

**Harper College**  
**Results of 2006 Career Graduate Survey**

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*Teaming to serve research needs of the College*  
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## Executive Summary

This report presents the results of the Career Graduate Survey of all 2006 Harper College graduates of career programs.

Similar to graduates in 2005, the 2006 respondents were positive. A majority of 2006 graduates (57%) reported that their main objective in attending Harper was to obtain skills needed for a new job. A clear majority of 2006 graduates (70%) have not been enrolled in another college or university since leaving Harper.

Over 85 percent of the respondents reported being employed at least part-time, with 62 percent of those respondents employed full-time. Of those not seeking employment, 51 percent stated that they were a full-time student and 24 percent indicated being a full-time homemaker. In terms of job experience, 73 percent of the employed respondents were working a job related to their Harper major, and employed graduates reported working an average of 35.58 hours per week with an average wage of \$19.33 per hour.

A clear majority of respondents (79%) reported being satisfied, overall, with their jobs. About 46 percent reported finding their jobs after leaving Harper, while 31 percent were employed before enrolling at Harper. More respondents in 2006 (59%) indicated working within the Harper district than in 2005 (49%), which is a significant difference ( $\chi^2=10.28$ ,  $df=2$ ,  $p<.05$ ).

Graduates in 2006 were satisfied with their educational experiences at Harper. Satisfaction levels were at least 85 percent for nearly all aspects of the major program, with satisfaction levels for information on current employment opportunities better than 76 percent. Satisfaction with general education at Harper better, as a whole, with at least 87 percent of respondents reporting satisfaction with nearly every facet (job preparation received a satisfaction level of 83%).

When respondents were asked to rate facets of Harper instruction, at least 86 percent reported being satisfied with each listed category. Over 95 percent of 2006 graduates reported that online courses at Harper and 93 percent also rated Harper's main campus as convenient, respectively. Of the respondents that used Harper services, at least 76 percent were satisfied with the listed services, and at least 80 percent were satisfied with 11 of the 12 listed services available. Though, majorities of 2006 graduates reported that they did not use eight of the college offices and services available to them. Nearly all of the 2006 graduates would recommend Harper to their friends and family as well as return for education or personal enrichment courses (98% and 93%, respectively).

In general, recent graduates of Harper's career programs appear to be employed, satisfied in their job experience, and satisfied with the services and instruction that Harper provides, which is a continued trend from 2004. There were significant differences between 2005 and 2006 graduates, mainly in regards to place of employment and various aspects of services and instruction at Harper, which is discussed further within in the Results section.

## Introduction

The Harper College Career Graduate Survey is conducted via mail during the fall 2006 semester with Harper alumni who graduated in fiscal year 2006 with A.A.S. degrees and various career program certificates. The questions on the survey are largely based on the Occupational Follow-Up Survey, which is required by ICCB for career programs under review. For graduates that did not return the mailed survey, the Career Graduate Survey was conducted via telephone<sup>1</sup> in March and April 2007. For the Career Graduate Survey, 1,113 Harper graduates from career programs were surveyed and 627 completed surveys were received, for a response rate of 56 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 and verbatim responses to open-ended questions.

For results from graduates of transfer programs, refer to the *Results of 2006 Transfer Graduate Survey*. Results for specific career programs can be found in the *Results of 2006 Career Graduate Survey – Program-Level Results*.

## Results and Discussion

Table 1 presents the demographic characteristics (racial/ethnic group, gender, and age group) for all 1,113 career graduates in 2006, as well as the demographic characteristics of the 627 survey respondents.

**Table 1: Demographic Characteristics of Graduates and Survey Respondents**

Racial/Ethnic Group	Graduates		Respondents	
	Number	Percent	Number	Percent
Asian/Pacific Islander	145	13.0%	73	11.6%
American Indian/Alaskan Native	3	0.3%	2	0.3%
African American	43	3.9%	17	2.7%
Hispanic	83	7.5%	43	6.8%
White	754	67.7%	444	70.7%
Other/Unknown	85	7.6%	49	7.8%
<b>Gender</b>				
Female	805	72.3%	460	73.2%
Male	308	27.7%	168	26.8%

<sup>1</sup> Beginning in 2005 with the survey of 2004 graduates, the survey was administered by telephone in an effort to increase response rate and shorten cycle time.

**Table 1: Continued**

Age Group	Graduates		Respondents	
	Number	Percent	Number	Percent
18 and Under	13	1.7%	10	1.6%
19 to 24	281	25.2%	147	23.4%
25 to 40	490	44.0%	273	43.5%
Over 40	329	29.6%	198	31.5%

The proportion of respondents and graduates overall were similar among the main demographics (i.e., ethnicity, gender, and age). A majority of respondents and graduates were White (71% and 68%, respectively), while 12 percent of respondents and 13 percent of graduates were Asian. Also, a majority of respondents and graduates were female (73% and 72%, respectively), whereas 27 percent of respondents and 28 percent of graduates were male. The most respondents and graduates were between 25 and 40 years old (44 percent, respectively), while 32 percent of respondents and 30 percent of graduates were over 40 years old, and 23 percent of respondents and 25 percent of graduates were between 19 and 24 years old.

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. Question 15, which is new to the graduate survey, asks about the respondents' appreciation for diversity and varying cultures and Harper. Questions 16 and 17 ask respondents to report on their recommendation of Harper to others and a possible return to Harper.

**Table 2: Question 1 – Main Objective in Attending Harper**

What was your main objective in attending Harper College?	2005 (N=359)		2006 (N=621)	
	Number	Percent	Number <sup>a, b</sup>	Percent
Obtain skills needed for entry into new or different job	178	49.6%	352	56.7%
Improve skills needed in present job	59	16.4%	73	11.8%
Explore courses to decide on a career	34	9.5%	51	8.2%
Take coursework for transfer to another college	48	13.4%	87	14.0%
Personal interest or self-improvement	40	11.1%	58	9.3%

<sup>a</sup> Responses were significantly different based on age group ( $\chi^2=79.88$ ,  $df=12$ ,  $p<.05$ ).

<sup>b</sup> Responses were significantly different based on gender ( $\chi^2=20.30$ ,  $df=4$ ,  $p<.05$ ).

A majority of respondents indicated that their main objective at Harper was to obtain skills needed for entry into a new job (57%), while 14 percent reported that they were taking coursework in order to transfer and 12 percent reported that they were attending Harper to improve skills needed in their present jobs. Older respondents ( $\chi^2=79.88$ ,  $df=12$ ,  $p<.05$ ) and

female respondents ( $\chi^2=20.30$ ,  $df=4$ ,  $p<.05$ ) were more likely to report that their main objective at Harper was to obtain skills needed for new or different jobs.

**Table 3: Question 2 – Educational Status**

What is your educational status?	2005 (N=359)		2006 (N=622)	
	Number	Percent	Number <sup>a</sup>	Percent
Have not been enrolled in a college/university since leaving Harper	239	66.6%	438	70.4%
Have been enrolled in another college/university since leaving this college but not currently enrolled	23	6.4%	30	4.8%
Currently enrolled in a field of study related to previous community college program	80	22.3%	125	20.1%
Currently enrolled in a field of study unrelated to previous community college program	17	4.7%	29	4.7%

<sup>a</sup> Responses were significantly different based on age group ( $\chi^2=40.14$ ,  $df=9$ ,  $p<.05$ ).

A clear majority of respondents (70%) indicated that they have not been enrolled in another college since leaving Harper, while 20 percent reported that they are currently enrolled in a field related to their previous program at Harper. Older respondents were more likely to indicate that they have not been enrolled in another college since leaving Harper ( $\chi^2=40.14$ ,  $df=9$ ,  $p<.05$ ).

**Table 4: Question 3 – Employment Status**

What is your present employment status?	2005 (N=364)		2006 (N=625)	
	Number	%	Number <sup>a, b</sup>	%
Employed full-time – 30 hours or more per week	236	64.8%	388	62.1%
Employed part-time – less than 30 hours per week	74	20.3%	145	23.2%
Full-time military service	0	0.0%	1	0.2%
Unemployed, seeking employment	31	8.5%	38	6.1%
Unemployed, not seeking employment	23	6.3%	53	8.5%
<b>Of those unemployed and not seeking employment :</b>	<b>(N=27)</b>		<b>(N=59)</b>	
Full-time student	9	33.3%	30	50.8%
Full-time homemaker	4	14.8%	14	23.7%
Health disability	1	3.7%	3	5.1%
Family responsibilities	5	18.5%	5	8.5%
Other	8	29.6%	7	11.9%

<sup>a</sup> Responses were significantly different based on age group ( $\chi^2=37.50$ ,  $df=12$ ,  $p<.05$ ).

<sup>b</sup> Responses were significantly different based on gender ( $\chi^2=11.09$ ,  $df=4$ ,  $p<.05$ ).

Most respondents (85%) reported being employed at least part-time, with 62 percent having full-time jobs. Of the respondents that indicated being unemployed and not seeking employment (9%), 51 percent stated being full-time students while 24 percent were full-time homemakers and 12 percent indicated “Other”. Of the seven respondents that indicated “Other”,

four were retired. Older respondents ( $\chi^2=37.50$ ,  $df=12$ ,  $p<.05$ ) and male respondents ( $\chi^2=11.09$ ,  $df=4$ ,  $p<.05$ ) were more likely to report being employed full-time.

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?	2005 (N=310)		2006 (N=539)	
	Number	%	Number <sup>a, b</sup>	%
Related	224	72.3%	391	72.5%
Not related (please mark the one best reason why)	86	27.7%	148	27.5%
<b>Of those present jobs not related:</b>	<b>(N=83)</b>		<b>(N=138)</b>	
Preferred to work in another field	10	12.0%	28	20.3%
Found better paying job in another field	10	12.0%	8	5.8%
Could not find a job in my field of preparation	23	27.7%	29	21.0%
Worked previously in my field of preparation, but changed	2	2.4%	1	0.7%
Preferred not to move to new locality	3	3.6%	1	0.7%
Temporary job while in transition – either in college, between jobs, or summer employment	19	22.9%	37	26.8%
Took job in order to get preferred working hours	2	2.4%	6	4.3%
Did not complete program or pass licensing test to be eligible to work in my field	2	2.4%	8	5.8%
Health problems prevented me from working in my field of preparation	0	0.0%	0	0.0%
Other	12	14.5%	20	14.5%

<sup>a</sup> Responses were significantly different based on age group ( $\chi^2=15.49$ ,  $df=3$ ,  $p<.05$ ).

<sup>b</sup> Responses were significantly different based on gender ( $\chi^2=20.54$ ,  $df=1$ ,  $p<.05$ ).

A clear majority of respondents (73%) reported that their present job was related to their former program at Harper. Of the respondents that indicated that their jobs were not related, 27 percent reported that they had a temporary job while in transition, 21 percent could not find a job in their field, 20 percent preferred to work in another field, and 15 percent indicated “Other”. Of the 20 respondents that indicated “Other”, 6 reported that they already had a job before starting at Harper. Older respondents ( $\chi^2=15.49$ ,  $df=3$ ,  $p<.05$ ) and female respondents ( $\chi^2=20.54$ ,  $df=1$ ,  $p<.05$ ) were more likely to report that their jobs related to their former program at Harper.

**Table 6: Hours Worked and Salary**

Question Text	2005			2006		
	N	Mean	SD	N	Mean	SD
Q5. On the average, how many hours do you work each week? Do not include overtime hours.	307	36.57	10.10	530 <sup>a, b</sup>	35.58	10.14
Q6. What is your present hourly salary before deductions? Include commission but not overtime pay.	233	\$19.65	\$10.58	411 <sup>c</sup>	\$19.33	\$10.69

<sup>a</sup> Responses were significantly different by age group (F=8.80, df=3, p<.05).

<sup>b</sup> Responses were significantly different by gender (F=25.15, df=1, p<.05).

<sup>c</sup> Responses were significantly different by age group (F=12.77, df=3, p<.05).

The mean hours worked per week for Harper graduates was 35.58 and Harper graduates were earning an average hourly salary of \$19.33. Male graduates in 2006 were more likely to work more hours per week on average (39.20 hours per week for males compared to 34.36 hours per week for female graduates; F=25.15, df=1, p<.05). Also, older graduates in 2006 were more likely to work more hours per week (36.29 hours for graduates 25 to 40 years old compared to 32.71 for graduates 19 to 24 years old; F=8.80, df=3, p<.05) and more likely to have a higher average hourly salary (\$20.25 compared to \$15.66 for the same age groups, respectively; F=12.77, df=3, p<.05).

**Table 7: Question 7 – Job Satisfaction**

In general, how satisfied are you with your present job?	2005 (N=311)		2006 (N=534)	
	Number	Percent	Number	Percent
Very satisfied	149	47.9%	244	45.7%
Somewhat satisfied	124	39.9%	207	33.0%
Somewhat dissatisfied	22	7.1%	42	7.9%
Very dissatisfied	16	5.1%	41	7.7%

Respondents reported a high level of job satisfaction with 79 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?	2005 (N=310)		2006 (N=533)	
	Number	Percent	Number <sup>a</sup>	Percent
Before entering the college program	81	26.1%	167	31.3%
While enrolled in the college program	87	28.1%	123	23.1%
After leaving the college program	142	45.8%	243	45.6%

<sup>a</sup> Responses were significantly different based on gender ( $\chi^2=11.73$ , df=2, p<.05).

