Executive Summary

This report presents the results of the Career Graduate Survey of all 2008 graduates of Harper College career programs.

Similar to graduates in 2007, the 2008 respondents remain positive. Nearly half of graduates (48%) reported that their main objective in attending Harper was to obtain skills needed for a new job, while 28 percent reported taking coursework for transferring to another institution. A majority of 2008 graduates (67%) have not been enrolled in another college or university since leaving Harper.

Nearly 83 percent of the respondents reported being employed at least part-time, with 60 percent of those respondents employed full-time. Of those not seeking employment, 46 percent stated that they were a full-time student and 18 percent indicated being a full-time homemaker. In terms of job experience, 71 percent of the employed respondents were working in a job related to their Harper major, and employed graduates reported working an average of 35.33 hours per week with an average wage of $19.22 per hour. A clear majority of 2008 respondents (88%) reported being satisfied with their jobs, which is consistent with 2007 graduates. Over 40 percent reported finding their jobs after leaving Harper, while 38 percent were employed before enrolling at Harper.

Graduates in 2008 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 71 percent. Satisfaction with general education at Harper was rated even better, with at least 94 percent of respondents reporting satisfaction with nearly every facet (job preparation received a satisfaction level of 87%).

When respondents were asked to rate facets of Harper instruction, at least 86 percent reported being satisfied with each listed category. Nearly all of respondents (97%) 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 78 percent were satisfied with the listed services. However, majorities of 2008 graduates reported that they did not use eight of the college offices and services available to them, which is consistent from previous years. Nearly all of the 2008 graduates would recommend Harper to their friends and family (97%) and would return for education or personal enrichment courses (92%).

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 and a very positive outcome considering the current economic climate. There were notable differences between 2007 and 2008 graduates, mainly in regards to objectives in attending Harper, hours per week, some ratings of services and instruction, appreciation of diversity at Harper, and recommending Harper to peers, which is discussed further in the Results and Discussion section.
Introduction

The Harper College Career Graduate Survey was conducted via mail during the fall 2008 semester with Harper alumni who graduated in fiscal year 2008 with A.A.S. degrees and various career program certificates. The questions on the survey are largely based on the Occupational Follow-Up Survey, which is required by ICCB for career programs under review. For graduates that did not return the mailed survey, the Career Graduate Survey was conducted via telephone in March and April 2009. For the Career Graduate Survey, 1,225 Harper graduates from career programs were surveyed and 719 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 1,225 career graduates in 2008, as well as the demographic characteristics of the 719 survey respondents.

Table 1: Demographic Characteristics of Graduates and Survey Respondents

<table>
<thead>
<tr>
<th>Racial/Ethnic Group</th>
<th>Graduates</th>
<th></th>
<th>Respondents</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>119</td>
<td>9.7%</td>
<td>73</td>
<td>10.2%</td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>2</td>
<td>0.2%</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>African American</td>
<td>44</td>
<td>3.6%</td>
<td>17</td>
<td>2.4%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>136</td>
<td>11.1%</td>
<td>83</td>
<td>11.5%</td>
</tr>
<tr>
<td>White</td>
<td>817</td>
<td>66.8%</td>
<td>486</td>
<td>67.6%</td>
</tr>
<tr>
<td>Other/Unknown</td>
<td>105</td>
<td>8.6%</td>
<td>59</td>
<td>8.2%</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>849</td>
<td>69.3%</td>
<td>516</td>
<td>71.8%</td>
</tr>
<tr>
<td>Male</td>
<td>376</td>
<td>30.7%</td>
<td>203</td>
<td>28.2%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Graduates Number</th>
<th>Graduates Percent</th>
<th>Respondents Number</th>
<th>Respondents Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 and Under</td>
<td>44</td>
<td>3.6%</td>
<td>22</td>
<td>3.1%</td>
</tr>
<tr>
<td>19 to 24</td>
<td>332</td>
<td>27.1%</td>
<td>189</td>
<td>26.3%</td>
</tr>
<tr>
<td>25 to 40</td>
<td>502</td>
<td>41.0%</td>
<td>270</td>
<td>37.6%</td>
</tr>
<tr>
<td>Over 40</td>
<td>347</td>
<td>28.3%</td>
<td>238</td>
<td>33.1%</td>
</tr>
</tbody>
</table>

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 (68% and 67%, respectively), while 10 percent of respondents and graduates, each, were Asian. A majority of both respondents and graduates were female (72% and 69%, respectively). The largest proportion of respondents and graduates were between 25 and 40 years old (38% and 41%, respectively).

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

<table>
<thead>
<tr>
<th>What was your main objective in attending Harper College?</th>
<th>2007 (N=772) Number</th>
<th>2007 (N=772) Percent</th>
<th>2008 (N=718) Number</th>
<th>2008 (N=718) Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtain skills needed for entry into new or different job</td>
<td>462</td>
<td>59.8%</td>
<td>345</td>
<td>48.1%</td>
</tr>
<tr>
<td>Improve skills needed in present job</td>
<td>132</td>
<td>17.1%</td>
<td>101</td>
<td>14.1%</td>
</tr>
<tr>
<td>Explore courses to decide on a career</td>
<td>39</td>
<td>5.1%</td>
<td>25</td>
<td>3.5%</td>
</tr>
<tr>
<td>Take coursework for transfer to another college</td>
<td>94</td>
<td>12.2%</td>
<td>199</td>
<td>27.7%</td>
</tr>
<tr>
<td>Personal interest or self-improvement</td>
<td>45</td>
<td>5.8%</td>
<td>48</td>
<td>6.7%</td>
</tr>
</tbody>
</table>

a Responses were significantly different by year of graduation ($\chi^2$=60.00, df=4, p<.05).
b Responses were significantly different based on gender ($\chi^2$=21.25, df=4, p<.05).
c Responses were significantly different based on age group ($\chi^2$=74.78, df=12, p<.05).

Nearly half of the respondents indicated that their main objective at Harper was to obtain skills needed for entry into a new job (48%), while 28 percent reported that they were taking coursework in order to transfer and 14 percent reported that they were attending Harper to improve skills needed in their present jobs. Female respondents ($\chi^2$=21.25, df=4, p<.05) and also older respondents ($\chi^2$=74.78, df=12, p<.05) were more likely to report that their main objective at Harper was to obtain skills needed for new or different jobs. The same significant difference is apparent between graduates in 2008 and 2007 ($\chi^2$=60.00, df=4, p<.05).
A majority of respondents (67%) reported that they have not been enrolled in another college since leaving Harper, while 25 percent reported that they are currently enrolled in a field related to their previous program at Harper. Like declaring college objectives, female respondents ($\chi^2=10.80, df=3, p<.05$) and older respondents ($\chi^2=36.76, df=9, p<.05$) were more likely to indicate that they have not been enrolled in another college since leaving Harper.

Most respondents (83%) reported being employed at least part-time, with 60 percent having full-time jobs. Of the respondents that indicated being unemployed and not seeking employment (7%), 46 percent were full-time students while 18 percent were full-time homemakers and 25 percent indicated “Other”, though there was no general trend within this group. Older respondents ($\chi^2=42.20, df=9, p<.05$) and male respondents ($\chi^2=11.29, df=3, p<.05$) were more likely to report being employed full-time. Also, younger respondents ($\chi^2=36.13,$...
df=12, p<.05) and male respondents ($\chi^2=9.71$, df=4, p<.05) that were unemployed and not seeking employment were more likely to be full-time students.

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

<table>
<thead>
<tr>
<th>How closely is your present job related to your former community college program?(^a)</th>
<th>2007 (N=653)</th>
<th>2008 (N=594)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>%</td>
<td>Number(^b,c)</td>
</tr>
<tr>
<td>Related</td>
<td>502</td>
<td>76.9%</td>
</tr>
<tr>
<td>Not related (please mark the one best reason why)</td>
<td>151</td>
<td>23.1%</td>
</tr>
<tr>
<td><strong>Of those present jobs not related:</strong>(^d)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preferred to work in another field</td>
<td>30</td>
<td>23.4%</td>
</tr>
<tr>
<td>Found better paying job in another field</td>
<td>11</td>
<td>8.6%</td>
</tr>
<tr>
<td>Could not find a job in my field of preparation</td>
<td>23</td>
<td>18.0%</td>
</tr>
<tr>
<td>Worked previously in my field of preparation, but changed</td>
<td>3</td>
<td>2.3%</td>
</tr>
<tr>
<td>Preferred not to move to new locality</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Temporary job while in transition – either in college, between jobs, or summer employment</td>
<td>28</td>
<td>21.9%</td>
</tr>
<tr>
<td>Took job in order to get preferred working hours</td>
<td>3</td>
<td>2.3%</td>
</tr>
<tr>
<td>Did not complete program or pass licensing test to be eligible to work in my field</td>
<td>2</td>
<td>1.6%</td>
</tr>
<tr>
<td>Health problems prevented me from working in my field of preparation</td>
<td>1</td>
<td>0.8%</td>
</tr>
<tr>
<td>Other</td>
<td>27</td>
<td>21.1%</td>
</tr>
</tbody>
</table>

\(^a\) Responses were significantly different by year of graduation ($\chi^2=5.51$, df=1, p<.05).

