

Harper College
Results of 2007 Career Graduate Survey

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Executive Summary

This report presents the results of the Career Graduate Survey of all 2007 graduates of Harper College career programs.

Similar to graduates in 2006, the 2007 respondents were positive. A majority of 2007 graduates (60%) reported that their main objective in attending Harper was to obtain skills needed for a new job. A clear majority of 2007 graduates (68%) 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 65 percent of those respondents employed full-time. Of those not seeking employment, 58 percent stated that they were a full-time student and 15 percent indicated being a full-time homemaker. In terms of job experience, 77 percent of the employed respondents were working in a job related to their Harper major, and employed graduates reported working an average of 36.94 hours per week with an average wage of \$19.39 per hour. A clear majority of respondents (88%) reported being satisfied, overall, with their jobs. About 43 percent reported finding their jobs after leaving Harper, while 33 percent were employed before enrolling at Harper.

Graduates in 2007 were satisfied with their educational experiences at Harper. Satisfaction levels were at least 86 percent for nearly all aspects of the major program, with satisfaction levels for information on current employment opportunities at 72 percent. Satisfaction with general education at Harper was better, as a whole, with at least 92 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 96 percent of 2007 graduates rated Harper's main campus as convenient and 94 percent also rated online courses at Harper as convenient. Of the respondents that used Harper services, at least 80 percent were satisfied with the listed services, and at least 85 percent were satisfied with nine of the twelve listed services available. However, majorities of 2007 graduates reported that they did not use eight of the college offices and services available to them. Nearly all of the 2007 graduates would recommend Harper to their friends and family (98%), and a clear majority of respondents (89%) would return for education or personal enrichment courses.

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 notable differences between 2006 and 2007 graduates, mainly in regards to hours per week, some ratings of services and instruction, and appreciation of diversity at Harper, which is discussed further in the Results and Discussion section.

Introduction

The Harper College Career Graduate Survey was conducted via mail during the fall 2007 semester with Harper alumni who graduated in fiscal year 2007 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 telephone¹ in March and April 2008. For the Career Graduate Survey, 1,300 Harper graduates from career programs were surveyed and 772 completed surveys were received, for a response rate of 59 percent.

The report is organized into four sections: Executive Summary, Introduction, Results and Discussion, and Summary. The Executive Summary presents a high-level overview of results. 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. The Summary section highlights results of interest. The Appendix 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 2007 Transfer Graduate Survey*. Results for specific career programs can be found in the *Results of 2007 Career Graduate Survey – Program-Level Results*.

Results and Discussion

Table 1 presents the demographic characteristics (racial/ethnic group, gender, and age group) for all 1,300 career graduates in 2007, as well as the demographic characteristics of the 772 survey respondents.

Table 1: Demographic Characteristics of Graduates and Survey Respondents

Racial/Ethnic Group	Graduates		Respondents	
	Number	Percent	Number	Percent
Asian/Pacific Islander	151	11.6%	89	11.5%
American Indian/Alaskan Native	3	0.2%	0	0.0%
African American	49	3.8%	25	3.2%
Hispanic	109	8.4%	57	7.4%
White	893	68.7%	545	70.6%
Other/Unknown	95	7.3%	56	7.3%
Gender				
Female	901	69.3%	539	69.8%
Male	397	30.5%	232	30.1%
Unknown	2	0.2%	1	0.1%

¹ 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 ^a	Graduates		Respondents	
	Number	Percent	Number	Percent
18 and Under	9	0.7%	2	0.3%
19 to 24	360	27.7%	202	26.2%
25 to 40	573	44.1%	326	42.2%
Over 40	358	27.5%	242	31.3%

^a Older graduates were more likely to respond than younger graduates ($\chi^2=19.22$, $df=3$, $p<.05$).

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 69%, respectively), while 12 percent of respondents and graduates, each, were Asian. A majority of both respondents and graduates were female (70% and 69%, respectively). The largest proportion of respondents and graduates were between 25 and 40 years old (42% and 44%, respectively). Older graduates were more likely to respond to the 2007 Career Graduate Survey ($\chi^2=19.22$, $df=3$, $p<.05$).

The first question of the survey asks respondents for their main objective in attending Harper College. The next eight questions ask respondents to report on their outcomes: current employment status, current educational status, hourly pay, job satisfaction, etc. Questions 10, 11, and 14 ask respondents to report on their satisfaction with their experience at Harper: coursework in their major field of study, coursework outside their major field, and Harper's support services. Questions 12 and 13 ask respondents to report on the instruction and convenience of Harper's various locations, respectively. Question 15 asks about the respondents' appreciation for diversity and varying cultures and Harper. Questions 16 and 17 ask respondents if they would recommend Harper to others and return themselves.

Table 2: Question 1 – Main Objective in Attending Harper

What was your main objective in attending Harper College? ^a	2006 (N=621)		2007 (N=772)	
	Number	Percent	Number ^b	Percent
Obtain skills needed for entry into new or different job	352	56.7%	462	59.8%
Improve skills needed in present job	73	11.8%	132	17.1%
Explore courses to decide on a career	51	8.2%	39	5.1%
Take coursework for transfer to another college	87	14.0%	94	12.2%
Personal interest or self-improvement	58	9.3%	45	5.8%

^a Responses were significantly different by year of graduation ($\chi^2=19.21$, $df=4$, $p<.05$).

^b Responses were significantly different based on age group ($\chi^2=87.98$, $df=12$, $p<.05$).

A majority of respondents indicated that their main objective at Harper was to obtain skills needed for entry into a new job (60%), while 17 percent reported that they were attending Harper to improve skills needed in their present jobs and 12 percent reported that they were taking coursework in order to transfer. Older respondents were more likely to report that their main objective at Harper was to obtain skills needed for new or different jobs ($\chi^2=87.98$, $df=12$,

p<.05). The same significant difference is apparent between graduates in 2007 and 2006 ($\chi^2=19.21$, df=4, p<.05).

Table 3: Question 2 – Educational Status

What is your educational status?	2006 (N=622)		2007 (N=769)	
	Number	Percent	Number ^a	Percent
Have not been enrolled in a college/university since leaving Harper	438	70.4%	520	67.6%
Have been enrolled in another college/university since leaving this college but not currently enrolled	30	4.8%	23	3.0%
Currently enrolled in a field of study related to previous community college program	125	20.1%	186	24.2%
Currently enrolled in a field of study unrelated to previous community college program	29	4.7%	40	5.2%

^a Responses were significantly different based on age group ($\chi^2=63.63$, df=9, p<.05).

A clear majority of respondents (68%) indicated that they have not been enrolled in another college since leaving Harper, while 24 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 ($\chi^2=63.63$, df=9, p<.05).

Table 4: Question 3 – Employment Status

What is your present employment status?	2006 (N=625)		2007 (N=767)	
	Number	%	Number ^{a, b}	%
Employed full-time – 30 hours or more per week	388	62.1%	501	65.3%
Employed part-time – less than 30 hours per week	145	23.2%	148	19.3%
Full-time military service	1	0.2%	1	0.1%
Unemployed, seeking employment	38	6.1%	58	7.6%
Unemployed, not seeking employment	53	8.5%	59	7.7%
Of those unemployed and not seeking employment :	2006 (N=59)		2007 (N=73)	
	Number	%	Number^c	%
Full-time student	30	50.8%	42	57.5%
Full-time homemaker	14	23.7%	11	15.1%
Health disability	3	5.1%	4	5.5%
Family responsibilities	5	8.5%	7	9.6%
Other	7	11.9%	9	12.3%

^a Responses were significantly different based on gender ($\chi^2=29.19$, df=8, p<.05).

^b Responses were significantly different based on age group ($\chi^2=65.97$, df=12, p<.05).

^c Responses were significantly different based on age group ($\chi^2=31.19$, df=8, p<.05).

Most respondents (85%) reported being employed at least part-time, with 65 percent having full-time jobs. Of the respondents that indicated being unemployed and not seeking employment (8%), 58 percent were full-time students while 15 percent were full-time homemakers and 12 percent indicated “Other”, though there was no general trend within this

group. Older respondents ($\chi^2=65.97$, $df=12$, $p<.05$) and male respondents ($\chi^2=29.19$, $df=8$, $p<.05$) were more likely to report being employed full-time. Also, younger graduates that were unemployed and not seeking employment were more likely to be full-time students ($\chi^2=31.19$, $df=8$, $p<.05$).

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?	2006 (N=539)		2007 (N=653)	
	Number	%	Number ^a	%
Related	391	72.5%	502	76.9%
Not related (please mark the one best reason why)	148	27.5%	151	23.1%
Of those present jobs not related:	(N=138)		(N=128)	
Preferred to work in another field	28	20.3%	30	23.4%
Found better paying job in another field	8	5.8%	11	8.6%
Could not find a job in my field of preparation	29	21.0%	23	18.0%
Worked previously in my field of preparation, but changed	1	0.7%	3	2.3%
Preferred not to move to new locality	1	0.7%	0	0.0%
Temporary job while in transition – either in college, between jobs, or summer employment	37	26.8%	28	21.9%
Took job in order to get preferred working hours	6	4.3%	3	2.3%
Did not complete program or pass licensing test to be eligible to work in my field	8	5.8%	2	1.6%
Health problems prevented me from working in my field of preparation	0	0.0%	1	0.8%
Other	20	14.5%	27	21.1%

^a Responses were significantly different based on age group ($\chi^2=17.01$, $df=3$, $p<.05$).

A clear majority of respondents (77%) reported that their present job was related to their former program at Harper. Of the respondents that indicated that their jobs were not related, 23 percent preferred to work in another field, 22 percent reported that they had a temporary job while in transition, and 18 percent could not find a job in their field. Of the 27 respondents (21%) that indicated “Other”, 15 reported that they already had a job before starting at Harper. Older respondents ($\chi^2=17.01$, $df=3$, $p<.05$) were more likely to report that their jobs related to their former program at Harper.

Table 6: Questions 5 and 6 – Hours Worked and Salary

Question Text	2006			2007		
	N	Mean	SD	N	Mean	SD
Q5. On the average, how many hours do you work each week? Do not include overtime hours. ^a	530	35.58	10.14	638 ^{b,c}	36.94	10.90
Q6. What is your present hourly salary before deductions? Include commission but not overtime pay.	411	\$19.33	\$10.69	411 ^d	\$19.39	\$9.52

^a Responses were significantly different by year of graduation ($F=4.76$, $df=1$, $p<.05$).

^b Responses were significantly different by gender ($F=18.59$, $df=2$, $p<.05$).

^c Responses were significantly different by age group ($F=8.78$, $df=3$, $p<.05$).

^d Responses were significantly different by age group ($F=5.34$, $df=3$, $p<.05$).

Harper graduates in 2007 reported working an average of 36.94 hours per week and earned an average hourly salary of \$19.39. Male graduates in 2007 were likely to work more hours per week on average (40.66 hours per week for males compared to 35.21 hours per week for female graduates; $F=18.59$, $df=2$, $p<.05$). Also, older graduates in 2007 were likely to work more hours per week (38.60 hours for graduates 25 to 40 years old compared to 33.47 for graduates 19 to 24 years old; $F=8.78$, $df=3$, $p<.05$) and more likely to have a higher average hourly salary (\$20.26 compared to \$16.88 for the same age groups, respectively; $F=5.34$, $df=3$, $p<.05$). Graduates in 2007 worked longer hours than 2006 graduates (36.94 hours for graduates in 2007 compared to 35.58 hours for 2006 graduates; $F=4.76$, $df=1$, $p<.05$).

Table 7: Question 7 – Job Satisfaction

In general, how satisfied are you with your present job?	2006 (N=534)		2007 (N=651)	
	Number	Percent	Number ^a	Percent
Very satisfied	244	45.7%	325	49.9%
Somewhat satisfied	207	38.8%	250	38.4%
Somewhat dissatisfied	42	7.9%	38	5.8%
Very dissatisfied	41	7.7%	38	5.8%

^a Responses were significantly different based on gender ($\chi^2=16.91$, $df=6$, $p<.05$).

Respondents reported a high level of job satisfaction with 88 percent satisfied to some degree with their employment. Female respondents were more likely to indicate being satisfied with their present job ($\chi^2=16.91$, $df=6$, $p<.05$).

Table 8: Question 8 – Time in Present Job

When did you begin working in your present job?	2006 (N=533)		2007 (N=651)	
	Number	Percent	Number	Percent
Before entering the college program	167	31.3%	214	32.9%
While enrolled in the college program	123	23.1%	159	24.4%
After leaving the college program	243	45.6%	278	42.7%

The largest group of Harper graduates (43%) reported finding their job after leaving Harper, while 33 percent began working before enrolling in their program and 24 percent indicated starting their job while enrolled in a Harper program.