Nearly half of Harper graduates (46%) reported finding their job after leaving Harper, whereas 31 percent began working before enrolling in their program and 23 percent indicated starting their job while enrolled in a Harper program. Female respondents were more likely to find their job after leaving Harper ( $\chi^2=11.73$ , df=2, p<.05).

**Table 9: Question 9 – Location of Employment**

Where is the location of your primary place of employment? <sup>a</sup>	2005 (N=311)		2006 (N=527)	
	Number	Percent	Number	Percent
Within Harper College district	151	48.6%	313	59.4%
Outside Harper College district, but in Illinois	147	47.3%	202	38.3%
Outside Illinois	13	4.2%	12	2.3%

<sup>a</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=10.28$ ,  $df=2$ ,  $p<.05$ ).

A majority of respondents (59%) indicated that they are employed within the Harper district, while 38 percent indicated being employed outside Harper's district though in Illinois. Graduates in 2006 were more likely than 2005 graduates to indicate that they work within the Harper district ( $\chi^2=10.28$ ,  $df=2$ ,  $p<.05$ ).

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

Rate your satisfaction with the following items as they pertain to skill courses in your major program of study.	2005		2006	
	Number	Percent	Number	Percent
Content of courses in your program <sup>a, b</sup>	(N=361)		(N=621)	
Very satisfied	215	59.6%	428	68.9%
Somewhat satisfied	127	35.2%	157	25.3%
Somewhat dissatisfied	13	3.6%	22	3.5%
Very dissatisfied	6	1.7%	14	2.3%
Lectures, lab experiences, and group and individual projects <sup>c</sup>	(N=357)		(N=618)	
Very satisfied	194	54.3%	376	60.8%
Somewhat satisfied	137	38.4%	196	31.7%
Somewhat dissatisfied	19	5.3%	29	4.7%
Very dissatisfied	7	2.0%	17	2.8%
Equipment, facilities, and materials <sup>d, e</sup>	(N=356)		(N=618)	
Very satisfied	205	57.6%	426	68.9%
Somewhat satisfied	110	30.9%	143	23.1%
Somewhat dissatisfied	26	7.3%	25	4.0%
Very dissatisfied	15	4.2%	24	3.9%
Job preparation <sup>f</sup>	(N=346)		(N=604)	
Very satisfied	146	42.2%	308	51.0%
Somewhat satisfied	131	37.9%	210	34.8%
Somewhat dissatisfied	49	14.2%	55	9.1%
Very dissatisfied	20	5.8%	31	5.1%

<sup>a</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=11.19$ ,  $df=3$ ,  $p<.05$ ).

<sup>b</sup> Responses were significantly different based on racial/ethnic group ( $\chi^2=28.76$ ,  $df=15$ ,  $p<.05$ ).

<sup>c</sup> Responses were significantly different based on racial/ethnic group ( $\chi^2=29.78$ ,  $df=15$ ,  $p<.05$ ).

<sup>d</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=14.37$ ,  $df=3$ ,  $p<.05$ ).

<sup>e</sup> Responses were significantly different based on racial/ethnic group ( $\chi^2=31.93$ ,  $df=15$ ,  $p<.05$ ).

<sup>f</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=9.46$ ,  $df=3$ ,  $p<.05$ ).



**Table 10: Continued**

Rate your satisfaction with the following items as they pertain to skill courses in your major program of study.	2005		2006	
	Number	Percent	Number	Percent
Preparation for further education <sup>g</sup>	(N=339)		(N=593)	
Very satisfied	170	50.1%	330	55.6%
Somewhat satisfied	121	35.7%	195	32.9%
Somewhat dissatisfied	30	8.8%	47	7.9%
Very dissatisfied	18	5.3%	21	3.5%
Information on current employment opportunities and trends	(N=344)		(N=589)	
Very satisfied	122	35.5%	227	38.5%
Somewhat satisfied	124	36.0%	224	38.0%
Somewhat dissatisfied	63	18.3%	90	15.3%
Very dissatisfied	35	10.2%	48	8.1%
Overall, how satisfied are you that your program provided you with the skills for your job? <sup>h, i</sup>	(N=348)		(N=602)	
Very satisfied	185	53.2%	359	59.6%
Somewhat satisfied	128	36.8%	196	32.6%
Somewhat dissatisfied	28	8.0%	27	4.5%
Very dissatisfied	7	2.0%	20	3.3%

<sup>g</sup> Responses were significantly different based on racial/ethnic group ( $\chi^2=25.49$ ,  $df=15$ ,  $p<.05$ ).

<sup>h</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=8.93$ ,  $df=3$ ,  $p<.05$ ).

<sup>i</sup> Responses were significantly different based on racial/ethnic group ( $\chi^2=25.16$ ,  $df=15$ ,  $p<.05$ ).

At least 76 percent of the respondents were satisfied with all categories involving their major program of study; 94 percent were satisfied with the content of program courses, 93 percent were satisfied with lectures and course projects, and 92 percent were satisfied with Harper equipment and facilities. Overall, 92 percent were satisfied that their program provided them with skills for their job.

Graduates in 2006 were more likely than 2005 graduates to be “very satisfied” with the content of program courses ( $\chi^2=11.19$ ,  $df=3$ ,  $p<.05$ ), Harper equipment and facilities ( $\chi^2=14.37$ ,  $df=3$ ,  $p<.05$ ), job preparation within their major ( $\chi^2=9.46$ ,  $df=3$ ,  $p<.05$ ), and their program overall in providing skills for their jobs ( $\chi^2=8.93$ ,  $df=3$ ,  $p<.05$ ). Hispanic and “Other” ethnic respondents were more likely than Black respondents to be “very satisfied” with the content of program courses ( $\chi^2=28.76$ ,  $df=15$ ,  $p<.05$ ). Black and “Other” ethnic respondents were more likely than Asian and Hispanic respondents to be “very satisfied” with lectures and class projects ( $\chi^2=29.78$ ,  $df=15$ ,  $p<.05$ ). White and “Other” ethnic respondents were more likely than Black and Asian respondents to be “very satisfied” with Harper equipment and facilities ( $\chi^2=31.93$ ,  $df=15$ ,  $p<.05$ ). Black respondents were more likely than Asian and Hispanic respondents to be “very satisfied” with preparation for further education ( $\chi^2=25.49$ ,  $df=15$ ,  $p<.05$ ). White respondents were more likely than Asian, Black, and “Other” ethnic respondents to be “very satisfied” that their program, overall, provided them with skills for their jobs ( $\chi^2=25.16$ ,  $df=15$ ,  $p<.05$ ).

**Table 11: Question 11 – Satisfaction with General Education**

Rate your satisfaction with the following items as they pertain to skill courses outside your major program of study.	2005		2006	
	Number	Percent	Number	Percent
Content of courses outside your program	(N=215)		(N=305)	
Very satisfied	95	44.2%	144	47.2%
Somewhat satisfied	99	46.0%	141	46.2%
Somewhat dissatisfied	13	6.0%	11	3.6%
Very dissatisfied	8	3.7%	9	3.0%
Lectures, lab experiences, and group and individual projects	(N=215)		(N=303)	
Very satisfied	92	42.8%	140	46.2%
Somewhat satisfied	104	48.4%	136	44.9%
Somewhat dissatisfied	12	5.6%	17	5.6%
Very dissatisfied	7	3.3%	10	3.3%
Equipment, facilities, and materials	(N=215)		(N=303)	
Very satisfied	102	47.4%	168	55.4%
Somewhat satisfied	91	42.3%	111	36.6%
Somewhat dissatisfied	15	7.0%	13	4.3%
Very dissatisfied	7	3.3%	11	3.6%
Job preparation <sup>a</sup>	(N=209)		(N=293)	
Very satisfied	66	31.6%	119	40.6%
Somewhat satisfied	94	45.0%	125	42.7%
Somewhat dissatisfied	29	13.9%	33	11.3%
Very dissatisfied	20	9.6%	16	5.5%
Preparation for further education <sup>b</sup>	(N=210)		(N=297)	
Very satisfied	82	39.0%	150	50.5%
Somewhat satisfied	104	49.5%	110	37.0%
Somewhat dissatisfied	17	8.1%	27	9.1%
Very dissatisfied	7	3.3%	10	1.6%

<sup>a</sup> Responses were significantly different based on gender ( $\chi^2=10.43$ ,  $df=3$ ,  $p<.05$ ).

<sup>b</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=8.21$ ,  $df=3$ ,  $p<.05$ ).

At least 83 percent of the respondents were satisfied with all categories involving courses outside their major program; 93 percent were satisfied with the content of courses outside their program, 92 percent were satisfied Harper equipment and facilities, and 91 percent were satisfied with lectures and course projects. Female respondents were more likely to be satisfied with job preparation within these courses ( $\chi^2=10.43$ ,  $df=3$ ,  $p<.05$ ). Graduates in 2006 were more likely than 2005 graduates to be “very satisfied” with preparation for further education from these courses ( $\chi^2=8.21$ ,  $df=3$ ,  $p<.05$ ).

**Table 12: Question 12 – Rating Harper Instruction**

Rate the instruction at Harper College.	2005		2006	
	Number	Percent	Number	Percent
Class Size <sup>a</sup>	(N=354)		(N=616)	
Excellent	169	47.7%	363	58.9%
Good	135	38.1%	194	31.5%
Average	43	12.1%	51	8.3%
Poor	7	2.0%	8	1.3%
Quality of instruction <sup>b</sup>	(N=357)		(N=620)	
Excellent	165	46.2%	315	50.8%
Good	143	40.1%	246	39.7%
Average	43	12.0%	48	7.7%
Poor	6	1.7%	11	1.8%
Course content	(N=358)		(N=623)	
Excellent	156	43.6%	322	51.7%
Good	165	46.1%	242	38.8%
Average	32	8.9%	50	8.0%
Poor	5	1.4%	9	1.4%
Fairness of grading	(N=355)		(N=619)	
Excellent	172	48.5%	329	53.2%
Good	124	34.9%	214	34.6%
Average	48	13.5%	68	11.0%
Poor	11	3.1%	8	1.3%
Faculty teaching ability <sup>c</sup>	(N=355)		(N=621)	
Excellent	168	47.3%	341	54.9%
Good	136	38.3%	221	35.6%
Average	44	12.4%	49	7.9%
Poor	7	2.0%	10	1.6%
Faculty concern for students <sup>d</sup>	(N=351)		(N=618)	
Excellent	157	44.7%	337	54.5%
Good	129	36.8%	195	31.6%
Average	55	15.7%	58	9.4%
Poor	10	2.8%	28	4.5%
Faculty availability	(N=354)		(N=620)	
Excellent	165	46.6%	342	55.2%
Good	130	36.7%	193	31.1%
Average	51	14.4%	71	11.5%
Poor	8	2.3%	14	2.3%

<sup>a</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=12.20$ ,  $df=3$ ,  $p<.05$ ).

<sup>b</sup> Responses were significantly different based on gender ( $\chi^2=8.09$ ,  $df=3$ ,  $p<.05$ ).

<sup>c</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=7.93$ ,  $df=3$ ,  $p<.05$ ).

<sup>d</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=15.22$ ,  $df=3$ ,  $p<.05$ ).

At least 86 percent of respondents reported positive ratings toward all facets of instruction at Harper; 91 percent were satisfied with the teaching ability of faculty, course content, and the quality of instruction and 90 percent were satisfied with class size. Graduates in 2006 were more likely to rate class size ( $\chi^2=12.20$ ,  $df=3$ ,  $p<.05$ ), faculty teaching ability ( $\chi^2=7.93$ ,  $df=3$ ,  $p<.05$ ), and concern of faculty for students ( $\chi^2=15.22$ ,  $df=3$ ,  $p<.05$ ) “excellent”. Male respondents were more likely to indicate quality of instruction as “excellent” ( $\chi^2=8.09$ ,  $df=3$ ,  $p<.05$ ).

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

Rate the location of the courses taken in terms of convenience.	2005		2006	
	Number	Percent	Number	Percent
Harper main campus – Palatine	(N=358)		(N=617)	
Very convenient	234	65.4%	423	68.6%
Convenient	99	27.7%	163	26.4%
Not convenient	25	7.0%	31	5.0%
Northeast Center – Wheeling	(N=74)		(N=104)	
Very Convenient	28	37.8%	45	43.3%
Convenient	20	27.0%	37	35.6%
Not convenient	26	35.1%	22	21.2%
WEB or Internet based – from home or office	(N=93)		(N=240)	
Very convenient	67	72.0%	165	68.8%
Convenient	20	21.5%	65	27.1%
Not convenient	6	6.5%	10	4.2%
Harper Professional Center – Schaumburg <sup>a</sup>	(N=46)		(N=76)	
Very convenient	17	37.0%	43	56.6%
Convenient	19	41.3%	27	35.5%
Not convenient	10	21.7%	6	7.9%
Other	(N=25)		(N=21)	
Very convenient	11	44.0%	8	38.1%
Convenient	9	36.0%	8	38.1%
Not convenient	5	20.0%	5	23.8%

<sup>a</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=6.69$ ,  $df=2$ ,  $p<.05$ ).

