

Pearl River Community College

Focus Group Recommendations

And

Minutes

Spring 2011

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Introduction

In a continuing effort to improve services at Pearl River Community College, a Campus Climate Survey was administered to students at all campuses during Fall Semester 2010. Survey results were shared with the Focus Group members appointed by Dr. Adam Breerwood, Dean of Student Services.

This report is a compilation of the recommendations and minutes from the Focus Group 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	Ms. Robin Nix
Dr. Cecil Burt	Mr. Doug Rowell
Mr. Dow Ford	Ms. Caycee Simon
Dr. John Grant	Ms. Maggie Smith
Mr. Roger Knight	Ms. Brenda Wells

Demographics of Survey Respondents	
Poplarville Campus	1,012 responded to survey 81% age 25 or under 60% Female/40% Male 94% Full Time 77% White/18% Black
Forrest County Center	803 responded to survey 72% age 25 or under 68% Female/32% Male 82% Full Time 53% White/ 43 % Black
Hancock Center	102 responded to survey 68% age 25 or under 67% Female/33% Male 83% Full Time 85% White/6% Black

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FOCUS GROUP COMMITTEE MEETING

February 23, 2011

Committee Members Present: *Dr. Adam Breerwood, Dr. John Grant, Ms. Robin Nix, Ms. Brenda Wells*

Dr. Breerwood provided a summary of the results of the 2010-2011 Campus Climate Survey and distributed results to members of the committee.

Committee members were asked to formulate recommendations for any items that achieved less than a 70 percent satisfaction level. Committee members were asked to have their recommendations completed and returned to Dr. Breerwood and Ms. Wells by Friday, March 4, 2011.

Dr. Breerwood and Committee members discussed question 19 and recommended rewording the question for the survey to be administered in Fall 2011.

- Question 1 - should allow multiple selections as more than one may apply.
- Question 3 - consider removing item "E – all of the above".
- Question 5 - check with recruiting to see if all locations are noted for "cart placement."
- Question 7 - consider changing the word "secure" to "safe."
- Question 20 – reword question to read as follows: Instructors return graded work, such as tests, within one week of completion.
- Question 21 – reword question to read as follows: "Classroom environments contribute to learning."
- Question 26 – Discuss this question further. Does "student support services" refer to the Student Support Services Program at Poplarville or to general student support services? May need to clarify question.
- Question 35 - Dr. Grant made the following suggestions: explanations be given on academic, technical and career so that students will have a clearer understanding. Ms.Nix suggested using, "if you desire to transfer, were you provided adequate information concerning...".

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- Question 38 – Include explanation for full-time (12 hours or more) and part-time (less than 12 hours).

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 survey results to Mr. Knight, Mr. Rowell, and Ms. Smith since they were unable to attend due to conflicts in scheduling.

The next meeting for the Focus Group Committee will be determined at a later date.

Meeting was adjourned.

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FOCUS GROUP COMMITTEE MEETING

April 13, 2011

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

Dr. Breerwood called the meeting to order, and all recommendations received from committee members were distributed for review and discussion.

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. The Focus Group report will be distributed upon completion to members of the committee for review.

Committee members made following recommendations for revision to the Campus Climate Survey for Fall 2012.

Delete Question 19 concerning standard entrance requirements and exams based upon following reasons: Few programs require entrance exams and many students' intent is not to transfer.

Reword Question 10 as follows: I have been advised of the procedure for expressing a student complaint.

Meeting was adjourned.

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.

Forrest County Center and Hancock Center:

- Q14 – There is sufficient opportunity for involvement in student activities on campus.

Although satisfaction levels have improved at two campuses, there is still a need to continue to improve student activities. The Poplarville campus has a satisfaction rating of percent of 77.4, which is up considerably from 64.3 percent last year. The Forrest County Center has also shown improvement in this area as indicated by an increase to 66.6 percent from 59.1 percent. Hancock Center's satisfaction level has experienced a slight decrease from 68.4 percent to 62.4 percent.

Recommendation:

Provide student activities on all campuses. Enlist the Student Government organization in the planning.

Poplarville Campus and the Forrest County Center:

- Q8 – I have been advised of the proper channels for expressing student complaints.

Student satisfaction at the Poplarville Campus reflects a 60 percent level and a 55.7 percent satisfaction level at the Forrest County Center. Hancock Center has a satisfactory 73.3 percent level.

Recommendation:

Provide information through a variety of methods concerning proper procedures for expressing student complaints. *Note: This topic is currently addressed in the current Student Online Orientation. The Office of Distance Education will include this information in online orientation for first-time online students.*

- Q19 – 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 62 percent satisfaction level concerning this issue, while 59.1 percent of the Forrest County Center students were satisfied. Students at the Hancock Center indicated a 71.3 percent satisfaction.

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Recommendation:

Post information concerning standard transfer requirements for students in a variety of areas and formats. *Note: Online student orientation contains this information; the College Catalog contains this information; and advisors provide this information.*

Forrest County Center:

Although only the Forrest County Center received a less than 70 percent satisfaction rating, the College recognizes the need to continue to improve the registration process on all campuses.

Q11 – I am satisfied with services provided during the registration process.

Survey results reflect the following student satisfaction levels: Poplarville at 78.3 percent; Forrest County Center at 64.4 percent; Hancock at 85.3 percent satisfied with services provided during registration at the Forrest County Center.