\(^b\) Responses were significantly different based on racial/ethnic group ($\chi^2=16.65$, df=5, p<.05).

\(^c\) Responses were significantly different based on age group ($\chi^2=19.25$, df=3, p<.05).

\(^d\) Responses were significantly different by year of graduation ($\chi^2=25.48$, df=8, p<.05).

A clear majority of respondents (71%) indicated that their present job was related to their former program at Harper. Of the respondents that indicated that their jobs were not related, 38 percent held a temporary job while in transition, 26 percent reported that they could not find a job in their field. Of the 28 respondents (17%) that indicated “Other”, there was no general trend within this group.

Grades in 2008 were less likely to be employed in a job related to their Harper program than 2007 graduates ($\chi^2=5.51$, df=1, p<.05). Also, 2008 graduates were more likely to not find a job in their field of preparation than 2007 graduates ($\chi^2=25.48$, df=8, p<.05). Older respondents were more likely to report that their jobs related to their former program at Harper ($\chi^2=19.25$, df=3, p<.05) and that they could not find a job in their field ($\chi^2=56.90$, df=21, p<.05). Also, Asian and White respondents were more likely than Hispanic respondents to report their jobs being related to their former program at Harper ($\chi^2=16.65$, df=5, p<.05).
Table 6: Questions 5 and 6 – Hours Worked and Salary

<table>
<thead>
<tr>
<th>Question Text</th>
<th>2007 N</th>
<th>Mean</th>
<th>SD</th>
<th>2008 N</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q5. On the average, how many hours do you work each week? Do not include overtime hours.</td>
<td>638</td>
<td>36.94</td>
<td>10.90</td>
<td>589</td>
<td>35.33</td>
<td>10.12</td>
</tr>
</tbody>
</table>

* Responses were significantly different by year of graduation (F=7.12, df=1, p<.05).  
* Responses were significantly different by gender (F=11.30, df=1, p<.05).  
* Responses were significantly different by age group (F=12.20, df=3, p<.05).  
* Responses were significantly different by age group (F=13.73, df=3, p<.05).  

Harper graduates in 2008 reported working an average of 35.33 hours per week and earned an average hourly salary of $19.22. Male graduates in 2008 were likely to work more hours per week on average (37.46 hours per week for males compared to 34.42 hours per week for female graduates; F=11.30, df=1, p<.05). Also, older graduates in 2008 were likely to work more hours per week (37.17 hours for graduates over 40 years old and 36.22 hours for graduates 25 to 40 years old compared to 32.92 for graduates 19 to 24 years old; F=12.20, df=3, p<.05) and more likely to have a higher average hourly salary ($22.54 and $19.38 compared to $16.05 for the same age groups, respectively; F=13.73, df=3, p<.05). Graduates in 2008 worked shorter hours than 2007 graduates (35.33 hours for graduates in 2008 compared to 36.94 hours for 2007 graduates; F=7.12, df=1, p<.05).

Table 7: Question 7 – Job Satisfaction

<table>
<thead>
<tr>
<th>In general, how satisfied are you with your present job?</th>
<th>2007 (N=651)</th>
<th>2008 (N=591)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>325</td>
<td>49.9%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>250</td>
<td>38.4%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>38</td>
<td>5.8%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>38</td>
<td>5.8%</td>
</tr>
</tbody>
</table>

* Responses were significantly different based on racial/ethnic group ($\chi^2$=31.13, df=15, p<.05).  

Respondents reported a high level of job satisfaction with 88 percent satisfied to some degree with their employment. Asian respondents were more likely than Hispanic respondents to report being satisfied with their present job ($\chi^2$=31.13, df=15, p<.05).
Table 8: Question 8 – Time in Present Job

<table>
<thead>
<tr>
<th>When did you begin working in your present job?</th>
<th>2007 (N=651)</th>
<th>2008 (N=593)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Before entering the college program</td>
<td>214</td>
<td>32.9%</td>
</tr>
<tr>
<td>While enrolled in the college program</td>
<td>159</td>
<td>24.4%</td>
</tr>
<tr>
<td>After leaving the college program</td>
<td>278</td>
<td>42.7%</td>
</tr>
</tbody>
</table>

*a* Responses were significantly different based on gender ($\chi^2=14.91$, df=2, p<.05).

*b* Responses were significantly different based on age group ($\chi^2=22.34$, df=6, p<.05).

The largest group of Harper graduates (40%) reported finding their job after leaving Harper, while 38 percent began working before enrolling in their program and 22 percent indicated starting their job while enrolled in a Harper program. Female respondents were more likely to begin working after leaving their Harper program ($\chi^2=14.91$, df=2, p<.05), while younger respondents were more likely to begin working while enrolled in their Harper program ($\chi^2=22.34$, df=6, p<.05).

Table 9: Question 9 – Location of Employment

<table>
<thead>
<tr>
<th>Where is the location of your primary place of employment?</th>
<th>2007 (N=648)</th>
<th>2008 (N=584)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Within Harper College district</td>
<td>377</td>
<td>58.2%</td>
</tr>
<tr>
<td>Outside Harper College district, but in Illinois</td>
<td>256</td>
<td>39.5%</td>
</tr>
<tr>
<td>Outside Illinois</td>
<td>15</td>
<td>2.3%</td>
</tr>
</tbody>
</table>

*a* Responses were significantly different based on gender ($\chi^2=7.91$, df=2, p<.05).

*b* Responses were significantly different based on racial/ethnic group ($\chi^2=35.30$, df=10, p<.05).

A majority of respondents (56%) indicated that they are employed within the Harper district, while 40 percent indicated being employed outside Harper’s district though in Illinois. Male respondents were more likely to be employed outside their Harper District within Illinois ($\chi^2=7.91$, df=2, p<.05).

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

<table>
<thead>
<tr>
<th>Rate your satisfaction with the following items as they pertain to skill courses in your major program of study.</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Content of courses in your program</td>
<td>(N=764)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>499</td>
<td>65.3%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>235</td>
<td>30.8%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>22</td>
<td>2.9%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>8</td>
<td>1.0%</td>
</tr>
<tr>
<td>Lectures, lab experiences, and group and individual projects†</td>
<td>(N=759)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>447</td>
<td>58.9%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>258</td>
<td>34.0%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>43</td>
<td>5.7%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>11</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

*a* Responses were significantly different based on age group ($\chi^2=17.28$, df=9, p<.05).
## Table 10: Continued

<table>
<thead>
<tr>
<th>Rate your satisfaction with the following items as they pertain to skill courses in your major program of study.</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td><strong>Equipment, facilities, and materials</strong>&lt;sup&gt;b&lt;/sup&gt;</td>
<td>(N=761)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>496</td>
<td>65.2%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>213</td>
<td>28.0%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>39</td>
<td>5.1%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>13</td>
<td>1.7%</td>
</tr>
<tr>
<td><strong>Job preparation</strong>&lt;sup&gt;c, d&lt;/sup&gt;</td>
<td>(N=741)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>365</td>
<td>49.3%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>277</td>
<td>37.4%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>76</td>
<td>10.3%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>23</td>
<td>3.1%</td>
</tr>
<tr>
<td><strong>Preparation for further education</strong></td>
<td>(N=746)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>398</td>
<td>53.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>275</td>
<td>36.9%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>57</td>
<td>7.6%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>16</td>
<td>2.1%</td>
</tr>
<tr>
<td><strong>Information on current employment opportunities and trends</strong>&lt;sup&gt;e&lt;/sup&gt;</td>
<td>(N=725)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>236</td>
<td>32.6%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>286</td>
<td>39.4%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>149</td>
<td>20.6%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>54</td>
<td>7.4%</td>
</tr>
<tr>
<td><strong>Overall, how satisfied are you that your program provided you with the skills for your job?</strong>&lt;sup&gt;f&lt;/sup&gt;</td>
<td>(N=735)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>439</td>
<td>59.7%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>238</td>
<td>32.4%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>42</td>
<td>5.7%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>16</td>
<td>2.2%</td>
</tr>
</tbody>
</table>

<sup>b</sup> Responses were significantly different based on age group ($\chi^2=19.45$, df=9, $p<.05$).
<sup>c</sup> Responses were significantly different based on racial/ethnic group ($\chi^2=31.84$, df=15, $p<.05$).
<sup>d</sup> Responses were significantly different based on age group ($\chi^2=18.35$, df=9, $p<.05$).
<sup>e</sup> Responses were significantly different by year of graduation ($\chi^2=12.50$, df=3, $p<.05$).
<sup>f</sup> Responses were significantly different based on age group ($\chi^2=25.86$, df=9, $p<.05$).

