

Harper College
Results of 2004 Career Graduate Survey

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Executive Summary

This report presents the results of the Career Graduate Survey of all 2004 Harper College graduates of career programs.

In most cases, the results were positive. A majority of 2004 graduates (58%) reported that their main objective in attending Harper was to obtain skills needed for a new job. Most 2004 graduates (69%) have not been enrolled in another college or university since leaving Harper.

Over 86 percent of the respondents reported being employed at least part-time; 69 percent were employed full-time. Of those not seeking employment, 28 percent stated that they were a full-time homemaker. 72 percent of employed respondents were working in a field related to their major. Of the 28 percent of employed respondents in a field not related to their major, 33 percent could not find a job in their field of preparation and 22 percent preferred to work in another field. Respondents reported working an average of 36.72 hours per week with an average wage of \$18.29 per hour.

The great majority of respondents (84%) reported being satisfied with their jobs. Over 48 percent reported finding their jobs after leaving Harper, while under 29 percent were employed before entering their college program. Respondents were roughly equally split between working in the Harper district and out-of-district (50% and 47%, respectively).

Respondents appeared to be satisfied with their educational experiences at Harper. Satisfaction levels were better than 80 percent for nearly all facets of the major program with satisfaction levels for information on current employment opportunities better than 65 percent. Satisfaction with general education is even better with more than 83 percent of respondents reporting satisfaction with each facet.

Respondents were also asked to rate several aspects of Harper instruction; more than 84 percent reported being satisfied with each aspect. Over 91 percent of 2004 graduates reported that Harper's main campus location was convenient for their courses; over 90 percent of respondents that used Internet-based courses were satisfied with its convenience. Of the respondents that used Harper services, more than 73 percent were satisfied with the services used; more than 85 percent were satisfied with 10 of the 12 listed services available. Yet, significant majorities of 2004 graduates reported that they did not use eight of the college offices and services available to them. Significant majorities of 2004 graduates would recommend Harper to their friends and family as well as return for education or personal enrichment courses (98% and 91%, respectively).

In general, recent graduates of Harper's career programs appear to be employed, satisfied in their professional careers, and satisfied with their experiences at Harper.

Introduction

The Harper College Career Graduate Survey is conducted one year after Harper students in career programs graduated in 2004. The questions on the survey are largely based on the Occupational Follow-Up Survey, which is received by ICCB for career programs under review. The Career Graduate Survey was conducted via telephone¹ with Harper alumni who graduated in fiscal year 2004 with A.A.S. Degrees and various career program certificates. For the Career Graduate Survey, 625 Harper graduates from career programs were surveyed and 293 completed surveys were received, for a response rate of 47 percent.

The report is organized into three sections: Executive Summary, Introduction, and Results and Discussion. The Executive Summary highlights results of interest. The Introduction provides an overview of the process, including response rate and the organization of the report. The Results and Discussion Section provides tabular results of responses from Harper career graduates. Appendix A presents a copy of the survey instrument.

For results from graduates of transfer programs, refer to the **Results of 2004 Transfer Graduate Survey**. Results for specific career programs can be found in the **Results of 2004 Career Graduate Survey – Program-Level Results**.

Results and Discussion

Table 1 presents the demographic characteristics (racial/ethnic group and gender) for all 625 career graduates in 2004, as well as the demographic characteristics of the 293 survey respondents.

Table 1: Demographic Characteristics of Graduates and Survey Respondents

Racial/Ethnic Group ²	Graduates		Respondents	
	Number	Percent	Number	Percent
Asian/Pacific Islander	91	14.6%	34	11.6%
American Indian/Alaskan Native	1	0.2%	0	0.0%
African American	23	3.7%	9	3.1%
Hispanic	35	5.6%	10	3.4%
White	436	69.8%	223	76.1%
Other/Unknown	39	6.2%	17	5.8%
Gender				
Female	437	69.9%	209	71.3%
Male	188	30.1%	84	28.7%

¹ Conducting the survey via telephone is a change from past practice, in an attempt to provide more timely data to the College.

² Asian/Pacific Islander and Hispanic graduates were less likely to respond than White graduates ($\chi^2=12.82$, $df=5$, $p<.05$).

The first question of the survey asks respondents for their main objective in attending Harper College. The next eight questions ask respondents to report on their outcomes: current employment status, current educational status, hourly pay, job satisfaction, etc. Questions 10, 11, and 14 ask respondents to report on their satisfaction with their experience at Harper: coursework in their major field of study, coursework outside their major field, and Harper's support services. Questions 12 and 13 ask respondents to report on the instruction and convenience of Harper's various locations, respectively. Questions 15 and 16 ask respondents to report on their recommendation of Harper to others and a possible return to Harper, respectively.

Table 2: Question 1 – Main Objective in Attending Harper

What was your main objective in attending Harper College? (N=293)	Number	Percent
Obtain skills needed for entry into new or different job	169	57.7%
Improve skills needed in present job	49	16.7%
Explore courses to decide on a career	19	6.5%
Take coursework for transfer to another college	28	9.6%
Personal interest or self-improvement	28	9.6%

Most respondents reported that their main objective was to gain job skills, either for entry into a new or different job or to improve their skills in their current job. Over 25 percent reported that their main objective was to explore courses in deciding on a career, take coursework in order to transfer to another college, or personal interest or self-improvement.

Table 3: Question 2 – Educational Status

What is your educational status? (N=295)	Number	Percent
Have not been enrolled in a college/university since leaving Harper	202	68.5%
Have been enrolled in another college/university since leaving this college but am not currently enrolled	21	7.1%
Currently enrolled in field of study related to previous community college program	61	20.7%
Currently enrolled in field of study unrelated to previous community college program	11	3.7%

Most respondents (over 68%) have not been enrolled in another college or university since leaving Harper. Just over 20 percent of respondents were currently enrolled in a related program of study, whereas fewer than 4 percent are currently enrolled in a field of study that is unrelated to the previous college program.

