

# Office of Planning and Institutional Research

## QUALITY ENHANCEMENT PLAN UPDATE

### PRCC MISSION

PRCC IS A PUBLIC INSTITUTION COMMITTED TO PROVIDING QUALITY EDUCATIONAL AND SERVICE OPPORTUNITIES FOR ALL WHO SEEK THEM.

### Strategic Goals

- To prepare students to complete a degree or certificate program and to be successful in careers for which they have been prepared.
- To provide quality student services.
- To provide access to college courses and programs using various instructional methods, including distance education and dual enrollment/credit courses.
- To employ qualified faculty and staff, compensate them well, and provide opportunities for their professional development.
- To provide facilities, technology, and support staff in order to improve student learning, enhance faculty and staff performance, augment community services, and make college services available via the Internet.
- To improve communication among campus personnel and community members regarding the College goals, objectives, and activities.
- To recruit and retain students from a diverse population.
- To provide workforce training programs that meet requirements of business, industry, educational, and public service agencies for basic skills, specific job skills, and technical skills training.

Your QEP committee has been hard at work these past few months developing our First Year Experience (FYE) program. In November we explored the national literature and successful programs across the country seeking to identify what practices would be a good fit for PRCC based on our culture and institutional data. Through this process, four primary components were identified to define our program: ROAR (summer orientation); FYS course; Early Alert & Intervention system; and Professional Development.

The QEP team participated in the Student Success 360 workshop led by FYE content expert, Katie Lynch-Holmes in December. Here we discussed strategies and theories relative to student success, examined best practices, looked at FYE structure formats - particularly those related to our four component areas. The governance of FYE for PRCC was defined to include ongoing initiatives and taskforces necessary for the development of our program. Both an institutional and FYE definition of student success was formalized in which our QEP plan will be situated.

### First-Year Experience Mission is ...

*The goal of the QEP is to create a first-year student experience that enriches the learning environment wherein students enhance self-efficacy skills, engage with the college culture, and establish academic goals.*

### PRCC Student Success Mission is...

*PRCC's mission for student success is to facilitate a mutually engaging and positive learning environment where students have opportunities to become well-rounded and successful.*

### Aligning Student Success with First-Year Experience and QEP

#### PRCC Student Success Mission

#### First-Year Experience Mission

#### QEP Learning Outcomes and Strategic Goals

ROAR

First-Year Seminar

Professional Development and Training

Early Alert and Intervention

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## QEP—Continued

In January four sub-committees were formed to fully develop each of the designated components. These teams held meetings throughout February and March. These proposals include best practices for the specific component, an outline of program specifics, and development of student learning outcomes and assessment measures. A marketing taskforce is also underway to identify strategies for promoting and branding the QEP.

An Early Alert & Intervention workshop was conducted February. Representatives across all sectors of the college were invited to participate as the group sought to identify which of our students, based on institutional data, are at risk and why, best practices for creating any Early Alert program designed specifically for PRCC, and outlining the goals and outcomes of the Early Alert program. This workshop was also led by Katie Lynch-Holmes.

It is exciting to see all the energy surrounding our First Year Experience program. Voices across the campus are confirming FYE was indeed the correct topic for our institution. Our institution is fortunate to have such dedicated committee members who recognize the value of developing a solid FYE based on research and best practices all the while adding their creative touch.

Much will be shared with our faculty, staff, students, and community in the upcoming months. If you see one of your committee representatives, give them a pat on the back!

### QEP Committee Members:

Dr. Amy Townsend (chair)	Dr. Martha Smith	Dr. Amanda Parker	Dr. Jana Causey
Missy Graves	Michelle Wilson-Stokes	Sharmiraca Williams	Rudy Gatlin
Craig Carrigee	Maghan James	Tim Dedeaux	Deana Holifield
Karen Bond	Michele Mitchell	Casey Rawls	Ken Royston
Delana Harris	Christina Sumrall	Robin Nix	Trevor Hunt
Carol Williams	Greg Underwood	Susan Anderson	Tim Pulver
Shana Breerwood	Michaela Andrews	Jaime Missimer	Kaylea Saucier
Dr. Jennifer Seal (ad hoc)	Dr. Adam Breerwood (ad hoc)	Raymunda Barnes (ad hoc)	