At least 78 percent of respondents reported the specific locations above as convenient or better; 96 percent rated off-campus Internet courses as convenient or better, 95 percent rated the Harper main campus as convenient or better, and 92 percent rated the Harper Professional Center (HPC) in Schaumburg as convenient or better. Of the 21 respondents that indicated “Other” as convenient or not, 5 stated high schools in the Harper district, 4 indicated other community colleges in the Chicagoland area, and 3 stated clinical sites and hospital within the Harper district. Graduates in 2006 were more likely than 2005 graduates to rate the HPC as convenient or better ( $\chi^2=6.69$ ,  $df=2$ ,  $p<.05$ ).

**Table 14: Question 14 – Satisfaction with College Services**

Rate your satisfaction with each office or service listed below.	2005		2006	
	Number	Percent	Number	Percent
Financial Aid services	(N=95)		(N=171)	
Very satisfied	49	51.6%	92	53.8%
Somewhat satisfied	30	31.6%	38	22.2%
Somewhat dissatisfied	7	7.4%	24	14.0%
Very dissatisfied	9	9.5%	17	9.9%
Did not use	261		450	

**Table 14: Continued**

Rate your satisfaction with each office or service listed below.	2005		2006	
	Number	Percent	Number	Percent
Academic advising	(N=228)		(N=334)	
Very satisfied	103	45.2%	162	48.5%
Somewhat satisfied	80	35.1%	107	32.0%
Somewhat dissatisfied	31	13.6%	39	11.7%
Very dissatisfied	14	6.1%	26	7.8%
Did not use	128		287	
Career planning <sup>a</sup>	(N=155)		(N=241)	
Very satisfied	56	36.1%	114	47.3%
Somewhat satisfied	60	38.7%	85	35.3%
Somewhat dissatisfied	28	18.1%	21	8.7%
Very dissatisfied	11	7.1%	21	8.7%
Did not use	198		380	
College transfer planning	(N=101)		(N=160)	
Very satisfied	38	37.6%	77	48.1%
Somewhat satisfied	44	43.6%	52	32.5%
Somewhat dissatisfied	10	9.9%	18	11.3%
Very dissatisfied	9	8.9%	13	8.1%
Did not use	254		458	
Counseling <sup>b</sup>	(N=143)		(N=223)	
Very satisfied	57	39.9%	109	48.9%
Somewhat satisfied	56	39.2%	73	32.7%
Somewhat dissatisfied	26	18.2%	24	10.8%
Very dissatisfied	4	2.8%	17	7.6%
Did not use	214		398	
Tutoring <sup>c</sup>	(N=106)		(N=194)	
Very satisfied	42	39.6%	118	60.8%
Somewhat satisfied	45	42.5%	52	26.8%
Somewhat dissatisfied	15	14.2%	13	6.7%
Very dissatisfied	4	3.8%	11	5.7%
Did not use	250		423	
Library/audio visual services	(N=271)		(N=437)	
Very satisfied	157	57.9%	282	64.5%
Somewhat satisfied	96	35.4%	131	30.0%
Somewhat dissatisfied	17	6.3%	17	3.9%
Very dissatisfied	1	0.4%	7	1.6%
Did not use	85		180	
Student activities	(N=104)		(N=160)	
Very satisfied	42	40.4%	74	46.3%
Somewhat satisfied	48	46.2%	68	42.5%
Somewhat dissatisfied	11	10.6%	11	6.9%
Very dissatisfied	3	2.9%	7	4.4%
Did not use	249		456	

<sup>a</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=10.02$ ,  $df=3$ ,  $p<.05$ ).

<sup>b</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=9.63$ ,  $df=3$ ,  $p<.05$ ).

<sup>c</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=15.54$ ,  $df=3$ ,  $p<.05$ ).

**Table 14: Continued**

Rate your satisfaction with each office or service listed below.	2005		2006	
	Number	Percent	Number	Percent
Registration procedures	(N=341)		(N=599)	
Very satisfied	185	54.3%	345	57.6%
Somewhat satisfied	124	36.4%	199	33.2%
Somewhat dissatisfied	27	7.9%	32	5.3%
Very dissatisfied	5	1.5%	23	3.8%
Did not use	13		18	
Access for disabled on campus	(N=70)		(N=133)	
Very satisfied	44	62.9%	93	69.9%
Somewhat satisfied	19	27.1%	32	24.1%
Somewhat dissatisfied	5	7.1%	6	4.5%
Very dissatisfied	2	2.9%	2	1.5%
Did not use	280		485	
Availability of computers for out-of-class use	(N=242)		(N=421)	
Very satisfied	148	61.2%	287	68.2%
Somewhat satisfied	66	27.3%	99	23.5%
Somewhat dissatisfied	24	9.9%	26	6.2%
Very dissatisfied	4	1.7%	9	2.1%
Did not use	110		196	
Career Center	(N=141)		(N=218)	
Very satisfied	66	46.8%	122	56.0%
Somewhat satisfied	57	40.4%	68	31.2%
Somewhat dissatisfied	10	7.1%	19	8.7%
Very dissatisfied	8	5.7%	9	4.1%
Did not use	208		398	

At least 76 percent of the respondents that used Harper student services were satisfied with all of the listed services above; 95 percent were satisfied with library/AV services, 94 were satisfied with access for the disabled on campus, 92 percent were satisfied with the availability of computers for out-of-class use, 91 percent were satisfied with registration procedures, 89 percent were satisfied with student activities, 88 percent were satisfied with tutoring, and 87 percent were satisfied with the Career Center. Graduates in 2006 were more likely than 2005 graduates to be “very satisfied” with career planning ( $\chi^2=10.02$ ,  $df=3$ ,  $p<.05$ ), counseling services ( $\chi^2=9.63$ ,  $df=3$ ,  $p<.05$ ), and tutoring ( $\chi^2=15.54$ ,  $df=3$ ,  $p<.05$ ) at Harper.

**Table 15: Question 15 – Diversity at Harper**

As a result of my experiences at Harper, I have a better appreciation for diversity and different cultures and values?	2006 (N=625)	
	Number	Percent
Definitely yes	189	30.6%
Yes	286	46.3%
No	133	21.5%
Definitely no	10	1.6%

A clear majority of respondents (77%) indicated that they had a better appreciation for diversity and different cultures as a result of their experiences at Harper.

**Table 16: Question 16 – Student Recommendation of Harper**

Would you recommend Harper College to your friends and family? <sup>a</sup>	2005 (N=363)		2006 (N=625)	
	Number	Percent	Number	Percent
Definitely yes	282	77.7%	433	69.3%
Yes	75	20.7%	177	28.3%
No	6	1.7%	10	1.6%
Definitely no	0	0.0%	5	0.8%

<sup>a</sup> Responses of 2005 and 2006 graduates were significantly different ( $\chi^2=10.43$ ,  $df=3$ ,  $p<.05$ ).

Over 97 percent of Harper graduates would recommend Harper to their friends and family, though 2006 graduates were less likely than 2005 graduates to indicate that they would “definitely” recommend Harper to friends and family ( $\chi^2=10.43$ ,  $df=3$ ,  $p<.05$ ).

**Table 17: Question 17 – Future Educational Plans at Harper**

Would you return to Harper for educational or personal enrichment courses in the near future?	2005 (N=362)		2006 (N=623)	
	Number	Percent	Number	Percent
Definitely yes	243	67.1%	384	61.6%
Yes	92	25.4%	196	31.5%
No	25	6.9%	32	5.1%
Definitely no	2	0.6%	11	1.8%

Over 93 percent of Harper graduates would return for educational or personal enrichment courses in the near future.

The following tables for questions 18 through 20 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 18: Question 18 – Positive Comments about Harper**

<b>What did you like best about Harper? (N=728)</b>	<b>Number</b>	<b>Percent</b>
Faculty	172	23.6%
Location/Close to Home	138	19.0%
Campus/Specific Facilities	72	9.9%
Courses/Curriculum	57	7.8%
Class Schedules/Availability	56	7.7%
Quality of Education/Campus Atmosphere	44	6.0%
Affordability/Low Cost	42	5.8%
Other/No General Trend	36	4.9%
Specific Programs/Courses	35	4.8%
Convenience, in general	32	4.4%

Harper faculty received the most comments (24%) regarding what respondents liked best about the College, while 19 percent of the comments indicated the campus location or being close to their homes. Also, 10 percent discussed specific campus facilities, while 8 percent liked the Harper curriculum and another 8 percent indicated the flexible class schedules at Harper.

**Table 19: Question 19 – Comments about Instructional Improvements**

<b>How can the College improve its instruction? (N=225)</b>	<b>Number</b>	<b>Percent</b>
Improve Experience/Quality of Teachers	45	20.0%
No Change	35	15.6%
Other/No General Trend	27	12.0%
Create New Courses/Improve Class Availability	24	10.7%
Add/Improve Specific Program	19	8.4%
Improve Faculty Interaction with Students	17	7.6%
Add/Improve Technology/Equipment	13	5.8%
Add More Teachers	13	5.8%
Offer Four-Year Degree	8	3.6%
Add Online Courses	6	2.7%

When asking how Harper can improve its instruction, 20 percent of the comments stated that improvement was needed toward the experience or overall quality of teachers, whereas 16 percent indicated that no change was needed. Also, 11 percent indicated the need to create new courses or improve class availability. Twelve percent of the comments could not be categorized, though several of these comments referred to the need for small class sizes.



**Table 20: Question 20 – Comments about Service Improvements**

How can the College improve its services? (N=179)	Number	Percent
No Change	49	27.4%
Improve Quality of Specific Office/Personnel	40	22.3%
Other/No General Trend	40	22.3%
Improve Counselor/Advisor Access	12	6.7%
Improve Parking	10	5.6%
Improve Online/Internet Information	8	4.5%
More Information on Available Services	8	4.5%
Add Career Choices/Placement Tests	6	3.4%

When asking how Harper can improve its services, 27 percent of the comments indicated that no change was needed, while 22 percent indicated the need to improve the quality of specific offices, though no particular office was continually targeted within the comments. Also, 22 percent of the comments could not be grouped into a particular category, though several of these comments referenced the need to add or improve food services throughout the campus and extend office hours and computer labs on campus.

### Summary

The career program graduates at Harper in 2006 were positive about their experiences with their major and the services and instruction provided at Harper in general. A majority of respondents (57%) reported that their main objective was to obtain job skills for entry into a new or different job.

As in 2005, the experience of 2006 graduates in career programs at Harper was beneficial toward seeking and acquiring employment. Most respondents (85%) reported being employed at least part-time with 62 percent being employed full-time. Most of the respondents (73%) were working in a field that was related to their college program. Career graduates in 2006 averaged 35.58 hours per week and averaged an hourly salary of \$19.33. Harper graduates were satisfied with their present employment situation (79% satisfied), with 46 percent reporting that they found their job after leaving the program. Also, a majority of the respondents (59%) reported working within the Harper district, which is a significant increase from 2005 graduates ( $\chi^2=10.28$ ,  $df=2$ ,  $p<.05$ ).

Consistent with the experiences of 2005 graduates, most respondents in 2006 were satisfied with all aspects of their major program of study and with their general education courses. Harper career graduates continued to give very favorable ratings toward the instruction of courses and the convenience of the main Harper campus in Palatine as well as online courses. Both extension sites were rated convenient or better by most respondents who used those sites.

At least 76 percent of the 2006 graduates were satisfied with all of the categorized college services, with at least 80 percent satisfied with 11 of the 12 listed services. Nearly all of the 2006 career graduates indicated that they would recommend Harper to friends and family (98%) and would return in order to take educational or personal enrichment courses (93%).

**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**

20120 Retired  
20264 Retired.  
20333 Joining military.  
20444 Self-employed.  
20493 Going back to my country.  
20689 Not done with course.  
20696 Waiting to get into nursing school.  
20699 Retired.  
21053 Retired.

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

#### **Survey ID Q4-1-10 Other**

20029 Cannot afford to be a CAN. Pay too low.  
20193 Just exploring to decide on what I want to do.  
20208 Stay at home dad.  
20323 To improve hobby skills.  
20356 Already had present job before Harper.  
20371 My degree is fire science and I'm not 21 yet to take the test.  
20433 Working as temp.  
20532 Secure position currently hold.  
20591 The degree was only an AA.  
20627 Taking more courses in my field to get a better job there.  
20780 Had job before Harper.  
20795 Already had job before Harper.  
20846 Wanted certification in paralegal so when retire - can have other part-time options.  
20886 New baby.  
20940 Had this job before Harper.  
20948 Already had job before Harper.  
20993 Own a company.  
21094 Finishing at Western IL.

### *Rate the location of the courses taken in terms of convenience.*

#### **Survey ID Q13e Other**

20287 Elk Grove  
20324 Elk Grove Village High School  
20590 Elk Grove High School  
20597 In Des Plaines on Golf Rd.  
20709 Clinical sites, children's/NIMC, West suburban

20728	Wheeling High School
20739	Clinical sites
20777	Northwest Community Hospital
20813	CLC
20826	Rockford
20846	COD
20927	Independent study
20935	CLC paralegal classes
20966	On-line courses
20997	Barrington High School
21086	COD

***What did you like best about Harper?***

***Survey ID Q18 Like Best***

20001	Convenient location.
20003	It is so close to my home.
20006	Overall, instructors, courses.
20007	The teaching staff was very helpful and the location was convenient.
20011	Convenience from my home.
20014	The teaching, it was academically challenging.
20020	Context of the course. And outstanding instructors.
20023	The people, the teachers, better than California, very excellent. Very good, was very excellent.
20024	The class selections, a.m. or p.m. It's a good college.
20026	I liked the small class size.
20027	The nursing program was structured well. There were minimal surprises through out a semester.
20028	All the services for help.
20030	The nursing program was an excellent program that prepared me very well for my career field.
20034	The location.
20037	I loved my professor. He was so professional.
20039	Teachers were knowledgeable.
20042	Well acute, very impressive.
20046	The wide range of classes available and the location.
20051	It had my program.
20052	The small class size, it was more personal.
20054	Very close to my home. Mega Lab "Computer Lab".
20055	Atmosphere, teachers were available and many would bend their hours to accommodate the student.
20056	Good teachers. Just thought they were very, very good and competent.
20058	The atmosphere, everything. Very clean and comfortable.
20059	Campus, the location. It was nice, large size and lots of classes.
20066	The nursing program, the teachers, they were very supportive and helpful and very enthusiastic and all the teachers were actual nurses.
20068	The classroom atmosphere with the new additions were nice in the nursing courses.