Table 4: Question 3 – Employment Status

What is your present employment status? (N=294)	Number	Percent
Employed full time – 30 hours or more per week	203	69.0%
Employed part time – less than 30 hours per week	51	17.3%
Full-time military service	0	0.0%
Unemployed, seeking employment	22	7.5%
Unemployed, not seeking employment	18	6.1%
Of those unemployed and not seeking employment: (N=18)		
Full-time student	2	11.1%
Full-time homemaker	5	27.8%
Health disability	1	5.6%
Family responsibility	2	11.1%
Other	7	38.9%

Harper’s graduates appeared to be successful at finding full-time employment after graduation; over 86 percent of Harper graduates were employed at least part-time with 69 percent employed full-time. Over 13 percent were unemployed with just over 6 percent not seeking employment. Of those not seeking employment, 29 percent were full-time homemakers; full-time students and graduates with family responsibilities represent just under 12 percent each. Of the respondents that indicated “Other”, there was no clear indication as to their present status.

If respondents were employed, they were asked to complete questions 4 through 9. Respondents who were not currently employed were asked to go to question 10. Tables 5 through 9 report results for the employed respondents only.

Table 5: Question 4 and 4-1 – Relationship of Current Job to College Program

How closely is your present job related to your former community college program? (N=255)	Number	Percent
Related	183	71.8%
Not related (please mark the one best reason why)	72	28.2%
Of those present jobs not related: (N=72)		
Preferred to work in another field	16	22.2%
Found better paying job in another field	7	9.7%
Could not find a job in my field of preparation	24	33.3%
Temporary job while in transition – either in college between jobs or summer employment	9	12.5%
Took job in order to get preferred working hours	2	2.8%
Did not complete program or pass licensing test to be eligible to work in my field of preparation	3	4.2%
Other/unknown	10	13.9%

A clear majority of Harper graduates (72%) were working in a field related to their former college program. Of the respondents that did not have a job related to their program (28%), 33 percent could not find a job in their field of preparation. Also, 22 percent of the non-related job graduates preferred to work in another field and 13 percent maintained temporary work while in transition, which involved either staying in college between jobs or working during the summer.

Table 6: Hours Worked and Salary

Question Text	Mean	SD
Q5. On the average, how many hours do you work each week? Do not include overtime hours. (N=248)	36.72	9.17
Q6. What is your present hourly salary before deductions? Include commission but not overtime pay. (N=184)	\$18.29	\$9.50

The mean hours per week amount for Harper graduates was 36.72 with an average hourly salary of \$18.29. Note that there are fewer respondents for the salary question compared to the number of hours.

Table 7: Question 7 – Job Satisfaction

In general, how satisfied are you with your present job? (N=253)	Number	Percent
Very satisfied	122	48.2%
Somewhat satisfied	90	35.6%
Somewhat dissatisfied	20	7.9%
Very dissatisfied	21	8.3%

Respondents reported a high level of job satisfaction with almost 84 percent satisfied to some degree with their employment.

Table 8: Question 8 – Time in Present Job

When did you begin working in your present job? (N=246)	Number	Percent
Before entering the college program	71	28.9%
While enrolled in the college program	56	22.8%
After leaving the college program	119	48.4%

Nearly half of Harper graduates (48%) reporting finding their job after leaving Harper. Just under 29 percent began working before enrolling in their program.

Table 9: Question 9 – Location of Employment

Where is the location of your primary place of employment? (N=254)	Number	Percent
Within district	128	50.4%
Outside district, but in Illinois	120	47.2%
Outside Illinois	6	2.4%

A slight majority (50%) of graduates were employed within the Harper district, whereas 47 percent work outside of the district but within the state of Illinois.

Table 10: Question 10 – Satisfaction with Major Program of Study

Rate your satisfaction with the following items as they pertain in your major program of study.	Number	Percent
Content of courses in your program (N=293)		
Very satisfied	181	61.8%
Somewhat satisfied	98	33.4%
Somewhat dissatisfied	12	4.1%
Very dissatisfied	2	0.7%
Lectures, lab experiences and group and individual projects (N=286)		
Very satisfied	158	55.2%
Somewhat satisfied	111	38.8%
Somewhat dissatisfied	12	4.2%
Very dissatisfied	5	1.7%
Equipment, facilities, and materials (N=291)		
Very satisfied	129	44.3%
Somewhat satisfied	122	41.9%
Somewhat dissatisfied	31	10.7%
Very dissatisfied	9	3.1%
Job preparation (N=279)		
Very satisfied	134	48.0%
Somewhat satisfied	94	33.7%
Somewhat dissatisfied	36	12.9%
Very dissatisfied	15	5.4%
Preparation for future education (N=272)		
Very satisfied	119	43.8%
Somewhat satisfied	105	38.6%
Somewhat dissatisfied	41	15.1%
Very dissatisfied	7	2.6%
Information on current employment opportunities and trends (N=271)		
Very satisfied	78	28.8%
Somewhat satisfied	98	36.2%
Somewhat dissatisfied	56	20.7%
Very dissatisfied	39	14.4%
Overall, how satisfied are you that your program provided you with the skills required for the job? (N=236)		
Very satisfied	123	52.1%
Somewhat satisfied	91	38.6%
Somewhat dissatisfied	15	6.4%
Very dissatisfied	7	3.0%

Harper graduates reported being satisfied with each facet of their major program of study. Over 94 percent were satisfied with the content of courses in their program. Also, over 90 percent were satisfied overall that their program provided them with the skills required for their job. A significant minority of respondents (35%) were generally dissatisfied with information on current employment opportunities.

Table 11: Question 11 – Satisfaction with General Education

Rate your satisfaction with the following items as they pertain to general education or other courses outside your major program of study.	Number	Percent
Content of courses outside of your program (N=87)		
Very satisfied	50	57.5%
Somewhat satisfied	33	37.9%
Somewhat dissatisfied	3	3.4%
Very dissatisfied	1	1.1%
Lectures, lab experiences and group and individual projects (N=84)		
Very satisfied	41	48.8%
Somewhat satisfied	36	42.9%
Somewhat dissatisfied	6	7.1%
Very dissatisfied	1	1.2%
Equipment, facilities, and materials (N=87)		
Very satisfied	45	51.7%
Somewhat satisfied	32	36.8%
Somewhat dissatisfied	8	9.2%
Very dissatisfied	2	2.3%
Job preparation (N=77)		
Very satisfied	26	33.8%
Somewhat satisfied	38	49.4%
Somewhat dissatisfied	7	9.1%
Very dissatisfied	6	7.8%
Preparation for future education (N=83)		
Very satisfied	39	47.0%
Somewhat satisfied	31	41.0%
Somewhat dissatisfied	7	8.4%
Very dissatisfied	3	3.6%

As with the respondents' major program of study, Harper graduates reported a high level of satisfaction with courses outside of their major. Respondents were most satisfied with the content of courses outside of their program (95%) and lectures, lab experiences, and projects (92%).

