

# Pearl River Community College

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## **Focus Group Recommendations**

**And**

**Minutes**

**Spring 2010**

**Table of Contents**

Introduction..... 3  
Minutes ..... 4  
Minutes ..... 5  
Minutes ..... 6  
Observations, Concerns, and Recommendations..... 7  
2009-2010 Action Timeline ..... 11

## Introduction

Pearl River Community College Campus Climate Survey was administered to students at the main campus in Poplarville, the Forrest County Center, and the Hancock Center during Fall Semester 2009, based upon recommendations of the Focus Group. After the survey results were tabulated, the information was disseminated to the Focus Group members who had been appointed by Dr. Adam Breerwood.

This report is a compilation of the recommendations and minutes from the Focus Group and will be shared with the Dean of Student Services who oversaw the administration of the Campus Climate Survey and the Chief Planning Officer who coordinates the administration of all College surveys. Recommendations and actions taken as a result of these discussions are included in this document.

Members of the Focus Group are as follows:

Dr. Adam Breerwood, Chair	Dr. Jim Moore
Dr. Cecil Burt	Ms. Robin Nix
Mr. Dow Ford	Mr. Doug Rowell
Dr. John Grant	Ms. Maggie Smith
Mr. Roger Knight	Ms. Brenda Wells

Demographics of Survey Respondents	
Poplarville Campus	1,186 responded to survey 67% age 25 or under 99.5% Female 94.8% Full Time 68.7% White/26.6% Black
Forrest County Center	989 responded to survey 66.5% age 25 or under 69.3% Female 81.2% Full Time 53.8% White/ 43.5 % Black
Hancock Center	160 responded to survey 71.3% age 25 or under 71.1% Female 72.5% Full Time 84.4% White/11.3% Black

# Pearl River Community College

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## *Minutes*

### **FOCUS GROUP COMMITTEE MEETING**

**February 2, 2010**

Committee Members Present: *Dr. Adam Breerwood, Dr. John Grant, Dr. Jim Moore, Ms. Robin Nix, Mr. Doug Rowell, Dr. Martha Smith, Ms. Brenda Wells*

Dr. Breerwood reviewed the Action Timeline from Fall 2009 and asked for updates on any open-ended progress statements.

Results of the Campus Climate Survey were distributed to committee members who were asked to review the results of the Campus Climate Survey, as well as all student comments, and formulate recommendations for improvement. Committee members were asked to review specifically their areas of responsibility and have their recommendations and timeline for action completed and returned to Dr. Breerwood and Ms. Wells by February 25, 2010.

Dr. Breerwood is to discuss with Dr. Burt any concerns about the Forrest County Center since Dr. Burt was unable to attend the meeting. Dr. Breerwood asked Ms. Wells to deliver all information to Dr. Burt, Ms. Smith, and Mr. Knight since they were unable to attend due to conflicts in scheduling.

Dr. Breerwood plans to present the Focus Group Recommendations and proposed action timeline to the Board at the July 2010 meeting.

The next scheduled meeting for the Focus Group Committee is March 25, 2010.

Meeting was adjourned.

***Minutes***  
**FOCUS GROUP COMMITTEE MEETING**

**March 25, 2010**

Committee Members Present: *Dr. Adam Breerwood, Mr. Dow Ford, Dr. John Grant, Dr. Jim Moore, Ms. Robin Nix, Mr. Doug Rowell, Dr. Martha Smith, Ms. Brenda Wells.*

Dr. Breerwood called the meeting to order, and all recommendations received from committee members were distributed for review and discussion. Also distributed for review were the three (3) year trends for select questions. Ms. Wells is to create an action timeline incorporating recommendations based upon those items that were less than the 70% satisfaction level rating previously agreed upon by the committee, as well as those recommendations addressing issues mentioned in the student comments. Meeting was adjourned.

***Minutes***  
**FOCUS GROUP SUBCOMMITTEE MEETING**

**April 26, 2010**

Committee Members Present: *Dr. Rebecca Askew, Dr. Adam Breerwood, Dr. John Grant, Dr. Ann Moore, Ms. Caycee Simon, Ms. Brenda Wells*

Dr. Breerwood appointed a subcommittee to implement the recommendations of the Focus Group Committee. The subcommittee met on April 26, 2010, reviewed the recommendations as presented by the Focus Group Committee, and provided suggestions for implementation of recommendations as set forth in the Action Timeline included in this report.