At least 86 percent of the respondents were satisfied with nearly all categories involving their major program of study (71 percent were satisfied with information on current employment opportunities); 95 percent were satisfied with the content of program courses, 92 percent were satisfied with lectures and lab experiences as well as Harper equipment and facilities, 91 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 2008 were more likely to be “very satisfied” with information on current employment opportunities ($\chi^2=12.50$, df=3, $p<.05$) than 2007 graduates. Younger respondents were more likely to be “very satisfied” with their program providing them with skills for their jobs overall ($\chi^2=25.86$, df=9, $p<.05$), as well as lectures and lab experiences ($\chi^2=17.28$, df=9, $p<.05$), Harper equipment and facilities ($\chi^2=19.45$, df=9, $p<.05$), and job preparation ($\chi^2=18.35$, $p<.05$).
df=9, p<.05). Hispanic respondents were more likely than Asian respondents to be satisfied with job preparation ($\chi^2=31.84$, df=15, p<.05).

Table 11: Question 11 – Satisfaction with General Education

<table>
<thead>
<tr>
<th>Rate your satisfaction with the following items as they pertain to skill courses outside your major program of study.</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Content of courses outside your program$^a$ (N=318)</td>
<td>143</td>
<td>45.0%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>151</td>
<td>47.5%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>17</td>
<td>5.3%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>7</td>
<td>2.2%</td>
</tr>
<tr>
<td>Lectures, lab experiences, and group and individual projects$^b$ (N=319)</td>
<td>143</td>
<td>44.8%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>152</td>
<td>47.6%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>17</td>
<td>5.3%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>7</td>
<td>2.2%</td>
</tr>
<tr>
<td>Equipment, facilities, and materials$^c$ (N=316)</td>
<td>158</td>
<td>50.0%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>134</td>
<td>42.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>19</td>
<td>6.0%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>5</td>
<td>1.6%</td>
</tr>
<tr>
<td>Job preparation$^d$ (N=309)</td>
<td>114</td>
<td>36.9%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>143</td>
<td>46.3%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>37</td>
<td>12.0%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>15</td>
<td>4.9%</td>
</tr>
<tr>
<td>Preparation for further education$^e$ (N=316)</td>
<td>135</td>
<td>42.7%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>148</td>
<td>46.8%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>25</td>
<td>7.9%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>8</td>
<td>2.5%</td>
</tr>
</tbody>
</table>

$^a$ Responses were significantly different by year of graduation ($\chi^2=13.96$, df=3, p<.05).

$^b$ Responses were significantly different by year of graduation ($\chi^2=14.06$, df=3, p<.05).

$^c$ Responses were significantly different by year of graduation ($\chi^2=8.24$, df=3, p<.05).

$^d$ Responses were significantly different by year of graduation ($\chi^2=13.56$, df=3, p<.05).

$^e$ Responses were significantly different by year of graduation ($\chi^2=17.65$, df=3, p<.05).

At least 86 percent of the respondents were satisfied with all categories involving courses outside their major program; 95 percent were satisfied with lectures and course projects outside their program, as well as Harper equipment and facilities and the content of their non-program courses. Over 94 percent were satisfied with the preparation for further education and 87 percent were satisfied with the job preparation. A very positive outcome for this past academic year was that 2008 graduates were more likely than 2007 graduates to be “very satisfied” with all categories involving courses outside their major program: the content of their courses ($\chi^2=13.96$, df=3, p<.05), the lectures and course projects ($\chi^2=14.06$, df=3, p<.05), Harper equipment and
facilities ($\chi^2=8.24, \text{df}=3, p<.05$), the job preparation ($\chi^2=13.56, \text{df}=3, p<.05$), and preparation for further education ($\chi^2=17.65, \text{df}=3, p<.05$).

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

<table>
<thead>
<tr>
<th>Rate the instruction at Harper College.</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td><strong>Class Size</strong></td>
<td>(N=767)</td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>483</td>
<td>63.0%</td>
</tr>
<tr>
<td>Good</td>
<td>227</td>
<td>29.6%</td>
</tr>
<tr>
<td>Average</td>
<td>56</td>
<td>7.3%</td>
</tr>
<tr>
<td>Poor</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td><strong>Quality of instruction</strong></td>
<td>(N=767)</td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>438</td>
<td>57.1%</td>
</tr>
<tr>
<td>Good</td>
<td>258</td>
<td>33.6%</td>
</tr>
<tr>
<td>Average</td>
<td>64</td>
<td>8.3%</td>
</tr>
<tr>
<td>Poor</td>
<td>7</td>
<td>0.9%</td>
</tr>
<tr>
<td><strong>Course content</strong></td>
<td>(N=766)</td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>416</td>
<td>54.3%</td>
</tr>
<tr>
<td>Good</td>
<td>293</td>
<td>38.3%</td>
</tr>
<tr>
<td>Average</td>
<td>55</td>
<td>7.2%</td>
</tr>
<tr>
<td>Poor</td>
<td>2</td>
<td>0.3%</td>
</tr>
<tr>
<td><strong>Fairness of grading</strong></td>
<td>(N=766)</td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>459</td>
<td>59.9%</td>
</tr>
<tr>
<td>Good</td>
<td>236</td>
<td>30.8%</td>
</tr>
<tr>
<td>Average</td>
<td>61</td>
<td>8.0%</td>
</tr>
<tr>
<td>Poor</td>
<td>10</td>
<td>1.3%</td>
</tr>
<tr>
<td><strong>Faculty teaching ability</strong></td>
<td>(N=764)</td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>451</td>
<td>59.0%</td>
</tr>
<tr>
<td>Good</td>
<td>237</td>
<td>31.0%</td>
</tr>
<tr>
<td>Average</td>
<td>66</td>
<td>8.6%</td>
</tr>
<tr>
<td>Poor</td>
<td>10</td>
<td>1.3%</td>
</tr>
<tr>
<td><strong>Faculty concern for students</strong></td>
<td>(N=763)</td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>435</td>
<td>57.0%</td>
</tr>
<tr>
<td>Good</td>
<td>226</td>
<td>29.6%</td>
</tr>
<tr>
<td>Average</td>
<td>81</td>
<td>10.6%</td>
</tr>
<tr>
<td>Poor</td>
<td>21</td>
<td>2.8%</td>
</tr>
<tr>
<td><strong>Faculty availability</strong></td>
<td>(N=759)</td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>436</td>
<td>57.4%</td>
</tr>
<tr>
<td>Good</td>
<td>232</td>
<td>30.6%</td>
</tr>
<tr>
<td>Average</td>
<td>75</td>
<td>9.9%</td>
</tr>
<tr>
<td>Poor</td>
<td>16</td>
<td>2.1%</td>
</tr>
</tbody>
</table>

At least 86 percent of respondents reported positive ratings toward all facets of instruction at Harper; 94 percent were satisfied with course content, 92 percent were satisfied with fairness of grading, and 91 percent were satisfied with class size.
Table 13: Question 13 – Rating Course Convenience of Harper Locations

<table>
<thead>
<tr>
<th>Location</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Harper main campus – Palatine</td>
<td>(N=739)</td>
<td></td>
</tr>
<tr>
<td>Very convenient</td>
<td>574</td>
<td>77.7%</td>
</tr>
<tr>
<td>Convenient</td>
<td>137</td>
<td>18.5%</td>
</tr>
<tr>
<td>Not convenient</td>
<td>28</td>
<td>3.8%</td>
</tr>
<tr>
<td>Northeast Center – Wheeling</td>
<td>(N=114)</td>
<td></td>
</tr>
<tr>
<td>Very convenient</td>
<td>43</td>
<td>37.7%</td>
</tr>
<tr>
<td>Convenient</td>
<td>36</td>
<td>31.6%</td>
</tr>
<tr>
<td>Not convenient</td>
<td>35</td>
<td>30.7%</td>
</tr>
<tr>
<td>WEB or Internet based – from home or office</td>
<td>(N=278)</td>
<td></td>
</tr>
<tr>
<td>Very convenient</td>
<td>208</td>
<td>74.8%</td>
</tr>
<tr>
<td>Convenient</td>
<td>52</td>
<td>18.7%</td>
</tr>
<tr>
<td>Not convenient</td>
<td>18</td>
<td>6.5%</td>
</tr>
<tr>
<td>Harper Professional Center – Schaumburg</td>
<td>(N=70)</td>
<td></td>
</tr>
<tr>
<td>Very convenient</td>
<td>42</td>
<td>60.0%</td>
</tr>
<tr>
<td>Convenient</td>
<td>17</td>
<td>24.3%</td>
</tr>
<tr>
<td>Not convenient</td>
<td>11</td>
<td>15.7%</td>
</tr>
<tr>
<td>Other</td>
<td>(N=22)</td>
<td></td>
</tr>
<tr>
<td>Very convenient</td>
<td>13</td>
<td>59.1%</td>
</tr>
<tr>
<td>Convenient</td>
<td>6</td>
<td>27.3%</td>
</tr>
<tr>
<td>Not convenient</td>
<td>3</td>
<td>13.6%</td>
</tr>
</tbody>
</table>

a Responses were significantly different by year of graduation ($\chi^2=10.10$, df=2, p<.05).

b Responses were significantly different based on gender ($\chi^2=12.81$, df=2, p<.05).

c Responses were significantly different based on age group ($\chi^2=14.83$, df=6, p<.05).