Table 12: Question 12 – Rating Harper Instruction

Rate the instruction at Harper College	Number	Percent
Class Size (N=239)		
Excellent	89	37.2%
Good	119	49.8%
Average	29	12.1%
Poor	2	0.8%
Quality of instruction (N=240)		
Excellent	101	42.1%
Good	108	45.0%
Average	27	11.3%
Poor	4	1.7%

Table 12: Continued

Rate the instruction at Harper College	Number	Percent
Course content (N=239)		
Excellent	90	37.7%
Good	127	53.1%
Average	21	8.8%
Poor	2	0.8%
Fairness of grading (N=240)		
Excellent	101	42.1%
Good	108	45.0%
Average	25	10.4%
Poor	6	2.5%
Faculty teaching ability (N=238)		
Excellent	113	47.5%
Good	99	41.6%
Average	20	8.4%
Poor	6	2.5%
Faculty concern for students (N=234)		
Excellent	104	44.4%
Good	94	40.2%
Average	29	12.4%
Poor	7	3.0%
Faculty availability (N=236)		
Excellent	108	45.8%
Good	91	38.6%
Average	29	12.3%
Not applicable	8	3.4%

Respondents gave a favorable rating to all aspects of the instruction at Harper College. Over 90 percent of Harper graduates rated course content either “Excellent” or “Good”.

Table 13: Question 13 – Rating Course Convenience of Harper Locations

Rate the convenience of the courses in terms of their location.	Number	Percent
Harper main campus -- Palatine (N=240)		
Very convenient	127	52.9%
Convenient	92	38.3%
Not convenient	21	8.8%
Northeast Center -- Wheeling (N=41)		
Very Convenient	10	24.4%
Convenient	13	31.7%
Not convenient	18	43.9%

Table 13: Continued

Rate the convenience of the courses in terms of their location.	Number	Percent
WEB or Internet based -- from home or office (N=53)		
Very convenient	26	49.1%
Convenient	22	41.5%
Not convenient	5	9.4%
Harper Professional Center -- Schaumburg (N=16)		
Very convenient	6	37.5%
Convenient	9	56.3%
Not convenient	1	6.3%
Other (N=13)		
Very convenient	9	69.2%
Convenient	1	7.7%
Not convenient	3	23.1%

Over 91 percent of respondents rated the Harper campus in Palatine convenient for the location of their courses. Among those that used off-campus locations, most indicated that online courses and the Harper Professional Center were convenient; the Northeast Center was rated as least convenient (44%).

Table 14: Question 14 – Satisfaction with College Services

Rate your satisfaction with each office or service listed below.	Number	Percent
Financial Aid services (N=63)		
Very satisfied	36	57.1%
Somewhat satisfied	18	28.6%
Somewhat dissatisfied	7	11.1%
Very dissatisfied	2	3.2%
Did not use	232	
Academic advising (N=157)		
Very satisfied	69	43.9%
Somewhat satisfied	66	42.0%
Somewhat dissatisfied	15	9.6%
Very dissatisfied	7	4.5%
Did not use	138	
Career planning (N=109)		
Very satisfied	41	37.6%
Somewhat satisfied	45	41.2%
Somewhat dissatisfied	17	15.6%
Very dissatisfied	6	5.5%
Did not use	186	

Table 14: Continued

Rate your satisfaction with each office or service listed below.	Number	Percent
College transfer planning (N=69)		
Very satisfied	26	37.7%
Somewhat satisfied	25	36.2%
Somewhat dissatisfied	12	17.4%
Very dissatisfied	6	8.7%
Did not use	226	
Counseling (N=93)		
Very satisfied	40	43.0%
Somewhat satisfied	43	46.2%
Somewhat dissatisfied	9	9.7%
Very dissatisfied	1	1.1%
Did not use	202	
Tutoring (N=73)		
Very satisfied	36	49.3%
Somewhat satisfied	29	39.7%
Somewhat dissatisfied	5	6.8%
Very dissatisfied	3	4.1%
Did not use	220	
Library/audio visual services (N=216)		
Very satisfied	129	59.7%
Somewhat satisfied	70	32.4%
Somewhat dissatisfied	10	4.6%
Very dissatisfied	7	3.2%
Did not use	78	
Student activities (N=66)		
Very satisfied	23	34.8%
Somewhat satisfied	34	51.5%
Somewhat dissatisfied	6	9.1%
Very dissatisfied	3	4.5%
Did not use	227	
Registration procedures (N=236)		
Very satisfied	120	50.8%
Somewhat satisfied	96	40.7%
Somewhat dissatisfied	11	4.7%
Very dissatisfied	9	3.8%
Did not use	3	
Access for disabled on campus (N=63)		
Very satisfied	35	55.6%
Somewhat satisfied	21	33.3%
Somewhat dissatisfied	4	6.3%
Very dissatisfied	3	4.8%
Did not use	174	

Table 14: Continued

Rate your satisfaction with each office or service listed below.	Number	Percent
Availability of computers for out-of-class use (N=182)		
Very satisfied	107	58.8%
Somewhat satisfied	63	34.6%
Somewhat dissatisfied	8	4.4%
Very dissatisfied	4	2.2%
Did not use	59	
Career Center (N=97)		
Very satisfied	45	46.4%
Somewhat satisfied	43	44.3%
Somewhat dissatisfied	6	6.2%
Very dissatisfied	3	3.1%
Did not use	144	

According to the respondents, the most utilized services were registration procedures (92% satisfied), availability of computers for out-of-class use (93% satisfied), and library/AV services (92% satisfied). The least utilized services (percentage of respondents that “did not use” added) included financial aid services (79%), student activities (78%), college transfer planning (77%), and access for disabled on campus (73%).

Table 15: Question 15 – Student Recommendation of Harper

Would you recommend Harper College to your friends and family? (N=240)	Number	Percent
Definitely Yes	197	82.1%
Yes	38	15.8%
No	3	1.3%
Definitely No	2	0.8%

Over 97 percent of Harper graduates would recommend Harper to their friends and family.