- 20073 Quality of instruction and facilities.
- 20074 Close by and good communication with the instructors.
- 20075 The course work was exactly what I needed.
- 20076 The material, the environment, the teacher.
- 20077 The nursing instructors were great. They were caring and wanted you to succeed.
- 20078 Instructors, skilled and personable.
- 20080 The facility, the location, resources and faculty.
- 20081 Everything was very good.
- 20082 Nursing Program was wonderful. I got what I needed without a need to transfer.
- 20084 The staff, very nice and registration was so easy.
- 20085 Curriculum for nursing program. Accessibility to teaching staff. Nursing program lecture labs great.
- 20087 CIS 229.
- 20088 The building where my class was.
- 20089 Offering high school students courses.
- 20090 Please keep the nurses pinning ceremony. For me, the culmination of the program was becoming a nurse - not graduating with an Assoc. degree. So the pinning ceremony is what was important to me.
- 20093 Good school, helpful teachers. Because of Harper I am doing great in my field.
- 20096 The teachers, they were down to earth and knew what they were talking about.
- 20098 The availability of classes offered.
- 20100 Convenience, price, flexible schedules, new mega lab.
- 20101 The instructors were knowledgeable and they actually worked in the field that they taught. And the scheduling of the classes.
- 20102 The campus was easy to work around. Nice facilities.
- 20104 Flexibility in the classes. The management program is absolutely wonderful.
- 20105 Everything, location, programs, teachers and online courses.
- 20109 Class size and the faculty were both great.
- 20110 Location.
- 20115 The course itself and the instructor.
- 20116 Availability of course programs both credit and continuing education.
- 20119 For my major I thought almost all my teachers were amazing. Only a few that I butted heads.
- 20120 Part time faculty members in the field with current knowledge of what's happening in the field.
- 20121 Close and convenient.
- 20122 The courses that they offer.
- 20124 The faculty, the teaching style, one on one, not a low-off. Very challenging. Some of my friends that took summer classes say it's better than their four year college.
- 20126 Flexibility of courses and you get to do as you wish.
- 20127 The environment. People are very friendly and courteous. Teachers are great.
- 20132 Convenience of location and courses offered.
- 20133 I really was pleased about how all of the instructors respected our lives outside of the classroom. Aside from assignments, there was very little outside of work required to do outside of class. This shows the students their instructors respect their work and family life outside of school.
- 20134 Convenient course times and a good selection of courses.
- 20136 Variety of people and the large classes. I like a big class.

- 20137 The education I got which allowed me to make a mid-life career change. The financial assistance I received, Pell, MAPP, and XXX scholarships. The women's program, which gave me financial assistance with book costs.
- 20138 Close, convenient, good school and instructors.
- 20140 Everything. It was great.
- 20141 Small classes. Easy to talk to the professors.
- 20143 Teachers, they were lawyers so by teaching me to become a paralegal that was excellent, they knew firsthand what they were talking about.
- 20145 The new facility, nice atmosphere, all brand new.
- 20148 Location.
- 20150 The Cardiology Care Program was excellent. I chose to go to Harper because they were the only one offering this type of program.
- 20153 The modern facilities.
- 20154 The friendly faces.
- 20158 Price.
- 20164 My program coordinator was wonderful - he was very helpful and very open.
- 20166 The teachers were so kind and so friendly.
- 20168 The convenience of the classes that were available. Hours and days.
- 20169 Close by. A good reputation, good instructors, and inexpensive. Good quality education at very affordable prices and convenient location.
- 20170 Close to home. Inexpensive.
- 20172 Convenient, good program.
- 20177 Classes offered were good. Tuition was excellent and teachers were great.
- 20179 The program was straight forward, very convenient.
- 20182 My teacher, XXXXXXXXXXXX in the nursing assistance program, she answered all my questions well and I am a very difficult testing person but she prepared me well, she was very thorough.
- 20183 The price.
- 20193 The convenience of the location.
- 20195 Overall, I had a wonderful experience.
- 20198 The Career Center, I like the direction they give out.
- 20199 Instructors are very good. Very knowledgeable and they're on your level. They don't talk above you but to you.
- 20202 The campus - the layout was very upscale. The teachers were extremely helpful and very friendly.
- 20208 The class size, I enjoyed that.
- 20213 The facilities were technically updated.
- 20214 The nursing faculty. Very nice and knowledgeable.
- 20217 I was prepared well for my career change.
- 20219 Convenient location, cost.
- 20221 The professors, they were very friendly.
- 20223 The atmosphere, oh it was so clean and neat. Compared to where I go now, it's a dump.
- 20225 Avante's labs and equipment. Mainly its environment.
- 20226 Convenient, it was close to my work.
- 20234 Convenience of location and the cost.

20236 I made a lot of friends.

20238 Convenient to take over the internet.

20239 Professor XXXXXXXXXXXX and the Ethics Bowl. I also liked the landscaping.

20242 Close to home, convenient to get to.

20245 It's good. The diversity and up to date in terms of technology.

20246 Most of the instructors were well prepared for their class time. Many had expressed a passion for teaching subjects regarding paralegal studies.

20247 Close to my home. Not expensive. Lots of my friends went there. Just a good school.

20250 I don't know.

20251 Location, relatively cheap, good teachers.

20253 Location.

20256 Loved up to date facilities! Instructors were great! Pretty much my whole experience was good!

20257 It's affordable and has a good nursing program.

20259 The schedule, evening classes since I work full-time days.

20262 Location, very nice faculty and well experienced.

20264 Proximity. I really liked what they offered.

20265 Convenient location.

20266 Ease of registration process.

20268 Close to home - at least Wheeling campus only.

20271 Convenience, close to my house. Some teachers were very understanding.

20274 Variety of management classes.

20283 Program (nursing) Friday and weekends, wouldn't have graduated without the flexible scheduling.

20285 Good instructors.

20287 Location, faculty.

20290 Leaving!

20292 The course I took, it was straight forward.

20296 Convenient location. Courses were accommodating.

20298 Convenience, local, and inexpensive.

20300 The general college experience.

20305 The teacher - student relationship was personable which made it a good experience. It was affordable, you could take any course you want.

20306 The facilities, instructors, and the student body.

20307 Convenience of location and affordable.

20308 They over-prepared me and I appreciated that.

20310 NSG program overall was excellent. I have recommended it to many people interested in the profession.

20311 The faculty. They were always available and concerned. Gave one on one time which was helpful.

20314 The program director was very knowledgeable, not only prepared me well for graduation but also for my future with Southern Illinois.

20316 They offered online courses.

20322 Convenient location.

- 20324 The location and accessibility. The staff is friendly, at least most. Make sure to keep Mister XXXXXXXXXXXX. He is an excellent statistics and calculus professor. He made learning fun and interesting.
- 20325 Very educated and experienced teachers. Tuition is fair. Very helpful to the community because it is affordable. Harper is able to help a lot of people go forward in their lives because of their fair prices and financial aid. If it was more expensive, I don't think a lot of people would go here.
- 20326 New facilities were good.
- 20328 Close, new campus.
- 20331 The most promising thing was the location. I live right behind them.
- 20332 The teachers, very helpful and approachable.
- 20336 I liked the location. I liked the size as well as the diversity. I also enjoyed the teachers. They were very knowledgeable and helpful in my department.
- 20337 The teachers were great.
- 20338 Close to home, low cost. Teachers were very helpful.
- 20339 The teachers were wonderful. They helped me a lot they knew I was having trouble speaking and they helped me a lot. They were wonderful to me.
- 20340 That they had many options for class times and days. That was very convenient.
- 20341 I got through my program very quickly.
- 20344 The flexible schedule of the courses.
- 20345 A good night curriculum.
- 20347 Close to home.
- 20348 Everything!
- 20349 The camaraderie. People doing what I'm doing.
- 20350 Compared to McHenry, Harper blows it away. I liked everything. The instructors were excellent and the building so clean and up to date.
- 20351 Availability of classes.
- 20352 Easy to afford my education on my own.
- 20353 Quite frankly, the teachers were very educated and they actually cared. Class size was great, perfect.
- 20354 I was able to get a (didn't finish sentence).
- 20355 I liked a lot of my teachers, they were sincere in helping you succeed.
- 20356 Harper is the third institution I've been to, very nice campus, great professors compared to other schools. It's a good education, just a nice facility.
- 20357 The location and the convenient hours that classes were offered.
- 20358 The electronics program coordinator, XXXXXXXXXXXX, just a very helpful guy. If you had any problems or questions he would be there. More instructors should be like him.
- 20359 The classes and students in general. The teachers, everything.
- 20360 The quality of education.
- 20363 Convenience, small classes.
- 20365 Everything. Absolutely everything.
- 20366 Everybody there, they were so nice and helpful.
- 20368 The support of the teachers, they care, we matter to them.
- 20374 The location.
- 20376 The age differential of classmates.
- 20377 The labs in the science department were very modern.



- 20378 The course content. The program I took was very knowledgeable.
- 20381 The program I was in. The teachers were very informative and knowledgeable.
- 20383 The new facility where my program was located, the up to date lab.
- 20384 The location. Cost.
- 20385 Location, close to home. Excellent, professional instructors, all of them enjoy teaching and want to be there. Cost, less expensive than four year colleges.
- 20388 Availability of curriculum - offered the courses I needed.
- 20390 Convenience of location. And the time courses were offered. And the online courses.
- 20391 Teachers were great. Very helpful and knowledgeable.
- 20393 Harper is a gorgeous and clean campus. Harper takes pride in itself. I am happy to put Harper down as my place of education!
- 20395 The scheduling, I could schedule my classes around my schedule.
- 20396 XXXXXXXXXXXX and XXXXXXXXXXXX - very knowledgeable and always available.
- 20399 The teachers are really nice.
- 20400 Biology courses were great. The library was great. A wide range of ages in the program, me being the oldest. The location was very accessible.
- 20402 Location, knowledgeable instructors.
- 20404 Convenient to get to and a good reputation.
- 20405 The teachers were wonderful!
- 20406 Location and the Fast Track program.
- 20407 I don't know, I guess the many opportunities they offer.
- 20408 Convenient, flexible course selection.
- 20410 The location was convenient.
- 20412 The convenience of the campus and the technology of the classroom.
- 20413 Good education. The location was convenient.
- 20414 Instructors were exciting. High school was so boring, if they had the same techniques, high school students would go further.
- 20415 The location convenience.
- 20416 Location.
- 20421 Low cost of tuition. Live at home, save money while going to school.
- 20422 Well organized college. Helpful staff. Good class schedule.
- 20423 Convenience, diversity, good staff.
- 20424 Close to home. Easy to work around my work schedule. And the teachers were good.
- 20425 Easy to get to know the teachers. Teacher/student relationship. Easy to talk to and get help.
- 20428 Location, the class size, the professors were great.
- 20429 The convenience of the location.
- 20430 Location, easy to get to.
- 20431 Convenience of location, the modern facilities.
- 20433 Instructors very professional, yet down to earth. Most open to ideas. Listen attentively to consensus. Willing to do what ever it takes to ensure student does not fail. Tutoring services are great and helpful.
- 20434 Convenience of location.

- 20438 The new building for the health and science program. There's more room for students compared to what they had before, it's amazing.
- 20440 Convenient night courses.
- 20443 Facilities and equipment were excellent.
- 20444 Flexibility in class schedule.
- 20445 Convenience of location. Variety of courses offered by the school was very good.
- 20446 I enjoyed the schedules of classes, the beautiful new Avante building with all of it's updates and technology at hand.
- 20447 Very convenient, very affordable.
- 20450 Convenience of the evening classes.
- 20453 Interesting courses, very challenging.
- 20455 Convenient to get to. Good instructors.
- 20458 Location, it was close to home.
- 20460 The teachers were very helpful.
- 20461 XXXXXXXXXXXX, XXXXXXXXXXXX who taught physiology and XXXXXXXXXXXX who taught math. They were always helpful, knowledgeable, approachable and willing to help you learn. I would recommend them to anybody.
- 20462 Campus.
- 20463 Excellent staff. Very educated, articulate, and professional.
- 20466 Fulfilled my need to start career.
- 20469 Classes were informative, I really enjoyed learning there.
- 20473 Harper is close to my home. Harper has a very convenient campus, lots of parking, space.
- 20474 Small class sizes. Equipment. Instructors.
- 20476 Convenient and close to home.
- 20477 Good teachers.
- 20478 Really prepared me for my job.
- 20483 The staff was very friendly and knowledgeable.
- 20484 Convenient location. Interesting instructors. Excellent facilities.
- 20485 Everything, great teachers.
- 20487 Convenient location.
- 20489 Convenient to home. XXXXXXXXXXXX from the Women's Program!! The new nursing class facilities.
- 20490 I liked the age diversity of students in the nursing program. Awesome facilities.
- 20491 Friendly atmosphere in a classroom, between students and teachers. Great knowledge of teachers on a given subject. Great online registration system.
- 20492 Can't remember.
- 20495 The teachers are outstanding! They care and are eager to help. They are second to none!
- 20496 Convenient.
- 20503 Location. Courses hours. Many subjects. Summer kids program, my lids love. Swim lessons.
- 20504 The class that I took. The set-up. The campus is beautiful.
- 20505 The convenience of location.
- 20506 My anatomy teacher is terrific.
- 20507 The nursing program was well structured. Very prepared.