At least 76 percent of respondents reported the specific locations above as convenient or better; 97 percent rated the Harper main campus as convenient or better and 94 percent rated off-campus Internet courses as convenient or better. Of the 29 respondents that indicated “Other” as convenient or not, 6 stated high schools located within the Harper district and 4 indicated the Northeast Center campus. Graduates in 2008 were more likely than 2007 graduates to rate Harper’s Northeast Center as “very convenient” ($\chi^2=10.10$, df=2, p<.05). Female respondents ($\chi^2=12.81$, df=2, p<.05) were more likely to rate Internet courses as “very convenient” ($\chi^2=12.81$, df=2, p<.05). Also, 25 to 40 year old respondents were more likely than 19 to 24 year old respondents to rate Internet courses as “very convenient” ($\chi^2=14.83$, df=6, p<.05).

Table 14: Question 14 – Satisfaction with College Services

<table>
<thead>
<tr>
<th>Service</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Financial Aid services</td>
<td>(N=214)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>121</td>
<td>56.5%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>63</td>
<td>29.4%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>19</td>
<td>8.9%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>11</td>
<td>5.1%</td>
</tr>
<tr>
<td>Did not use</td>
<td>553</td>
<td></td>
</tr>
</tbody>
</table>
Table 14: Continued

Rate your satisfaction with each office or service listed below.

<table>
<thead>
<tr>
<th>Service</th>
<th>2007</th>
<th></th>
<th>2008</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Academic advising</td>
<td>(N=419)</td>
<td></td>
<td>(N=379)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>193</td>
<td>46.1%</td>
<td>208</td>
<td>54.9%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>156</td>
<td>37.2%</td>
<td>112</td>
<td>29.6%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>49</td>
<td>11.7%</td>
<td>42</td>
<td>11.1%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>21</td>
<td>5.0%</td>
<td>17</td>
<td>4.5%</td>
</tr>
<tr>
<td>Did not use</td>
<td>346</td>
<td></td>
<td>335</td>
<td></td>
</tr>
<tr>
<td>Career planning</td>
<td>(N=276)</td>
<td></td>
<td>(N=214)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>111</td>
<td>40.2%</td>
<td>95</td>
<td>44.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>110</td>
<td>39.9%</td>
<td>72</td>
<td>33.6%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>42</td>
<td>15.2%</td>
<td>30</td>
<td>14.0%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>13</td>
<td>4.7%</td>
<td>17</td>
<td>7.9%</td>
</tr>
<tr>
<td>Did not use</td>
<td>490</td>
<td></td>
<td>497</td>
<td></td>
</tr>
<tr>
<td>College transfer planning(^a)</td>
<td>(N=180)</td>
<td></td>
<td>(N=153)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>77</td>
<td>42.8%</td>
<td>69</td>
<td>45.1%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>74</td>
<td>41.1%</td>
<td>53</td>
<td>34.6%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>20</td>
<td>11.1%</td>
<td>19</td>
<td>12.7%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>9</td>
<td>5.0%</td>
<td>12</td>
<td>7.8%</td>
</tr>
<tr>
<td>Did not use</td>
<td>584</td>
<td></td>
<td>556</td>
<td></td>
</tr>
<tr>
<td>Counseling(^b)</td>
<td>(N=279)</td>
<td></td>
<td>(N=221)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>138</td>
<td>49.5%</td>
<td>111</td>
<td>50.2%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>108</td>
<td>38.7%</td>
<td>69</td>
<td>31.2%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>28</td>
<td>10.0%</td>
<td>28</td>
<td>12.7%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>5</td>
<td>1.8%</td>
<td>13</td>
<td>5.9%</td>
</tr>
<tr>
<td>Did not use</td>
<td>486</td>
<td></td>
<td>488</td>
<td></td>
</tr>
<tr>
<td>Tutoring</td>
<td>(N=220)</td>
<td></td>
<td>(N=201)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>123</td>
<td>55.9%</td>
<td>114</td>
<td>56.7%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>72</td>
<td>32.7%</td>
<td>61</td>
<td>30.3%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>20</td>
<td>9.1%</td>
<td>18</td>
<td>9.0%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>5</td>
<td>2.3%</td>
<td>8</td>
<td>4.0%</td>
</tr>
<tr>
<td>Did not use</td>
<td>540</td>
<td></td>
<td>509</td>
<td></td>
</tr>
<tr>
<td>Library/audio visual services(^c)</td>
<td>(N=538)</td>
<td></td>
<td>(N=466)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>332</td>
<td>61.7%</td>
<td>331</td>
<td>71.0%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>178</td>
<td>33.1%</td>
<td>110</td>
<td>23.6%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>22</td>
<td>4.1%</td>
<td>17</td>
<td>3.6%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>6</td>
<td>1.1%</td>
<td>8</td>
<td>1.7%</td>
</tr>
<tr>
<td>Did not use</td>
<td>225</td>
<td></td>
<td>248</td>
<td></td>
</tr>
<tr>
<td>Student activities</td>
<td>(N=172)</td>
<td></td>
<td>(N=155)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>79</td>
<td>45.9%</td>
<td>85</td>
<td>54.8%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>76</td>
<td>44.2%</td>
<td>54</td>
<td>34.8%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>12</td>
<td>7.0%</td>
<td>12</td>
<td>7.7%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>5</td>
<td>2.9%</td>
<td>4</td>
<td>2.6%</td>
</tr>
<tr>
<td>Did not use</td>
<td>587</td>
<td></td>
<td>557</td>
<td></td>
</tr>
</tbody>
</table>

\(^a\) Responses were significantly different based on age group (χ²=18.32, df=9, p<.05).
\(^b\) Responses were significantly different by year of graduation (χ²=8.46, df=3, p<.05).
\(^c\) Responses were significantly different by year of graduation (χ²=11.88, df=3, p<.05).
Table 14: Continued

<table>
<thead>
<tr>
<th>Service</th>
<th>2007 Number</th>
<th>2007 Percent</th>
<th>2008 Number</th>
<th>2008 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration procedures&lt;sup&gt;d&lt;/sup&gt; (N=733)</td>
<td></td>
<td></td>
<td>(N=686)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>407</td>
<td>55.5%</td>
<td>444</td>
<td>64.7%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>199</td>
<td>33.2%</td>
<td>178</td>
<td>25.9%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>32</td>
<td>5.3%</td>
<td>44</td>
<td>6.4%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>23</td>
<td>3.8%</td>
<td>20</td>
<td>2.9%</td>
</tr>
<tr>
<td>Did not use</td>
<td>18</td>
<td></td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Access for disabled on campus  (N=127)</td>
<td></td>
<td></td>
<td>(N=93)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>75</td>
<td>59.1%</td>
<td>63</td>
<td>67.7%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>48</td>
<td>37.8%</td>
<td>22</td>
<td>23.7%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>3</td>
<td>2.4%</td>
<td>6</td>
<td>6.5%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>1</td>
<td>0.8%</td>
<td>2</td>
<td>2.2%</td>
</tr>
<tr>
<td>Did not use</td>
<td>636</td>
<td></td>
<td>617</td>
<td></td>
</tr>
<tr>
<td>Availability of computers for out-of-class use (N=506)</td>
<td></td>
<td></td>
<td>(N=492)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>342</td>
<td>67.6%</td>
<td>363</td>
<td>73.8%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>131</td>
<td>25.9%</td>
<td>110</td>
<td>22.4%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>26</td>
<td>5.1%</td>
<td>14</td>
<td>2.8%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>7</td>
<td>1.4%</td>
<td>5</td>
<td>1.0%</td>
</tr>
<tr>
<td>Did not use</td>
<td>257</td>
<td></td>
<td>221</td>
<td></td>
</tr>
<tr>
<td>Career Center (N=241)</td>
<td></td>
<td></td>
<td>(N=213)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>132</td>
<td>54.8%</td>
<td>133</td>
<td>62.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>90</td>
<td>37.3%</td>
<td>57</td>
<td>26.8%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>13</td>
<td>5.4%</td>
<td>16</td>
<td>7.5%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>6</td>
<td>2.5%</td>
<td>7</td>
<td>3.3%</td>
</tr>
<tr>
<td>Did not use</td>
<td>517</td>
<td></td>
<td>498</td>
<td></td>
</tr>
</tbody>
</table>

<sup>d</sup> Responses were significantly different by year of graduation ($\chi^2=18.33$, df=3, p<.05).