Table 16: Question 16 – Future Educational Plans at Harper

Would you return to Harper for educational or personal enrichment courses in the near future? (N=241)	Number	Percent
Definitely Yes	165	68.5%
Yes	54	22.4%
No	14	5.8%
Definitely No	8	3.3%

Nearly 81 percent of respondents reported that they would return to Harper for educational or personal enrichment courses in the near future. The following tables for questions 17 through 19 involve open-ended questions regarding what respondents liked best about Harper and ways for Harper to improve its instruction and services, respectively. Tables for these

questions include the most prevalent comments made by respondents, and involve the total number of comments stated by respondents to each question (since Harper graduates were allowed to state as many comments as needed.)

Table 17: Question 17 – Positive Comments about Harper

What did you like best about Harper? (N=320)	Number	Percent
Faculty/Specific Teachers	64	20.0%
Course Curriculum or Specific Courses/Program	64	20.0%
Convenience, in general	40	12.5%
Location/Close to Home	36	11.3%
Campus/Specific Facilities	25	7.8%
Affordability/Low Cost	23	7.2%
Class Schedules/Availability	19	5.9%
Experience with Other Students	11	3.4%

Forty percent of the comments made by career graduates involved their satisfaction with their courses and programs and their interaction with faculty members.

Table 18: Question 18 – Comments about Instructional Improvements

How can the College improve its instruction? (N=160)	Number	Percent
Improve Quality/Experience of Faculty	28	17.5%
Improve/Add Specific Program	24	15.0%
Create New Courses or Improve Class Availability	20	12.5%
No Improvements Needed	16	10.0%
Add More Teachers	11	6.9%
Improve Faculty Professionalism/Check for Teacher Favoritism	11	6.9%
Improve/Add Technology/Equipment	11	6.9%
Add Online Courses	8	5.0%

Regarding instructional improvements, 18 percent of the comments focused on improving the quality and general experience of faculty, while 15 percent were focused on adding or improving a specific program (although no program was consistently mentioned).

Table 19: Question 19 – Comments about Service Improvements

How can the College improve its services? (N=80)	Number	Percent
No Improvements Needed	32	40.0%
Improve/Add Parking	13	16.3%
Improve Quality of Specific Office/Personnel	10	12.5%
Improve Access to Counselors/Advisors	6	7.5%

The overriding comment regarding service improvements was that no improvements were needed (40%).

Summary

Graduates of career programs at Harper were positive about their experiences with their field of study and Harper in general. Most respondents reported that their main objective was to gain job skills for entry into a new or different job or to improve skills needed in their present job.

For 2004 graduates, involvement in career programs enhanced their ability to seek and acquire employment. Most respondents reported being employed at least part-time with 69 percent reported being employed full-time. Most of the respondents (72%) were working in a field that was related to their college program. Career graduates in 2004 averaged 36.72 hours per week and averaged an hourly salary of \$18.29. Most Harper graduates were satisfied with their present employment situation. Nearly half reported finding their job after leaving the program. Also, nearly half of the 2004 graduates work within the Harper district.

Most respondents were satisfied with all facets of their major program of study as well as general education courses. Harper graduates gave a favorable rating for the instruction of courses and the convenience of the main Harper campus in Palatine. A minority of respondents had experience with extension sites or online courses, but those with experience reported them to be convenient.

Of the college services that were frequently used by 2004 graduates, most were satisfied with registration procedures, availability of computers for out-of-class use, and library/AV services. Of special note, great majorities of Harper graduates reported that they would recommend Harper to friends and family (98%) and would return in order to take educational or personal enrichment courses (91%).

Appendix A
Responses to Open-Ended Questions
Survey Instrument

Responses to Open-Ended Questions

What is your present employment status?

Survey ID Q3-5 Other

- 159 Retired.
- 230 Changing jobs now.
- 252 Retired.
- 423 Taking time off.
- 433 Starting own business.
- 542 I don't know what I want to do.

If your present job is not related to your college program, what is the one best reason why?

Survey ID Q4-1-10 Other

- 26 Just switched jobs.
- 27 I'm at a job in finances I had before Harper. There hasn't been good timing with getting a job in journalism. Either no positions were available or I wasn't ready.
- 33 Had job before I went to Harper.
- 57 Classes are for personal interest.
- 425 I had a new opportunity I took.
- 515 I took classes there to maybe change jobs but I realized I would be making less than I am now.

Rate the convenience of the courses taken in terms of their location.

Survey ID Q13e Other

- 28 Elk Grove High School
- 33 DuPage campus at College of DuPage for Harper courses.
- 75 Northwest Community Hospital
- 190 Elk Grove
- 217 Elk Grove
- 259 High school at Wheeling
- 339 COD Campus
- 401 Elk Grove
- 419 Wheeling High School
- 462 Elk Grove High School
- 535 Elk Grove High School

What did you like best about Harper?

Survey ID Q17 Like Best

- 0 Smaller classes, teachers were great.
- 1 Great community. Good for adult student.
- 4 The availability of night classes.
- 5 Staff and curriculum. Fantastic college.
- 6 I liked the Fashion Design program I was in, the teachers were all good.
- 8 Convenient.
- 10 Teachers.

- 12 The campus.
- 14 It was very convenient.
- 15 I liked the personal attention I got because of the small size of the classes and the school.
- 22 I liked my Executive Assistant program. Coordinator XXXXXXXXXXXX, she helped me a lot.
- 26 I liked the class size, variety of majors - many choices, and it was very affordable.
- 27 Convenient, affordable, also after taking just one journalism course at Harper I was able to get a column in the Daily Herald - obviously the course was very helpful.
- 28 It was a great community college.
- 29 It was convenient.
- 31 Close to home.
- 33 The curriculum and it had a good reputation.
- 35 The culinary program and teachers were good. The facilities were easy to get around.
- 37 I enjoyed my nursing program. It helped a lot.
- 39 The convenient location.
- 45 Convenient.
- 49 Courses, teachers.
- 50 It was easy to register. I liked the variety of teachers how some were from out in the work place. Also the variety of options for taking a course - online, at own pace.
- 51 It is convenient. I'm still at Oakton.
- 54 The variety of courses.
- 55 The large amount of clinical time we got in the nursing program. Other schools don't give you as much one on one time with the patients.
- 56 Convenience.
- 57 They had courses for my personal interest.
- 60 The course content good.
- 64 It was convenient.
- 65 All the general education course instructors were really good. XXXXXXXXXXXX in biology was really good at explaining extremely hard concepts to average students.
- 66 Tutoring. They're also growing and improving the campus with new buildings and a wider variety of classes.
- 68 Convenience.
- 69 I was about 50 when I went back to Harper and all the students and teachers were very welcoming. I didn't feel out of place.
- 72 The cost was low.
- 74 Education, convenience.
- 75 Instruction, convenience.
- 78 All the content of the courses was good.
- 79 It had a nice atmosphere on campus.
- 81 Close to home, always upgrading.
- 82 Teachers outstanding.
- 84 Teachers.
- 91 That they offer the hygiene program.
- 92 Convenient, low cost.