- 20508 Convenience to my home. Instructor. Course content.
- 20510 It's hard to say what I liked best. It was convenient. Close to home, flexible hours and financially, it was good.
- 20515 The instructors were great.
- 20516 Teacher/student interaction, reliable. Course availability, evening hours after work.
- 20519 The affordable price and the accessible location.
- 20522 Location and price.
- 20523 The teachers were good. It was close to home. The facilities were nice and roomy.
- 20524 My program was taught by teachers straight like on the job, not out of a textbook. More real world.
- 20526 Everything was good.
- 20527 One of the best junior college in the area.
- 20528 I think the quality of their education is excellent.
- 20531 That the location was close to home, inexpensive, and able to interact with all the students with all the clubs and sporting teams.
- 20532 Landscape - newly planted trees and flowers/fountain.
- 20535 Personable instructors - very knowledgeable.
- 20540 Criminal Justice teachers were good because they formerly or currently had experience in what they were teaching.
- 20542 It's convenient, clean and self-explanatory.
- 20543 The health care building.
- 20544 The paralegal course that I took. The location and the price.
- 20546 Great instructors.
- 20547 I always enjoyed the instructors.
- 20549 The staff. They were wonderful and willing to help. And they went out of their way.
- 20551 Convenient.
- 20557 Great instructors.
- 20560 New Avante Center.
- 20561 Close to where I live. Class sizes. Professors seem to know what they were doing.
- 20564 The faculty, they were patient and gave plenty of their time.
- 20566 Relevant education for the career I chose to go into.
- 20567 The teachers - very knowledgeable, easy to approach and talk to.
- 20569 Location. Most professors.
- 20571 Location.
- 20573 One of very few schools that offered my degree. Convenient class hours.
- 20574 The faculty is very friendly and really cares about the students progress.
- 20576 The instructors - very knowledgeable.
- 20578 It was so close to my home.
- 20579 Convenient. Teachers nice.
- 20582 I like the teachers the best.
- 20583 Convenient. Reasonable cost per credit hour (in district). Cleanliness of campus. facilities. Knowledgeable instructors.
- 20586 Small classes and the teachers are willing to help.

- 20590 The faculty and the different schedules/availability of courses.
- 20591 I was able to achieve my degrees at Harper for a low cost tuition, i.e., CAN Certificate, LPN License, AA degree, AAS degree next month. Availability of class times day/afternoon/night/weekends.
- 20595 The Harper program. Fit very well with my work schedule.
- 20596 Close to home.
- 20597 The friendly atmosphere made it easy between the teachers and students.
- 20604 Class size is great. Instructors in early child hood development were very helpful.
- 20605 The program, well organized, thorough. The material was relevant.
- 20607 Variety of classes. Convenience of hours. Staff.
- 20609 The facilities were well equipped.
- 20611 Instructors were great, helpful, kind and understanding.
- 20613 XXXXXXXXXXXX, great teacher.
- 20616 The last course that I took I became certified to draw blood. I only took the course because I have been trying to get into the RN nursing program for the past two years. I have passed all the requirements except the nursing entrance exam. I became frustrated, so I let it go. I have been an LPN for 25 years and I returned to school about 10 years ago. I wish that the years of my nursing experience could be taken into consideration. Every since I heard about Harper RN nursing program I wanted to take the program there. I express myself because I have spoken to other LPNs that have taken the RN entrance exam several times and have not been able to pass it and they have given up on their dream to become an RN. Don't you think that is very sad. They say that the demand for RN is so high. Then why not help the LPN become RN. Thank you for listening.
- 20625 Everything was good.
- 20627 High quality institution, convenient.
- 20629 Convenient - go after work. Telecourses. Tips from Career counselor. Took strengths test and found it useful.
- 20630 Close to home and the cost was very reasonable.
- 20634 Graduating.
- 20636 New buildings W Y Z, and computers available in those buildings.
- 20638 Absolutely everything.
- 20641 The quality of education.
- 20642 The faculty is wonderful and the Harper Professional Center is perfect for adult learners.
- 20644 They offer so much of everything.
- 20645 I don't know.
- 20651 The teachers I had for my electronics courses were very approachable willing to help and solve any problem that you had.
- 20652 Small classes.
- 20654 The type of education that I received at Harper was much different compared to others I know in the same field. I commute 60 miles just to attend Harper.
- 20655 Convenient campus.
- 20656 New science building was great.
- 20658 Teachers.
- 20659 The teachers were very well educated. The wine and spirit class was the best class at Harper. I need to know knowledge about wine at my job and that class really helped.
- 20664 Thorough teachers.
- 20672 Everything. I appreciated being able to attend in the evening.

- 20674 XXXXXXXXXXXX - she's a very good teacher. She put a charge to the students, very motivating and challenging, overall, she's been good to me and that is important, especially when you're not from this country.
- 20676 The people, the friends that I made there.
- 20679 XXXXXXXXXXXX, devoted to each person. Do-able through internet, even for a person my age.
- 20680 In electronics, the faculty was available and helpful, real world experiences.
- 20683 The layout of the science course.
- 20686 Close to home.
- 20688 The instructors were great and it was so close to my home.
- 20689 Location.
- 20693 The location. Close to home.
- 20694 I had two great professors. They knew the class content very well and they were very passionate.
- 20695 XXXXXXXXXXXX, my instructor for my RN class. She was absolutely phenomenal. The class was great with the beds and everything.
- 20696 I feel Harper is a highly qualified school. The science classes had up to date lab materials and real cadavers. I personally graduated from CAN class, but was only using that as pre-requisite for another RN program.
- 20697 Great institution. Everything that we went over, it's self explanatory.
- 20698 Facilities - clean and up-to-date. I appreciated how strict the grading system was for Interior Design. I was well prepared for Southern. Harper is much better than Southern.
- 20699 Learning the basics of floral design by actually making floral arrangements in class and taking them home. The lab is well stocked with floral design materials and equipment.
- 20702 Convenient location.
- 20709 Location, prize investment in new science building, The Pizasso!
- 20712 Multi-culture environment.
- 20714 The equipment was excellent.
- 20716 The atmosphere. It was easy-going and helpful.
- 20717 Location.
- 20720 XXXXXXXXXXXX, XXXXXXXXXXXX and XXXXXXXXXXXX, they took the time to explain things, the most awesome teachers. They took the time, they were always available for extra help.
- 20722 Teachers are really helpful and I like the way they teach and explain us everything. Also, the buildings are always clean and people always is saying 'hi' and smiling.
- 20723 The variety of academic courses that they offer.
- 20726 Convenient location.
- 20728 Facility easy to get around. Easy to register.
- 20730 Ease of convenience.
- 20731 The location.
- 20734 The instructors, they're wonderful.
- 20737 The instructors (especially the attorneys). All instructors were very knowledgeable of their subject matter.
- 20739 Excellence of academics. The courses were challenging and of the caliber of any four year university!
- 20740 Everything was great.
- 20741 Nice and clean classrooms.

- 20743 Location.
- 20744 I found a job in my field.
- 20749 Teachers were great. Helpful and very kind.
- 20754 Programs were very diversified.
- 20755 Class size and location.
- 20756 Faculty was excellent.
- 20761 Close to home, affordable.
- 20764 Close to home. They offered a lot.
- 20766 My teacher Mrs. XXXXXXXXXXXX was very helpful and always willing to listen to my concerns regarding my education. I definitely recommend the program to my friends.
- 20769 Convenient.
- 20772 Everything. It was a great experience.
- 20773 The convenience as well as the instructors. They were caring to the students needs.
- 20774 Laid back, make your own schedule.
- 20775 Convenience - location and night classes.
- 20778 Good teachers and the facilities were nice.
- 20780 Nice facility. Very clean. Good instructors. They were just good and helpful.
- 20782 The faculty was nice. The technology was high tech. Easy parking.
- 20785 I think most of the instructors are outstanding. I have attended EIU and DePaul University and I believe Harper has the most down to earth, knowledgeable instructors. I also felt the facilities were outstanding.
- 20788 Liked that teachers are all professional and approachable and knowledgeable.
- 20793 Near my home and a lot going on.
- 20795 The electronics program was very good. The teachers were great. They helped out a lot. It was a great program.
- 20796 The training for my program was very good. I was very happy. I got my job off the bulletin board in the classroom.
- 20802 I liked the new building. The new technology they put into it.
- 20804 The teachers were very helpful, either available or had websites if not.
- 20805 The variety of courses that are offered is great.
- 20810 Small class size.
- 20812 Class size.
- 20816 The teachers.
- 20822 Location, I loved it all around.
- 20825 Excellent CNA faculty. Course material was presented thoroughly.
- 20826 They had the program that I needed.
- 20829 Very close to my home. Flexible classes.
- 20832 It was convenient, close to my home. The hours of my course were good.
- 20835 The Paralegal Program. It was so close to my house.
- 20837 Close to home. Great instructors in electronics program.
- 20839 The experience, the learning and the surroundings.
- 20843 Location, tuition affordable, excellent facilities, class size.
- 20844 They offered the program I needed.

- 20845 Convenience of location.
- 20846 The paralegal program.
- 20847 The "university feeling" at Harper was better than the other community colleges I attended.
- 20848 Convenience of location.
- 20851 Availability of courses.
- 20852 Career programs.
- 20854 Dental Hygiene clinic and resources, since it pertained to my career as an RDH.
- 20855 There were three instructors who were great in my three years at Harper. I am 47 and have had many teachers in my lifetime. They were XXXXXXXXXXXX, XXXXXXXXXXXX, and XXXXXXXXXXXX. They should be given special recognition. XXXXXXXXXXXX finally made math make sense to me. XXXXXXXXXXXX would assist me with any BIO question. He pushes his students to really understand the content of his material. XXXXXXXXXXXX knows cardiac information. She is probably the most hard working teacher I ever had. I still keep in touch with her via e-mail.
- 20856 Up-to-date studies.
- 20857 Convenient internet and open entry classes. Low cost. Wide variety of certificate programs.
- 20858 Great teachers/professors, XXXXXXXXXXXX.
- 20859 Close, convenient, very flexible.
- 20862 Convenient!
- 20863 Instructors were great.
- 20864 Diversity of courses, convenience of location, the experience of the instructors was very good.
- 20865 Convenience of location.
- 20868 The courses offered and the instruction.
- 20871 Convenient location.
- 20872 I liked that I could take courses that accommodated my work schedule.
- 20874 Location, courses offered, and campus accessibility.
- 20878 Qualification of instructors in the nursing program.
- 20886 Teachers were very friendly.
- 20887 I'm not sure.
- 20888 Affordability of classes.
- 20897 The quality of the course. The teachers were really nice.
- 20901 Everything about it. I learned a lot. It was wonderful.
- 20904 Chemistry labs and mega computer labs.
- 20905 Everything!
- 20906 The flexibility of the classes I took.
- 20910 The flexibility of being able to attend around my children's schedule.
- 20911 That I am done with it. But the facility was absolutely amazing. State of the art.
- 20914 Everything. Convenient.
- 20927 The Fire Science Program with XXXXXXXXXXXX. Excellent instructor, the way he ran the Fire Science Program. Great class scheduling, was very convenient. Made sure the students were learning. Helped find jobs after the program. Cared about the students.
- 20928 Convenience of location. Good learning experience.
- 20930 Good professors. Good location. Had everything I needed.
- 20931 The counselors and the orientation process. Orientation leaders and other staff were very helpful.
- 20932 Affordable, convenient location.

- 20940 Very convenient.
- 20941 I liked the program's structure that I was in, one step to the next. The teacher's that were good were very good.
- 20943 Excellent teachers. Science teachers. Kept classes interesting.
- 20946 XXXXXXXXXXXX(biology) was an excellent teacher.
- 20947 Affordable and they offered the program that I wanted.
- 20949 Flexibility, accessibility and availability.
- 20951 It was convenient and there were no issues getting help.
- 20958 Close.
- 20959 A great place to meet new people with similar interests. Being able to transfer credits better suited towards degree requirements.
- 20960 Good school, good teachers, affordable and lots of programs.
- 20961 The faculty of the plant sciences. They were great!
- 20966 I took on-line review courses for a certified professional secretary exam which I passed. The instructors were accessible and the coursework was adequate to cover the necessary material.
- 20967 Convenient location, low tuition prices, some teachers were excellent, flexible schedules.
- 20972 The convenience to my home.
- 20973 Close location.
- 20981 Near to my house, convenient.
- 20983 The people.
- 20985 Closeness to home.
- 20990 Good variety of programs to choose from.
- 20993 Harper College was very helpful to my future and what to decide. Most of all I meet new friends and got a great education at the school.
- 20994 Everything. Just everything.
- 20995 Close to home, affordable and I got my degree all in one place.
- 20997 Convenient location, great teachers, facility, equipment.
- 20998 Location is very convenient.
- 21000 Classes were structured. Teachers were professional. I liked the atmosphere in the class.
- 21004 The interaction with the teachers. Certain teachers, that is. The friendships I've made.
- 21005 Variety to choose, lots of options.
- 21007 The location, the school was clean it was nice.
- 21014 Overall, the location and the resources.
- 21015 Best? Hours of classes.
- 21016 The convenience of its location.
- 21017 The academic classes were very usable for the real world.
- 21018 ELT 143 - very hands on, everything was explained well.
- 21024 Location.
- 21025 Night courses were very convenient.
- 21032 Simulated job experience.
- 21033 Close to home, the nursing program was well regarded.
- 21034 The instructors, their professionalism. The level of education that was taught. The interior is beautiful, cozy and comfortable.