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

Areas which received less than a 70% satisfaction rating have been reviewed and addressed. In some cases, items have been addressed collectively since the items are interconnected and the recommendations would impact each of them. There are currently three (3) questions which need to be addressed at all three campuses. These are questions 20, 30, and 36 as enumerated below.

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- **Q20 – I have been advised of the proper channels for expressing student complaints.**

Satisfaction levels have improved at all three campuses. The Poplarville campus has a satisfaction rating of 64.3 percent, which is up considerably from 50 percent last year. The Forrest County Center has also shown improvement in this area as indicated by an increase of 9.4 percentage points to 59.1 percent. Hancock Center's satisfaction level has increased from 66.7 percent to 68.4 percent.

**Recommendation:**

**The online orientation for students and instructors will contain a component to address this issue and is to be implemented by Fall 2010. Emails can be sent to all students and a link can be provided on the home page which outlines information concerning proper channels for complaints.**

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- **Q30 – For MSVCC (online) students only: I am satisfied with the services provided by the bookstore for online classes. (This question was added to the survey last semester at the request of Frances Rawls, Bookstore Manager.)**

Poplarville online students indicated a 66.7 percent satisfaction level with bookstore services; Forrest County Center students reflected a 62.4 percent satisfaction, and Hancock Center students indicated 68.5 percent satisfaction.

**Recommendation:**

**Students will have the option of purchasing a hard cover textbook or an online version. Discussions with the book companies are in progress now, and this option should be available by Fall 2010.**

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## Pearl River Community College

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- **Q36 – I was provided adequate notice concerning standard entrance requirements and exams required to transfer to a four-year institution.**

Students at the Poplarville campus indicated a 64 percent satisfaction level concerning this issue, while 60.6 percent of the Forrest County Center students were satisfied. Students at the Hancock Center indicated 59.7 percent satisfaction.

### **Recommendation:**

**Require all new faculty members to complete an online orientation that will contain this information and encourage current faculty members to go through the orientation, as well.**

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### **Forrest County Center Only**

**Q24 – I am satisfied with services provided during the registration process.**

Survey results reflect that 65 percent of students at the Forrest County Center are satisfied with services provided during registration at the Forrest County Center.

**Recommendations: Cross- training will be implemented in all areas of student services.**

**Offer professional development training sessions stressing positive personal interaction with students and security of office information.**

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### **Poplarville Campus Only**

**Q22 – If I thought an instructor was unfair, I would feel comfortable requesting a conference to discuss the situation.**

Much improvement has been made in this particular area as evidenced by the improvement from 57.85 percent last year to 64.8 percent this year. However, in continued response to the students' comments and the campus climate survey results, the following actions are being suggested and implemented.

### **Recommendation:**

**Online orientation provided for students and faculty will advise of steps for due process when students experience problems, and instructors also provide information in each syllabus advising students of the proper procedure to utilize when help is needed. The Vice President of Instruction will also discuss with faculty**



# Pearl River Community College

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at the August Faculty/Staff Orientation the importance of making students aware that faculty members are available for conferences.

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## **Forrest County Center and Hancock Center**

**Q31 – There is sufficient opportunity for involvement in student activities on campus.**

Student responses to the survey indicate that only 60.6 percent of students at the Forrest County Center and 59.4 percent of students at the Hancock Center are satisfied with the number of student activities offered on these campuses.

### **Recommendation:**

**The Dean of Student Services, the Dean of the Forrest County Center, and the Director of the Hancock Center will work together to seek student suggestions for activities.**

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The following recommendations were made based upon student comments about various areas. Although these areas did not score less than 70 percent as far as the satisfaction level, PRCC strives continually to improve all aspects of the campus experience.