- 94 Convenient, reasonable cost for education.
- 96 The location, computer labs, the library, everything.
- 100 I don't know, the courses.
- 101 Convenient location, quality education for a reasonable price.
- 102 The small class size, also they are on the cutting edge of new career programs.
- 103 Location.
- 104 Quality education, close to home.
- 105 Convenient, the faculty, had fun with the students. It was a good experience.
- 107 The teachers were good.
- 109 It was convenient. They were flexible and the facilities were nice and up to date.
- 110 Convenience. Quality education, nice, organized. More affordable than a four year college.
- 113 Convenient.
- 114 Close to home.
- 115 Reasonable cost. Good instructors.
- 117 All the services are easy and convenient to use, like registering and paying the bill.
- 119 It was convenient, reasonably priced and the guidance counselors were excellent. They took the time to explain things to you. I believe his name was XXXXXXXXXXXX and I think he's now
- 120 The teachers are working professional individuals, when they talk to you, you can tell they know what they are talking about.
- 121 All the teachers, they knew the subject very well.
- 123 Good location close to my home.
- 125 The location.
- 133 The flexibility of courses.
- 134 Basically, they offered the courses I needed. My teachers helped us to achieve our goals.
- 138 Instructors.
- 145 The availability of classes.
- 146 Closest, good scheduling of courses.
- 150 My paralegal courses and teachers.
- 154 Course availability.
- 159 Convenient.
- 160 People, classes.
- 161 The material in the courses.
- 162 Mainly the location and course content.
- 164 Convenience.
- 171 Location.
- 173 Good equipment.
- 174 Instructors were great in the nursing program.
- 180 Convenient.
- 184 Company provided the finances for me to attend.
- 185 I liked the convenient online course.
- 186 The experience.
- 190 Small classes.

196 Location.

198 Campus is a pleasing atmosphere.

200 Easy to learn.

201 Convenience, good faculty.

203 Nice campus. Good instructors.

205 The instructors in the nursing program were very helpful in learning everything needed to know for the field.

208 Location.

210 Convenient and program.

214 Teachers and convenient hours.

215 Good career programs.

216 The faculty and program were great.

217 Small class size.

221 The way program was set up. Instructors.

223 Convenience. Cost.

225 Better facilities. Friendlier.

226 Good faculty.

228 Had courses I wanted. Got help I needed.

229 I liked most of my teachers - can't remember names and it was convenient.

230 It's a great place, great overall experience. Many opportunities - ways to go. Kids can find out what they want to be in life.

232 Hours/availability of classes were excellent.

235 Very convenient.

236 Location, teachers good.

237 Classes at all different hours.

240 Had courses for the career that I wanted to enter.

241 Everything was put together - the curriculum.

248 The nice campus.

249 Cost.

250 Location.

252 The orientations.

254 Its location is very convenient for me and affordable.

258 Location.

259 The campus and Harper uses technology to its advantage.

261 I was glad they offered a course for a paralegal degree.

262 Convenient - good fit time wise for dividing school vs. work.

263 Like going to school.

265 The staff, they provide appropriate courses, I like the environment.

267 I liked that they offered a paralegal program because not many places did. It was affordable.

269 Everything, close.

270 My wife works there so the tuition is free.

274 Courses offered, faculty.

278 Everything. Campus easy to get around. Campus is beautiful.
280 The quality of the instruction.
285 Having contemporaries in class.
290 Instructors made me feel comfortable.
291 Very convenient, inexpensive.
292 They had attorneys teach some of the courses and it was like being taught exactly what is going to be in the field.
294 Location, good courses.
298 Availability of college and course content.
299 Close, courses I wanted were offered.
300 Close to home. Had courses for the certificate I desired.
301 Environment. Good courses, good counseling for Woman's Program.
302 Staff in Plant Science center is excellent.
304 Way courses were set up.
305 Criminal Justice program.
308 The location, classes and instructors.
309 Convenient.
320 Location.
332 Variety of days and times that you can take courses.
334 Location.
338 My field of study had excellent faculty. High caliber.
339 Had programs I wanted.
345 Easy to find classrooms.
347 One on one contact with the advisor of the program I was in. XXXXXXXXXXXX is her name.
349 Laid back style - helpful instructors!
350 Teachers knew what they were teaching. They were very knowledgeable.
351 Faculty in interior design program were very knowledgeable, they had real world experience.
352 Teachers.
355 A lot of courses to select from.
356 Campus, convenience.
357 The location was very convenient.
366 They had a good nursing program. It's highly known.
372 The low priced tuition.
373 Availability of courses.
376 Class size.
378 The teachers were all great.
379 Location.
382 The teachers were professionals in the field for fire science.
383 Location. Transferability of courses to four year school.
385 Everything was good.
389 Convenience.
392 I enjoyed everything.

394 I enjoyed the teachers and classes.
401 Schedules, faculty, good experience.
404 Convenience, easy to get around campus, a lot of help from staff.
408 All the instructors were good.
412 Harper is a bargain.
415 Meeting other students.
419 Option of web classes.
423 Location was good and tuition was cheap.
424 Local and convenient.
425 The affordable classes for a quarter of the price of university courses.
426 Teachers.
431 The courses were interesting. Also, XXXXXXXXXXXX was a very helpful tutor. He helped me in web development.
433 Some instructors I really liked and learned a lot. Students friendly.
436 The environment and the equipment was good.
440 Teachers care.
441 Good training.
443 Staff was good with older students.
445 The culinary program.
446 Close to home.
453 Classes were directly applicable to the work I was doing.
455 Convenient, inexpensive.
458 The quality of instructors and courses were good.
459 Instruction was really good.
462 Convenient.
463 Everything was good.
464 The quality of teachers, all of my teachers impacted my course of direction in a positive way.
465 I liked the atmosphere on campus, the teachers seemed interested in the students and interested in helping.
466 The quality of education.
468 Satellite campus at COD was very convenient.
470 I don't know, the students.
471 Good variety of courses.
472 The quality of instructors and teachers, their professionalism and knowledge they brought in the classroom.
484 Good programs.
487 Heating and air conditioning course was very good.
488 Location, courses, and the facility.
489 The course, the cost and the convenience.
501 It was professional.
502 Size - closeness. Program fit schedule.
503 Good teachers.

