

Student Satisfaction Survey

Focus Group Report for Survey Administered

Fall 2022

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 2022 Student Satisfaction Survey, administered during the fall semester, were reviewed by the Student Satisfaction 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 Student Satisfaction Survey will indicate they are satisfied with the campus climate. Indicator 3 states: At least 70% of students participating in an annual Student Satisfaction survey will indicate they are satisfied with services provided on various offices on campus.

Focus Group Members

Dr. Raymunda Barnes	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	Assistant Director of Marketing and Communications, Title IX
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

Demography

The participation rate was 79% with 4059 students completing the Fall 2021 Campus Climate Survey.

Gender		
Female	2697	68%
Male	1284	32%
Age		
20 years or under	2617	65%
21 years - 25 years	700	18%
26 years – 35 years	423	11%
36 years – 45 years	172	04%
46 years or older	090	02 %
Ethnicity		
African American	1187	30%
American Indian	033	01%
Asian	036	01%
Hispanic	112	03%
White	2444	62%
Prefer not to answer	093	03%
Enrollment Status/Class Load		
Fulltime	2864	72%
Part-time	1088	28%
Educational Pathways		
Transfer to a four-year institution	870	55%
Seek fulltime employment after leaving	607	38%
Other	101	07%
First-Generation College Student?		
Yes	2308	59%
Utilize Student Support Services? (TRIO)		
Yes	1120	50%
No	1590	41%

Demography Continued

Have a Documented Disability?		
Yes	266	07%
	Utilize Student Support Services? (TRIO)	
Yes	09	03%
	Aware of Procedures for Seeking Accommodations?	
Yes	232	87%
No	3653	93%
Veteran?		
Yes	60	02%
	Satisfaction with the Office of Veteran Services	
	96%	
	Satisfaction with the Hours of Operation for the Office of Veteran Services	
	93%	
No	3932	98%

Academic Options

Mode of Academic Delivery		
Hybrid	2570	65%
Fully Online	1389	35%
Campus for Majority of Classes		
Poplarville Campus	1922	48%
Forrest County Campus	959	24%
Hancock Campus	123	03%
Online	699	18%
Dual Enrollment	267	07%

Campus Atmosphere

Student Impression	Poplarville	Forrest County	Hancock	Online	Overall
Student-life activities are plentiful.	91%	88%	85%	-----	91%
Receipt of fair and equitable treatment	96%	97%	97%	97%	96%
Faculty and staff show concern for students as individuals	93%	94%	96%	95%	94%
The campus feels safe.	97%	98%	97%	---	97%

Customer Service

Personal Attention	Poplarville	Forrest County	Hancock	Online	Overall
Admissions	98%	98%	100%	99%	98%
Textbook Services	97%	98%	99%	98%	97%
Business Office	98%	98%	97%	99%	98%
Cafeteria	90%	-----	-----	-----	86%
Campus Police	94%	97%	95%	98%	96%
Disability Services	94%	94%	100%	92%	94%
Financial Aid	95%	95%	90%	95%	95%
Library	99%	99%	98%	99%	99%
Math Lab	97%	99%	97%	99%	98%
Nurse	99%	-----	-----	-----	99%
Testing Center	98%	99%	100%	99%	98%
Wellness Center	97%	99%	100%	99%	99%
Wildcat Hub	99%	99%	100%	99%	99%

Customer Service Availability

Hours of Operation	Poplarville	Forrest County	Hancock	Online	Overall
Admissions	98%	99%	98%	99%	98%
Textbook Services	98%	98%	98%	99%	99%
Business Office	97%	98%	95%	99%	98%
Cafeteria	73%	-----	-----	-----	73%
Campus Police	97%	98%	96%	99%	98%
Disability Services	98%	98%	100%	86%	97%
Financial Aid	97%	98%	96%	99%	98%
Library	97%	99%	100%	99%	98%
Math Lab	95%	99%	97%	98%	97%
Nurse	98%	-----	-----	-----	99%
Testing Center	97%	99%	100%	97%	98%
Wellness Center	96%	99%	99%	99%	97%
Wildcat Hub	98%	99%	100%	99%	99%

Overall Impression

Area	Poplarville	Forrest County	Hancock	Online	Overall
Books and supplies are easily accessible.	92%	93%	92%	95%	93%
Believe that PRCC is fulfilling its mission.	98%	98%	98%	99%	98%
Would recommend PRCC to someone else.	95%	96%	97%	97%	96%

Availability of College Documents

Source	Poplarville	Forrest County	Hancock	Online	Overall
The student handbook is accessible.	76%	81%	66%	77%	76%
Understand that the student handbook contains the procedure for filing a student complaint.	77%	80%	71%	78%	77%
Find the College Catalog accessible.	75%	80%	68%	79%	76%

Orientation Processes

Type of Orientation	Poplarville	Forrest County	Hancock	Online	Overall
ROAR	98%	97%	97%	99%	98%
First Year Seminar	97%	97%	98%	97%	97%

Advising

Feature	Poplarville	Forrest County	Hancock	Online	Overall
Understand how to contact advisor	89%	91%	86%	92%	89%
Satisfied with service provided by Office of Student Success or Counseling and Advisement Center	97%	98%	97%	99%	98%
Satisfied with advising provided by faculty advisor or instructor	95%	95%	94%	96%	95%
Advisor helped in preparation for transfer requirements or pursuit of a career.	87%	89%	90%	88%	88%

Focus Group Action Plan 2022-2023

Focus Area	Recommendation	Action	Department Responsible	Timeline/Progress
Availability of College Documents	Provide additional areas of access for the student handbook, "Cat Country Guide". and the Student Catalog.	Place tiles for each of these online documents into RiverGuide.	Information Technology	Spring, 2023
	Emphasize student responsibility in class scheduling and monitoring of progress along Pathway.	Request that First Year Seminar classes include a discussion of Pathways and the use of Degree Works for class scheduling and progress monitoring.	First Year Experience and Advising	Fall, 2023
Textbook/Supply Availability.	Monitor access to textbooks and supplies.	Determine whether the issue regards availability of supplies or access to the warehouse for acquiring supplies.	Bookstore/ Enrollment Management	2023-2024 Academic Year
Food Service	Take-out options	Request take-out availability for on-campus students as an alternative to the cafeteria dining venue.	Student Services	Investigate options Spring 2023. Implement available option Fall 2024.