Table 9: Question 9 – Location of Employment

Where is the location of your primary place of employment?	2006 (N=527)		2007 (N=648)	
	Number	Percent	Number	Percent
Within Harper College district	313	59.4%	377	58.2%
Outside Harper College district, but in Illinois	202	38.3%	256	39.5%
Outside Illinois	12	2.3%	15	2.3%

A majority of respondents (58%) indicated that they are employed within the Harper district, while 40 percent indicated being employed outside Harper's district though in Illinois.

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.	2006		2007	
	Number	Percent	Number	Percent
Content of courses in your program ^{a, b, c}	(N=621)		(N=764)	
Very satisfied	428	68.9%	499	65.3%
Somewhat satisfied	157	25.3%	235	30.8%
Somewhat dissatisfied	22	3.5%	22	2.9%
Very dissatisfied	14	2.3%	8	1.0%
Lectures, lab experiences, and group and individual projects	(N=618)		(N=759)	
Very satisfied	376	60.8%	447	58.9%
Somewhat satisfied	196	31.7%	258	34.0%
Somewhat dissatisfied	29	4.7%	43	5.7%
Very dissatisfied	17	2.8%	11	1.4%
Equipment, facilities, and materials ^d	(N=618)		(N=761)	
Very satisfied	426	68.9%	496	65.2%
Somewhat satisfied	143	23.1%	213	28.0%
Somewhat dissatisfied	25	4.0%	39	5.1%
Very dissatisfied	24	3.9%	13	1.7%
Job preparation ^e	(N=604)		(N=741)	
Very satisfied	308	51.0%	365	49.3%
Somewhat satisfied	210	34.8%	277	37.4%
Somewhat dissatisfied	55	9.1%	76	10.3%
Very dissatisfied	31	5.1%	23	3.1%

^a Responses were significantly different by year of graduation ($\chi^2=7.91$, $df=3$, $p<.05$).

^b Responses were significantly different based on gender ($\chi^2=13.40$, $df=6$, $p<.05$).

^c Responses were significantly different based on age group ($\chi^2=22.88$, $df=9$, $p<.05$).

^d Responses were significantly different by year of graduation ($\chi^2=10.70$, $df=3$, $p<.05$).

^e Responses were significantly different based on racial/ethnic group ($\chi^2=22.20$, $df=12$, $p<.05$).

Table 10: Continued

Rate your satisfaction with the following items as they pertain to skill courses in your major program of study.	2006		2007	
	Number	Percent	Number	Percent
Preparation for further education [†]	(N=593)		(N=746)	
Very satisfied	330	55.6%	398	53.4%
Somewhat satisfied	195	32.9%	275	36.9%
Somewhat dissatisfied	47	7.9%	57	7.6%
Very dissatisfied	21	3.5%	16	2.1%
Information on current employment opportunities and trends [§]	(N=589)		(N=725)	
Very satisfied	227	38.5%	236	32.6%
Somewhat satisfied	224	38.0%	286	39.4%
Somewhat dissatisfied	90	15.3%	149	20.6%
Very dissatisfied	48	8.1%	54	7.4%
Overall, how satisfied are you that your program provided you with the skills for your job?	(N=602)		(N=735)	
Very satisfied	359	59.6%	439	59.7%
Somewhat satisfied	196	32.6%	238	32.4%
Somewhat dissatisfied	27	4.5%	42	5.7%
Very dissatisfied	20	3.3%	16	2.2%

[†] Responses were significantly different based on gender ($\chi^2=13.31$, $df=6$, $p<.05$).

[§] Responses were significantly different by year of graduation ($\chi^2=8.65$, $df=3$, $p<.05$).

At least 72 percent of the respondents were satisfied with all categories involving their major program of study; 96 percent were satisfied with the content of program courses, 93 percent were satisfied with Harper equipment and facilities, 93 percent were satisfied with lectures and course projects, and 90 percent were satisfied with the preparation level for further education. Overall, 92 percent were satisfied that their program provided them with skills for their job.

Graduates in 2007 were less likely to be “very satisfied” with the content of program courses ($\chi^2=7.91$, $df=3$, $p<.05$), Harper equipment and facilities ($\chi^2=10.70$, $df=3$, $p<.05$), and with information on current employment opportunities ($\chi^2=8.65$, $df=3$, $p<.05$) than 2006 graduates. Female respondents were more likely to be satisfied with the content of program courses ($\chi^2=13.40$, $df=6$, $p<.05$) and the preparation level for further education ($\chi^2=13.31$, $df=6$, $p<.05$). Respondents between 19 and 24 years old were more likely than respondents between 25 and 40 years old to be satisfied with the content of program courses ($\chi^2=22.88$, $df=9$, $p<.05$). Hispanic respondents were more likely than Asian and “Other” ethnic respondents to be satisfied with job preparation ($\chi^2=22.20$, $df=12$, $p<.05$).

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.	2006		2007	
	Number	Percent	Number	Percent
Content of courses outside your program ^a	(N=305)		(N=318)	
Very satisfied	144	47.2%	143	45.0%
Somewhat satisfied	141	46.2%	151	47.5%
Somewhat dissatisfied	11	3.6%	17	5.3%
Very dissatisfied	9	3.0%	7	2.2%
Lectures, lab experiences, and group and individual projects	(N=303)		(N=319)	
Very satisfied	140	46.2%	143	44.8%
Somewhat satisfied	136	44.9%	152	47.6%
Somewhat dissatisfied	17	5.6%	17	5.3%
Very dissatisfied	10	3.3%	7	2.2%
Equipment, facilities, and materials	(N=303)		(N=316)	
Very satisfied	168	55.4%	158	50.0%
Somewhat satisfied	111	36.6%	134	42.4%
Somewhat dissatisfied	13	4.3%	19	6.0%
Very dissatisfied	11	3.6%	5	1.6%
Job preparation	(N=293)		(N=309)	
Very satisfied	119	40.6%	114	36.9%
Somewhat satisfied	125	42.7%	143	46.3%
Somewhat dissatisfied	33	11.3%	37	12.0%
Very dissatisfied	16	5.5%	15	4.9%
Preparation for further education	(N=297)		(N=316)	
Very satisfied	150	50.5%	135	42.7%
Somewhat satisfied	110	37.0%	148	46.8%
Somewhat dissatisfied	27	9.1%	25	7.9%
Very dissatisfied	10	3.4%	8	2.5%

^a Responses were significantly different based on age group ($\chi^2=28.03$, $df=9$, $p<.05$).

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 with Harper equipment and facilities, 92 percent were satisfied with lectures and course projects, and 90 percent were satisfied with the preparation for further education. Younger respondents were more likely to be satisfied with the preparation for further education within courses outside their major ($\chi^2=28.03$, $df=9$, $p<.05$).

Table 12: Question 12 – Rating Harper Instruction

Rate the instruction at Harper College.	2006		2007	
	Number	Percent	Number	Percent
Class Size ^{a, b}	(N=616)		(N=767)	
Excellent	363	58.9%	483	63.0%
Good	194	31.5%	227	29.6%
Average	51	8.3%	56	7.3%
Poor	8	1.3%	1	0.1%
Quality of instruction ^c	(N=620)		(N=767)	
Excellent	315	50.8%	438	57.1%
Good	246	39.7%	258	33.6%
Average	48	7.7%	64	8.3%
Poor	11	1.8%	7	0.9%
Course content	(N=623)		(N=766)	
Excellent	322	51.7%	416	54.3%
Good	242	38.8%	293	38.3%
Average	50	8.0%	55	7.2%
Poor	9	1.4%	2	0.3%
Fairness of grading	(N=619)		(N=766)	
Excellent	329	53.2%	459	59.9%
Good	214	34.6%	236	30.8%
Average	68	11.0%	61	8.0%
Poor	8	1.3%	10	1.3%
Faculty teaching ability	(N=621)		(N=764)	
Excellent	341	54.9%	451	59.0%
Good	221	35.6%	237	31.0%
Average	49	7.9%	66	8.6%
Poor	10	1.6%	10	1.3%
Faculty concern for students	(N=618)		(N=763)	
Excellent	337	54.5%	435	57.0%
Good	195	31.6%	226	29.6%
Average	58	9.4%	81	10.6%
Poor	28	4.5%	21	2.8%
Faculty availability	(N=620)		(N=759)	
Excellent	342	55.2%	436	57.4%
Good	193	31.1%	232	30.6%
Average	71	11.5%	75	9.9%
Poor	14	2.3%	16	2.1%

^a Responses were significantly different by year of graduation ($\chi^2=8.91$, $df=3$, $p<.05$).

^b Responses were significantly different based on gender ($\chi^2=20.16$, $df=6$, $p<.05$).

^c Responses were significantly different by year of graduation ($\chi^2=8.06$, $df=3$, $p<.05$).

At least 87 percent of respondents reported positive ratings toward all facets of instruction at Harper; 93 percent were satisfied with course content and class size, 91 percent were satisfied with quality of instruction and fairness of grading, and 90 percent were satisfied with faculty teaching ability. Graduates in 2007 were more likely than 2006 graduates to rate class size ($\chi^2=8.91$, $df=3$, $p<.05$) and quality of instruction ($\chi^2=8.06$, $df=3$, $p<.05$) “excellent”. Male respondents were more likely to positively rate class size ($\chi^2=20.16$, $df=6$, $p<.05$).

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

Rate the location of the courses taken in terms of convenience.	2006		2007	
	Number	Percent	Number	Percent
Harper main campus – Palatine ^a	(N=617)		(N=739)	
Very convenient	423	68.6%	574	77.7%
Convenient	163	26.4%	137	18.5%
Not convenient	31	5.0%	28	3.8%
Northeast Center – Wheeling	(N=104)		(N=114)	
Very Convenient	45	43.3%	43	37.7%
Convenient	37	35.6%	36	31.6%
Not convenient	22	21.2%	35	30.7%
WEB or Internet based – from home or office	(N=240)		(N=278)	
Very convenient	165	68.8%	208	74.8%
Convenient	65	27.1%	52	18.7%
Not convenient	10	4.2%	18	6.5%
Harper Professional Center – Schaumburg	(N=76)		(N=70)	
Very convenient	43	56.6%	42	60.0%
Convenient	27	35.5%	17	24.3%
Not convenient	6	7.9%	11	15.7%
Other	(N=21)		(N=22)	
Very convenient	8	38.1%	13	59.1%
Convenient	8	38.1%	6	27.3%
Not convenient	5	23.8%	3	13.6%

^a Responses were significantly different by year of graduation ($\chi^2=14.42$, $df=2$, $p<.05$).

At least 69 percent of respondents reported the specific locations above as convenient or better; 96 percent rated the Harper main campus as convenient or better and 94 percent rated off-campus Internet courses as convenient or better. Of the 22 respondents that indicated “Other” as convenient or not, 6 stated the location of their employer or an internship, 5 indicated other community colleges in the Chicagoland area, and 5 stated clinical sites and hospital within the Harper district. Graduates in 2007 were more likely than 2006 graduates to rate Harper’s main campus as “very convenient” ($\chi^2=14.42$, $df=2$, $p<.05$).

Table 14: Question 14 – Satisfaction with College Services

Rate your satisfaction with each office or service listed below.	2006		2007	
	Number	Percent	Number	Percent
Financial Aid services	(N=171)		(N=214)	
Very satisfied	92	53.8%	121	56.5%
Somewhat satisfied	38	22.2%	63	29.4%
Somewhat dissatisfied	24	14.0%	19	8.9%
Very dissatisfied	17	9.9%	11	5.1%
Did not use	450		553	
Academic advising	(N=334)		(N=419)	
Very satisfied	162	48.5%	193	46.1%
Somewhat satisfied	107	32.0%	156	37.2%
Somewhat dissatisfied	39	11.7%	49	11.7%
Very dissatisfied	26	7.8%	21	5.0%
Did not use	287		346	

Table 14: Continued

Rate your satisfaction with each office or service listed below.	2006		2007	
	Number	Percent	Number	Percent
Career planning ^a	(N=241)		(N=276)	
Very satisfied	114	47.3%	111	40.2%
Somewhat satisfied	85	35.3%	110	39.9%
Somewhat dissatisfied	21	8.7%	42	15.2%
Very dissatisfied	21	8.7%	13	4.7%
Did not use	380		490	
College transfer planning	(N=160)		(N=180)	
Very satisfied	77	48.1%	77	42.8%
Somewhat satisfied	52	32.5%	74	41.1%
Somewhat dissatisfied	18	11.3%	20	11.1%
Very dissatisfied	13	8.1%	9	5.0%
Did not use	458		584	
Counseling ^b	(N=223)		(N=279)	
Very satisfied	109	48.9%	138	49.5%
Somewhat satisfied	73	32.7%	108	38.7%
Somewhat dissatisfied	24	10.8%	28	10.0%
Very dissatisfied	17	7.6%	5	1.8%
Did not use	398		486	
Tutoring ^c	(N=194)		(N=220)	
Very satisfied	118	60.8%	123	55.9%
Somewhat satisfied	52	26.8%	72	32.7%
Somewhat dissatisfied	13	6.7%	20	9.1%
Very dissatisfied	11	5.7%	5	2.3%
Did not use	423		540	
Library/audio visual services ^d	(N=437)		(N=538)	
Very satisfied	282	64.5%	332	61.7%
Somewhat satisfied	131	30.0%	178	33.1%
Somewhat dissatisfied	17	3.9%	22	4.1%
Very dissatisfied	7	1.6%	6	1.1%
Did not use	180		225	
Student activities	(N=160)		(N=172)	
Very satisfied	74	46.3%	79	45.9%
Somewhat satisfied	68	42.5%	76	44.2%
Somewhat dissatisfied	11	6.9%	12	7.0%
Very dissatisfied	7	4.4%	5	2.9%
Did not use	456		587	
Registration procedures	(N=599)		(N=733)	
Very satisfied	345	57.6%	407	55.5%
Somewhat satisfied	199	33.2%	267	36.4%
Somewhat dissatisfied	32	5.3%	43	5.9%
Very dissatisfied	23	3.8%	16	2.2%
Did not use	18		27	

^a Responses were significantly different by year of graduation ($\chi^2=9.80$, $df=3$, $p<.05$).