- 504 The courses were at all different times. They were very flexible.
- 507 Convenience, internet courses, friendly teachers.
- 510 Convenience.
- 512 Many options - courses.
- 514 Teachers.
- 515 I liked taking online courses, it helped while I was working.
- 516 More flexible hours.
- 517 The way accounting was taught was very practical.
- 519 Learning.
- 520 I like the facilities, teachers, and the fact that you can get a class in the time frame you need. My kids also have gone there and are still going there, we are a Harper family.
- 528 The quality of the classroom.
- 530 Inexpensive way to explore courses.
- 534 Convenient, close by. Women's Program helped me a lot.
- 535 It was good getting back to school.
- 540 Teachers. Grounds are beautiful. It's nice.
- 542 The facilities are great!
- 545 Teachers were excellent. Always ready to listen. Harper College is one of the best colleges in the United States.
- 546 Courses.
- 549 Closeness to home.
- 550 I liked the variety of the courses, the location and instructors.

How can the College improve its instruction?

Survey ID Q18 Improve Instruction

- 0 Good as is!
- 4 I thought it was very excellent, they had websites and PowerPoint presentations.
- 5 Become four year college.
- 6 I think it would be better if the teachers gave out handbooks or how-to books in their classes instead of a bunch of different flyers.
- 10 Have the teachers that have been working there for a long time switch and do something else because it's getting so repetitive for them that they're starting to lose it.
- 14 I was in the Nursing Program and some of the teachers did not care about the students, just the grades and not the personal development.
- 15 I think they should have outside influence from people in the field come in the courses to monitor or help some times. I think it would be beneficial.
- 27 Keep hiring teachers who are experienced in the world field.
- 31 No idea - already good.
- 39 Watch the instructors in the Dental Hygiene Program. There was some favoritism the teachers had with some students in the clinics.
- 50 Some teachers didn't know the material well. Some need teaching experience.
- 54 Have more people in field teaching.
- 55 They already got a new nursing building with a larger area.
- 57 The plant science buildings need updating.

- 64 Have English speaking teachers.
- 65 They should check out the unfair grading in the Dental Hygienist Program. They run their own program there and there is a lot of favoritism. Also, the instructors like to stress the students out as if they are in medical school.
- 66 Start over with new teachers. The teachers showed favoritism. Minority students got special treatment with grading. The teachers abused their authority. They were cruel to certain students and embarrassed them in front of patients.
- 68 Better teachers.
- 76 Get better teachers who know how to teach.
- 92 Good. More updated courses, maybe in nursing.
- 94 Part time instructors lacking in skills.
- 100 The faculty could be more fair with grading.
- 102 Hire more qualified teachers.
- 104 Fine job.
- 107 Not sure.
- 109 The instructors need to be more up to date. Interior Design.
- 110 Teachers all great. More office hours for faculty and have faculty e mail addresses.
- 119 I had a Rabbi for World Religion who didn't talk enough about Christianity. He spent most of the class time on Judaism. I didn't like that.
- 120 I had one or two teachers who had heavy military experience which made it hard to understand them. They were not flexible, they were hard to manage with.
- 121 No improvement needed.
- 123 The women in registration need to pay attention to what they are doing. They make a lot of mistakes.
- 133 Offer more online courses.
- 134 Fine the way it is.
- 138 Excellent.
- 146 Update technology especially in paralegal area.
- 150 Maybe add some online researching programs like "Amica" and others to the program. My teacher said it would be good for the students to have a better chance of being hired.
- 159 Teachers less rude.
- 160 Some courses did not follow what is happening in real world.
- 161 Get an internship program for the paralegal to help us find jobs.
- 163 Smaller class size.
- 164 Look a little harder for instructors. Some of them were lacking teaching ability.
- 168 Revamp dental hygiene program procedures and grading.
- 174 More facilities (new construction).
- 180 New technology, up to date with classes.
- 184 More lab equipment in IT lab.
- 185 Get feedback from the students on how the instructors are doing.
- 196 Part time instructors need teaching staff supervision.
- 198 Too lax to get in, then so many people dropped out because they weren't prepared.
- 200 No improvement needed.
- 201 New books, material.
- 203 Can't improve. Very good.

208 Quality of instructors could improve.

215 No improvement needed.

216 Better class availability.

217 Instructors with practical experience in the field of study.

226 Hire more nursing faculty and staff.

228 More student input.

229 Some how get rid of the bad teachers.

230 Do more out - reaching to older students. I think learning is a lifetime thing and I think a lot of older adults don't feel comfortable going back to college, and they should.

235 I don't have an answer for that.

237 Classes at all different hours.

241 Some of the book content wasn't related to the courses.

252 More permanent staff, the professionalism of staff is questionable at times, some instructors were too arrogant.

258 More courses.

261 I think what they lead you to believe in the courses about the job is not true, it's different.

263 More legal writing classes.

267 I wished they had more choices for the paralegal courses in the summer.

269 In large classes teachers don't have time for individual students.

270 Have someone sit in and rate the instructors because some of them are great but others are very

274 Offer more outside instruction, additional learning resources.

280 There's no way, it's great.

285 More cohesive programs.

290 Felt culinary program needs more attention and resources from the school.

298 Offer a Bachelors in fire science.

299 Retain HVAC instructor. He was very good.

300 Lousy open entry classes. Twenty four hour mandatory return of e-mail by instructors.

301 More OJT, less book work.

308 I am very satisfied with everything.

309 Too much disparity in the levels of the quality of the instructors.

320 Have a bigger lab for nursing.

334 Having teachers who not only teach but actively work in the field of preparation.

339 Satisfied.

349 No, instruction is excellent.

351 Materials should be updated, the computer programs were nothing like the real world.

352 Satisfied with instruction.

357 Tuition could be cheaper.

372 Interior design teachers weren't good enough teachers to be there.

373 More hands on training.

376 Find better teachers.

379 More courses, better teachers.

382 More teachers.

385 I think they did great, no improvements are needed.

389 Better teachers, more down to earth teachers.

401 Should have afternoon classes for Banking and Finance, class too long in the evening.

404 Turn into a four year college.

408 Have more lab work in management.

415 Some teachers could do better in teaching, some were excellent.

424 Make the content of the program reflect the real world because it did not. Specifically related to computer skills.

425 Have a four year degree program.

426 Keep changing the programs to meet the changes in the computer world.

431 I had to take a course on the internet, that was the only way it was offered, and I didn't get as much out of it as if I would have in a classroom with the personal attention. Maybe don't have the only option the internet for some courses.