### Upcoming Faculty/Staff Sharing Sessions—Poplarville Campus

Topic	Presenter	Date	Time	Location
QEP	Dr. Amy Townsend	Thursday, April 9	12:15 p.m.	IT Training Room
Grants	Dr. Jennifer Seal Mr. Ernie Lovell	Tuesday, April 21	11:00 a.m.	IT Training Room

### Upcoming FaculTeas—Forrest County Center

Topic	Presenter	Date	Time	Location
QEP	Dr. Amy Townsend	Tuesday, April 14	12:15 p.m.	Multi-purpose Room
Grants	Dr. Jennifer Seal Mr. Ernie Lovell	Thursday, April 23	12:15 p.m.	Multi-purpose Room

## Campus Climate Results

Results from the Campus Climate Survey provide important information about the student level of satisfaction with various services offered by the College. Data collected is analyzed and shared with select College administration and faculty.

Student Experience	Campus Location			Overall
	FCC	HC	Pop	PRCC
Satisfied with student experience at PRCC	96.0	94.2	96.8	96.4
Would recommend PRCC to others	90.2	88.5	87.8	88.6
Treated fairly-equitably	91.5	84.8	91.5	91.2

The survey responses pertaining to academic environment and instruction are shown below and reflect responses of students who **agree** or **strongly agree**.

Academic Environment/Instruction	FCC	HC	Pop	PRCC
Technology in Classrooms/labs	94.2	83.8	92.9	92.9
Timely feedback from instructors	92.6	87.5	89.3	90.4
Classroom environments	92.3	94.2	92.9	92.8
Academic achievement stressed	90.9	86.5	91.6	91.0
Availability of instructors outside class	92.1	88.3	93.8	92.6
Class size	96.4	95.2	94.7	95.2
Quality of Instruction	93.3	89.2	93.3	93.1

Student satisfaction with the condition of classrooms, lab facilities, and the overall appearance of the campuses is shown in table below. Percentages represent **satisfied** or **very satisfied** responses.

Facilities	FCC	HC	Pop	PRCC
Classroom	93.8	90.5	92.0	92.7
Labs	91.3	81.7	91.3	90.9
Campus appearance	88.5	86.5	93.7	91.4

Overall, the top five support offices according to student respondents are as follows:

Library  
Learning Lab  
Bookstore  
Admissions  
Counseling, Advisement and Placement

Office of  
Planning and  
Institutional  
Research  
101 Highway 11  
North  
Poplarville,  
MS 39470

Telephones:  
601-403-1146  
601-403-1144  
601-403-1317  
601-403-1379  
601-403-1420

Mark your calendar!

### Upcoming Lunch and Learn Sessions

- **Tuesday, June 2**  
*mCommerce: Mobile  
Phones & Your Business*
- **Tuesday, September 1**  
*Taking a Closer Look at  
Poplarville*
- **Tuesday, November 3**  
*Economic and Work-  
force Development  
Trends Influence Small  
Business and Entrepre-  
neurship Growth*

## LUNCH AND LEARN

The first Lunch and Learn session of 2015 was hosted at Pearl River Community College on March with approximately 40 chamber members in attendance. John O'Hara, Chief Executive Officer of the Better Business Bureau of Mississippi, was the featured speaker and is pictured below. His presentation focused on Consumer Trust in Business.

"Integrity and performance rank above price but customers have lost faith in business," John O'Hara told members of the Poplarville Area Chamber of Commerce. Businesses that want to create trust can do things as simple as answering every telephone call or email and "doing what you say you're going to do," O'Hara said.

According to O'Hara, complaints to the BBB have gone up for six consecutive years, and much of the decrease in trust and increase in complaints can be traced to the 2008-2009 economic downturn when businesses cut employees and services.

The Lunch and Learn session was sponsored by **Wells Insurance, LLC** in Poplarville.



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## Performance Reviews and Evaluations

Performance Reviews of all Supervisory Personnel were completed in February and March.

Personnel Evaluations (by supervisors) are in progress and are scheduled to be completed by April 30.