^b Responses were significantly different by year of graduation ($\chi^2=10.92$, $df=3$, $p<.05$).

^c Responses were significantly different based on age group ($\chi^2=25.37$, $df=9$, $p<.05$).

^d Responses were significantly different based on age group ($\chi^2=19.62$, $df=9$, $p<.05$).

Table 14: Continued

Rate your satisfaction with each office or service listed below.	2006		2007	
	Number	Percent	Number	Percent
Access for disabled on campus	(N=133)		(N=127)	
Very satisfied	93	69.9%	75	59.1%
Somewhat satisfied	32	24.1%	48	37.8%
Somewhat dissatisfied	6	4.5%	3	2.4%
Very dissatisfied	2	1.5%	1	0.8%
Did not use	485		636	
Availability of computers for out-of-class use	(N=421)		(N=506)	
Very satisfied	287	68.2%	342	67.6%
Somewhat satisfied	99	23.5%	131	25.9%
Somewhat dissatisfied	26	6.2%	26	5.1%
Very dissatisfied	9	2.1%	7	1.4%
Did not use	196		257	
Career Center	(N=218)		(N=241)	
Very satisfied	122	56.0%	132	54.8%
Somewhat satisfied	68	31.2%	90	37.3%
Somewhat dissatisfied	19	8.7%	13	5.4%
Very dissatisfied	9	4.1%	6	2.5%
Did not use	398		517	

At least 80 percent of the respondents that used Harper student services were satisfied with all of the listed services above; 97 percent were satisfied with access for the disabled on campus, 95 were satisfied with library and AV services, 92 percent were satisfied with the Career Center, 92 percent were satisfied with registration procedures, 91 percent were satisfied with the availability of out-of-class computers, and 90 percent were satisfied with student activities. Graduates in 2007 were more likely than 2006 graduates to be satisfied with counseling services ($\chi^2=10.92$, $df=3$, $p<.05$), though less likely to be satisfied with career planning ($\chi^2=9.80$, $df=3$, $p<.05$) at Harper. Respondents between 25 and 40 years old were more likely to be satisfied with tutoring services than respondents over 40 years old ($\chi^2=9.80$, $df=3$, $p<.05$). Also, younger respondents were more likely to be “very satisfied” with library/AV services ($\chi^2=19.62$, $df=9$, $p<.05$).

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? ^a	2006 (N=625)		2007 (N=752)	
	Number	Percent	Number ^b	Percent
Definitely yes	189	30.6%	215	28.6%
Yes	286	46.3%	402	53.5%
No	133	21.5%	127	16.9%
Definitely no	10	1.6%	8	1.1%

^a Responses were significantly different by year of graduation ($\chi^2=8.57$, $df=3$, $p<.05$).

^b Responses were significantly different based on age group ($\chi^2=17.52$, $df=9$, $p<.05$).

A clear majority of respondents (82%) indicated that they had a better appreciation for diversity and different cultures as a result of their experiences at Harper. Graduates in 2007 were

more likely than 2006 graduates to have developed a better appreciation for diversity and different cultures ($\chi^2=8.57$, $df=3$, $p<.05$). Also, younger respondents were more likely to have developed a better appreciation for diversity ($\chi^2=17.52$, $df=9$, $p<.05$).

Table 16: Question 16 – Student Recommendation of Harper

Would you recommend Harper College to your friends and family?	2006 (N=625)		2007 (N=766)	
	Number	Percent	Number	Percent
Definitely yes	433	69.3%	479	62.5%
Yes	177	28.3%	270	35.2%
No	10	1.6%	11	1.4%
Definitely no	5	0.8%	6	0.8%

As in 2006, nearly 98 percent of Harper graduates would recommend Harper to their friends and family.

Table 17: Question 17 – Future Educational Plans at Harper

Would you return to Harper for educational or personal enrichment courses in the near future? ^a	2006 (N=623)		2007 (N=765)	
	Number	Percent	Number	Percent
Definitely yes	384	61.6%	335	43.8%
Yes	196	31.5%	342	44.7%
No	32	5.1%	70	9.2%
Definitely no	11	1.8%	18	2.4%

^a Responses were significantly different by year of graduation ($\chi^2=44.75$, $df=3$, $p<.05$).

Over 88 percent of Harper graduates would return for educational or personal enrichment courses in the near future. Graduates in 2007 were less likely than 2006 graduates to indicate that they would “definitely” return to Harper for educational or personal enrichment courses in the future ($\chi^2=44.75$, $df=3$, $p<.05$).

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

What did you like best about Harper? (N=789)	Number	Percent
Faculty	192	24.3%
Location/Close to Home	133	16.9%
Courses/Curriculum	122	15.5%
Specific Programs and Courses	66	8.4%
Campus and Facility Upgrades	61	7.7%
Class Schedule Hours/Availability	52	6.6%
Other/No General Trend	52	6.6%
Affordability/Low Cost	44	5.6%
Quality of Education/Campus Atmosphere	36	4.6%
Convenience, In General	31	3.9%

Regarding what respondents liked best about the College, the most prevalent comment was Harper’s faculty (24% of comments). Other prevalent comments involving what respondents liked best about Harper included campus location or being close to their homes (17%), courses or program curriculum in general (16%), specific programs or courses (8%), and campus or facility upgrades (8%).

Table 19: Question 19 – Comments about Instructional Improvements

How can the College improve its instruction? (N=266)	Number	Percent
Add/Improve Specific Programs	54	20.3%
Improve Experience/Quality of Teachers	38	14.3%
Create New Courses/Improve Class Availability	38	14.3%
Offer Four-Year Degrees	35	13.2%
Add/Improve Technology/Equipment	29	10.9%
Add More Teachers	22	8.3%
Other/No General Trend	22	8.3%
No Change	13	4.9%
Improve Faculty Interaction with Students	8	3.0%
More Real World/Hands-on Experience in Courses	7	2.6%

When asking how Harper can improve its instruction, the most prevalent comment was the need to add or improve specific programs (20%), while respondents also noted the need to improve the experience or quality of teachers (14%). Also, respondents indicated the need to create new courses or improve class availability (14%) and the need to offer four-year degrees at Harper (13%).

Table 20: Question 20 – Comments about Service Improvements

How can the College improve its services? (N=121)	Number	Percent
Add/Improve Parking	36	29.8%
Improve Quality of Specific Office/Personnel	29	24.0%
Other/No General Trend	17	14.0%
No Change	8	6.6%
More Information on Available Services	8	6.6%
Lower Prices (especially in Bookstore)	8	6.6%
Improve Academic Advisor Access	6	5.0%
Add Career Choices/Placement Test	5	4.1%
Improve Outdoor Campus Infrastructure (e.g., Sidewalks, Lighting, etc.)	4	3.3%

When asking how Harper can improve its services, the most prevalent comment involved the need to add or improve parking (30%), while respondents also noted the need to improve the quality of specific offices (24%), though no particular office was continually targeted within the comments. Also, 14 percent of the comments could not be grouped into a particular category.

Summary

The career program graduates at Harper in 2007 were positive about their experiences with their major and the services and instruction provided at Harper in general. A majority of respondents (60%) reported that their main objective was to obtain job skills for entry into a new or different job.

As in 2006, the experience of 2007 graduates in career programs at Harper was beneficial toward seeking and acquiring employment. Most respondents (85%) reported being employed at least part-time with 65 percent being employed full-time. Most of the respondents (77%) were working in a field that was related to their college program. Career graduates in 2007 averaged 36.94 hours per week and averaged an hourly salary of \$19.39. Harper graduates were satisfied with their present employment situation (88% satisfied), with 43 percent reporting that they found their job after leaving the program. Also, a majority of the respondents (58%) reported working within the Harper district, which is roughly the same amount as 2006 graduates.

Consistent with the experiences of 2006 graduates, most respondents in 2007 were satisfied with all aspects of their major program of study and with their general education courses. Harper career graduates continued to rate instruction very favorably. Graduates in 2007 also gave positive ratings toward the convenience of Harper's main campus, extension sites, and online courses.

At least 80 percent of the 2007 graduates were satisfied with all of the listed college services, with at least 85 percent satisfied with nine of the twelve listed services. A clear majority of respondents (82%) indicated that they had a better appreciation for diversity and different cultures as a result of their experiences at Harper. Nearly all of the 2007 career graduates (98%) indicated that they would recommend Harper to friends and family. A clear majority of respondents (89%) would return in order to take educational or personal enrichment courses.

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 emphasizes a continually positive trend since 2004 of Harper's excellence in serving its students and the community. Despite these improvements, however, the 2007 career graduates were less likely to report that they would return to Harper than the 2006 career graduates. The decline in the proportions of career graduates who would "definitely" return to Harper merits some additional consideration.

Appendix
Responses to Open-Ended Questions
Survey Instrument

Responses to Open-Ended Questions

What is your present employment status? Unemployed, not seeking employment.

Survey ID Q3e5 Other

20420 Retired.
20451 Student teaching.
20599 Going back to country.
20622 Retail Management.
20870 Retired.
20871 Husband has cancer.
21010 Retired.
21107 Working but not in the field I went to school for.
21126 Working and still enrolled in Harper.

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

Survey ID Q4bj Other

20026 Had job previously.
20063 The pay does not meet my expectations.
20102 Took courses for personal knowledge.
20141 Already working at present job.
20232 Had job previously.
20259 Had job previously but working part-time in fire science.
20282 I'm at the job I had already before Harper while I finish my degree.
20296 Program needed for job not offered at Harper.
20309 Already had job before Harper.
20357 At job previously.
20471 Changed major after Harper.
20496 Had job previously.
20563 Had job before taking program.
20757 Finishing bachelor's.
20790 Won't get associates until May.
20864 Had job previously.
20937 Needed to complete a 2 year degree in Applied Science (MOA) to transfer towards new degree at another college.
20997 Makes my current skill set even more valuable.
21023 Job prior to taking college course.
21032 Already had job before Harper and like it.
21035 Had job.
21054 Same job as prior to program.
21195 Just a part-time job.
21197 Had job previously.

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

Survey ID Q13e Other

20013	College of Lake County (Distance Learning).
20058	Job site.
20102	Northwest Community Hospital.
20109	Elk Grove High School.
20199	College of DuPage.
20222	Retired.
20254	Job site.
20274	Barrington High School.
20357	Prospect Heights.
20421	Live in McHenry.
20557	Doing internship.
20848	Prospect Heights.
20850	Hospital too far for clinical rotation.
20861	Northwest Community Hospital.
20871	College of DuPage.
20922	Northwest Community Hospital.
20981	Northwest Community Hospital.
21176	Off-site internships.
21227	On-site at work.
21241	College of DuPage.
21247	College of DuPage.
21254	They came to our work.

What did you like best about Harper?

Survey ID Q18 Best about Harper

1	Convenience of location.
20001	A lot of different types of classes.
20002	Out of all the schools I visited, Harper's computers and technology is much better.
20004	Relaxed atmosphere.
20008	Location.
20009	Dental Hygiene program and services.
20013	The distance learning program.
20015	Small classes, flexible class times, good teachers.
20017	Low price.
20018	Convenience of location.
20019	Easy to get to, allowed me to obtain skills that I needed to seek new job opportunities. The instructors were accommodating to my busy schedule and work needs. The classes I took helped me to create a portfolio that got me my current position.
20020	Close by, variety of programs, nice facility, good teachers.
20021	Fast Track Program.