- 21036 All the classes that I went to, it was close to home, good teachers.
- 21037 Newly renovated facilities.
- 21038 Easy to get to, good education.
- 21039 Class size. Personable teachers. Continuity of coursework.
- 21043 Convenient location, great education for the travel that I had to do.
- 21046 The offering of plant science and park careers.
- 21050 Curriculum, location, class scheduling in evening.
- 21053 Convenience and cost.
- 21055 The overall experience. And everyone was so friendly.
- 21057 Nothing.
- 21058 I liked my classes and instructors, they were very direct.
- 21060 Convenience of location.
- 21062 Convenient, close to home, lower tuition, two year program, new facilities for sciences, large computer lab.
- 21064 The location.
- 21067 I really liked my course and the teacher was very good.
- 21069 Diversity of students attending Harper.
- 21072 It was close to home and the price was good.
- 21073 I like the lectures in the nursing program. I need to hear it and be able to ask questions. Not just reading or watching a movie.
- 21075 The new people that I've met.
- 21081 Diversity in the students as well as the teachers.
- 21083 Close.
- 21088 Convenience, tuition, small classes.
- 21093 The courses for my field were very good. (CNA)
- 21094 I enjoyed the step from high school to college. I was worried about gen ed classes and having 80-200 people in them. Definitely a great starting point and good way to knock out your gen eds.
- 21099 Easy access to campus, parking, classes size. Had a great instructor: real estate, XXXXXXXXXXXX - the best.
- 21100 The facilities - easy access and very comfortable.
- 21101 Very convenient, nice facility. Good job preparation.
- 21102 Flexible schedules.
- 21104 The teachers in most cases.
- 21105 Availability of courses and the teachers. They're very experienced. Knowledgeable.
- 21106 Nursing program is excellent!
- 21107 My teacher, XXXXXXXXXXXX, she was always available, gave good advice, made sure we understood. She showed concern for us.
- 21110 Wide range of classes, time they started.
- 21111 The instructors - they are excellent.
- 21113 My night classes, and XXXXXXXXXXXX is a stud.

## ***How can the College improve its instruction?***

### ***Survey ID Q19 Improve Instruction***

- 20006 No improvement needed.
- 20010 Did not prepare her for needed internet skills or web skills. Be more respectful of students time and resources. Made to buy books that were rarely used or needed and then they were hard to sell back.
- 20011 It's OK.
- 20020 Some instructors need better people skills. I felt humiliated by one certain instructor, I was older than him.
- 20024 Direct us to correct classes needed for transfer.
- 20027 The nursing program is advertised as a 1/2 day program 8 - 12. However, it is not. The 2nd year is full days. It did get difficult to have a full time job. That is something that should have been discussed during orientation.
- 20037 The web is not user friendly. It really needs a lot of work compared to other college websites.
- 20039 It's OK.
- 20042 Need more time for courses. Too much material for a short time.
- 20054 Have more "one day per week classes" - I am 47, when I took daytime classes, I had to go twice a week and with mostly younger students. Have more classes on Fridays.
- 20055 Have smaller classes.
- 20059 Teachers, they should have more real world experience.
- 20068 The behavior of the students were bad. For example eating, drinking and talking during the lectures. It was a distraction for other students. It needed to be enforced but it was not.
- 20074 Nothing comes to my mind.
- 20075 Make Harper four year degree school.
- 20076 Use real models of outside problems.
- 20081 Part-time instructors should be more available, they seem to always be in a hurry. No time.
- 20084 No changes needed.
- 20085 Nursing lab should have access to top (current used) supplies needed for skills testing. Example: when learning venipuncture, needles were not available or very limited. Some equipment outdated already.
- 20087 Instructors should share more of their experience and opinions.
- 20089 Nothing, I was very impressed.
- 20090 I can't explain why but the prevailing attitude in the nursing program is --- if I don't do this I am going to fail. It is very high pressure and not conducive to learning. There needs to be a better way to test students on skills and content. I learned best by reviewing the tests and being told why one answer was correct and another wasn't. It helped me learn to think and reason things out for myself. Due to other students cheating, this privilege was denied and my grades reflected that. It seems that the teachers should be able to come up with 3 forms of a test so that each group that goes through a particular module can get their own test and be able to review it without risk of passing on answers to the next group.
- 20093 No improvement needed.
- 20100 Instructors should stop being in such a hurry to leave after class. Get instructors who are actually interested in teaching, not so lazy.
- 20101 I don't see how.
- 20102 The teachers need to be willing to help everyone! Treat everyone as an equal, people from other countries should not be top priority over others. They (teachers) should pay more attention to what the students have to say in class and on the evaluations.
- 20105 They're going at a good pace.

- 20115 Get a better website.
- 20120 It appears the engineering building has been totally forgotten. The equipment for the interior design department is very meager. Not enough full time faculty for interior design department. Not FIDAK approved. Facility not available enough for students to finish projects, especially if teachers request final dropouts due a week prior to end of semester. Lock-up equipment not the whole department! Have teachers prepare material lists with book lists for students to prepare for semester not running around shopping the first week with everyone else.
- 20122 Offer the RAC classes they say they offer.
- 20123 Everything.
- 20124 I was really satisfied.
- 20125 Offer continuing education credit classes for the building codes and enforcement program to maintain active certification status in this field.
- 20127 More involvement of students in whatever it is teachers are teaching. I just feel that it was very dry and boring. The teachers lectured the whole time. More 'hands on' tasks should be involved.
- 20134 Overall, they do a great job.
- 20137 Extremely satisfied, most teachers come across as passionate about what they taught and readily made themselves available, as needed, for personal one on one guidance/tutoring.
- 20140 Recruit better instructors.
- 20154 No need to improve.
- 20158 Better access to upper management to discuss current problems.
- 20164 There are some teachers that are excellent and need no improvement but others are not so good and need all around improvement.
- 20169 I was pretty satisfied with the nursing program.
- 20183 I didn't care for this one course where you had to make a project. I don't recall the name of it.
- 20199 I haven't had a bad teacher so that's hard to say.
- 20213 Nothing really. I didn't have any problems.
- 20219 Gear career courses more toward the actual job and not just instructions by the book.
- 20223 It can't.
- 20234 Interior Design - update basic supplies.
- 20239 Fire XXXXXXXXXXXX. His net prep classes were abysmal. Generally the labs didn't work. I went into my current job with no hands-on or net-working experience because the labs did not have the required equipment. XXXXXXXXXXXX and XXXXXXXXXXXX both routinely assigned labs that they knew didn't work. There were no functioning computers to work on for A+ hardware or software. I told XXXXXXXXXXXX that the labs needed to be overhauled and equipment was needed, but she just talked to XXXXXXXXXXXX and XXXXXXXXXXXX and they told her everything was fine. Harper can certainly do better with the labs.
- 20242 Smaller classes.
- 20246 Need more class assignments, projects or quizzes. For example, when on a job interview, I was asked questions regarding whether or not I had specific class room experience in filing a motion as a student in paralegal studies. Having to have said no to this and other similar questions may have contributed to not being chosen for the position.
- 20250 We felt lost in class, our paralegal course could have been taught better to our understanding.
- 20251 Be more strict, academically.
- 20259 A little less work.
- 20262 All teachers should be on the same guidelines.
- 20268 Offer more of the early childhood classes, not just during one semester of the year.
- 20271 Some teachers need to be more willing to teach and have more concern for the students.

- 20274 A little more instruction on graduation. I didn't know I had to apply for graduation.
- 20290 Re-evaluate the teachers, they stink.
- 20305 The more personal relationships with teachers is important.
- 20306 Become a four year university.
- 20324 Make sure to eliminate instructors who act like they know everything and try to belittle students. If they come from a university, why are they at Harper? I had a teacher in statistics who wrote the book for class and he acted like he was God. I had to transfer out of his class because of his condescending attitude.
- 20331 I don't like how they review tests. I was with the nursing program.
- 20335 Allow more time to get through tings. Example: there's too much homework in a small time frame.
- 20336 I would ask that you expand the amount of times throughout the day and night a course can be taken.
- 20341 In the paralegal course, they should concentrate more on helping people find jobs.
- 20345 I was satisfied the way it is.
- 20349 Focus more on what the students are there for, we don't want to know about their personal life.
- 20351 The web instruction was the worst I've ever seen. The instructor was unavailable and did not follow through or respond. Composition was the class and XXXXXXXXXXXX was the instructor.
- 20354 Faculty assessment by the College. Sit in classes and evaluate the teachers ability.
- 20355 Some teachers were so bad that the whole class would be affected by it. It's ridiculous how the process works.
- 20358 The general education teachers seem to care less than the career teachers.
- 20363 Pick instructors sooner so a student can decide the best one for the course when recommended. Or have time to drop the course.
- 20368 Break the material down a little. It's a bit rushed and you don't absorb much.
- 20377 Replace the administration.
- 20378 They can use a larger faculty.
- 20383 Our teacher wasn't very personable, she didn't know how to relate to the students. More business like.
- 20385 Sometimes the PowerPoint (computers) wouldn't work for the lecture (in Avante Center). There were a few lectures that were delayed a few minutes until the "kinks" were worked out.
- 20393 Become a four year institution. I would love a BA from Harper! It was sad to have to transfer.
- 20402 Extend the CNA course in order to have a more in depth course.
- 20405 Make instruction more relevant to job openings. Many employers will not hire you without, at a minimum, several months/years of a specific job-related work experience.
- 20406 Become a four year college so you don't have to go two years here and then two years there.
- 20408 Have peer appraisal for the instructors because some of the teachers lack dedication to the students and the subject they are teaching.
- 20413 Better teachers needed, more involved and hands - on.
- 20414 Have students participate more.
- 20421 I was misguided about transferring. Better academic counseling.
- 20422 Part-time instructors who have other jobs, know better what skills are needed and many times provide better education. Harper can use more instructors with jobs other than teaching.
- 20423 Better rating system for qualifying the teachers.
- 20424 Smaller classes.
- 20430 Offer more programs in architecture. Very limited courses.
- 20431 Hire instructors with practical experience in the field.

- 20433 Try to interface course more with business community (besides business simulation classes). More projects, more hands on. Eliminate tests.
- 20438 More organization with the way they do everything.
- 20444 Please hire more qualified instructors. Some of them did not even know the intricacies of the subject that they were teaching.
- 20453 More consistency. Some teachers were very knowledgeable and prepared, some were not.
- 20455 They need to come together and agree on the same things. One instructor will tell you one thing and another instructor will tell you another.
- 20458 More tutoring in more subjects.
- 20461 Wish they had more room for more students in the nursing program, it was too limited. They should have evening classes for nursing, not just morning.
- 20462 By providing more practical training to the students during course.
- 20463 More times available for classes. The early childhood classes were mostly at night.
- 20466 Pre-requisite classes and classes I needed to enroll and complete to obtain my degree were excellent. Some instructors in the nursing program are more compassionate/fair than others. Some instructors displayed different grading standards dependant on the student. I am grateful to the more compassionate/fair instructors.
- 20473 I attended the Therapeutic Massage class. It was a one man show and I didn't feel that the instructor was fond of teaching, or had the students' learning as a priority. Even though we eventually had a syllabus, it was not followed. The lab time did not prepare us to the work force well, either. The program is new, but the Harper faculty should have prepared the instruction better and kept an eye on the process. I don't know if it has improved from then, but the first couple of classes certainly did not get what they signed and paid for. Also, we were not surveyed in the end, and didn't do exit interviews -- as we were supposed to. This is the first feed back I have been asked for. As far as I know, nobody has passed the National Certification exam yet from the very first class, some from the second. Personally, I was very disappointed with Harper. All that I gained from the experience was from my personal hard work and persistence to reach my goals, while very frustrated with instruction.
- 20474 Counseling (Transfer). More science courses (hard to sign up for, always full).
- 20477 On-line classes.
- 20478 Less independent study, more class time.
- 20483 Stop using the Blackboard.
- 20484 Be certain off campus instructors provide work applicable to the program.
- 20489 More online courses.
- 20490 Allow test review in the nursing program.
- 20495 Move on-line classes and services (self-service) lines get too long and administrative people are overwhelmed and ill prepared.
- 20501 Make sure teachers are qualified.
- 20504 Teachers should be more supportive. I had to quit for a time and because I am older, the teachers persuaded me not to come back. I wanted it so badly.
- 20508 Any way it wants.
- 20519 All of my teachers did a fine job teaching.
- 20524 It's pretty good now, the only thing I wish that they had was more information on how to scan a paper document into an Adobe file.
- 20526 I am a full-time employee in the medical field so it wasn't convenient for certain courses that also required me full-time.
- 20527 Make the books cheaper.
- 20528 Overview faculty and screen classrooms.
- 20531 Reinstate the administrative technology department after you plan to close the department May 07. That is what I started a second degree and isn't going easy transferring to a far campus.