### **Recommendations:**

**Provide online professional development opportunities for all locations in light of financial constraints.**

**Conduct faculty meetings concerning student learning outcomes.**

**Revise dormitory visitation policies.**

**Educate students concerning traffic laws and parking rules.**

**To reduce racially biased complaints, a diversity class for officers will be implemented.**

**Install parking lot cameras.**

**Registration should be happening all summer.**

**Restructure advisement of students for all locations.**

**Organize a more structured and well-communicated process for informing students of advisors.**

**Communicate clear expectations to advisors.**

**Add Scantron forms and Blue-books to existing vending machines to allow students access to these materials around the clock.**

**Add a turn lane and/or access road at the Forrest County Center (FCC) to reduce the frequency and severity of traffic accidents.**

**Add additional parking on FCC campus.**

**Require all instructional areas to enlist a number of volunteer faculty members**

## Pearl River Community College

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**per department to receive training in the Banner registration process.  
These persons would aid in representing their department during the on-campus registration window to shorten lines and waiting time.  
Ensure that all doorways at FCC comply with federal standards.  
Install permanent bookstore at Hancock Center location.**

# Pearl River Community College

## 2009-2010 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.*

#### POPLARVILLE CAMPUS

<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date Completed</i>
<i>Poplarville Instructional Effectiveness</i>	Provide online professional development opportunities for all locations in light of financial constraints.	Foundation monies will provide funding.	<i>Ongoing</i>
<i>Poplarville Instructional Effectiveness</i>	Conduct faculty meetings concerning student learning outcomes.	Faculty Meetings were held during the 2009 Fall Semester. Additional meetings will be scheduled for the 2010 Fall Semester.	<i>Meetings will be scheduled for Fall Semester 2010</i>
<i>Poplarville Instructional Effectiveness</i>	Advise students of the proper channels for complaints.	Online Orientation will have a component to cover this. A link for students can be provided on the home page, and an email can be sent to all students providing links for this information.	<i>Currently in progress – should be implemented by Fall Semester 2010</i>
<i>Poplarville Instructional Effectiveness</i>	Improve services of bookstore for online students.	Students will have the option of purchasing the hard cover textbook or the online version. Discussions with the book companies are in progress now.	<i>Currently in progress – should be ready for Fall Semester 2010</i>
<i>Poplarville Instructional Effectiveness</i>	Provide notice about standard entrance requirements for transfer students	Online Orientation for faculty will contain this information	<i>Currently in progress – should be implemented by Fall Semester 2010</i>
<i>Poplarville Instructional Effectiveness</i>	Encourage faculty to remind students to seek a conference as necessary.	Online Orientation for students and faculty will address due process for student complaints. Instructors also are to provide in the syllabus the procedures to follow when students request help. Additionally, the Vice President of Instruction will remind faculty at the August 2010 Faculty/Staff Orientation of the importance of making students aware that faculty members are available for conference.	<i>August 2010 and ongoing</i>
<i>Poplarville Safety and Security</i>	Revise dormitory visitation policies.	Lobby visitation hours have been expanded.	<i>Completed</i>
<i>Poplarville</i>	Educate students concerning traffic laws and	A handout has been written and is being	<i>Completed</i>

## Pearl River Community College

<i>Safety and Security</i>	parking rules.	revised to make the traffic laws clearer.	
<i>Poplarville Safety and Security</i>	To reduce racially biased complaints, a diversity class for officers will be implemented.	Currently attempting to locate an instructor to set up a future class(es).	<i>The Chief of Police is currently seeking an instructor for classes.</i>
<i>Poplarville Safety and Security</i>	Install parking lot cameras	Some parking lots have been covered, and we are continuing to search for grant money for more cameras.	<i>Ongoing</i>
<i>Poplarville Safety and Security</i>	The forthcoming online student orientation should inform students of : <ol style="list-style-type: none"> <li>1) the arbitration process,</li> <li>2) steps available to report a crime and/or seek counseling, and</li> <li>3) the authority of the Campus Police Force regarding arrests and issuance of tickets.</li> </ol>	The Director of Recruitment and Orientation is currently developing this online service.	<i>Implementation by Fall 2010</i>
<i>Poplarville Admission and Financial Aid</i>	Train office personnel to answer questions without sending students from office to office.	Cross training in Admissions and Financial Aid is being conducted, and both offices now report to the newly formed Office of Assistant Dean of Enrollment Management.	<i>Cross-Training began in Fall 2009 and is ongoing.</i>
<i>Poplarville Admission and Financial Aid</i>	Need professional development sessions stressing positive personal interaction with students and security of office information.	Professional Development Committee will discuss and plan additional training for staff.	<i>Sessions will be scheduled for fall and/or spring semesters.</i>
<i>Poplarville Registration Effectiveness</i>	Registration should be happening all summer.	Plan is to have ongoing orientation.	<i>Plan is currently underway.</i>
<i>Poplarville Advisement</i>	Require all instructional areas to enlist a number of volunteer faculty members per department to receive training in the Banner registration process. These persons would aid in representing their department during the on-campus registration window to shorten lines and waiting time.	Twelve instructors have already been trained as of May 2010. Additional training will also be provided in August, 2010. Advisory meetings were conducted with department chairs to inform them of changes in the registration process.	<i>May 2010 Ongoing</i>
<i>Poplarville Advisement</i>	Restructure advisement of students.	Instructors are being trained to assist with advisement beginning Summer 2010. Individual advisement sessions are being conducted in the Counseling, Advisement & Placement Center for more thorough advising. Two additional faculty are assisting full-time during June and July. ACT Compass will be offered at all three campuses to improve advising and	<i>Summer 2010 Ongoing</i>

