

# Institutional Effectiveness Newsletter

March 2012

## 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 transfer and be successful in their studies at baccalaureate institutions and/or 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.
- To employ qualified faculty and staff, compensate them well, and provide opportunities for 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 training.

## Campus Climate Survey

The Campus Climate Survey was administered to students during 2011 Fall Semester. Some of the results follow:



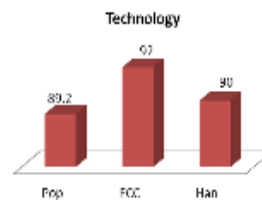
Students are satisfied with their overall experience at PRCC as indicated by a 94 percent satisfaction rating. Poplarville campus results reflected a 93.3 percent satisfaction level; students at the Forrest County Center indicated a 95 percent satisfaction level; and the students at the Hancock Center indicated a satisfaction level of 94 percent.

Ninety (90) percent of students surveyed indicated they had received fair and equitable treatment while attending PRCC.

Students are satisfied with the emphasis that PRCC places on academic achieve-

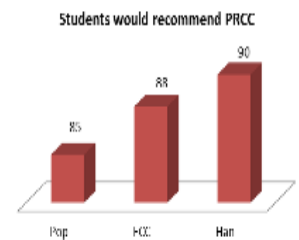
ment as follows: 86.7 percent satisfaction at the Poplarville Campus, 89.5 percent satisfaction at the Forrest County Center, and an 88.3 percent satisfaction level at the Hancock Center.

Overall, 90 percent of students expressed satisfaction with technology for learning in the classroom. At the Poplarville Campus, 89.2 percent of students were satisfied with technology for learning. Students at the Forrest County Center expressed a satisfaction level of 92 percent, and the Hancock Center students expressed a satisfaction level of 90 percent with technology for learning.



Student satisfaction with services provided by the library at the Poplarville Campus was at 97.7 percent. The satisfaction level of the Forrest County Center was 96.4

percent. The Hancock Center student responses reflected a satisfaction level at 97.4 percent.



When students were asked if they would recommend PRCC to another person, the majority responded favorably as evidenced by the following results: Eighty-eight (88) percent of students at the Forrest County Center, 90 percent of students at the Hancock Center, and 85 percent of students at the Poplarville Campus agreed or strongly agreed that they would recommend PRCC.

The Campus Climate Survey report can be found online at [http://pr10.prcc.edu/opr/OPR/surveys\\_reports.html](http://pr10.prcc.edu/opr/OPR/surveys_reports.html)

## Professional Development for Support Staff

The professional development sessions for support staff have been scheduled for the 2012 Spring Semester. Ms. Diana O'Toole is the scheduled guest speaker and will be discussing the important role of support services in student retention.

Ms. O'Toole, a Mississippi native, was born in Franklin County but grew up in Jackson, Mississippi. She attended Belhaven University where she graduated with a Bachelor of Science degree in psychology and a double minor in speech/drama and secondary education. She has twenty-two years experience in the travel and tourism industry, eight as a professional leisure travel agent, and fourteen years with the Mississippi Development Authority in the Tourism and Asset Development Division. Believing that customer service is the key to the success of any organization, Ms. O'Toole was instrumental in the development of an innovative approach to Hospitality/Customer Service Training for the State of Mississippi.

### Poplarville Campus:

#### Session I:

Thursday, April 19, 2012 8:30a.m.-10:30a.m.

#### Session II

Thursday, April 29, 2012 12:30p.m.-2:30p.m.

### Forrest County Center:

Friday, April 20, 2012 9:00a.m.-11:00a.m.

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### Institutional Research Mission:

The Pearl River Community College Office of Institutional Research is committed to working cooperatively with all others to enhance and support the Mission of the College through informed decision making.