- 20540 Better faculty in foreign language as well as English courses, or perhaps preparing new teachers in a better way so that they can handle classes better.
- 20544 Make students more aware of what they need to take for transfer.
- 20560 Don't hire OCD, and instructors i.e.. XXXXXXXXXXXX.
- 20569 More in class participation - not just lecture.
- 20571 Offer Chinese courses.
- 20573 Hire the right people. A lot of bad general ed teachers. Not really into teaching. Not serious.
- 20574 Be more direct about how lack of accreditation for a health care program has a direct impact on finding a job.
- 20583 Newer resources for interior design students (samples are very outdated). Project guidelines were not always clear in the beginning, which led to changes late in the semester/before due date.
- 20595 Have the instructors selected before the classes begin.
- 20609 My nursing instructors always made himself available but I had several other instructors who were barely available.
- 20613 Better instructors in the general education area.
- 20629 Telecourse teachers need to be available more.
- 20634 Make sure instructors have practical experience in field (subject) they teach.
- 20636 Hire young teachers, instead of older people still giving instruction.
- 20642 Excellent already.
- 20645 Some of my teachers were really rude and I felt it was because I was so young. They were nice to the older students.
- 20650 Guest speakers from course of studies - i.e.. CEO's nurses, artists, designers, techs. Similar to "Actors Studio" on Bravo TV.
- 20652 More career planning for after getting out. Not enough outside research for heating/air conditioning course.
- 20655 Become a four year curriculum.
- 20656 Did a fine job, no improvement needed.
- 20658 No strikes.
- 20659 New equipment. It was very hard to produce items when machines were broken.
- 20664 It would be good if there was more instructors that spoke better English.
- 20694 Less students per class, it's too chaotic with larger classes.
- 20696 Be honest about how truly difficult it is to get into the Nursing program instead of allowing students to waste time and money on pre-requisites and then only open up 120 seats per year.
- 20698 More full-time teachers and more office hours.
- 20699 By offering every class required for certification every semester. Don't cancel a class that may be small because it only overloads the following class.
- 20702 I didn't care for the teacher's theory technique.
- 20709 Increase science teachers so you have a choice if you do not like someone's 'style' of teaching.
- 20712 Screen more carefully and listen to student's complaints.
- 20716 Everything's great.
- 20720 Don't give us papers due every week. Don't give us eight books to read. Return our work that we do in a timely fashion. Don't tell us that you don't need your job or that you don't care about your job. Stop going on strike, ensure that the students have the ability to understand what they teach during class time.
- 20722 I think everything is fine.

- 20723 Everyone is very friendly. No change.
- 20734 Pay the teachers more. They deserve it.
- 20739 No need, excellent experience.
- 20741 75% good teachers, 25% bad teachers.
- 20754 Nursing program was limited. Need more instructors.
- 20766 Some of your teachers are pretty bad. I failed some classes while I had to retake them later on and I passed those "hard" classes with better grades with other teachers.
- 20769 Materials program needs an overhaul!! Modernize.
- 20772 Not a thing.
- 20773 I can't think of anything off the top of my head.
- 20774 Maybe less lectures.
- 20775 Offer a Bachelor's degree.
- 20782 The teachers need more experience in their teaching skills.
- 20785 I only have one suggestion. I thought that the Medical Transcription technology should have been presented. Or, give each student an assignment to research the different technologies and present to class.
- 20788 Have a syllabus. Like to have a script to follow.
- 20793 I can't think of anything.
- 20802 If the instructors were available more it would be easier.
- 20804 Cancellation of courses, making it an inconvenience. Lower restrictions.
- 20812 I think they're pretty good.
- 20825 The CNA course was great - XXXXXXXXXXXX is excellent - professional, smart, caring and kind.
- 20826 Care more about the student, tend to them rather than worry about the dollar.
- 20832 Human resources program should have internship, hands - on.
- 20835 XXXXXXXXXXXX taught like a preacher. He didn't put much effort into teaching.
- 20839 A few teachers were very hard to understand, language barriers.
- 20843 More 'hands on' instruction. In paralegal coursework have students fill out forms they will need to use in every day work. Theory is good but practical experience should be included.
- 20847 Fine the way it is.
- 20852 The teachers should be more dedicated to students who are struggling.
- 20854 Instructors can be more sympathetic to student's needs and not be so critical. Students would be more willing to learn if they felt/had more support from staff instead of negativity.
- 20855 After three years of hard work I feel that some of my classes were a waste of time. I did not graduate with an associates, just a certificate. I could have received a BSN (nursing) in that amount of time. A person should not fail a class that far into the program.
- 20857 Keep instructions for course computer lab assignments updated.
- 20862 No improvement needed.
- 20863 Smaller class sizes.
- 20865 Satisfied with the program.
- 20868 I can't think of anything.
- 20871 In the nursing program the quality of the faculty was not good. Lack of professionalism. Seemed she had no interest in the topic, she was kind of just there.
- 20874 Some of my teachers skills weren't very high.
- 20887 From my area, it needs a class in QuickBooks.

20901 Direct us to what we need to do to better prepare for our future job. Which courses to take.

20904 Increased nursing faculty concern for students.

20906 No problems.

20910 It's good.

20911 Make the teachers a little more subjective to evaluation. Maybe they would take things more seriously.

20930 More choices in adult classes.

20941 Certain teachers should have a better understanding of this program, they were negative about the program.

20943 Hire different dietary teachers.

20946 Need a more educated coordinator - unlike XXXXXXXXXXXX.

20947 We were the first group and fast track so I assume they'll be more informed as to how to teach the program with more experience.

20949 Students are customers, paying a lot of money, we deserve more in return.

20951 I had a class where everything was on DVD, I prefer taking notes in class. It was harder to comprehend.

20959 Financial aid availability info needs to be discussed, understood and better circulated.

20961 The greenhouse and the plant science building need improvement!

20967 More classes available in low demand classes.

20972 Hire more full time help.

20983 Have the health insurance class instructor know more about the self or group health plans. The class cannot only be one sided.

20994 No need for improvement.

20998 I can not think of anything.

21004 Some teachers need to be complete, concise and clear in material.

21015 Harper could offer more classes that are popular. Could caution you on picking faculty.

21017 Offer a broader range for abstract.

21025 Paralegal program didn't show much real life experience.

21032 On the job experience and placement.

21033 Happy with the instruction.

21034 More online classes.

21039 Ensure math tutors/part-time teachers are fully educated in all levels and aspects of math.

21043 Need more teachers.

21046 Up date equipment.

21053 Have instructors that are better selected before getting hired.

21055 Become a four year college.

21057 Reduce class size.

21063 Better assistance getting internships.

21064 Just because I was older everyone expected me to know what to do without any instruction. I felt discriminated against because of my age.

21067 Nothing I can think of.

21069 It was OK as it is.

21073 Don't nursing program structures.



- 21075 Offer more computer courses on Interior Design.
- 21076 Make a four year university out of Harper.
- 21088 Most teachers were great, however, a handful show very little interest in their jobs, so, get some better teachers and come up with better techniques of separating the qualified from un-qualified.
- 21093 Need fresh career counselors, the ones that are there now are not very good.
- 21094 I have had 45 operations and 3 kidney transplants and at times I felt my accommodations were not met by the professor. My advisor XXXXXXXXXXXX in disability was GREAT!
- 21100 The program I was in, I could see favoritism being shown. It didn't affect me personally but I could tell very well.
- 21104 By closing down.
- 21106 Computer Science instructors need to have a fair and clear grading policy (especially XXXXXXXXXXXX)
- 21107 Some teachers talked too much about their personal lives with not much concern for students needs.
- 21110 Keep up to date with other colleges in area.

***How can the College improve its services?***

***Survey ID Q20 Improve Services***

- 20006 No improvement needed.
- 20007 Hours extended later in the evening for classes that end at 8 and 9.
- 20010 Redundant classes and no computer web design classes that were needed for this field to prepare for job search.
- 20011 Registration needs more faculty. Lines are always way too long.
- 20023 In the winter I had to walk outside building to building, it was bad. I hope it's improved already. It was hard going building to building.
- 20024 I think everything's good.
- 20028 Availability of teachers for nursing program so there is a better chance for students to get in.
- 20037 Registration was a total mess. Everyone diving for the loose pages strewn all over the tables.
- 20039 Smaller classes.
- 20051 Monitor the MegaLab, very loud with their friends there, running around.
- 20054 Offer 4 year degrees. Have agreements with more colleges. For example, all my credits with Harper are accepted at NLU only. I want more choices.
- 20068 More parking space, sometimes there was no parking available. People were taking advantage and abusing the handicapped parking spaces.
- 20081 More office hours.
- 20084 Everything was fine.
- 20087 Offer your computer and web courses more frequently. Some are not offered even once per year, or they are cancelled for lack of interest. Offer more current computer and web courses, like Ruby /Rails, Ajax. Offer a database certificate.
- 20089 Nothing that I'm aware of. I didn't really use any.
- 20093 I think everything is great.
- 20100 Provide better customer service. People can't wait to get rid of you. Administrators are the worst. Customer service takes as long as it takes. Stop using books on management in connection with students.
- 20101 Certain buildings are inaccessible to parking.

- 20102 The financial aid office is horrible! Every time I went in there they gave me grief, they were no help, they would send me to different offices on campus that would send me back to the financial aid office. And it would also help if there were people that would speak the English language clearly! Hire people that are well trained and know what they are doing. Work more with the students and their families that are coming in from out of town.
- 20105 Everyone's cooperative, fine.
- 20115 They need more ATM's and better food because a lot of us come there right from work.
- 20120 I truly believe having only one week to decide if you want to stay in a class is very unfair if you want any refund. Taking away a gradual refund is totally unfair to the students. Looks like a money making boost for the school. I believe some teachers use this as a scare tactics too to discourage students and avoid large classes. Overwhelm students the first week to determine if you want to pursue your goal. I truly believe school is a money making business and only the truly dedicated stay in there. Teachers have reached their goals and don't care if you make it or not!
- 20122 Offer the RAC classes they say they offer!
- 20123 Offer more information in the beginning as to what is available with that degree chosen. I would have changed majors. Also job placement.
- 20127 Services are good.
- 20132 I didn't utilize many of their services, so I don't know.
- 20137 More parking!!! A second large cafeteria/food service with more selection in the Avante building. Healthier snacks in vending machines!
- 20141 Offer more outside help.
- 20146 Be more flexible with hours for the working world.
- 20154 No need to improve.
- 20158 Everything.
- 20164 ESL gave me a problem because I did not have my grades from my school in my country, instead of asking for them one time they made me provide them each semester.
- 20169 Parking is a challenge.
- 20177 I am a big fan of Harper.
- 20182 They weren't very clear what was needed. They didn't recommend what to take to continue on.
- 20183 Academic Advising, not helpful, hard to get in then rushed, bad advice.
- 20199 Calling for information is sometimes awful. Registration people in the office were not too helpful, I had to deal with a manager and then everything was fine.
- 20208 I was pretty satisfied with everything.
- 20213 Financial Aid, it's difficult to get through.
- 20219 Offer more web courses.
- 20221 Become a four year college.
- 20223 I think it's fine.
- 20225 Make them more well known.
- 20239 Make it easier to drop a class. If you're working, it can be very difficult to drop a class in person at the registrar's office. You should be able to drop the same way you registered, by phone, computer, or mail. My husband paid for a class he didn't complete because the drop period was so short. At least pro-rate it.
- 20242 More programs.
- 20246 Review the course descriptions in the catalog and compare it to what is actually being taught. Review the paralegal studies ABA approval criteria. Look into utilizing campus facilities in terms of offering BA/BS degrees.
- 20247 Be more specific when explaining which classes we should take.

- 20250 Teach us a way to save our documents. Make the Career Center more available.
- 20259 Offer more online courses.
- 20262 Be more available, extend hours.
- 20266 I have been enrolled in 2 certificate programs which provided little or no career information. Many people taking classes are doing so for career advancement. Providing more career focused information would be a plus. Also, I believe the school should negotiate more fair book prices. I purchased textbooks elsewhere for 1/3 less.
- 20268 The people that work in office should be friendly - not rude!
- 20274 Let me know what the cost is going to be before I'm halfway through with my course.
- 20283 More evening/weekend programs for working adults, mainly those with children and give them some priority.
- 20290 Quit worrying about meeting quotas in order to get money from the government.
- 20292 Warn the kids how hard it is to get a job in their field.
- 20298 Offer a four year college.
- 20302 Job placement services.
- 20305 The library could use move computers and books. More benches outside so students can be outside.
- 20307 The library should be better stocked, law books and case books.
- 20324 Be sure to have tutoring services for all the classes being taught at Harper. Not just some of them.
- 20325 Change building J. Very old facility and business classes are very popular so you may consider updating the building to attract more students.
- 20345 I didn't use too many services but the ones I used were fine.
- 20348 Make registration easier, you have to go from one building to another then back again. It's too cold!
- 20351 The web courses should be improved.
- 20353 Explain to students what classes from Harper would transfer over.
- 20358 More parking.
- 20360 The online classes that can only be taken online, I didn't like at all. I didn't have control over questions. E-mails answered slowly from teachers. Communication not available to proceed immediately.
- 20363 Lengthen the time to drop a course with a refund. One week is not enough time to know if you and the instructor will click. Offer cheaper books and better rebates when turned in.
- 20365 Have instructors.
- 20368 The services were good.
- 20377 Get better counselors.
- 20388 Open the offices in the evening hours.
- 20396 Better guidelines on what they need to prove that you're an in the district student. Nothing that I brought was good enough.
- 20405 Have job placement services!
- 20407 They don't need improvement.
- 20416 I was satisfied with the services.
- 20422 Cheaper text books for students. Bookstore should be non-profit and cheaper.
- 20424 Extend office hours.
- 20425 More office hours.
- 20429 Don't be so rough on the out of district students as far as tuition costs.
- 20433 Not sure, but would like to see school become four year college to obtain bachelor and master degrees in all fields (MKT, MGT, ACC, etc.).