433 Hire high grade instructors and do not fire them!

440 More real world application.

446 Be more prepared for lessons (teachers).

453 Offer core curriculum with a lower enrollment fee.

464 Have more hands on and projects in the courses so we can use what we learn.

465 I think they need more materials like projects and worksheets in the courses so you know you understand. In my ultra sound physics course there was none.

466 Some teachers were not born in the US and have accents making it hard to understand.

468 Two internships instead of just one. A lot of law firms look down on just one internship.

470 Better quality control in the teachers.

471 Work with students on individual basis.

472 Make more and improve online courses. Make the school a four year school.

484 More student oriented.

489 The instructors should have the skills of what they are teaching, some of them know the material but are not educators, so they don't know how to teach it.

501 Prepare better for the field.

502 More night programs.

503 More instructors.

504 Demand more from the students, they made it too easy and some kids could just slide by.

507 Make it a four year college.

510 Some teachers don't know how to teach, they just know the material.

514 Have more internships to prepare you for the real world.

515 At the end of an online course they should have the students rate the program like they do with the teachers, there were some things to improve.

519 Carefully choose instructors. Better prepared lessons.

520 The only problem I've had was when an instructor had to leave half way through the course for business purposes and that was understandable but it was kind of a problem.

530 Offer a wider variety of courses.

535 Class availability.

540 Helping to get people jobs. Lining up job for people in their field. Networking.

545 No improvement needed.

How can the College improve its services?

Survey ID Q19 Improve Services

- 0 More literature on jobs/careers.
- 1 Offer a B.A.
- 12 Turn into a four year school.
- 14 Offer more courses. Have more of a variety of different fields.
- 26 Update some of the buildings.
- 27 They don't do enough mailing in the area about the Performing Art Center. If I didn't ask to be put on their waiting list, I wouldn't have known about the performances.
- 29 Offer more community programs where people who aren't enrolled can join.
- 31 No improvement needed.
- 37 Change its administration.
- 50 Have the different offices and centers available more.
- 55 Registration needs to be organized better with the financial aid office.
- 56 It was pretty good.
- 64 Get a new administration.
- 65 Start a degree completion for the Associate and Applied Science degree for students wishing to get their baccalaureate. Otherwise that degree doesn't transfer to other schools and you have to start all over even when you have more than enough hours.
- 66 Hire more teachers so the class size is smaller. Pay the teachers more. Get more educational tools for the students instead of improving the campus.
- 68 Better parking lots.
- 69 I think making the school a four year school would hurt them. They should stay a two year school.
- 72 Let people be aware of the services they have.
- 75 Registration staff should be better informed and trained, have the answers to questions and not have to pass the student question on to someone else.
- 81 Cheaper books.
- 84 Parking.
- 96 More internet courses.
- 103 More online courses I can access at home.
- 105 Make parking more convenient, it was kind of hectic.
- 107 Having more information about all the different departments on the internet.
- 109 Nothing, I was very happy with the services.
- 110 Make more aware of services available.
- 114 Better counselors.
- 120 The services are great.
- 121 It was fine.
- 123 Same as above. (The women in registration need to pay attention to what they are doing they make a lot of mistakes.)
- 134 Fine the way it is.
- 138 Excellent.
- 145 More availability of counseling and academic advising.
- 159 Services are OK.

160 Good job.

162 More weekend programs.

168 More informed personnel in financial aid.

171 Make more evening courses.

174 Services are good now.

180 They're pretty good.

185 Get feedback from students on how things are going.

200 No improvement needed.

201 Easier to get info on financial assistance.

203 Can't improve. Very good.

215 None needed.

228 Parking spaces.

230 Everything was marvelous. Just have extended hours for the math labs and library.

235 I don't have an answer for that.

236 Recruit from within.

241 Have the professors be more available.

258 More available.

261 Have people in field come to the school and give lectures on the skills you actually need. And what a typical day in the field would be.

271 A parking garage would be nice.

274 Extend library hours - more internet courses.

278 Good enough already.

280 Nothing can be improved, everything's wonderful.

281 Offer more classes at CLC.

292 More career placement tests.

298 The expansion already did that. (improved services)

299 No complaints.

301 More parking.

302 Communicate up front what classes are transferable to continue your education.

304 More choices from advisors.

308 Everything was great.

309 No good parking.

332 Move parking closer to the building.

338 Parking, hard to find spot for convenient handicap parking. Hard to get into building while on crutches.

347 No improvements are needed.

349 No, everything worked fine.

350 Have more career choices for students.

352 More online courses. Get BS (offer).

356 More labs.

366 Have longer hours for the open lab in the nursing program.

373 More input from industry for applicable courses.

- 383 Parking.
- 385 They do everything they can, I can't complain, except for the bookstore because it's always
- 389 More night time and reasonably priced classes.
- 408 Have more classes in management styles.
- 415 The entrances and exits of the campus aren't convenient. Also, at the College of DuPage, they don't allow anyone to smoke within 20 feet of the entrances of the buildings, but they don't have that at Harper. I'm not a smoker and I had to walk through clouds of smoke and there was spit all over the ground just to get in the building. It's disgusting.
- 419 Be more patient.
- 425 Have a bigger parking lot.
- 431 Have more tutors, especially in the evenings. XXXXXXXXXXXX was the only one.
- 436 Everything was good.
- 440 Beef up security at 10pm or later at night.
- 443 Work on registration procedures, it was very disorganized.
- 446 Be more attentive to individual students - take more time.
- 459 Everything is great.
- 463 Improve parking.
- 468 No need.
- 470 I don't know, they were pretty good.
- 472 No need to improve services.
- 477 Adding more nursing classes at various times of day.
- 484 Good already.
- 488 Providing more online courses.
- 489 Parking was bad, totally inconvenient. The only spaces that were available were nowhere near the classes I needed to be at.
- 501 Keep the website updated.
- 504 I thought they did a pretty good job.
- 507 Keep doing what you're doing.
- 512 Return legal books to library for paralegal students.
- 514 Everything is good.
- 515 Make it easier to schedule appointments with the advisors.
- 517 More on job training after the book work.
- 520 It's hard to get in touch with the head of the departments. I've left messages but have had no call backs.
- 549 Need more communication in the counseling areas.