- 20022 Location and prices.
- 20023 Teachers nice helpful, great library.
- 20026 Probably convenience, since I live so close.
- 20027 It helped the older people with their careers.
- 20029 B. Mgt. was excellent, teachers excellent, small classes.
- 20031 It's close. I got as well an education at Harper as I would have going further away.
- 20032 Availability of evening classes.
- 20037 Location, class size.
- 20043 Cost, close by.
- 20045 Good teachers.
- 20046 Small classes, easy to get around.
- 20048 Teaching, classes, everything about Harper was great.
- 20050 Nice teachers, close to home, cost.
- 20051 Teachers were good.
- 20052 Program availability.
- 20053 Computers good, library good, tutoring very good.
- 20054 Flexible classes.
- 20057 Coursework had many direct connections to profession- practical assignments.
- 20058 Convenience, they come to our job site.
- 20060 Great teachers, class size.
- 20061 The modern classrooms and facilities.
- 20063 The resources for the students--there are many and they are great.
- 20064 Convenience of location and format of classes.
- 20066 No matter what, I always found a soft place to land. A great experience.
- 20072 Faculty, class sizes.
- 20073 New building very nice.
- 20074 Convenience, location and transfer. Harper is well-known throughout the country.
- 20076 They have a new clinic lab.
- 20077 Teachers are nice, open, they listen to you, and understanding and organized.
- 20078 Good place to learn.
- 20079 The diversity of students and teachers. I'm bi-racial. My father is Italian and my mother is African-American. I felt very, very, very comfortable on campus. They have every ethnic group under the sun.
- 20081 Good class times, nice buildings.
- 20082 XXX is a very helpful personnel. Very fair instructor of the Medical Assisting program. After going through much grief and aggravation with the nursing program with no help from the Nurse Program director back in 03 for the last 5+ years, XXX offered up a way through the money sucking system you have over at Harper to get certification in some aspect of the medical field.
- 20083 Adult classes.
- 20084 The teachers. XXX taught well. I liked how she did her lectures.
- 20085 Class sizes, most teachers approachable.
- 20086 The education, teachers were very available.
- 20087 Quality of teaching is excellent.

20088 New buildings, latest technology, good environment, dedicated teachers.

20090 It was close.

20092 Adult program was good.

20094 Close by.

20095 Class size.

20097 The program for further education was great.

20098 I appreciated the instructors, they connected well with the students.

20103 Small classes, close by.

20104 They cared a lot about their students. Not just there for the paycheck.

20105 Convenience.

20107 Most of my teachers were very competent. The computers and software worked.

20108 Very close, not expensive. Teachers are very nice, they didn't treat me any differently even though I am foreign.

20109 The variety of courses, especially the various times/dates that a class was available.

20110 Close to home. Tuition prices up until this last year. Range of class times available to fit into busy schedule.

20111 Wide range of industrial electronics courses.

20113 Closeness and pricing. I was able to achieve my goal.

20114 The teachers are good, the equipment is great.

20118 The nursing program was phenomena, I learned a lot.

20119 I love the teachers, who were very helpful and had great knowledge that helped me to develop different kinds of skills.

20124 Class sizes, teachers.

20125 Flexibility of classes.

20126 Enjoyed all courses, cross-country.

20129 They treat people well.

20132 The location, it was very close to my house.

20137 The convenient schedule for classes, 8 week sessions, fast track and the ease of registration.

20140 The times of the classes offered were very convenient.

20141 Variety of programs.

20145 Location and cost.

20146 The nursing program instructors were helpful and the instructors worked in the field which was nice.

20150 The teachers have a lot of concern for their students. I was very motivated to learn.

20152 Accelerated program was great.

20153 Convenient, good classes.

20156 Straight to the point. It was close to home.

20166 Availability of courses I wanted to take.

20168 Close by, well organized, great teaching, easy to get around.

20169 The convenient classes, not too far.

20172 Close by and the medical programs.

20178 Very satisfied with program.

20179 Close by.

- 20182 Good feeling on campus--friendly, easy to get around.
- 20187 New buildings, good teachers.
- 20191 My main dissatisfaction was that I attended Harper for 2 years to prepare to be accepted into your R.N. program and was rejected each year. You had way too many applicants for the R.N. student positions available. During this time it was never really explained to me that I had little or no chance of being accepted into the program. It was extremely disappointing since my parents had paid taxes to this district for decades, I could not take advantage of the education at Harper. I feel that I wasted two years of my time and thousands of my parents money to attend Harper for those 2 years. I went to a four year school, received my B.S.N and R.N and am now working happily and successfully as a nurse in a hospital. I also don't understand why you want to expand your nursing program to include B.S.N when you cannot come close to meeting the demand for R.N. coursework. Perhaps you take the cart before the horse. My family also cannot understand why you want to discontinue the floral and landscaping programs, since my mother happily took part in some of those courses.
- 20193 The class I wanted was available in the evening so I could continue to work my full time job.
- 20194 I really liked and respected everyone of my instructors except for XXX and XXX. Both of them were very unprofessional and insulting.
- 20196 Teachers very helpful.
- 20198 Willingness of teachers to help, good education.
- 20200 Good classes, good teachers.
- 20202 It was close to home and did not need to commute to a farther college. It was somewhat more affordable and financial aid helped a lot. There were many free programs available to students.
- 20204 Teachers, courses available, tutoring center, tuition fees.
- 20206 Very economically and financially convenient.
- 20207 Quality of the classes.
- 20218 The counselors were very helpful, as well as the tutoring center. I also liked that the school provides you with reliable transfer information to other colleges.(ex: taking a class at Harper that can transfer to another college courses).
- 20219 Instructors, Courses offered, EMT course was excellent.
- 20221 Class size, I received a great education for the money.
- 20228 It's close and I got a good education.
- 20232 Location.
- 20233 Night classes were great.
- 20236 Their night classes, so convenient, all the teachers were great and very understanding, very welcoming.
- 20241 Convenient location, easy to register, large selection of classes, teachers were good.
- 20243 Overall the education I got was excellent and prepared me well for my job.
- 20246 Clas size, teachers.
- 20247 Close to home.
- 20250 Only some of the instructors seemed to know how to teach--they knew subject but not the mechanics of teaching.
- 20254 Convenient.
- 20255 Close by, inexpensive.
- 20256 I liked the Fast Track program, how they taught and structured it for working adults.
- 20259 Good academic programs. It helped me figure out what I wanted to do.
- 20260 A lot of opportunities to receive a good education.
- 20264 I liked the best about Harper "laboratory."
- 20265 I accomplished the goal I set out for.

- 20266 The close proximity to home and work.
- 20268 XXX. The subject of electrical engineering and electronics is very difficult to teach. I was surprised to see a well-structured system of classes that cascade or flow in an intelligent manner. Each builds on, or re-enforces the other. Stimulates students to think! To take interest and to participate. No just another day of classes! Other instructors were good also, but I can see the influence.
- 20269 The schedule, the flexibility.
- 20270 Great experience, the class availability was great.
- 20277 The convenient location.
- 20282 The quality of instructors they seem to be well informed about their subjects.
- 20286 Convenience.
- 20290 Location, low cost of tuition.
- 20291 Harper was close to my house.
- 20293 Fast track--very convenient.
- 20294 Was the support and assistance offered to students. Administration and faculty all truly invested in each student to ensure that that student is successful at school and more importantly, life!
- 20295 Variety of programs and lots of great services.
- 20296 The convenience, building set-up, connected, clean campus.
- 20299 Price, location, nursing program offered, recent nursing facility/equipment/lab upgrades.
- 20300 The teachers that were suited for what I wanted versus the ones that were not.
- 20302 Close by, excellent learning facility.
- 20303 The convenience and the quality of the program I was in.
- 20307 Convenient location, exceptional value for educational dollar.
Harper is well connected and respected in the interior design community.
- 20311 Flexibility of instructors.
- 20312 The teachers--open and encouraging.
- 20316 Teachers are engaged in and concerned about student's education.
- 20317 The teachers really care about the students. I went to DeVry before and hated how teachers didn't really care about students.
- 20319 The content of the courses.
- 20320 It offered the classes that I was interested in. The health field.
- 20325 Harper is a great community college that offers numerous courses and career programs. There is a lot of assistance for students who want to transfer to a 4-year institution. I like that Harper has new (updated) facilities, like bathrooms, lecture rooms, etc. It makes it aesthetically pleasing to the eye, and makes it comfortable place to go to school.
- 20326 The location and the new facilities, especially for the nursing program.
- 20327 It's a very good school. The quality of education is excellent.
- 20328 The evening classes were very convenient.
- 20329 I was trained well for my job, nice facility--up-to-date.
- 20333 The proximity to my home, diversity of the programs they have.
- 20334 Convenient location, teachers are excellent, Financial Aid program worked well for me.
- 20335 Convenience, very close to home.
- 20337 The programs offered and the campus is very nice. I liked most of my instructors as well--the good ones were very good and that was most of them. XXX is absolutely the best science teacher I have had.
- 20338 It is a good school.

- 20340 It was an in-district college, the instructors were very good.
- 20342 XXX, she was a great advisor, friend, counselor and teacher. She was wonderful. I learned a lot from her.
- 20343 The teachers really showed favoritism.
- 20347 The programs offered and the teachers.
- 20349 I learned what I went there for.
- 20350 It was challenging but not too difficult.
- 20353 Facilities were nice, labs were nice.
- 20354 The diversity.
- 20355 The instructors were really nice. I enjoyed the classes. I liked the students. It's a very nice campus.
- 20356 The teachers--they all seemed interested in their field, class size.
- 20357 The program I took was great.
- 20358 I liked the independent study. I could go 8 hours a day instead of 4 times a week.
- 20360 Teachers, class schedule.
- 20363 The convenience of classes. Weekends!
- 20365 The professors were great. They were very helpful.
- 20366 Convenient location, degrees available.
- 20367 Environment was nice.
- 20368 Class sizes. Overall the professors, in all the years I've been back to Harper, I only had a problem with one of them.
- 20369 Instructors are really good. Since the renovation, the school is ten times better than a lot of other ones out there.
- 20373 Most professors were good.
- 20374 I just really liked the experience.
- 20375 The Internet classes.
- 20379 The many different programs and services available for the students. I also liked that the instructors (most) were enthusiastic about the subject they taught.
- 20380 Variety of courses offered.
- 20382 The nursing faculty. I loved how they did the program, so organized. I loved the schedule reflex.
- 20383 Convenience, the closeness.
- 20384 Convenience and offering of classes.
- 20385 Welcomed--taken care of.
- 20386 The facility was quite impressive, the diversity as well.
- 20387 The time the classes were held, convenient.
- 20389 The facilities are nice.
- 20390 The plant and soil sciences department is great and XXX, as well as XXX and XXX are excellent teachers and advisors. They're passionate about their teaching and very knowledgeable in their fields!
- 20391 Campus close by.
- 20393 Its close location to my place of employment, so that when I do return to get my BSN I do not have far to drive.
- 20394 Small class size.
- 20395 The teachers had real world experience.
- 20396 I thought my classes prepared me and armed me with information about Deaf Culture.

- 20400 It's overall a good educational institution.
- 20401 It's close and well known. On top of things. Convenient classes, big variety.
- 20402 It was a new experience for me. Coming from another country. A good experience.
- 20405 The overall atmosphere.
- 20406 Qualified teachers, fully equipped labs, good variety of courses.
- 20407 Availability of classes, convenience.
- 20408 The new building was really nice, not having to travel far, good teachers.
- 20409 Going through the program with the same group of people.
- 20411 Most faculty in the program I was in are currently working in their fields. Very nice facilities. Diversity of student body.
- 20412 Location and cost for in-district tuition.
- 20413 Cost, access, Fast Track program.
- 20415 Access in disability, adult learning.
- 20416 Close by.
- 20417 Course selection.
- 20418 The sign language interpreting program has wonderful, supportive and fair instructors.
- 20421 The teachers (majority) were still employed having an updated focus on the requirements needed in my area of study. Not just book smarts.
- 20422 Facility and curriculum.
- 20426 The campus itself, it's beautiful, you feel safe.
- 20427 I've been going to Harper off and on since 2000 so I'm used to the school and the teachers. I'm going to go back there and take another class.
- 20428 It's a very positive learning atmosphere. The staff is always concerned about the students progress and understanding of the class.
- 20429 Adult fast track program, CCA agreement with Franklin University.
- 20430 The nursing program was phenomenal.
- 20431 The facilities are excellent, availability of computers is excellent, beautiful campus.
- 20432 The experience and professional knowledge of the architecture faculty.
- 20434 The whole experience!
- 20436 The teachers were great. I was able to get a job at the site of the clinical experience. I am able to teach the new students when they come in. We enjoy their help!
- 20441 The instructors really had heart, they really care about their students future.
- 20442 Harper College provide me an educational opportunity to achieve my life long dream of becoming a RN.
- 20443 Location, affordable.
- 20444 The relationship with teacher and student.
- 20445 The diversity.
- 20446 Convenience and location.
- 20447 Small class sizes.
- 20448 Variety of classes.
- 20450 Teachers, good environment.
- 20451 Close by, great education, small class size.
- 20452 It was very affordable and you are able to reach your teachers for more help.

