



PEARL RIVER
COMMUNITY COLLEGE



Student Satisfaction
Survey
Fall, 2022

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

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 Additional areas of access were added.
	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 Modules are included for Understanding Graduation Pathways and Utilizing Advising Tools. Emphasis is given to Finding Advisors, Planning for Advising Sessions, and Tracking Progress in Degree Works. Academic plans are created for graduation and/or transfer.

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 Access to the textbook/supply warehouse has been more clearly labeled, and the customer service area has been renovated.
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. The wing restaurant and coffee stand will open during the 2023-2024 academic year; however, the Fall opening has been delayed.