

Student Satisfaction

Fall 2021



Happy
to Help!



PR

Focus Group Report



Student Satisfaction Survey

Focus Group Report for Survey Administered

Fall 2021

Introduction

The Campus Climate Survey is administered annually to all students in an effort to gather student impressions about campus atmosphere and student services. The results of the 2021 Campus Climate Survey, administered during the fall semester, were reviewed by the Campus Climate Focus Group. Mr. Jeff Long, Vice President for Student Services, chairs the Focus Group, whose responsibility is to provide recommendations for improvement for any areas within the survey receiving scores below 70% satisfaction. This standard supports Strategic Goal 2: To provide quality student services. Indicator 1 states: At least 70% of students participating in an annual Campus Climate Survey will indicate they are satisfied with the campus climate. Indicator 3 states: At least 70% of students participating in an annual campus climate survey will indicate they are satisfied with services provided on various offices on campus.

Focus Group Members

Dr. Raymunda Barnes	Assistant Vice President for Hancock Campus
Dr. Jana Causey	Vice President for Forrest County Campus, Allied Health, & Nursing Programs
Ms. Melanie Davis	Director of Institutional Research & Effectiveness
Ms. Candace Harper	Vice President for Enrollment Management
Dr. Trevor Hunt	Director of Brownstone Performing Arts Campus
Ms. Alexx Kennedy	Director of Student Services and Resident Life
Mr. Matt Logan	Chief Information Officer, Ellucian
Mr. Jeff Long	Vice President for Poplarville Campus and Student Services, Focus Group Chair
Mr. Butch Raby	Director of Public Safety
Dr. Martha Smith	Senior Vice President for Instruction/Provost
Dr. Amy Townsend	Dean of Career and Technical Education

Focus Group Action Plan 2021-2022

Focus Area	Recommendation	Action	Department Responsible	Timeline/Progress
Food Service	Address food service issues with Aladdin Food Services.	The Vice President for Student Services will meet with an Aladdin representative to discuss the hours of operation of the cafeteria and the customer service provided by the cafeteria employees.	Student Services	Discussions will begin in February 2022. Changes to broaden service will begin as early as Fall 2022. Plans are underway to increase food service options with the addition of WoW (World of Wings) and Pjs (Coffee Shop).
eBook Accessibility	Determine root of accessibility issue.	The Wildcat Den offers three easy ways student can obtain their textbooks and school supplies: (1) Students can purchase all material and supplies online up to two weeks prior to the start of each semester by visiting bookstore.prcc.edu. All items are shipped within 24-48 hours. (2) Student can shop at our new bookstore locations on the	Wildcat Den Marketing Department	Begin Fall 2022 Students reported that books and supplies were easily accessible, (93%), according to the Fall 2022 Student Satisfaction Survey.

		<p>Poplarville and Forrest County Campuses where we have a wide variety of our most requested school supplies and all required textbooks.</p> <p>(3) Over 80% of our courses use Digital Course Materials. This eliminates the students need to worry about coming up with funding prior to the first day of class, as all eBooks and course materials are delivered by the first day of class in their course shell. The student simply logs in and everything is there for them to see on day one of class.</p> <p>To better communicate the ease for receipt of course materials and supplies, the Wildcat Den is teaming up with the Marketing Department to create a Marketing Strategy to better communicate the ease of these options.</p>		
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<p>Time Management</p>	<p>Expand time management training</p>	<p>Social Media account for First Year Experience Time Management Workshops for Students at each campus and online Encourage instructors to offer time budgeting expectations for class Offer time management appoints, individualized .</p>	<p>Student Success Center Office of Professional Development</p>	<p>Fall 2022 A Time Management Professional Development was offered for teachers and disseminated through institution email. Spring 2022 The video of the training was archived with open availability for future use by faculty.</p>
<p>Student Life</p>	<p>Expansion of Student Life Activities</p>	<p>The student life department looks forward to continuing to expand the platforms on which we advertise student activities in order to reach an even wider range of the student body. This will happen through teaming up with PRCC's Marketing and Communication department. We will then continue to meet with the officers of the Student Government Association to discuss and collaborate on</p>	<p>Student Life Department</p>	<p>Fall 2022 Student Life expanded communication of student life activities to provide more frequent updates on the school's website and through the various TV monitors placed throughout campus.</p>

		<p>the student activities calendar for each semester making sure to take into account student interest and suggestion. Through surveys, students will be given the opportunity to voice their interest in certain types of activities that will allow officers to make informed decisions when creating the calendar.</p>		
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