- 20454 The teachers were the best! Also, the location.
- 20459 The instructors and being part of the community.
- 20460 Friendly environment.
- 20461 Schedule of classes fit my needs.
- 20466 Teachers with experience, hands on and very knowledgeable.
- 20467 The teachers were very helpful.
- 20468 Close to area.
- 20469 I loved having XXX as an instructor. She gave us the tools to be successful on our own, and because of all of her contacts, she helped me get a second job offer Harper. I passed a coding certification right out of school because of her.
- 20472 Price, location.
- 20475 Heating and air conditioning program was great.
- 20477 The uniqueness of the instructors teaching the courses blending theory and practice bring education to a realistic level.
- 20478 Accessibility.
- 20483 The low cost and high reputation of the school.
- 20485 Teachers very caring, always available.
- 20487 Teachers were very helpful.
- 20488 The facilities were great.
- 20489 Close by, class sizes, online classes.
- 20492 Convenient, close and transfer availability.
- 20493 Hands on instruction, ELT teachers employed in field.
- 20494 Online classes--saves a lot of time.
- 20496 Small group of students, more one-on-one time.
- 20499 Location and course offerings.
- 20500 How close it was to home.
- 20502 Availability of teachers, quick response of Registrar office and faculty, variety of programs offered.
- 20503 Compared to two other state universities, I felt like I got a better education at Harper.
- 20504 Teachers friendly and helpful.
- 20506 That it was nearby. For the most part, teachers were willing to go above and beyond to meet the needs of students. The new XYZ buildings were fabulous. All the buildings should be like that. XXX in Student Activities was wonderful when I was there about trying to handle the ill behaved students.
- 20507 Convenient location, small size classes, availability of labs.
- 20508 New buildings very nice, the computer lab.
- 20511 How it focused in on my job.
- 20512 Outstanding teachers.
- 20515 How close it is. It's a good school and offers good programs.
- 20517 It was convenient.
- 20521 Just keep up the good work.
- 20524 The entire program was great.
- 20525 Friendly, helpful, knowledgeable teachers who enjoyed what they were doing.
- 20527 It was the best college out of all that I attended. Everyone made you feel like family.

- 20528 Good job preparation.
- 20530 Study oriented!
- 20533 They had the program I wanted and it was in-district.
- 20535 New facility, fire science was great.
- 20536 Career program, easy to get around.
- 20537 A very clean facility, professors were very understanding.
- 20541 Close by, affordable, variety of classes.
- 20543 Classes were cheap.
- 20544 It was very convenient, the class sizes.
- 20545 Committed staff (to students), well rounded school.
- 20546 Convenience, cost, diversity and quality of instruction.
- 20548 Convenience, people are willing to help.
- 20549 Convenience, I completed very quickly by going 8 hours a day on Saturdays.
- 20550 Availability of many different programs in the medical field.
- 20552 Campus is very convenient, lots of free parking, very easy to get to from class to class, beautiful campus.
- 20553 Location and the variety of courses offered.
- 20554 Close by.
- 20556 Broad academic availability, the instructors are great people.
- 20557 Close by, variety of programs.
- 20558 The environment.
- 20560 Overall location.
- 20561 Very high quality of education, very advanced. I find compared to several of my friends in other institutions for nursing, I am more advanced.
- 20563 Very convenient, three miles away, teachers are excellent, computer access is good.
- 20567 Everything was great. I loved the teachers, labs, it was the best.
- 20568 They offer really good programs and the small class size.
- 20572 The close relationships with faculty, easy to approach.
- 20574 Ambiance, the Avante Bldg and the Mega Lab was very convenient and had a pleasant environment to study in.
- 20575 Easy registration, teachers were knowledgeable.
- 20576 Variety of classes, times of classes.
- 20578 Facility, close by.
- 20579 Close relationship with my teachers, especially those teachers in my field of study. The teachers always seemed to respect and value the students.
- 20580 Very close to my house, able to use my Illinois Veterans Grant.
- 20581 Everything. The way they treated me. They were always available when I needed them.
- 20582 Ability to learn what I went for, teachers always available, close by.
- 20584 Quality of teachers.
- 20585 Convenience, types of classes offered.
- 20588 Convenient--close to home. For a community college, they offer a great education.
- 20589 The easy access. It was easy to get in and out so I never felt threatened.
- 20591 Students friendly.

- 20592 I got a good education.
- 20594 Excellent nursing program.
- 20595 Convenience and internet courses.
- 20596 Location, library.
- 20599 The teachers were very good.
- 20600 Convenient, great instructors.
- 20602 The head of the electronics program, XXX, extremely friendly, very intelligent. The best thing at Harper.
- 20603 The web-based program.
- 20604 General education was good.
- 20606 It was convenient, the location.
- 20609 XXX was a fantastic teacher. Her classes were interesting with lots of participation. She really knows her stuff and would research and get back to us on stuff she didn't know (unlike XXX!).
- 20610 Nice campus, great overall experience.
- 20613 The quality of the instruction was excellent.
- 20614 Everything.
- 20615 I liked that it offered the program I was interested in. The campus was convenient and provided a positive learning environment.
- 20616 Close by, nice campus, overall nice staff.
- 20617 Quality of education, very caring instructors.
- 20618 The nursing lab was state of the art! I felt like it prepared me for real life experiences in the hospital. All the nursing staff was very knowledgeable and took the time to help. Especially XXX, she is a very inspirational instructor! XXX for Microbiology was also excellent!
- 20620 Good equipment, up-to-date, teachers qualified.
- 20622 I enjoyed the one on one communication with professionals and the availability of computers and the team projects with specific classes.
- 20625 Availability, location, the teachers were pretty good.
- 20626 Enjoyed the school entirely, great teachers, a wonderful experience.
- 20629 Classes, they were very helpful for my future.
- 20635 Classes were flexible, instructors nice, you don't feel tense in class.
- 20637 The instructors, the night courses, all engaging, interesting and they really enjoyed teaching.
- 20638 Location.
- 20639 Instructors were good.
- 20640 Teachers are nice, the computers are always available.
- 20642 Fast track program worked out great for me.
- 20643 Close by, making it very convenient for me.
- 20644 The diversity, it's easy to get to, the environment is great.
- 20647 Flexibility, availability, location.
- 20649 The new wing, new facilities, the schedule.
- 20650 A very good school, everything.
- 20651 The classes, instructors, very easy to understand.
- 20652 Good school. I got my certificate.
- 20653 Offered me a convenient schedule for the courses I took.

- 20654 Location, easy to get around, clean campus, everyone friendly and helpful.
- 20655 Close by, easy to get around.
- 20658 The overall experience, convenience and the teachers.
- 20661 Size of the classes and location.
- 20668 The professors, availability of computers, the overall campus.
- 20672 The convenience.
- 20673 The convenience of it.
- 20674 I like it, I'm still going. They have a lot to offer. Going through the CNA program in the new building was very enjoyable.
- 20677 The atmosphere. The students matter, they are important.
- 20678 Great teachers except for the phlebotomy teacher.
- 20684 Convenient, tuition is good.
- 20685 It was an adult fast track program so it was quick.
- 20688 Small class size, teachers were willing to help me.
- 20689 The smallness of it.
- 20690 The teachers and the availability.
- 20691 The quality of the faculty, education, and facilities. The Cardiac Sonography program has a great reputation out in the medical world. Students graduating from the Cardiac Tech. program are definitely prepared for what lies ahead. It definitely helped me get into Loyola U. Chicago School of Nursing.
- 20692 It's very convenient, very close to my job.
- 20693 The atmosphere.
- 20696 Flexibility.
- 20698 The program I took, the division head.
- 20699 Location and cost, it was doable for me.
- 20700 Affordable, very helpful for my job.
- 20702 Nothing in particular but the whole experience was good.
- 20704 I knew other people attending there, as well as the location.
- 20706 Clinical faculty.
- 20707 Convenience of location.
- 20710 Close by, attractive campus.
- 20711 I am very happy and proud what I finished at Harper College and am using all my skills at my current job. Thank you :)
- 20712 Friendly campus.
- 20714 The up-to-date facility and the equipment.
- 20716 A lot of fun, I enjoyed my teachers.
- 20717 Availability of night classes, class size.
- 20718 Easy access, great new facility for nursing program. Cohort program (NWCH/Harper) weekends.
- 20720 Variety of programs offered. Harper programs were better stocked than other colleges I have been to.
- 20721 Small classes, teachers available, beautiful campus.
- 20726 Buildings--nice facility.
- 20729 The classes, the teacher's support.
- 20732 Convenience of being in the suburbs.

- 20735 Flexibility of classes, nice campus.
- 20736 Overall experience.
- 20737 Teachers were very good, students were friendly.
- 20739 The classes, the inexpensive cost.
- 20740 The new X building and state of the art dental hygiene facility.
- 20741 Campus, material, teachers well prepared.
- 20742 Teachers were very helpful, classes very flexible.
- 20744 Buildings and environment, the lab equipment.
- 20746 Course selections.
- 20749 Very nice faculty, good advising.
- 20750 Given opportunity to learn and meet new people.
- 20751 Teachers, Tutoring Center and Computer Lab.
- 20752 Everything.
- 20756 Teachers very good, clean, organized school.
- 20762 Electronics lab, computers.
- 20764 Easy to get to, offered classes I needed to get me started.
- 20771 Convenient location, program offered.
- 20774 Overall positive experience.
- 20775 Small class sizes. More accomplished because of it.
- 20777 Nursing program very organized, knowledgeable teachers.
- 20778 Beautiful campus.
- 20779 Laboratories were well organized.
- 20781 Great professors!
- 20782 Layout of campus.
- 20785 The computer lab.
- 20788 Good variety of programs.
- 20793 The friends and two teachers I befriended.
- 20795 Convenience, location and the campus.
- 20798 Great location and advisors. Department heads very helpful with classes and program. Good mix of students with varied backgrounds.
- 20799 Close to my home. Not expensive. Variety of programs and classes.
- 20800 Environment.
- 20801 Some instructors were great, some were just awful.
- 20802 The convenience of being close and the course offerings.
- 20804 Good teachers, good school.
- 20805 It was pretty flexible with classes, night as well as day.
- 20806 Variety of programs.
- 20809 Everything, material and preparation.
- 20811 Teachers were good, good medical assistant program.
- 20813 The teachers, very personable.
- 20814 Variety of courses.

20819 From my perspective, the programs such as nursing and dental hygiene were very organized.

20822 I got what I wanted.

20826 Convenient location.

20828 It's just a reputable college. I knew that from growing up in Arlington Heights.

20830 Everything!

20833 Availability of classes.

20835 Convenience of location.

20838 Convenient times available.

20839 It was right next door to my job.

20842 Friendly instructors, helpful, knowledgeable.

20844 The facilities were amazing.

20845 I completed the program.

20847 Location.

20848 Classmates. It was interesting.

20849 Up-to-date equipment, good teachers.

20850 Quality of education (general classes).

20851 The available information was there. Everything was spanned out and explained well.

20852 Convenient location.

20854 Small size of the classes.

20856 The new building--the newest one they built.

20857 Amount and variety of classes.

20858 My instructor was great, she was always there and she had a positive attitude.

20859 I didn't feel funny going to school as an older adult.

20860 Some of the teachers were great, some were goofy.

20861 The teachers were very helpful, knowledgeable.

20862 Convenience, location and price.

20863 Teachers were good. I really liked Harper.

20864 The facility is good, everything about it.

20868 How the program was set-up--easy to follow.

20869 The classes were 'hands-on' and pertained to my job.

20870 Good atmosphere, it is run well, focused students.

20871 The classes.

20872 The availability of instructors, resources available.

20874 Evening class time. Adjust faculty practice/work in the field that they teach and are willing to go the "extra steps" to allow students exposure to skills they will need in the workplace.