At least 78 percent of the respondents that used Harper student services were satisfied with all of the listed services above; 96 percent were satisfied with availability of computers for out-of-class use, 95 percent were satisfied with library and AV services, 91 percent were satisfied with access for the disabled on campus as well as registration procedures, 90 percent were satisfied with student activities, 89 percent were satisfied with the Career Center, and 87 percent were satisfied with tutoring services. Graduates in 2008 were more likely than 2007 graduates to be “very satisfied” with library/AV services ($\chi^2=11.88$, df=3, p<.05) and registration procedures ($\chi^2=18.33$, df=3, p<.05), though less likely to be satisfied with counseling services ($\chi^2=8.46$, df=3, p<.05) at Harper.
Table 15: Question 15 – Diversity at Harper

<table>
<thead>
<tr>
<th>AS A RESULT OF MY EXPERIENCES AT HARPER, I HAVE A</th>
<th>2007 (N=752)</th>
<th>2008 (N=703)</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUMAN APPRECIATION FOR DIVERSITY AND DIFFERENT CULTURES AND VALUES?</td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Definitely yes</td>
<td>215</td>
<td>28.6%</td>
</tr>
<tr>
<td>Yes</td>
<td>402</td>
<td>53.5%</td>
</tr>
<tr>
<td>No</td>
<td>127</td>
<td>16.9%</td>
</tr>
<tr>
<td>Definitely no</td>
<td>8</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

*a Responses were significantly different by year of graduation ($\chi^2=11.52$, df=3, p<.05).
*b Responses were significantly different based on racial/ethnic group ($\chi^2=27.91$, df=15, p<.05).
*c Responses were significantly different based on age group ($\chi^2=24.17$, df=9, p<.05).

A majority of respondents (82%) indicated that they had a better appreciation for diversity and different cultures as a result of their experiences at Harper. Younger respondents were more likely to have developed a better appreciation for diversity ($\chi^2=24.17$, df=9, p<.05). Also, Hispanic and Asian respondents were more likely respondents indicating an “Other” ethnicity to have developed a better appreciation for diversity issues at Harper ($\chi^2=27.91$, df=15, p<.05).

Table 16: Question 16 – Student Recommendation of Harper

<table>
<thead>
<tr>
<th>WOULD YOU RECOMMEND HARPER COLLEGE TO YOUR FRIENDS AND FAMILY?</th>
<th>2007 (N=766)</th>
<th>2008 (N=713)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Definitely yes</td>
<td>479</td>
<td>62.5%</td>
</tr>
<tr>
<td>Yes</td>
<td>270</td>
<td>35.2%</td>
</tr>
<tr>
<td>No</td>
<td>11</td>
<td>1.4%</td>
</tr>
<tr>
<td>Definitely no</td>
<td>6</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

*a Responses were significantly different by year of graduation ($\chi^2=8.25$, df=3, p<.05).
*b Responses were significantly different based on racial/ethnic group ($\chi^2=31.09$, df=15, p<.05).

Nearly 97 percent of Harper graduates would recommend Harper to their friends and family, though 2008 graduates were less likely than “definitely” recommend Harper than 2007 graduates ($\chi^2=8.25$, df=3, p<.05). Also, Black and Hispanic respondents were more likely to “definitely” recommend Harper to their friends and family than Asian and White respondents ($\chi^2=31.09$, df=15, p<.05).

Table 17: Question 17 – Future Educational Plans at Harper

<table>
<thead>
<tr>
<th>WOULD YOU RETURN TO HARPER FOR EDUCATIONAL OR PERSONAL ENRICHMENT COURSES IN THE NEAR FUTURE?</th>
<th>2007 (N=765)</th>
<th>2008 (N=713)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Definitely yes</td>
<td>335</td>
<td>43.8%</td>
</tr>
<tr>
<td>Yes</td>
<td>342</td>
<td>44.7%</td>
</tr>
<tr>
<td>No</td>
<td>70</td>
<td>9.2%</td>
</tr>
<tr>
<td>Definitely no</td>
<td>18</td>
<td>2.4%</td>
</tr>
</tbody>
</table>
Nearly 92 percent of Harper graduates would return for educational or personal enrichment courses in the near future.

The following tables for questions 18 through 20 involve open-ended questions regarding what respondents liked best about Harper and ways for Harper to improve its instruction and services, respectively. Tables for these questions include the most prevalent comments made by respondents and involve the total number of comments stated by respondents to each question (since Harper graduates were allowed to state as many comments as needed.)

### Table 18: Question 18 – Positive Comments about Harper

<table>
<thead>
<tr>
<th>What did you like best about Harper? (N=819)</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>237</td>
<td>28.9%</td>
</tr>
<tr>
<td>Location/Close to Home</td>
<td>151</td>
<td>18.4%</td>
</tr>
<tr>
<td>Campus and Facility Upgrades</td>
<td>82</td>
<td>10.0%</td>
</tr>
<tr>
<td>Variety/Amount of Courses/Curriculum</td>
<td>62</td>
<td>7.6%</td>
</tr>
<tr>
<td>Specific Programs</td>
<td>57</td>
<td>7.0%</td>
</tr>
<tr>
<td>Class Schedule Hours/Availability</td>
<td>53</td>
<td>6.5%</td>
</tr>
<tr>
<td>Other/No General Trend</td>
<td>51</td>
<td>6.2%</td>
</tr>
<tr>
<td>Affordability/Low Cost</td>
<td>49</td>
<td>6.0%</td>
</tr>
<tr>
<td>Quality of Education/Campus Atmosphere</td>
<td>49</td>
<td>6.0%</td>
</tr>
<tr>
<td>Convenience, In General</td>
<td>28</td>
<td>3.4%</td>
</tr>
</tbody>
</table>

Regarding what respondents liked best about the College, the most prevalent comment was Harper’s faculty (29% of comments). Other prevalent comments involving what respondents liked best about Harper included campus location or being close to their homes (18%), campus or facility upgrades (10%), amount or variety of courses and curriculum offered (8%), and specific programs (7%).

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

<table>
<thead>
<tr>
<th>How can the College improve its instruction? (N=266)</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve Experience/Quality of Teachers</td>
<td>63</td>
<td>23.2%</td>
</tr>
<tr>
<td>Create New Courses/Improve Class Availability</td>
<td>52</td>
<td>19.1%</td>
</tr>
<tr>
<td>Add/Improve Specific Programs</td>
<td>51</td>
<td>18.8%</td>
</tr>
<tr>
<td>Offer Four-Year Degrees</td>
<td>36</td>
<td>13.2%</td>
</tr>
<tr>
<td>Add/Improve Technology/Equipment</td>
<td>30</td>
<td>11.0%</td>
</tr>
<tr>
<td>Other/No General Trend</td>
<td>15</td>
<td>5.5%</td>
</tr>
<tr>
<td>No Change</td>
<td>13</td>
<td>4.8%</td>
</tr>
<tr>
<td>Add More Teachers</td>
<td>8</td>
<td>2.9%</td>
</tr>
<tr>
<td>Improve Faculty Interaction with Students</td>
<td>4</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

When asking how Harper can improve its instruction, the most prevalent comment was the need to improve the experience or quality of teachers (23%), while respondents also noted the need to create new courses or improve class availability (19%). Also, respondents indicated the need to add or improve specific programs (19%) and the need to offer four-year degrees at Harper (13%).
When asking how Harper can improve its services, the most prevalent comment involved the need to improve the quality of specific offices (30%) though no particular office was continually targeted within the comments, while respondents also noted the need to add or improve parking (21%). Also, 19 percent of the comments could not be grouped into a particular category.
Summary

The career program graduates at Harper in 2008 were very positive about their experiences with their major and the services and instruction provided at Harper in general. Nearly half of the respondents (48%) indicated that their main objective was to obtain job skills for entry into a new or different job, while the percentage of respondents that indicated taking coursework to transfer to another college increase from 12 percent in 2007 to 28 percent in 2008.

