplarville campus, 66% of FCC students surveyed, and 63.8% of students surveyed at the Hancock Center

- **Financial Aid Office**

Students surveyed indicated satisfaction levels with the financial aid services as follows: 68% of Poplarville students were satisfied; 72.7% of FCC students were satisfied; 50% of Hancock students were satisfied.

- **Instructor Feedback:**

Each campus received a satisfactory rating concerning timely feedback. However, the Poplarville and Hancock campuses both had a 76% rating, while the Forrest County Center scored 84% satisfaction.

Instructors stress the importance of academic achievement as evidenced by a 76% response rate from Poplarville campus; 81% from Forrest County Center; and 76% from Hancock Center.

- **Library**

Student satisfaction increased from 71% to 73.% of students surveyed on Poplarville campus; the satisfaction level of the FCC remained at 83% and 48.8% at the Hancock Center agreed or strongly agreed that library services were satisfactory.

- **Security**

Approximately 68% of the students surveyed on the Poplarville campus, 78.7% of the students surveyed at the Forrest County Center, and 77.6% of the students surveyed at the Hancock Center agreed or strongly agreed that the campus is secure for all students. This reflects a slight decrease from last year's survey at the Poplarville campus and the Forrest County Center. However, the Hancock Center percentage has increased 5.6%.

- **Student activities:**

Surveys completed indicate an interest among students on all campuses for increased opportunities for student activities and involvement (60% - Poplarville; 48.9% - Forrest County Center; 42.6% - Hancock Center).

- **Student Complaints**

Survey results indicate that students are dissatisfied with channels for expressing student complaints. Fewer than 50% of students surveyed from all three campuses agree or strongly agree that channels for expressing student complaints are readily available (Poplarville – 42%; FCC – 46%; Hancock – 56%). The cumulative percent for all campuses of students who indicated that they were undecided about expressing student complaints was 34%. Fewer than 70% of students surveyed from all three campuses agree or strongly agree that they would feel comfortable requesting a conference to discuss what they perceive as an unfair instructor (Poplarville – 53%; FCC- 66%; Hancock 62.5%).

<b>Demographics of Survey Respondents</b>	
Poplarville Campus	1199 responded to survey 86% ages 19-25 10% ages 26-35
Forrest County Center	478 responded to survey 78% ages 19-24 21 % ages 26-35
Hancock Center	80 responded to survey 73% ages 19-25 11% ages 26-35

- Pearl River Community College's action plan to address areas of concern is outlined in the 2007-2008 Focus Group Report which is available for review in the Office of Institutional Research or online at [http://pr10.prcc.edu/opr/OIE/Assets/focus\\_group\\_report\\_spg2008.pdf](http://pr10.prcc.edu/opr/OIE/Assets/focus_group_report_spg2008.pdf)