20877 Available to everyone, faculty is good.

20884 The curriculum they offered.

20885 Easy to get around, parking was good, teachers were great.

20889 Smaller class sizes in ID Department and that many of my teachers work in that field and shared insight.

20890 Small classes, newer facility.

20893 The opportunity.

- 20895 Fashion department.
- 20897 Criminal justice--good variety of classes, great overall experience.
- 20899 Great scheduling--flexible.
- 20904 The tutoring center. Without it, I would not have passed.
- 20905 Instructors were pleasant to work with.
- 20908 The teachers were very friendly.
- 20911 Location.
- 20913 Convenience, location.
- 20916 The science department--department head and instructors were great. Helped me and guided me in a good direction.
- 20918 The science building is excellent, everything was up-to-date, technology and the resources.
- 20921 Flexibility, cost, good nursing program.
- 20924 Faculty was great.
- 20925 Location, staff friendly.
- 20927 Location.
- 20929 Location and in my district.
- 20930 The environment the nursing staff provided for the students.
- 20932 The instructors were very informative and easy to get along with.
- 20939 The instructors were wonderful, helpful and understanding.
- 20941 Great teachers and a wonderful learning environment.
- 20943 Location.
- 20944 Price.
- 20945 The facility was very good, the faculty were great. Everything was fine.
- 20948 Instructors and courses were wonderful.
- 20950 Flexible classes for evenings.
- 20951 Teachers experienced, worldly. I felt I was taught everything that I needed.
- 20952 Online classes.
- 20955 The instructors, they were very accommodating.
- 20956 A good experience. The program was good.
- 20957 The closeness, the expense, real professors.
- 20962 Classes were very convenient. Very helpful with job referrals.
- 20963 The teachers were always available and patient since my English wasn't very good.
- 20964 Instructor--real world experience--was very engaging.
- 20965 Convenience of location, low cost for a very good education.
- 20967 Proximity.
- 20972 Instruction is great, good price.
- 20974 Diversity of the people.
- 20975 Teaching, everything!
- 20976 The opportunity to get a degree through the Fast Track program.
- 20977 The professors.
- 20979 Convenient, flexible schedule.
- 20980 Harper has the newest technology.

- 20981 Ease of scheduling.
- 20982 Class size was good, teachers were helpful.
- 20984 They had a great nursing program.
- 20987 Location, the education provided was good, diversity of students and faculty.
- 20990 Personal experience between teacher and students, small class sizes.
- 20991 Had the classes I wanted for my degree.
- 20992 Convenience.
- 20993 Diversity of cultures.
- 20997 Finishing, the best thing about my Harper education is the quality of the night school teachers. Intuitive, alert and ready to go the extra mile for you. The only drawback to the extra mile with these teachers was, you had to work at, no free passes. I enjoyed my last 2 years in the management program and still return to see some of them to chat. XXX and XXX.
- 20998 Most of the instructors at Harper College are excellent, especially the Math Department. Their Tutoring Center and Availability of their teachers is outstanding. XXX, XXX + XXX of the Math Department should be put on full-time status as they are truly outstanding teachers!
- 20999 Great nursing program.
- 21001 Closeness and low cost.
- 21003 Teachers took time with students, they made sure I learned the things I needed for my career.
- 21005 Quality of nursing program was great.
- 21006 Amount of different classes and different times offered.
- 21009 Close by, good price.
- 21010 Everything!
- 21013 Convenience, well respected, great nursing program.
- 21019 Cost was the most important factor.
- 21021 The Fast Track program was a great experience. It is nice to share your goals with a group that is striving for the same goal as you are.
- 21023 Affordable education to explore interests.
- 21024 Very open, helpful teachers, so much information available.
- 21028 The fire science program was great.
- 21029 The new facilities and the teachers.
- 21031 Nice clinic.
- 21032 Fast track program is phenomenal for working adults.
- 21033 It's really clean from my perspective.
- 21035 Everything.
- 21038 A perfect experience, they really helped me a lot.
- 21039 Close by, great education, inexpensive, great faculty.
- 21043 Overall experience was absolutely wonderful.
- 21044 Variety of schedules, good hours available.
- 21046 Convenience and variety of programs.
- 21048 They teach you how to be something in life.
- 21052 It felt like a four year university.
- 21053 Great teachers.
- 21054 Convenience of location.

- 21058 Equipment and the newness of the buildings.
- 21060 Activities, variety of classes.
- 21061 Flexible courses--hours, very important to me.
- 21062 Location.
- 21063 Nursing courses were nice.
- 21066 Location, class size.
- 21067 Everything.
- 21071 It was a great school overall.
- 21073 Small classes and the teachers concentrated on the students.
- 21080 High standards of the nursing program. XXX is an excellent teacher! I loved microbiology with her and learned so much. XXX is the best physiology teacher anywhere. He's thorough, fun consistent. XXX, XXX, XXX. XXX is the best Physiology teacher anywhere. He's thorough, fun, considerate. XXX,XXX,XXX
- 21082 The college itself, the whole experience.
- 21084 Overall good.
- 21085 Flexible schedules and various ways to complete classes (online).
- 21087 Convenient, close and they offered a lot of classes.
- 21091 The broad general base of the programs available, the safety of the environment.
- 21093 Location and tuition, prices was great.
- 21094 Convenience of location.
- 21097 The teachers. I really had some great teachers. XXX ran the day care program, tremendous job, cared a lot.
- 21100 It is accessible to my work and it is within the district.
- 21101 Location and price.
- 21102 Convenience of location.
- 21103 Close to my home, people are friendly and I like the new building.
- 21110 Location.
- 21113 The freedom you had, the way they taught.
- 21120 Convenience!
- 21121 Location and the program overall.
- 21123 People are nice.
- 21126 What I like about Harper is that everyone is friendly and helpful.
- 21127 Faculty, criminal justice program was excellent, academic advising, XXX and XXX were excellent.
- 21129 Friendly, teachers available.
- 21134 Location and availability of classes.
- 21135 Variety of classes.
- 21136 Location and quality of education.
- 21142 Everything was good.
- 21143 Patient, good and kind teachers.
- 21145 Buildings corrected, good parking.
- 21146 Overall, I was really comfortable with the environment.
- 21150 Very easy to get to and a program for my field.
- 21152 Location and convenience.

- 21154 Instructors, location.
- 21155 Great location, good prices, easy to use services.
- 21160 Equipment and flexibility of hours.
- 21161 The electronics program was really good. Everyone got along, the class size was excellent, great facilities and organization.
- 21162 Everything.
- 21164 Labs, electronics were great.
- 21165 Style of the classes, real life experience.
- 21167 Faculty were excellent.
- 21169 Harper is a million times better than Triton College.
- 21174 Small class sizes, getting to know your teachers.
- 21176 Quality of the teaching staff--they taught you practical knowledge that you can use in your career.
- 21177 Class schedules very flexible.
- 21180 Variety of classes, good teachers.
- 21182 Paralegal program.
- 21184 Everything was fine.
- 21189 Very pleased with the faculty--knowledgeable, available, interested in students.
- 21191 Probably the fact that I made many friends that I have remained close to even after leaving Harper.
- 21192 'Community' feel.
- 21193 The program. I knew I would definitely earn my certificate.
- 21197 Hours of the classes I was taking. It worked out well with my work schedule.
- 21198 Certificate programs were immediately useful in my job.
- 21200 Affordability.
- 21202 Class size was small.
- 21205 Teachers, except dental hygiene, were awesome.
- 21206 Campus--easy access, attractive.
- 21212 Close by, cost, good reputation.
- 21215 Excellent courses, faculty and friendly students.
- 21217 That I graduated.
- 21218 The instructors were very knowledgeable.
- 21220 Law enforcement teachers were excellent, program coordinator was excellent.
- 21221 I liked the fact that the college offered the class I needed.
- 21224 Nothing too impressive--just that Harper was close and could offer upper level classes.
- 21225 It worked with my schedule.
- 21227 Everything.
- 21228 Counselor I had kept me motivated totally.
- 21232 In many respects I am not an appropriate candidate for this survey. I already had an MBA when I pursued the Paralegal Certificate. Having had 21+ years of education, I did not experience the college or classes in the same manner as most of my classmates. I almost immediately entered a different high-paying field, in which I occasionally use my paralegal education.
- 21236 Close by, faculty.
- 21237 Instructors that show concern about their students.
- 21239 Diversity of the student body enhanced the learning experience and made it more interesting.

- 21240 Course material.
- 21241 XXX was a great instructor, he brought a lot of real world experience.
- 21243 It's convenient.
- 21245 It's like people really cared. My teacher was very helpful, guided us well. The facilities, nice and clean.
- 21247 Physical facilities and content of courses- excellent books chosen.
- 21250 Pleasant environment, all instructors were helpful and knowledgeable.
- 21253 I was able to attend through my local college since they didn't offer the program.
- 21254 They came to us.
- 21255 Fast track program was great, geared to the working professional.
- 21256 Selection of courses and convenience of location.
- 21258 Being able to take classes from deaf professionals.
- 21259 The price.
- 21263 The technology.
- 21264 The campus, the interior design program.
- 21267 Excellent education department.
- 21268 I enjoyed all of my classes and the access for disabilities helped me a lot especially with tutoring for my classes.
- 21269 Diversity of the students and teachers.
- 21273 Had the courses I wanted, great reputation, positive experience for me.
- 21277 Finishing. I liked the cleanliness, the newness.
- 21278 Fast track program was fantastic.
- 21284 Classes, availability of the teachers.
- 21285 Way the class was set-up, very easy.
- 21288 The faculty in the sign language department. All of them are superb. Harper is extremely lucky to have XXX. She has been an important part of who I am today. Her knowledge, professionalism, experience and compassion are invaluable.
- 21291 Level of education. Convenience. Affordability.
- 21299 Very nice school.

How can the College improve its instruction?

Survey ID Q19 Improve Instruction

- 1 Admit more people into the nursing program.
- 20001 Bachelor's degree in hotel management.
- 20006 They should of known more about the RN license they had me take the Illinois test when I lived in Tennessee.
- 20009 Ensure qualified teachers are hired.
- 20017 Look at getting more instructors for Nursing Assistant program.
- 20019 I would have liked to read the lecture or PowerPoint at home, then only come to class for labs. I did not feel I needed to be in the classroom for the lectures, a short demo or overview would suffice if I could have read the info beforehand. 4 hour classes after 8 hours of work was too much.
- 20023 More one on one time with teachers.
- 20032 Better instructors with good communication skills.
- 20043 XXX, economics instructor, would not extra credit and treated me very unfairly, would not help me at all whenever I asked. I didn't go back because of this. XXX did not help me find a job.

- 20046 Go to 4 year.
- 20053 Teachers need to be more helpful--more available.
- 20057 Reduce the number of hours required for student teaching in ECE program for those working in centers.
- 20077 Answer e-mails more promptly, not three to four days later.
- 20079 It's already awesome.
- 20081 Nursing class layout more realistic.
- 20088 Become a 4 year.
- 20092 Maybe a little more organization.
- 20095 Class instructor, XXX, not interested, poor teacher.
- 20107 Web class in Access has a textbook that is poorly written. Definitely needed a teacher at hand for that course because of the book.
- 20110 For fire science program get a highly qualified and helpful aide for XXX. The abundance of classes and number of students the instruction started to suffer because of his busy schedule. Expand fire science program to give more hands-on training to students.
- 20111 Expand on the commercial HAC programs.
- 20114 Nursing program teaches too much material in too short a time,add another semester.
- 20125 Go to a four year university.
- 20132 The instructor was very rude. I felt completely ignored. The tutoring should have been included in my tuition costs. MTH 101 was the course.
- 20137 The faculty will need to respond to student needs much quieter by e-mail when asked a question in regards to an assignment.
- 20140 Make it a four year university for future students.
- 20145 Evaluate tenured staff--ex: PSY instructor XXX. Oh my--so bad. I don't know where to start or where to end.
- 20152 A couple of teachers lashed out at students, racist, one teacher came in drunk each time.
- 20153 Bachelor degrees!
- 20166 Some instructors could be updated.
- 20193 Continue to employ instructors that are interested in updating curriculum- staying up to date.
- 20194 Get rid of the two instructors mentioned above.
- 20202 Parking should be better. Books are too expensive.
- 20204 Parking lots to students and financial aid employees.
- 20223 Instruction was poor.
- 20236 Better English speaking English teachers.
- 20241 I personally didn't like the online classes. I feel I didn't learn anything, I had no option for a classroom class.
- 20247 Offer more classes in different subject areas.
- 20250 Teachers need to be more professional.
- 20256 More communication between students and teachers.
- 20268 Definitely on the right path.
- 20270 The registration process was confusing.
- 20273 Physics and cardiac technology program, they need tutors and someone else to teach physics.
- 20277 The instructors in the business program need to be looked at, it was the supervision class. A teacher was cheating when giving out grades.