As in 2007, the experience of 2008 graduates in career programs at Harper was beneficial toward seeking and acquiring employment. Most respondents (83%) reported being employed at least part-time with 60 percent being employed full-time. A clear majority of respondents (71%) were working in a field that was related to their college program. Career graduates in 2008 averaged 35.33 hours per week and averaged an hourly salary of $19.22. As in 2007, Harper graduates in 2008 were satisfied with their present employment situation (88% satisfied), with 40 percent reporting that they found their job after leaving the program. Also, a majority of the respondents (56%) reported working within the Harper district, which is roughly the same amount as 2007 graduates.

Consistent with the experiences of graduates in recent years, most respondents in 2008 were satisfied with all aspects of their major program of study and with their general education courses. Also consistent with graduates in previous years, Harper career graduates continued to rate instruction favorably, especially regarding course content and class size. Graduates in 2008 also gave positive ratings toward the convenience of Harper’s main campus, extension sites, and Internet courses.

At least 78 percent of the 2008 graduates were satisfied with all of the listed college services, with at least 83 percent satisfied with nine of the twelve listed services. As in 2007, most respondents in 2008 (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 2008 career graduates (97%) indicated that they would recommend Harper to friends and family, which continues to be a positive trend among Harper graduates. Also, most respondents (92%) would return in order to take educational or personal enrichment courses.

Despite the current national and local economic situation, 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 continues a positive trend since 2004 of Harper’s excellence in serving its students and the community. Despite the continual optimistic outlook, however, the 2008 career graduates were less likely to “definitely” recommend Harper to friends and family than the 2007 career graduates. The decline in the proportions of career graduates who would “definitely” recommend Harper to their peers 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

- 20017 Full time mom, review sessions to sit for CPA test
- 20021 Waiting for response from a job applied for.
- 20097 Retired.
- 20242 Retired.
- 20253 Retired.
- 20257 Have not completed requirements for certificate yet.
- 20322 Recently laid off.
- 20588 Planning to start a new job soon.
- 20647 Have seasonal business (charter fishing).
- 20724 I changed my major and I’m not sure what I want to do.
- 20725 Pregnant, due day 12/29/08.
- 20743 Refuse.
- 20748 I’m thinking about going to a 4-year.
- 21095 Getting my own business together.
- 21221 Retired.

If your present job is not related to your college program, what is the reason why?
Survey ID Q4bj Other

- 20062 I am working from home and I am finishing my accounting degree at Roosevelt. Then I will get a job in accounting.
- 20172 I have been working at my job for 20 years.
- 20223 I have been working at this job for a long time. I will begin looking for a new job when I take a few more courses in accounting.
- 20272 I began my job 28 years ago and I became the owner.
- 20282 I took these last classes at Harper as a back-up plan.
- 20313 Helping her husband with his business and volunteering at a nursing home. Took courses because husband had diabetes and wanted to be well informed.
- 20624 Have been work at this job for 4yrs. And currently enrolled at Harper for additional training.
- 20736 I am going to Iowa State and I plan on looking for a CNA job out there.
- 20754 I used my college program degree to start my own business - a non-profit - part time - in addition to my full-time job.
- 20820 I don't know.
- 20823 Just wanted to improve my education.
- 20862 Employer does not understand or need to use my skills as a Paralegal, the course of study I pursued at Harper.
- 20982 Had job previously.
- 20994 College program jobs do not pay enough to live on. Had to take a job (unrelated) for higher salary.
- 20996 Had job for a long time.
- 21023 Just took course to keep on education.
21072  To have a different skill/field in hand.
21129  Just taking a personal course.
21147  Harper was supposed to help me find a job and never did.

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

**Survey ID Q13e Other**

- 20055  Motorola.
- 20084  Northwest Comm. Hos.
- 20149  Elk Grove H.S. - See Satellite facilities not used.
- 20160  Elk Grove H.S.
- 20203  Elk Grove.
- 20259  Nursing clinicals.
- 20279  I think it was called Harper Tech!
- 20301  Online course.
- 20436  Prospect Heights.
- 20488  River Rd. Center.
- 20501  Wheeling High School.
- 20517  Prospection.
- 20554  At his company.
- 20713  Prospect Heights.
- 20769  At my place of employment.
- 20845  Prospect Heights.
- 20899  Hoffman Estates.
- 20902  Had to take one course at COD, horrendous commute at 5:00 p.m.
- 21043  Telecourse.
- 21058  Manor Care in Arlington Hts.
- 21073  Elk Grove High School.
- 21167  Online.

*What did you like best about Harper?*

**Survey ID Q18 Best about Harper**

- 20002  It was convenient. I liked the fact there were a lot of night courses. It allowed me to go to school and have a full time job.
- 20003  It was very convenient. I worked in the registration office and it was easy for me to leave the office and go to class. It was also close to home.
- 20008  Close to home. Provided classes I needed.
- 20012  The people who worked in the Library were very helpful and also my teachers were helpful whenever I needed them.
- 20017  Access to instructors when I had problems with materials. Ability to take CPA Prep coursework in a local setting to return to the workforce after raising my family. Since I didn't have the opportunity to attend a university full time, Harper was a terrific solution.
- 20018  That is was convenient. Not only the location but all the way around.
- 20020  Quality education - reasonable price.
I liked all the instructors. I liked how they treat the students.
The quality of the instructors and the cohort I went through the fast track program with.
It's close by. Affordability.
The quality of the content of programs and the quality of the faculty.
Cost, convenience.
It's close, affordable and convenient.
It's convenient.
The flexibility and it's easy to get to, it's close.
The teachers had real world experiences and that was really helpful.
Its close by, not expensive.
I love everything about Harper College Being from another country, I found everyone to be extremely helpful with my English.
I loved both of my teachers.
Laid back classes, close to home, nice atmosphere to work in.
It's close by and cheap.
They do have good teachers. I went to Eastern and I feel Harper's teachers are better. And I like the location convenience better.
I felt all the professors generally cared about me as a student. I could approach them whenever needed and they were always helpful. I learned a lot and also was able to be involved in many activities such as soccer, student senate. The access and disability services for me w/ADHD were also beneficial for me. I loved attending Harper.
The convenience.
Clean buildings.
Good programs.
Cost and convenience.
It was a good experience.
It's convenient because you can take evening classes. It's good for working people like me.
Flexibility of the classes. The independence I felt at Harper.
It's close by. Good classes and low cost.
Commuting was easy. I liked the faculty's coaching. The lab was good. If I need a community college to attend again then I will choose Harper.
The course fulfilled any needs for my field.
It's close by, good variety of classes and a good variety of times available.
The location was very convenient. XXX's nursing. She was a great instructor. She is fair and compassionate.
The program was taught by good instructors.
The inner library. I got a lot of books for free.
How everything is run and the teaches are very nice when teaching
The teachers were very good.
The cost and how information on what was going on at the school was always readily available.
It was convenient, small classes and I only had to attend once a week.
The location.
The plant science program, I lived the people I met. I was there long enough to make good friends.
Atmosphere of Harper was comfortable and the phlebotomy lab had everything you needed so it made it a very motivational place to learn.
People that I met.

The classes, the teachers make learning fun and they are always available.
The teachers willingness to help students away from the classrooms - email, private time slots to go over tests or problems.

It's close to home and wide variety of classes.
The location.

My classmates and I enjoyed my clinicals and my teachers. CPR class was very good.

It had pleasant aura.
The teachers. I learned a lot there probably more than when I was in high school.

It's a very nice facility.

Location.

It's close by, reasonable prices, friendly faculty and students.

I thought I got a very good education. The campus was good. The faculty was capable.
The environment, everyone was friendly and I enjoyed the classes very much.

Location of campus. Easy parking.

XXX - her professionalism and dedication. She's one of the few things in the nursing program that are good.

Closeness to home, clean and modern interior, beautifully equipped biology labs and library, good quality computers, friendliness of the faculty and staff, affordable tuition.

The affordability.

A few really good teachers that I had and the newness fo the facility.
The teachers - they help you whenever necessary.
The faculty was really great. I also went to a 4 year and I had better teachers at Harper than at the university.

The location, price and I guess the majors they offer.
The Nursing Program was a great program They had real life experience for training.
The flexibility of classes and variety of class times.
Prerequisite courses like biology etcetera were very well going.

Hands on laps for ELT & RAC classes.

Laid bck atmosphere, but still professional.

Location and the entire experience.
The location and the class size.
The variety of classes that are available.
Campus was nice, the teachers were very good.

It's close and I'm very happy with my education so far.
The have a good variety of classes.
The staff was phenomenal. I enjoyed the diversity.

XXX worked well at administration to get the tools in. Things were always changing.
The teachers, the way they are involved with the students. The techniques they use.
The small classes. The convenient location and I felt it was affordable.

Still attending Harper for Assoc Degree General Studies.
Availability of courses, teachers are fair, nice campus, ample parking.