# Pearl River Community College

		proper placement in classes. Training by ACT Compass will be offered in June	
<i>Poplarville Advisement</i>	Organize a more structured and well-communicated process for informing students of advisors.	Student emails, informational flyers, postings on the website and reminders by instructors will be utilized to get the word out about advisors.	<i>Summer and Fall 2010</i>
<i>Poplarville Advisement</i>	Communicate clear expectations to advisors.	Training will be provided for advisors during the summer.	<i>Summer 2010</i>
<i>Poplarville Advisement</i>	A faculty/staff online orientation should be developed to mirror the new student online orientation and contain information on the transfer process to a four-year college.	Initial discussions are being conducted and plans are to have faculty/staff online orientation ready by Fall Semester.	<i>Fall 2010</i>
<i>Poplarville Miscellaneous</i>	The needs of dormitory residents would best be served by the hiring, as head residents, a full-time staff of college graduates to serve as counselors in <i>loco parentis</i> , and to organize additional campus activities.	Financial constraints prevent hiring of additional personnel.	<i>N/A</i>
<i>Poplarville Miscellaneous</i>	Add Scantron forms and Blue-books to existing vending machines to allow students access to these materials around the clock.	Scantrons and blue books are currently sold after campus store hours in the library from 4:00 p.m. until 9:00 p.m. during fall and spring semester and during select hours in the summer; therefore, vending machines are unnecessary at this time.	<i>Completed</i>

## FORREST COUNTY CENTER

<i>Area Focus</i>	Recommendation	Action	<i>Progress Made and/or Date Completed</i>
<i>FCC - Instructional Effectiveness</i>	Provide online professional development opportunities for all locations in light of financial constraints.	Foundation monies will provide funding.	<i>Ongoing</i>
<i>FCC - Instructional Effectiveness</i>	Add full-time faculty members to improve instructional quality and accountability, and to improve our full-time faculty to student ratio.	Budget constraints prevent hiring additional full-time faculty at this time.	<i>N/A</i>
<i>FCC - Instructional Effectiveness</i>	Advise students of the proper channels for complaints.	Online Orientation will have a component to cover this. A link for students can be provided on the home page, and an email can be sent to all students providing links for this information	<i>Currently in progress – should be implemented by Fall Semester 2010</i>
<i>FCC - Instructional Effectiveness</i>	Provide notice about standard entrance requirements for transfer students	Online Orientation for faculty will contain this information	<i>Currently in progress – should be implemented by</i>