Career Graduate Follow-up Survey



Harper College

HARPER COLLEGE CAREER GRADUATE
FOLLOW-UP SURVEY - 2005

Use pencil/ black ink.

Survey number

0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

Congratulations on your graduation from Harper College. In order to improve programs and services, faculty and administrators need your feedback concerning the time you spent at Harper.

1. What was your main objective in attending Harper College? (Mark **ONE** response.)

- 1. Obtain skills needed for entry into new or different job
- 2. Improve skills needed in present job
- 3. Explore courses to decide on a career
- 4. Take coursework for transfer to another college
- 5. Personal interest or self-improvement

2. What is your educational status? (Mark **ONE** response.)

- 1. Have not been enrolled in a college/university since leaving Harper
- 2. Have been enrolled in another college/university since leaving this college but am not currently enrolled
- 3. Currently enrolled in field of study related to previous community college program
- 4. Currently enrolled in field of study unrelated to previous community college program

3. What is your present employment status?

- 1. Employed full time - 30 hours or more per week
- 2. Employed part time - less than 30 hours per week
- 3. Full-time military service
- 4. Unemployed, seeking employment
- 5. Unemployed, not seeking employment - indicate reason below
 - 1. Full-time student
 - 2. Full-time homemaker
 - 3. Health disability
 - 4. Family responsibilities
 - 5. Other - specify: _____

(Continue with questions 4 through 9 only if employed. If not employed skip to question 10.)

4. How closely is your present job related to your former community college program?

- 1. Related - (go directly to question 5)
- 2. Not related - (answer question 4-1 before going to question 5)

(Continue with question 4-1 only if response to question 4 was "not related".)

4-1. If your present job is not related to your college program, what is the **ONE BEST** reason why?

- 01. Preferred to work in another field
- 02. Found better paying job in another field
- 03. Could not find a job in my field of preparation
- 04. Worked previously in my field of preparation, but changed
- 05. Preferred not to move to new locality
- 06. Temporary job while in transition - either in college, between jobs or summer employment
- 07. Took job in order to get preferred working hours
- 08. Did not complete program or pass licensing test to be eligible to work in my field of preparation
- 09. Health problems prevented me from working in my field of preparation
- 10. Other - specify: _____

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5. On the average, how many hours do you work each week? Do not include overtime hours. 60 hrs. **MAXIMUM.**

Hours

- 0 0
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9

_____ hours worked per week.

6. What is your present hourly salary before deductions, including commission but not overtime pay.

Dollars Cents

- 0 0 . 0 0
- 1 1 . 1 1
- 2 2 . 2 2
- 3 3 . 3 3
- 4 4 . 4 4
- 5 5 . 5 5
- 6 6 . 6 6
- 7 7 . 7 7
- 8 8 . 8 8
- 9 9 . 9 9

\$ _____ hourly salary

(Note: If employed full time and do not know the hourly salary, use the following guide to convert the salary:
 Weekly salary divided by 40 = salary per hour
 Monthly salary divided by 173 = salary per hour
 Annual salary divided by 2,080 = salary per hour)

7. In general, how satisfied are you with your present job? (Mark **ONE** response.)



- 1. Very dissatisfied
- 2. Somewhat dissatisfied
- 3. Somewhat satisfied
- 4. Very satisfied

8. When did you begin working in your present job?



- 1. Before entering the college program
- 2. While enrolled in the college program
- 3. After leaving the college program

9. Where is the location of your primary place of employment?



- 1. Within Harper College district
- 2. Outside Harper College district, but in Illinois
- 3. Outside Illinois

	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied
10. Rate your satisfaction with the following items as they pertain to skill courses in your major program of study. (Mark the ONE that most clearly represents the opinion.)				
a. Content of courses in your program.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Lectures, lab experiences and group and individual projects.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Equipment, facilities, and materials.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Job preparation.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Preparation for further education.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Information on current employment opportunities and trends.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Overall, how satisfied are you that your program provided you..... with the skills required for your job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Rate your satisfaction with the following items as they pertain to general education or other courses outside your major program of study. (Mark the ONE that most clearly represents the opinion.)				
a. Content of courses outside of your program.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Lectures, lab experiences and group and individual projects.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Equipment, facilities and materials.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Job preparation.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Preparation for further education.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continue on next page

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12. Rate the instruction at Harper College.

	Excellent	Good	Average	Poor	Not applicable
a. Class size.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Quality of instruction.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Course content.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Fairness of grading.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Faculty teaching ability.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Faculty concern for students.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Faculty availability.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Rate the convenience of the courses taken in terms of their location.

	Very convenient	Convenient	Not convenient	Not applicable
a. Harper main campus (Palatine).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Northeast Center (Wheeling).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. WEB or Internet based (from home or office).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Harper Professional Center (Schaumburg).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Other, specify:.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Rate your satisfaction with each office or service listed below. (Mark the ONE that most clearly represents the opinion.)

	Did not use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied
a. Financial Aid services.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Academic advising.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Career planning.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. College transfer planning.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Counseling.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Tutoring.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Library/ audio visual services.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Student activities.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Registration procedures.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Access for disabled on campus.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Availability of computers for out-of-class use.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Career Center.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. On a one to four scale where one is "definitely no" and four is "definitely yes", would you recommend Harper College to your friends and family?

	Definitely no	No	Yes	Definitely yes
.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Would you return to Harper for educational or personal enrichment courses in the near future?

	Definitely no	No	Yes	Definitely yes
.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continue on next page

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17. What did you like best about Harper?

18. How can the College improve its instruction?

19. How can the College improve its services?

May we have your permission to send your supervisor a questionnaire regarding how well graduates of Harper College perform on the job? (If 'yes', then ask for information below)

Supervisor name: _____
Title: _____
Name of company: _____
Company address: _____
City: _____ State: _____ Zipcode: _____

Thank you for completing this survey.

PN 05-540