- 20290 Become a 4 year college in numerous areas.
- 20291 I only took one class.
- 20294 Making sure that choices on textbooks are responsible! Textbooks for core classes don't change that much- so use textbooks for more than one semester! That way instruction on courses stays consistent, and students can buy used textbooks for course.
- 20296 4 year degree for physical therapy.
- 20299 Nursing instructors, by far, the weak point of the program. Instructor XXX was absent a higher % for lecture and clinical (over a 2 yr period) than she was present, the attitude/professionalism/political correctness concerning males of the nursing staff is entirely inferior compared to other majors of study (I have 2 previous degrees: AA and BS), and using students as a bargaining chip in contract/strike negotiations was unforgivable.
- 20300 I was pretty much on my own. I taught myself quite a bit. Some teachers had bad attitudes.
- 20303 Keep the horticulture.
- 20307 Employ more working designers.
Add classes on the importance of accessories, artwork, etc. These are finishing touches we did not concentrate on.
Add classes on the client relationship & selling process. How to manage an interior design client.
- 20317 The teachers are amazing.
- 20320 Making the nursing program more available.
- 20325 Improve instruction with the use of Blackboard. Many 4-year institutions use Blackboard--this will better prepare students.
- 20327 Bring back the horticulture program. I am very upset that they no longer offer it.
- 20337 From what I understand, year by year our program is getting better. We were the first class in the program so adjustments are being made.
- 20343 It seemed to me like 90% of the students were white, and 75% of the male students failed.
- 20349 Update the kitchen!
- 20353 Better parking.
- 20355 The landscape curriculum was rather dead-ending. Portability of the training was troubling. Certificate program would be wiser. I felt forced. Taught at a low level.
- 20379 Make sure to listen to the students voice about their instructors strengths and weaknesses. I had one instructor that students complained about for several semesters and they remained teaching despite the many complaints.
- 20383 Better communication during off-time.
- 20385 Each one who failed in nursing failed because of critical care, the testing in nursing is not really fair.
- 20386 Become a 4-year university.
- 20389 Discuss the real world outside of dental hygiene. It's not so easy to get into the field.
- 20390 Instruction was generally good, but the geology classes need to be updated & improved. That class was AWFUL!
- 20393 Do what is right for the students and their education. DO NOT GIVE IN to the teachers and their unwillingness to change and grow in the college.
- 20400 We weren't aware how difficult it is to get into the field for dental hygienist.
- 20409 Not sure. I had an awesome experience.
- 20411 When students complain about a poor instructor part way through the semester, replace him/her. Stop requiring group work; it is just frustrating busy work.
- 20412 Allow programs that have over 35-40 hr be able to apply for an associates degree not just a certificate of completion.
- 20413 I would like to see more doctorate-level instructors in each field of study.

- 20415 The nursing program was giving the impression of pushing you out. I did not like the instructors in that nursing program at all.
- 20418 The SLIP program is in desperate need of new video cameras.
- 20419 We had trouble learning from the nurses that weren't actually teachers.
- 20421 Keep classrooms supplied with dry erasable markers that work!
- 20429 For fast track, make teachers understand type of course and pace of course. To many teachers were surprised by class behavior (we were well prepared) and the schedule.
- 20430 Add a bachelor's program for nursing.
- 20431 Knowledge that is vital or most important should be highlighted. Teachers should be more open to student questions and available to students outside of class.
- 20432 Keep up-to-date on technological advancements and trends.
- 20436 Teach speed! How to get 10-12 people up in an hour.
- 20441 Medical assistant students need an open lab to practice.
- 20443 Fine as it is.
- 20446 Instructors should be more invested in the classes they are teaching.
- 20452 I'm satisfied with the instruction.
- 20460 Better electrical courses, more advanced.
- 20467 The instruction was fine, I learned what I needed to learn.
- 20469 The nursing program is terrible. I was in it and saw how abusive and unfair the instructors were, particularly XXX. The clinical is so poorly run and the patient assignments are so random that it never matches what is going on in class.
- 20477 Providing courses with enrollment less than 5 registered.
- 20483 Offer basic classes at a variety of times. Like the gen ed classes, not just mornings.
- 20492 Four year university.
- 20502 Keep up with trends and be considerate of students' needs.
- 20506 Some teachers were snobby and had attitudes. The technology services were sometimes faulty. When that happened, sometimes the tech guys didn't know how to fix it or would take forever to get to the classroom to fix it. Let students know when classes get cancelled unexpectedly. My time in Student Activities was bad- the students acted horribly. Please continue to enforce moral codes, whatever you do.
- 20507 Organization is a key.
- 20508 Better instructors for PSY 228 and biology.
- 20553 The leader of the paralegal program should be replaced. There is a lot of dissatisfaction with XXX.
- 20561 Do the LPN program!
- 20580 Hire better instructors who teach well- about half of my instructors taught poorly. Have more day classes only one day (3hrs) per week.
- 20585 Certain classes are not available that I could use for my major.
- 20595 I have taken a few internet courses. Communication between the instructors and myself have been a little lacking. My last English 101 course was terrible.
- 20609 It would help a lot if the main instructor of the program knew about what she was teaching! Also, it would help if she didn't stand there and read to us the notes she handed to us (we know how to read!) It was so boring-every class she taught. I'm discussing XXX.
- 20613 Computer curriculum more consistent.
- 20614 More weekend classes.
- 20617 Some materials are antiquated (paralegal).
- 20622 Instruction can be improved by adding or inviting professionals on all levels of various careers to

- discuss the reality of life, careers, and balance. These individuals do not need a Masters to assist, just years of experience in various fields of study.
- 20653 Broader scope of the courses in the pneumatics field.
- 20673 The nursing program is difficult.
- 20680 More office hours.
- 20684 More teachers, my classroom was over crowded.
- 20685 Too much homework because of the back-to-back classes.
- 20702 More night/weekend classes.
- 20707 Smaller class size.
- 20732 Need more lab time in nursing program. This program is mostly hands-on at the job but not much hands-on in the class was given!
- 20746 The sciences are almost impossible to get into at night. A greater amount of time slots should be available.
- 20750 Be more careful of instructors selected.
- 20751 Satisfied with what they have now.
- 20778 Some teachers just read the text and didn't explain what the text meant.
- 20781 Business Simulation Class needs more teacher instruction.
- 20782 Nursing program--students felt very unprepared for the real world. Very poor program.
- 20793 Have more experience and educated teachers. The only teachers that I would highly recommend in the Paralegal Program are XXX and XXX. By far they are the most professional, knowledgeable and enthusiastic teachers in the Paralegal Program.
- 20798 More interaction with students during lab classes and less lecture. Use more visuals and handouts for subject matter being tested.
- 20799 More visuals.
- 20802 Have someone working in field talk about their experience.
- 20806 To be better prepared for what it's like in the real world with real people. "A day in the life of ..." class would be very helpful.
- 20819 Proper teacher training as far as certain teacher's attitudes are concerned.
- 20825 The general ed courses were good. When I go into the X-Ray program it was the first year they had it. There were no labs, no equipment or materials and the coordinator was terrible, she had too much personal problems in her own life.
- 20842 The instructors should inform the students in the last semester of classes the "career paths." i.e. salary, etc. I was in interior design and unaware of the options, salary levels, etc. That should be part of a final professional practices class.
- 20850 Different instructors in the program.
- 20856 More aggressive, more strict professors.
- 20864 Graphic Arts. It took a long while to get my associates because it was difficult to get the next class started.
- 20869 The full-time teachers were very knowledgeable. The part-time teachers did not have a strong command of the topic.
- 20871 Add new instructors who are passionate about their jobs.
- 20874 More paralegal course electives for electronic data management, different legal topics, etc. Courses could be online, or offered periodically.
- 20889 Better computers for ID program to institute industry trend of more CAD work.
- 20893 Revamp the nursing program.
- 20897 Go to a 4 year.

- 20905 Have more teachers available for tutoring.
- 20911 H building--old equipment, dirty, falling apart, lighting not good, deficient in technology.
- 20930 Use NCLEX approved test questions. The instructors do not have the expertise as individuals to create appropriate test questions. NCLEX questions are critiqued by several people before approved.
- 20939 Offer more career oriented courses.
- 20952 By having all instructors in a particular health program (especially nursing) use and practice a fair grading system. Some are very strict and some way too easy. They should all be consistent.
- 20956 More career advising classes.
- 20962 More speakers instead of textbooks would be more helpful.
- 20963 How to get into the field you prepare for.
- 20965 More mentor programs.
- 20984 Bachelor programs.
- 20997 That is hard to say, the level of competence of the instructors is very high. Some times the educational absorption rate of the students is not up to the teachers speed. Making that teacher 'hard'. Maintain the current quality of the night teachers, let the students do the improving.
- 20998 The diagnostic imaging program (DMS) at Harper is a big disappointment. The only instructor for this program is XXX and she is horrible. She is not only unavailable most of the time, she also is not a teacher. Several complaints were issued to the Dean of Health Service but to no avail. The program is in its 3rd year- still not accredited, making it difficult in obtaining employment.
- 21005 Instructors could have shown more interest in the educational welfare of the students.
- 21013 Don't assume the students are at the same level of technology.
- 21019 Harper should ask how do courses apply to real life situations.
- 21021 I found the instruction to be everything I needed.
- 21028 Make the fire science program a four-year program.
- 21031 Care for students, study aids.
- 21035 4 year college.
- 21044 I don't like the instructor assessment format. I would prefer it be done online or through the mail so we can have more time and give more thought into it. Not just 5 minutes and after the course is over.
- 21048 Educate and train more people to carry on the work.
- 21054 Monitor the teachers better. They need to know that they are teaching adults not teenagers.
- 21087 Better variety of classes, especially for psychology.
- 21094 Hire more nursing instructors.
- 21102 Classroom structure, academic structure.
- 21103 I didn't finish the health insurance technician program and no one even bothered to contact me to find out why not.
- 21126 Well I think everything is fine, they don't need to improve.
- 21134 Keep pushing the four year degree programs.
- 21150 If Harper can improve its "hands-on" for my field of study it would greatly improve my job skills. One problem when I left Harper and went into my career choice. I never had hands on training. This is not only a great tool to teach but it impacts my safety in what I do.
- 21167 Better textbooks for statistics class.
- 21174 Better prepare for other colleges, make sure classes offered are available when scheduled.
- 21193 More beneficial to do clinicals for certified nursing assistant program. More time required, not just two weekends.
- 21217 The teachers need to be more focused. There needs to be less information and more focus on a single topic.

- 21237 Have more skilled instructors.
- 21239 The school needs to be more selective in the instructors, textbooks were outdated and poorly written.
- 21240 The faculty was great and the instructors were good.
- 21241 Continue to have instructors with real world experience.
- 21247 Closer monitoring of instructors by department head, especially off-site teachers. Coursework in SAME course varied widely from Instructor and Instruction.
- 21253 Paralegal program should contain the internship.
- 21255 Hire more teachers that utilize their real world experience when teaching their courses.
- 21258 Better funding for equipment, specifically audio-visual hardware and media.
- 21291 Maintain quality.

How can the College improve its services?

Survey ID Q20 Improve services

- 20002 Make it so you can earn a bachelor's degree and more fast track programs.
- 20004 Parking.
- 20009 Financial Aid Services often spoke with students working in office- who I felt did not give appropriate guidance- Never spoke with faculty member.
- 20019 This is really nit-picky but sometimes it would have been nice to be in classes with more students who took it seriously. This is an age thing. There is a big difference in a 30 year old (myself) with a BFA already finished paying her own way to improve a job situation vs. a 19 year old who isn't paying their own way. I felt like class time was wasted.
- 20032 Create more classes for ESL but without entering that program--pronunciation classes and grammar and reading classes.
- 20053 Computer classes lacked help for students. XXX would not help her students. She would be on the computer for herself and act like we were bothering her if we needed her help.
- 20054 Counselors who enjoy their jobs and care about kids. Speech not a requirement.
- 20063 There were no quality counselors.
- 20066 Parking is just too inconvenient. There should be faculty and student parking lots, separately.
- 20072 Computers outdated.
- 20077 More office hours.
- 20082 Most courses were of no help they seem to not know about many programs too well. XXX was helpful and gave some good advice.
- 20092 No help for transferring. You had to find everything out on your own.
- 20105 Become a four year university.
- 20107 Have teachers forewarn students of problems with textbook content before assigning homework that is impossible to complete.
- 20108 Offer classes in morning. Don't switch each semester
- 20110 Have the online registration up at the correct times in order to let the people that cannot be around a computer all day have the same chance to get registered.
- 20118 More tutoring should be made available for the nursing program.
- 20124 Lower book prices.
- 20137 By making faculty accountable for their time and services, as well as Administration, Deans and Directors.
- 20141 Parking to be closer.
- 20145 Teachers park away from front/prime spaces. All employees should park further away from prime