# Pearl River Community College

			<i>Fall Semester 2010</i>
<i>FCC-Safety and Security</i>	The forthcoming online student orientation should inform students of : 1) the arbitration process, 2) steps available to report a crime and/or seek counseling, and 3) the authority of the Campus Police Force regarding arrests and issuance of tickets.	The Director of Recruitment and Orientation is currently developing this online service.	<i>Implementation by Fall 2010</i>
<i>FCC-Safety and Security</i>	Add a turn lane and/or access road to reduce the frequency and severity of traffic accidents.	The Board of Trustees communicated concerns to MDOT and installation of a traffic light has been approved.	<i>Implementation during next 12-15- months</i>
<i>FCC-Safety and Security</i>	Add additional parking on FCC campus.	Currently resurfacing part of parking lot and enlarging the parking lot.	<i>Completed by Summer 2010</i>
<i>FCC-Admission and Financial Aid</i>	Need professional development sessions stressing positive personal interaction with students and security of office information.	The Professional Development Committee will discuss and plan additional training for staff.	<i>Sessions will be scheduled for Fall and/or Spring 2010 semesters.</i>
<i>FCC-Advisement</i>	A faculty/staff online orientation should be developed to mirror the new student online orientation and contain information on the transfer process to a four-year college.	Initial discussions are being conducted and plans are to have the faculty/staff online orientation ready by Fall Semester.	<i>Fall 2010</i>
<i>FCC Miscellaneous</i>	Add Scantron forms and Blue-books to existing vending machines to allow students access to these materials around the clock.	Scantrons and blue books are currently sold after campus store hours in the Business Office from 4:00 p.m. until 8:00 p.m., so there is no need for vending machines.	<i>Completed</i>
<i>FCC Miscellaneous</i>	Ensure that all doorways at FCC comply with federal standards.	A full ADA Compliance Report has been completed.	<i>Completed</i>
<i>FCC Miscellaneous</i>	Provide opportunities for student involvement	The Director of the Forrest County Center and Dean of Student Services will work together to seek student suggestions.	<i>Fall 2010 ongoing</i>

## HANCOCK CENTER

<i>Area Focus</i>	Recommendation	Action	<i>Progress Made and/or Date Completed</i>
<i>Hancock Instructional Effectiveness</i>	Provide online professional development opportunities for all locations in light of financial constraints.	Foundation monies will provide funding.	<i>Ongoing</i>
<i>Hancock Instructional Effectiveness</i>	Provide full-time library science worker.	Budget constraints prevent the hiring of additional personnel at this time.	<i>N/A</i>

## Pearl River Community College

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<i>Hancock Instructional Effectiveness</i>	Advise students of the proper channels for complaints.	Online Orientation will have a component to cover this. A link for students can be provided on the home page, and an email can be sent to all students providing links for this information.	<i>Currently in progress – should be implemented by Fall Semester 2010</i>
<i>Hancock Instructional Effectiveness</i>	Provide notice about standard entrance requirements for transfer students	Online Orientation for faculty will contain this information	<i>Currently in progress – should be implemented by Fall Semester 2010</i>
<i>Hancock Safety and Security</i>	The forthcoming online student orientation should inform students of : <ol style="list-style-type: none"> <li>1) the arbitration process,</li> <li>2) steps available to report a crime and/or seek counseling, and</li> <li>3) the authority of the Campus Police Force regarding arrests and issuance of tickets.</li> </ol>	The online orientation is currently being developed by the Director of Recruitment and Orientation.	<i>Implementation by Fall 2010</i>
<i>Hancock Admission and Financial Aid</i>	Need professional development sessions stressing positive personal interaction with students and security of office information.	Professional Development Committee will discuss and plan additional training for staff.	<i>Sessions will be scheduled for fall and/or spring semester.</i>
<i>Hancock Advisement</i>	A faculty/staff online orientation should be developed to mirror the new student online orientation. It should contain information on the transfer process to a four-year college.	Initial discussions are being conducted.	<i>Ongoing</i>
<i>Hancock Advisement</i>	Online student orientation should include information on the transfer process to a four-year college.	The Director of Recruitment and Orientation is currently developing this online service.	<i>Implementation by Fall 2010</i>
<i>Hancock Miscellaneous</i>	Add Scantron forms and Blue-books to existing vending machines to allow students access to these materials around the clock.	The Hancock Center Library currently offers these forms and this item will be discussed with the Director of the Hancock Center.	<i>Summer 2010</i>
<i>Hancock Miscellaneous</i>	Install permanent bookstore at Hancock Center location.	Plans are being implemented to provide an area for the bookstore.	<i>Fall 2010</i>
<i>Hancock Miscellaneous</i>	Provide opportunities for student involvement	The Director of the Hancock Center and Dean of Student Services will work together to seek student suggestions.	<i>Fall 2010 ongoing</i>