The teachers were very helpful.
The availability of classes and the variety.
The instructors were caring and they wanted their students to be successful.
It's close by, good variety of classes, quality classes.
I liked meeting with and making new friends.
Accessibility, faculty was helpful. Nursing program met my needs and prepared me for a career as a nurse.
I loved everything about Harper, absolutely everything! As a matter of fact, when I went for my job interview they said they were only considering Harper grads. Harper has a very good reputation in the community and surrounding communities.
Low cost, small class sizes.
The availability of night classes.
Early Childhood teachers, they were very good. They were very helpful.
How close it was to my house. The cost.
It's easy to get to, the science building is state of the art - the faculty is very approachable.
The faculty and location.
The facilities, the cleanliness, and a good environment to learn in.
I enjoyed my whole Harper experience.
The early childhood program was really helpful.
The camaraderie between teachers, students, all ages, races, sexes. A comfortable atmosphere as we learned together.
A great location. For a community college, it sure did offer a lot more than I expected.
My graduation from Harper and meeting and being taught by some great instructors such as XXX and XXX.
It's convenient to get to.
It was convenient. There are a good variety of courses.
I enjoyed helping out on the program board. XXX was very helpful to me.
The availability of classes. I was able to go in the evening. The campus was nice and the teachers were good.
The courses available and the layout of the campus is nice and easy to get around.
It was nice and close and the professors were very knowledgeable.
The location is very convenient for me. I like being there.
The content of the courses was very, very good. The teachers were very helpful.
It's close to home.
Good classes and professors were nice.
The faculty and staff were a diverse group of people. The instructors specialized in the vocational courses they taught. That allowed us to learn more than we would have from a regular academic course.
It's close by.
It's a beautiful outstanding school that offers a lot. My teacher was excellent and did a really good job. Harper has a great reputation.
The courses were very informative. The teachers go above and beyond. They understand that you have a life outside of school, i.e. home, family, job, etc.
The class size, times of classes were convenient and the location.
It's close and cheap.
The teachers are very knowledgeable in their field. They have hands-on experience.
Overall size of the campus. It was condensed and not spread out all over and it was close by.

Nothing specific. I just went there, did my homework and went home.

The technology in the X, Y, Z buildings is fabulous.

It is priced well. It's smaller classes are nice.

Very good technology in the computer labs.

Teaching style of the teachers and my classes.

Very easily accessible. It's well kept. The courses are very informative.

Location.

Close to home, the on-line courses were very convenient for me.

I liked that the teachers were always prepared.

The quality of the instructors, location and overall nice campus.

Its proximity to home.

Class size was nice and small.

How Harper offered many classes and was close to home.

The convenience of location.

Online registration was good. It was fast and easy.

The closeness of the campus related to where I live.

The content of the classes. The campus was impressive.

Variety of classes and it's close by.

I enjoy all the programs. I get a lot out of every program I take. Preparing me well for my job.

Locations, campus, and instructors.

I could get my AA and move on and also it was close by.

It was close. Compared to bigger universities, it was a good school.

XXXX was the reason I stuck with the Heating and Cooling program. He was a great teacher. XXXX from Admissions was very nice and got me up and going, advising me which classes to take, etc.

It was close by in proximity to where I live. I really learned a lot that I didn't know in the child development class.

My instructor XXXX was very informative.

Very accessible. Everybody was willing to help. The teachers were friendly.

Freedom to choose class around my work schedule.

I liked the variety of classes.

The availability of classes.

The Floral Design program was very hands-on. The teacher was great and it was a really fun class.

The program that I am in. I'm disabled.

The faculty makes Harper a really great school. They are very involved and interested with the students and wanting them to succeed. They go out of their way to help.

The convenience. The ways it is available, internet as well as classroom.

The tuition is excellent. The nursing program was really good.

The teachers are very accommodating. It's a friendly atmosphere.

The availability of classes that were convenient to my schedule.

They offer a lot of class times, career choices, the teachers are very helpful. Harper is a great starter school and I have used it multiple times and many different ways.
The equipment was state of the art, the labs were really nice and clean.
Computer labs were really good.
My first Spanish (male) teacher was excellent.
It's pretty good all the way around. Generally the instructors are wonderful, easy to talk to.
There were many courses available to fit my schedule.
Convenience of location and cost.
The range of classes.
The overall professionalism and the convenience.
I have no idea.
I had a couple of real good teachers. One had knowledge because she worked in the industry. The other one was just real good at the art she did.
The whole experience.
The program chart. The teachers.
It was a convenient location and I really liked the program for Nursing.
The convenience of location.
The easiness of navigating through the campus. Cafeterias. The long hours for computer accessibility. The teacher was pretty high. She always looked for input.
The new science building is just an all around neat building.
It was a fantastic school and all.
Great teachers. Great students in the class with me.
Guidance from my counselors and teachers and the easy accessibility to get from one class to another.
The location, the people that work there, it's clean. The tuition is very reasonable. I tell everyone that Harper is a great junior school.
Very convenient, near my job. And a lot of online courses, it's so convenient being a mother and full time employee.
Good teachers, good classes.
I really liked the whole experience.
The location of the campus was convenient. The radiology course was new, but I liked the small class size. There was plenty of one on one instruction and lab practice.
Teachers - very approachable and knowledgeable. Faculty was nice.
I loved everything about Harper College - everyone was so wonderful.
The quality of teaching. Very informative.
Everything was perfect till blindsided by removal of PST program.
I liked everything about Harper. I just wish they had the classes I needed to get additional certificates.
XXX ran a great HVAC Program. I hope the administration at Harper appreciates his as much as his students do.
That atmosphere. Everyone was pleasant to one another.
The learning disabilities department is phenomenal. XXX is great. She helped me get on rack for the courses I needed for my degree. She informed about classes I could take to fulfill the math requirement that were not as mathematically oriented. She was always available.
Times of classes were really good for me especially evenings.
The dental hygiene program was good.
The location, it was convenient from home and work.
Availability of classes and it's close by.
I liked how the faculty was involved with the students.

My situation was work 50 hours and then go to school and it was so convenient because I got to pick a convenient schedule.

Convenient, quality services and faculty.

The small school atmosphere, class sizes. The approachability of staff. Ability to get a hold of instructors. Student oriented instead of faculty oriented.

The convenient location.

Dental Hygiene clinic was beyond my expectations - all brand new and up to date.

XXX and XXX excellent instructors.

The overall experience, I think the part time teachers who were teaching the class had experience in the field, they were wonderful.

Very nice, new, well organized, a lot of space. Good teachers. A lot of class offerings.

The availability. The Fast Track program. The convenience of everything.

For the most part, the faculty was really good. Flexibility of hours, low prices.

Small classes, teachers were great.

It was very convenient. Good value, great education.

The location, nice campus.

The teachers I had were excellent. Their expertise, they gave me bright new ideas for the classroom.

I felt very good about the Fast Track program an the way the teachers and courses were applicable to the program.

I really am very lucky. I was so involved and very close with all my teachers. My personal relationships are what I like most.

It's a really well rounded school

The environment, the teachers were good.

It's close by.

The professors - their thoroughness. Their interest, they showed compassion for their students, it wasn't just a job to them.

The convenience of the courses.

The tutoring and facilities were excellent. The convenience of getting in and out was the best.

The way the instructors make sure you understood what is being taught.

The Fast Track Program, it was geared towards adult students.

The teachers were knowledgeable.

It's close to my job. The instructors were good.

Everybody was always helpful. Always available. Kept up with us over the years also which is very good.

It's convenient. The teachers were helpful and always available.

Many of the professors were highly knowledgeable and responsive.

Flexibility of schedule.

Some teachers were very informative, I learned a lot and enjoyed my program very much.

There was such a diverse group of people there. I really appreciate that.

The teachers are great. It feels like a second home to me. I'm very comfortable at Harper.

My teacher was very helpful, she understood my needs. I failed the first time around because of the teacher, XXX, but the next time around I passed with a B because of the second instructor.

Convenient hours, variety of classes and Harper is close by my house.
I completed a certification program in Basic Horticulture skills which was not available elsewhere. Relatively close to my Mt. Prospect home. Ample parking. Night classes available w. great professor (XXX).

Nice campuses, its cost effective going to Harper.

The teachers were very knowledgeable and made learning enjoyable.

The teachers, they really explained everything well.

Everything was accessible, and the teachers were always available. The registration procedure was easy.

Nice teachers, professional attitude.

The teachers were good.

They gave good advise.

Returning to school after 10 years after receiving my bachelors I was nervous. The teachers were great. I loved how teachers incorporated modern technologies to aide in teaching. Everyone was very helpful at Harper when I was first trying to figure out my way around.

The availability of computers.