- parking like it is in the rest of the world.
- 20150 Job placement services. Companies want you to have experience--just a certificate is not enough.
- 20160 The fast track program teachers were better than the other teachers.
- 20168 Books were unavailable or came in late. More time available for classes like anatomy
- 20179 Too hard to get into the classes you really want to. Parking is too far from buildings.
- 20182 Go to 4 year.
- 20187 Parking is bad.
- 20193 Inform the office staff that many people aren't familiar with the campus- don't view questions as interruptions.
- 20194 I can cope with the parking situation, but it really is ridiculous how far everyone has to walk to get from the parking lot to the buildings. All of the unnecessary and unused grass that separated the two should be made into parking spaces. I'm not lazy- I usually don't mind the walk. But all too often it is either raining or snowing or freezing on class days.
- 20211 Incorporate more business simulation classes at Harper. Offer a 4 year degree program.
- 20215 I wish it would be a 4 year college.
- 20222 It was difficult to find parking and on a cold day it made it a bad experience.
- 20232 Parking lot, better parking.
- 20234 Grade dropping. Before you could drop a class and still keep a percentage of your grade. Now you only have a week. That really doesn't help people.
- 20236 Extend hours for academic counseling. Once you could actually get an appointment, it was excellent.
- 20239 It was hard for me to register because I'm in Kentucky and they wouldn't let my mom take care of anything or help me.
- 20241 If you have online classes have them in a classroom, also the lab I used for one of my classes; actually are the computer labs. In general the staff doesn't know anything; when renting network items, etc. very unhelpful!!!
- 20242 Make it a 4 year school.
- 20246 Make classes more available.
- 20247 Make them free to graduates.
- 20250 Treat people like adults.
- 20256 More communication for the new programs, ex if they do updates.
- 20260 More opportunities in other languages
- 20268 I have found everyone to be helpful and knowledgeable. No complaints.
- 20273 They have excellent services.
- 20277 Become a 4 year school.
- 20290 Become a 4 year college in numerous areas.
- 20291 I didn't need to use any services.
- 20294 Engage alumni to help raise funds for school!
- 20295 Make it a 4 year college. Website is very confusing, hard to find what you are looking for. Needs more detail.
- 20299 NO recommendations. I realize getting quality nursing instructors in a high demand/short supply market is not \$ feasible for Harper.
- 20317 Keep the Plant Science and Park+ Golf programs to help the local community. It could actually save money by installing and maintaining some of campus.
- 20325 Offer a mentor program for students, typically 1st year students. Invite guest speakers to talk about career options for students. In regards to the program, don't have students purchase materials not

- used for the course. It is very costly. Try to minimize cost on books!
- 20329 Registration more helpful, seemed like too much work in combination with everything else I had to do.
- 20333 They don't care that we are not allowed to take our boards. I have to work full-time for one year before that happens.
- 20335 The sidewalks weren't plowed very well especially near building D.
- 20343 Registration for nursing is awful. Students have to cut class to stand in that long line.
- 20354 Become a four year university.
- 20357 The books were way too expensive. Photocopies of the few pages used would be nice since the books are barely used.
- 20365 More flexible office hours.
- 20384 More online courses.
- 20390 More advisors that are knowledgeable are greatly needed!!! My "advisor," XXX was more helpful and knowledgeable than the advisors! That shouldn't be her job?!
- 20393 More class availability on Fridays.
- 20394 Renew some of the desks. They're out of date.
- 20396 The college can improve its services by updating the technology in the sign language lab. The equipment is old and often the free-standing video cameras don't work. I also think some of the videotapes used in the classroom and for student practice should be updated.
- 20401 Parking, maybe a special sticker and special section for ongoing students.
- 20408 Parking stinks!
- 20411 I did not use any services.
- 20412 Change the answering service messages during summer hours. (ex: registration is closed on Friday during the summer, but the phone service still says its open). The new website is hard to navigate.
- 20413 Improve registration procedure in the Fast Track program.
- 20422 Lower prices!
- 20430 Add a bachelor's program for nursing. I would like to stay at Harper to continue my education rather than having to travel to NIU.
- 20431 Would love a bigger library with more student rooms and resources.
- 20432 Improve lab equipment- chairs, drafting tables, etc.
- 20436 Add one more teacher during the labs and clinical.
- 20444 I was discouraged about using financial aid. There should be better advising and direction.
- 20447 Parking is terrible!
- 20448 I would not recommend fast track. I didn't learn anything, teachers went through the material so fast, I received good grades but learned nothing.
- 20452 Let the student body know more about the services through classes and use positive reinforcement if they are used.
- 20466 Better office hours.
- 20467 They were fine the way they were.
- 20469 I worked in the bookstore for book rush and I think students should have a good idea of the cost of books plus the tuition for the semester. Also, if teachers can teach from web-based instruction so an over \$100 book is not needed, they should do it.
- 20477 Same as question 19.
- 20489 More online classes.
- 20499 More advertising

- 20501 Need more parking spots.
- 20502 I am very happy with their current services, but if I can suggest that it is important to provide quick and valuable information.
- 20503 Parking, many mornings I was late for class just because I couldn't get a parking spot. Maybe the ponds should be turned into parking.
- 20506 Become a 4 year college. The technology services are sometimes faulty. I didn't know that there were laptops that could be loaned. When my advisor went from the ADS department to the Career Center, I was not aware of it until my advisor came to me. My name was also not pronounced correctly at graduation even with it phonetically spelled out. This disappointed me greatly.
- 20507 Better customer service.
- 20515 Better selection of hours for courses.
- 20519 I would like more information if Harper is becoming a 4 year school.
- 20541 Counseling staff was not helpful.
- 20548 More times available for classes.
- 20549 Put healthier food in the vending machines. I was there all day Saturdays, nothing healthy available.
- 20552 I was satisfied with the services received.
- 20563 Parking is a problem.
- 20572 More computer activity programs.
- 20575 No smoking by the doors.
- 20579 Make career exploration and planning more available, especially in the first year.
- 20580 Offer a 4 yr degree program. Have agreements with more colleges to accept all of Harpers' credits for transfer.
- 20582 Hospital billing-coding class.
- 20594 Better organized the audio.visual area of the library.
- 20602 More funding for the electronics program.
- 20603 Registration should be less confusing.
- 20609 By hiring teachers who know how to teach and who know about what they are teaching. Also, it would have helped a lot to get much more hands on experience out in the field. I know that schools on the west coast include this in their programs.
- 20610 Better library, more computers.
- 20616 Parking, upgrade equipment, more computers for printing, more samples available.
- 20618 Provide more help at the end of the nursing program as to when to start looking for a job and how to go about doing this. Possibly offer a day where hospitals come to Harper to recruit new employees. I felt a bit abandoned towards the end regarding the process of when and how to start my job hunt.
- 20622 Improvement of service could begin with better communication between registration and cancelled classes. Students all excited to begin new classes, purchase books and set goals for their course of study. When classes are cancelled and there is no communication between Harper departments, students feel the frustration and confusion.
- 20625 Nothing other than with my daughter--she had poor academic advising.
- 20637 Parking, hard to find a spot. You have to just keep driving around and around.
- 20643 Bachelor's degree!
- 20654 Go to a 4-year.
- 20658 Parking, additional and more available.
- 20674 Shuttle from the parking lot.
- 20677 More flexible times for classes.
- 20689 Don't go on strike.

- 20691 All the services I ever needed were available and easily accessible.
- 20694 Connect all buildings so you don't have to go outside in bad weather.
- 20696 More evening classes.
- 20700 Parking.
- 20704 Better assistance from academic counselors, more job information.
- 20712 Revamp the nursing program. It's too quick--nurses are not prepared enough in just 2 years.
- 20720 Too many waiting lists for nursing program.
- 20726 ECO cardiograph was misleading--there is little demand for male techs.
- 20732 Get better people to work in the Finance Office and make classes better suited with the nursing program. Example- Nursing program does not even make medical terminology a mandatory class, even though it relates directly with nursing.
- 20744 Cheaper books even if they are used or teachers should copy pages for the class.
- 20751 The Career Center needs to be more specific with explanation of what your future job would be like. More hours for tutoring.
- 20777 The teachers need to learn the technology they are given.
- 20788 Bad job at phasing out architectural curriculum. It's going to set me back years in my schooling. I'm very upset about this.
- 20798 Hire teachers who easily work with students as well as know subject matter.
- 20800 4 year school.
- 20804 It would have been nice to know for the cardiac tech program how many people want experience only. I cannot find a job because of this and I feel like I was deceived into thinking I would be able to get a good job.
- 20805 The lighting situation. At night the students have to walk quite a distance and there's not a great deal of light.
- 20806 Cardiac Tech program to be accredited.
- 20811 Better lab equipment--many items were expired.
- 20813 Parking was always hard.
- 20845 Modernize administration for today's market.
- 20850 Overall, I am very satisfied with my education at your institution. However, I do have concerns regarding the tuition rate specifically the radiology program for it is double the price compared to other healthcare programs. The rate is almost the same as going to a state school.
- 20859 Parking is horrible!
- 20860 Better online courses for adult programs for training.
- 20862 Parking and book costs.
- 20863 Parking is terrible.
- 20868 Some classes more readily available, such as day care. It was so demanding.
- 20870 Harper would do well to advertise to local businesses for adult education.
- 20871 Add different/new courses.
- 20884 More Internet classes offered.
- 20894 The Mega Lab should enforce the use of reserved computers for nursing students only. It was very frustrating to try and complete nursing assignments that required the use of computer programs in the Mega Lab, when there were non-nursing students just checking their email or playing around on Myspace.
- 20904 The parking is so difficult. You have to wait for someone to come out of the building and grab the spot.
- 20908 Early Childhood Education Associates Degree Fast Track would be great. XXX is trying hard to

- make that happen.
- 20913 Academic advisors guided several students to taking wrong classes. It go to be pretty costly.
- 20921 Night classes for nurses for non-accelerated classes.
- 20945 The books were very difficult to buy, too expensive. Don't change the books so often.
- 20950 More classes for evening students.
- 20952 Doing a great job! Keep it up! Proud to be a Harper Grad!
- 20955 Bachelor's program for criminal justice.
- 20964 Equipment--routers incapable of performing many tasks, cabling was bad.
- 20972 Harper doesn't really prepare you for a job. Same as DeVry. Why can't Harper refer the paralegal. I graduated with a 4.0 and applied at 20 firms--nothing.
- 20976 Variety of evening classes at other locations.
- 20990 Registration is a little chaotic, not very organized.
- 20997 Reduce the price gouging in the bookstore! Use a book for more than 1 semester for the same topic. Hire thinner police officers and take away (sell) the segways. Get their egos in check before trouble starts.
- 20998 Making sure that if a program is offered at Harper College, it is accredited before accepting applicants and their money! There are still a few programs that have been in existence for several years at Harper that are still not accredited, but were promised by the program coordinator that they would be (Echo Cardiac, DMS). Because hospitals require licensure, securing employment is difficult. I was refused repeatedly because of this. I now have to re-enter the DMS program at another college that is accredited or spend and spend another \$5,000-\$15,000.
- 21006 Parking was terrible!
- 21009 More programs for bio-med engineer, go to a 4 year.
- 21013 Be more customer service oriented (the students are in fact the customers).
- 21032 Match gen-eds with other colleges.
- 21048 Harper should give people the opportunity to improve themselves.
- 21053 Better parking
- 21063 Lower prices.
- 21074 More accounting courses online.
- 21086 It would help if there was help finding a job! I'm still looking and it has been 6 months.
- 21113 Expand the kitchen for culinary arts.
- 21126 By adding more staff members.
- 21146 Orientation for part-time students. A tour like they do for full-time students.
- 21148 There are Billing and Coding jobs unless you're in a coding only after the Billing and Coding class is Bogus! No jobs almost 3 yrs with Billing and Coding part-time and sucks no job! But Harper took my money. Bogus class.
- 21154 More parking.
- 21160 Cheaper books.
- 21164 Parking.
- 21167 Better parking.
- 21182 More help with transforming, I could have taken more classes at Harper.
- 21183 More parking spots.
- 21184 More help getting a job.
- 21189 More science classes--make times more available. Make more spots open for nursing program.
- 21205 Dental hygiene needs to be redone--teachers are terrible--having to find patients on my own was very

stressful.

- 21220 More advertising for sports and events. I never knew what was going on.
- 21236 More equipment for certified nursing assistant certificate.
- 21237 Offer more courses.
- 21241 Resume classes at College of DuPage.
- 21243 They need updating on several of their buildings.
- 21245 More parking spaces and closer.
- 21250 Become 4 year.
- 21258 More funding for staff to review students' work one-on-one (interactive lab time)
- 21263 Update the labs and computers.
- 21264 Library should be expanded, more material available. They really have to become a four year.
- 21267 More availability of fast track for working students.
- 21268 Having services open longer and more parking.
- 21278 The academic advisor I had was not very helpful at all.
- 21291 Don't cut corners.

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: _____

Continue on next page

PN 07-540m

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.

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)

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

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

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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.....

	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"/>

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?

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18. What did you like best about Harper?

19. How can the College improve its instruction?

20. How can the College improve its services?

May we have your permission to send your supervisor a questionnaire regarding how well graduates of Harper College perform on the job? Please fill in information below.

Supervisor name: _____

Title: _____

Name of company: _____

Company address: _____

City: _____ State: _____ Zipcode: _____

Thank you for completing this survey

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