- 20444 Hire more knowledgeable instructors.
- 20461 The counselors. I asked them questions and they couldn't answer my questions. I felt their not solving my problem. I didn't get appropriate help from them.
- 20462 By incorporating more practical training methods.
- 20474 More counselors. Better financial aid info (there always seemed to be problems).
- 20476 I don't use too many of the services.
- 20478 Advertise the services more. Some students weren't even aware that they were eligible for financial aid.
- 20483 Stop using our social security numbers for identification and spend less money on making the campus look good and more on the instructors and lab equipment.
- 20484 Have teacher hours for contact to accommodate the hours of the working person also.
- 20485 Good services all the way around.
- 20489 CAN program - clinicals should be in nursing home and hospital. Offer a true LPN program.
- 20491 Keep up the good work!
- 20495 Hire better administrative people or organize what department does what and inform employees of such.
- 20508 More professional counseling.
- 20515 It was hard to schedule time with advisors and counselors.
- 20519 The tech department needs to be more readily available for the teachers and the teacher needs to learn to use the technology better.
- 20526 The parking wasn't convenient.
- 20527 Make the books cheaper.
- 20528 Online registration seems to be a problem. I think they should upgrade.
- 20532 Better (longer) Bookstore hours before semester begins.
- 20540 I found the services to be good. Could use improvement in areas of technical services.
- 20546 Satisfied with services overall.
- 20547 I attended night classes and most services are not available in the evening.
- 20567 Hard to get a hold of the counselors.
- 20569 Food elsewhere besides building A. More computers.
- 20571 Offer Chinese courses.
- 20573 Accommodate students. I don't like the results of dropping a course.
- 20579 Drop class, no refund, should give a refund.
- 20582 To not be prejudice towards foreign people and more polite. This applies to the admissions office, financial assistance office, registrar's office and book store.
- 20583 Newer samples. Maintain drafting tables better (usually at least a couple tables would not have working straight edges, etc.).
- 20604 More attention should be paid to the disabled on campus. If a disability is not self evident to the staff they tend to ignore you.
- 20608 Financial Aid. Not enough financial aid for students in a full time accredited program. Harper College financial aid does not provide as much as a 4 year university does for their full time students.
- 20609 Make Bachelors Degree available.
- 20613 Career counselors spend more time with students.
- 20634 Better information put out about the availability of the services offered.
- 20636 Giving good advice to students when they're seeking for educational and academic counseling and all information needed to obtain their future goals.

- 20641 Registration office needs an overhaul. (Slow).
- 20642 Please consider a 3rd year Fast Track Program!
- 20650 More parking. Take away privileged teacher parking. Make it fair for all of us!
- 20651 The availability of supplies in the labs were low. More equipment would be helpful.
- 20652 Once again, more outside research.
- 20656 The services were quite good.
- 20658 Website was down pretty often.
- 20659 Add more classes to the Hospitality Program.
- 20674 Cafeteria should be open at night.
- 20694 Overall, I was very satisfied.
- 20696 Since nursing and related classes are so highly sought after, increase enrollment capacity. Perhaps an evening RN program and programs that begin both fall and spring. Other colleges are able to do this, why not Harper?
- 20698 Four year school. They really need to become a four year school, their location is perfect.
- 20709 Too many faculty parking spaces. Police officers should have Tazer not guns.
- 20712 Train employees to be more sensitive to students' needs.
- 20716 No need for improvement.
- 20722 It's excellent, I did not see anything wrong with the services.
- 20723 Nothing, it's fine.
- 20734 Make it easier to qualify for financial aid. Even when I was making \$12,000 a year, I didn't qualify.
- 20739 Harper is wonderful. Services were fine.
- 20740 Better food in the satellite cafeterias.
- 20741 Need qualified teachers.
- 20749 Some times there were scheduling problems concerning the usage of certain classrooms. It was very confusing.
- 20756 Some classrooms were cold.
- 20766 Parking is a nightmare, and the price of books is over the limit of students' budget \$\$.
- 20769 OK as they are.
- 20773 I don't think any improvement is needed.
- 20774 Pretty good.
- 20775 The inconvenience of cancelled classes.
- 20777 Get rid of Nurse XXXXXXXXXXXX, she made up her own stuff, didn't pay attention to what the school required.
- 20785 The lines for tuition payment are too long.
- 20788 Pretty good.
- 20793 I'm very satisfied.
- 20800 I can't find any information on the internet about the Bachelor degrees for the nursing program.
- 20804 I don't know because everything was fine.
- 20812 They're good.
- 20826 Follow through with what you say you're going to do. They said they were going to send out my application in July. Didn't happen until October. Office people are very rude. Customer service skills are atrocious.
- 20832 Career Center hard to use from my home. And the seats in the classroom were uncomfortable. The teacher was always out of chalk.

- 20837 Take more concern for veterans. Speed up MGIB process.
- 20839 One and a half hours is not enough time for disabled to take tests.
- 20843 The College is great! Great value for dollars spent!
- 20847 The services were fine.
- 20852 Inform the students that help is available and guide them.
- 20854 Keep on having tutor services, computers, etc a available to students. It will enhance learning.
- 20855 I went to Harper to be an echo tech. I did not receive my associates due to one class I did not pass. I am and was in the process of a divorce. I could not afford to take the class again. I moved to Ohio and took a ten week nursing (LPN) class at Cleveland State University and am now employed as of 12/4/06 due to my nursing, refresher class, not my cardiac classes.
- 20857 Don't use social security number for student ID number.
- 20863 Good enough already.
- 20872 Be more specific on which courses are required for a degree.
- 20874 I believe everything is good.
- 20886 Financial aid was hard to understand and no one was willing to sit down and explain it.
- 20887 I'm not sure.
- 20888 Extended hours for computer labs.
- 20901 They're good. They do the best they can.
- 20906 Text books, there were seven different editions available for this one class. It was hard to get a hold of the correct one. I had two classes that were dropped because of low enrollment and that was very inconvenient - I was all set.
- 20910 It's OK except for I'm too old to qualify for financial aid.
- 20914 Out of district fees are too expensive. I have moved and if I want to go back, I cannot afford to.
- 20927 Extend the hours of the health care center.
- 20928 The services were good.
- 20930 Keep growing with the times.
- 20931 The ladies at financial aid should be more friendly and not have a bad attitude, because it looks bad for Harper College. Students at Harper are talking about it to others so they should change their attitude.
- 20932 Advertise the available services better.
- 20947 Nothing, I was absolutely satisfied.
- 20951 They're working on it.
- 20958 Not sure.
- 20959 Lower the prices on your books.
- 20966 When I visited the campus for testing, staff members were helpful and courteous. The campus seems conducive to learning in a higher education environment.
- 20967 Better education for college counselors (transfers, Harper's degrees, etc.).
- 20972 I really don't think they can.
- 20980 Have the counselors give better advice when helping choose a major.
- 20983 Allow all classes to have at least one evening. It is hard for single parent/full-time working parents to take days off to attend a class.
- 20985 Offer more sections of popular classes, especially anatomy, physiology and the EMT course.
- 20990 Pretty good.
- 20994 Everything is good.

- 20995 Pretty good, they know what they're doing.
- 21004 Concourses so we don't have to walk outside.
- 21010 Expand to a four year program.
- 21014 A wider schedule would be helpful.
- 21015 Originally I used the service of which someone would access my abilities, interests etc. It was of no help!
- 21017 I can't think of anything.
- 21025 The Financial Aid office had college age girls and they weren't very knowledgeable.
- 21032 Local companies to visit class and relate 'actual to taught'.
- 21034 I was real satisfied.
- 21038 More computers for student access.
- 21049 Need more available computers for out of class use.
- 21053 Harper needs to work on spreading the news about the College in the mail and more advertising. I would love to see continuing education classes that are advertised and pushed.
- 21055 Everything is great.
- 21057 The fees are outrageous when you register.
- 21060 The services were fine.
- 21063 Provide better financial aid. I have a life threatening illness but there was no assistance for me. I was told that if I was a single mother I could get quite a bit of assistance. I think it's unbelievable that you can be rewarded for being irresponsible. Provide more paralegal courses during the day time hours.
- 21064 Get it together. Know where to send someone correctly. I was sent from one office to another and back again, whenever I needed advice.
- 21069 More parking.
- 21075 Be more updated and know what's going on in 2007.
- 21082 Add more lights in the classrooms.
- 21094 I feel the tutoring center can use more help. It's a great service, but sometimes it would be 20 - 30 minutes before I would receive help.
- 21100 Everything is pretty good.
- 21101 Needs to change a little registration procedures on line for present students. I had problem with it.
- 21104 By closing down.
- 21107 Research teachers before hiring.
- 21110 Professors not available to speak personally.
- 21111 I have to find a new school to go to because it's so hard to get into the Nursing Program.

# Career Graduate Follow-up Survey



Harper College

HARPER COLLEGE 2006 CAREER GRADUATE FOLLOW-UP

Congratulations on your graduation from Harper College. In order to improve programs and services, we need your feedback concerning the time you spent at Harper. Your responses will be kept confidential.

Please take a few moments to complete the survey and return it in the enclosed pre-stamped envelope. Thank you!

Survey number

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Use pencil/black ink

1. What was your main objective in attending Harper college? Mark ONE response.

- a. Obtain skills needed for entry into new or different job
- b. Improve skills needed in present job
- c. Explore courses to decide on a career
- d. Take coursework for transfer to another college
- e. Personal interest or self-improvement

2. What is your educational status? Mark ONE response.

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

3. What is your present employment status? Mark ONE response a-e.

- a. Employed full-time - 30 hours or more per week
- b. Employed part-time - less than 30 hours per week
- c. Full-time military service
- d. Unemployed, seeking employment
- e. Unemployed, not seeking employment - mark ONE reason below, if "e" selected.
  - 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?

- a. Related - (go directly to question 5)
- b. Not related - (answer question below before going to question 5)

If your present job is NOT related to your college program, what is the ONE BEST reason why?

- a. Preferred to work in another field
- b. Found better paying job in another field
- c. Could not find a job in my field of preparation
- d. Worked previously in my field of preparation, but changed
- e. Preferred not to move to new locality
- f. Temporary job while in transition - either in college, between jobs, or summer employment
- g. Took job in order to get preferred working hours
- h. Did not complete program or pass licensing test to be eligible to work in my field
- i. Health problems prevented me from working in my field of preparation
- j. 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

\_\_\_\_ hours worked per week.

00 00  
01 01  
02 02  
03 03  
04 04  
05 05  
06 06  
07 07  
08 08  
09 09

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

Dollars Cents

\$\_\_\_\_.\_\_\_\_ 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)

00 00 . 00 00  
01 01 . 00 00  
02 02 . 00 00  
03 03 . 00 00  
04 04 . 00 00  
05 05 . 00 00  
06 06 . 00 00  
07 07 . 00 00  
08 08 . 00 00  
09 09 . 00 00

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

a. Very dissatisfied  
 b. Somewhat dissatisfied  
 c. Somewhat satisfied  
 d. Very satisfied

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

a. Before entering the college program  
 b. While enrolled in the college program  
 c. After leaving the college program

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

a. Within Harper College district  
 b. Outside Harper College district, but in Illinois  
 c. Outside Illinois

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.

Very satisfied  
Somewhat satisfied  
Somewhat dissatisfied  
Very dissatisfied

a. Content of courses in your program.....  
b. Lectures, lab experiences, and group and individual projects.....  
c. Equipment, facilities, and materials.....  
d. Job preparation.....  
e. Preparation for further education.....  
f. Information on current employment opportunities and trends.....  
g. Overall, how satisfied are you that your program provided you with the skills required for your job?.....

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.....  
b. Lectures, lab experiences, and group and individual projects.....  
c. Equipment, facilities, and materials.....  
d. Job preparation.....  
e. Preparation for further education.....

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12. Please rate the instruction in general in each of the following:

	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. Please rate the location of the courses taken in terms of convenience:

	Very convenient	Convenient	Not convenient	Not applicable
a. Harper main campus in Palatine.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Northeast Center in 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 in 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. As a result of my experiences at Harper, I have a better appreciation for diversity and different cultures and values.....

16. 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? .....

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

	1. Definitely no	2. No	3. Yes	4. Definitely yes
15. As a result of my experiences at Harper, I have a better appreciation for diversity and different cultures and values.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. 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? .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Would you return to Harper for educational or personal enrichment courses in the near future? .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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