Recommendation:

Improve registration process. *Note: Continue cross training. Continue to seek ways to implement improvement in the registration process. Provide needed upgrades in technology.*

Poplarville Campus:

Q10 – 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 was evidenced by the improvement from 57.85 percent to 64.8 percent last year and maintenance at this level through this year. However, in continued response to the students' comments and the campus climate survey results, the following actions were suggested and implemented and faculty will be reminded again of the importance of student awareness of the process. *Note: Information is currently provided in syllabi, online student orientation covers due process, and the Office of Distance Education will provide information to first time students.*

Recommendation:

Discussing areas of conflict is never a “comfortable” issue. Consider rewording Question 10 as follows: I have been advised of methods to lodge a student complaint.

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Hancock Center:

- Q30 – For MSVCC (online) students only: I am satisfied with the services provided by the bookstore for online classes.

Poplarville online students indicated a 71 percent satisfaction level with bookstore services; Forrest County Center students reflected a 71.3 percent satisfaction, and Hancock Center students indicated a 64.6 percent satisfaction.

Recommendation:

Investigate measures to improve textbook services for online students. *Note: The book publishing company is currently developing a web page which should improve services for online students.*

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:

Be responsive to needs of non-traditional students at the Hancock Center.
Consider extension of library hours and bookstore hours at the Hancock Center.
Consider provision of additional science classes and lab sciences at Hancock Center.
Publicize student amenities on all campuses.
Emphasize Anonymous Tips feature for students on website.
Create an on-line pathway for students to register complaints.
Need more parking at the Forrest County Center.
Ticket fines for unauthorized visitation should be the same price for same gender and opposite gender visitation.

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2010-2011 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.

ALL CAMPUSES			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date</i>
<i>Student Activities</i>	Provide student activities on all campuses. Q14	Continue implementation of a variety of student activities on all campuses. Enlist student organizations in planning. <i>(Mr. T. Smith)</i>	<i>Fall 2011 and ongoing</i>
FORREST COUNTY CENTER			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress/Date</i>
<i>Student Complaints</i>	Provide information concerning proper channels for expressing student complaints Q8	This topic is addressed in the current Student Online Orientation. The Office of Distance Education will address this topic in online orientation for first-time online students.	<i>Fall 2011 and ongoing</i>
<i>Registration</i>	Improve registration process Q11	Continue cross training. Continue to seek ways to implement improvement in the registration process. Provide needed upgrades in technology. <i>(Mr. D. Ford)</i>	<i>Fall 2011 and ongoing</i>
<i>Instruction</i>	Post information concerning standard transfer requirements for students in a variety of areas and formats. Q19	Online student orientation contains this information; the College Catalog has information; and advisors provide information.	<i>Ongoing</i>
<i>Instruction</i>	Advise students of process for seeking conferences as needed. Q10	Information is provided in syllabi, online student orientation covers due process, and Distance Education provides information to first time students	<i>Ongoing</i>
HANCOCK CENTER			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress/Date</i>
<i>Bookstore</i>	Investigate measures to improve textbook services for online students. Q30	The book publishing company is developing a website for students which should improve services for online students.	<i>Summer 2011</i>
POPLARVILLE CAMPUS			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress/Date</i>
<i>Student Complaints</i>	Provide information concerning proper procedure for expressing student complaints. Q8	This topic is addressed in the current Student Online Orientation. The Office of Distance Education will address this topic in online orientation for first-time	<i>Ongoing</i> <i>Fall 2011</i>

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		online students.	
<i>Instruction</i>	Post information concerning standard transfer requirements for students in a variety of areas and formats. Q19	Online student orientation contains this information; the College Catalog has information; and advisors provide information.	<i>Ongoing</i>
<i>Instruction</i>	Advise students of process for seeking conferences as needed. Q10	Information is provided in syllabi, online student orientation covers due process, and the Office of Distance Education provides information to first time students	<i>Ongoing</i>

OTHER RECOMMENDATIONS

<i>Area Focus</i>	Recommendation	Action	<i>Progress/Date</i>
<i>Non-traditional students</i>	Be responsive to needs of non-traditional students at the Hancock Center.	An Adult Student Services Center has been established at the Poplarville Campus. Plans are to expand this service to all campuses. (<i>Dr. B. Gandy</i>)	<i>Ongoing</i>
<i>Library and Bookstore</i>	Consider extension of library hours and bookstore hours at the Hancock Center.	The Director of the Hancock Center will explore this possibility.	<i>Fall 2011</i>
<i>Curriculum</i>	Consider provision of additional science classes and lab sciences at Hancock Center.	The Director of the Hancock Center will consider expansion of course offerings.	<i>Ongoing</i>
<i>Student services</i>	Publicize student amenities on all campuses.	Information concerning student amenities will be provided in College publications.	<i>Ongoing</i>
<i>Student services</i>	Emphasize Anonymous Tips feature for students on website.	Information concerning this feature will be provided in various campus publications. (<i>Chief Doug Rowell</i>)	<i>Ongoing</i>
<i>Student services</i>	Create an on-line pathway for students to register complaints.	An online Student Forum has been established to allow students to post comments and suggestions. (<i>Office of Institutional Effectiveness and Research</i>)	<i>Ongoing</i>
<i>Parking</i>	Need more parking at the Forrest County Center.	The College will continue efforts to provide more parking.	<i>Ongoing</i>
<i>Campus Police</i>	Ticket fines for unauthorized visitation should be the same price for same gender and opposite gender visitation.	Any unauthorized guest will be fined \$150.00. (<i>Chief Doug Rowell</i>) All visitation procedures will be reviewed by Chief of Police	<i>Summer 2011</i>