Everybody was so friendly and available when you needed them.

They try to help people to achieve their goals.

The familiarity. The teachers and students are great. They promote positive thinking and attitude. Diversity was in your face and that was a good thing.

It's close by and the cost is low.

They prepared me well for my job. They really knew what they were doing.

It's close by - and the teachers are there because they want to teach, and it shows.

The convenience of the location. The atmosphere. The teachers were great.

The courses I took and the variety of classes is very good.

They were close. I liked the instructors - knowledgeable and willing to help. Not just teach you and leave it at that, they made sure they answered all your questions.

The ability to do the course work that I wanted to do.

Instructors
Text Books
New Buildings

XXX was very knowledgeable. She got me started with internet classes. She was very helpful and was always available for her students.

I like the way the campus is set up.

The program was very beneficial for my nursing job.

The faculty went out of their way to make sure you would succeed.

The nice facilities, labs were clean, & updated technology.

The teachers, how well they taught. The small class size.

Close to home and most classes were not too intense.

A lot of freedom.

The location was convenient to where I'm at.

Teachers are very well prepared and I think Harper is a very good school.

The available resources like computers and faculty. The teachers were so helpful.

The convenience of the night classes.

The teachers were willing to go all the way for the students.

The environment - it's very relaxing. I don't feel out of place.
The professors. The relationship with the students.

The school was clean, accessible. People to always show you where to go.

It's easy to communicate with the professors.

Close to home and Harper has one of the better nursing programs around.

The faculty was amazing. The opportunities were there. I got the skills I required.

It's close by, small classes.

Graduating it was the end of homework.

I liked that the teachers were always available before or after class and via e-mail.

Our teachers were so understanding. We were older students and they were on our level.

The teachers were willing to help, especially with our schedules since we all had jobs.

The computer access was the best thing for me.

Convenience of location. Quality of education. Cost.

It was close. The classes that were available were convenient.

The cheap tuition & location.

To be perfectly honest, if it weren't for XXX I would not have continued my education. I had a bad experience in school and I found that actually all my teachers at Harper are like friends.

It's close by and low cost.

The teachers. The technique of their teaching. I liked everything about Harper.

The programs offered. Convenience of time and location.

New campus, good school."

I liked Harper. Everything - the teachers, people. I like being there.

They do whatever they can do to help the students achieve their goals.

Very convenient location and they had the classes I needed when I needed them.

I learned a lot in my class and enjoyed it very much.

The instructors really had real-world experience.

Very close to my house Accepts Illinois Vets grants. Registering online far in advance.

It's close by, nice campus.

I liked the convenience and the campus. The instructors were also key to my learning.

I needed a degree in early childhood education and I was able to achieve through the fast track program. I was able to receive a certificate for sign language.

I had a couple really good teachers. Anthropology classes, XXX and XXX - they really get your attention right away and keep it. English - writing, fiction, young guy, balding, he helped so much.

The staff. They were willing to help, very knowledgeable.

The location was very convenient.

The classes were small, and the teachers were easy to talk to.

The instructors were experienced and they made class interesting.

Convenience of location.

The convenience of location and the flexibility of classes.

The course work, the teachers really were concerned for their students and what happens to them.

The class size.

Variety of classes.

The location was very convenient.

The teachers were very knowledgeable.
It was convenient. A lot of programs to choose from. A wide selection.

It was very close to my home so it was great. It was a big, nice & clean campus.

One location: teachers very informative. Students progressive. Affordability.

The gentleman who teaches anatomy and physiology - one of the few good teachers. He keeps a big green frog in his office. Very helpful and good at teaching.

Everything, nice campus, friendly people, helpful teachers, good location.

Very clean. Faculty availability was excellent.

Overall convenience of hours. Almost all the faculty has on the job experience and you could call there after hours for help - they are a great bunch of guys.

Everything except the distance.

The teachers were very inviting and always available when I needed help.

Cost.
Location.
Professors.
Good quality education.

The schedule. The size of the classes. The convenient location. And the price.

Instructors were very understanding.

The professors style of teaching.

It's close to home and Harper is a good quality community college.

The professors ability to answer questions when needed.

The neat, clean apearance of the campus. The availability of classes.

I personally like the teachers. They very very helpful. I was thankful for the tutoring center and the computers.

Teachers, the new campus.

I think everything is very convenient. The location, the courses. It's all very good.

The friendly atmosphere, the quality of teaching and the variety of resource available in all areas necessary to complete one's education or career.

It's close by, flexible of class times, good prices and Harper is well known and has a good reputation. So, you are not only getting a good education, but the benefit of Harper's reputation as well.

The layout. All the teachers have given something to me. I have learned a great deal in the RAC program.

The closeness of campus.
The class times.

It's clean and big.

The convenience of location. Even though it's about twenty minutes away, it's still convenient.

Some teachers were excellent. Nice and attentive.

The proximity from home and I felt real comfortable. A good environment to learn in.

It's close to home.

It prepared me for my career in Nursing.

The flexibility of being able to take classes whenever I wanted to and even online.

The program itself. The Fire Science Program, I was good all around.

The level of the program was targeted well to my industry. A few teachers were very caring and it made me want to push myself more to do better.

XXX is an excellent teacher for CNA's. The Campus looks nice and the classes were very good.

The staff's caring attitude. It's focused around the students.
I was just glad to be able to finish my program.

The different people and different teachers. The way they have a different way of believing and teaching, diversity.

Clean campus - well run, professional - they are getting better and better every year.

The freedom. Internet courses. Being able to go to class in the evening.

Location and availability of online courses.

Note: I didn't graduate, I received an accounting clerk certificate.

The instructors, they were knowledgeable. They taught well.

It was close to my house, the teachers were good.

Small class size, teachers are very friendly and helpful.

The hands - on approach. Fashion design, it was satisfactory.

It was nice to have the experience in the Nursing Program.

Compared to Oakton, I like Harper better. The overall atmosphere is better at Harper.

There was easy access to equipment and computers.

Teachers are nice and knowledgeable.

The instructors. Enjoyed doing activities with the choir outside of Harper.

The nursing program - Teachers were very approachable and understanding. It was a very hard program but the teachers were always available.

XXX was an excellent teacher, great teaching style.

The faculty enjoyed teaching so that was nice, it wasn't just a job to them, they enjoyed teaching.

I had good teachers for the most part.

Location, courses studied.

Teachers were caring and concerned.

They have good classes for further education. The tutoring and library was very good. I recommend Harper all the time.

Teachers were good, the facilities were good. The Library, the availability of computers.

The fact that Harper helps you get your gen eds out of the way.

Nice campus, clean and up to date.

Convenience. The teaching was good. I like the school.

Instructors very knowledgeable and have real world experience.

The staff. The way the teachers were. They were wonderful.

Convenience of location and courses available for Early Childhood Education. Fast Track program for Early Childhood Education. Fast track for EC Associates Degree cancelled.

Having Interior Design Program available.

It's a good school and has a small school feel rather than a big university.

It's close by - All of my teachers made it interesting and inventive.


XXX in anatomy and physiology - one of the most intelligent human beings I've ever met. Also, the location was good and the prices.

I made many friends. I appreciate the experience.

It was good the first time I attended but this time I'm having all kinds of problems with my instructor.


The teachers - they were there every time you needed them. Very helpful.
The class availability. The days and times were convenient.

Good atmosphere, friendly, helpful tutors, well maintained, clean grounds and facilities.

The small class size that allowed teachers to give students more attention.

The teacher was very friendly.

Very realistic.

Pleasant atmosphere between classes.

Beautiful campus.

It's close to home, I enjoyed my classes and my teachers were good.

Flexibility with classes and everything.

I thought it was real easy going. The professors were always available to help whenever needed.

Harper made it very easy for an adult to go back to school. I changed careers and go a degree from Harper in my 40's and I felt so accepted and never felt out of place. I LOVED all my instructors and professors.

Close to home, the prices were good.

I was very disappointed in my experience at Harper.

The teachers made themselves available for anything the students may need.

I was very lucky to get best teachers during my education, they gave me maximum information about my profession, they were always well prepared to answer any questions.

There's so much, I hope they become a four year as talked about. I like everything. The state of the art facility with the mega lab.

The Electronics Program. The technical, the material is modern.

The activities, the availability of the classes, the instructors were very helpful.

My coursework. It was very fitting to my needs for my goal and my objectives.

Class sizes and a lot of hands on. They had the tools necessary.

I would like to take this opportunity to voice a concern regarding the instructors. One of my instructors spent a whole term wasting class time to bash President Bush. XXX's call was really annoying. Every week he'd go into a rant and I resented paying tuition for that waste of time. Another instructor that you should be aware of is XXX. He should not be an instructor at all in any school. He solicited the class for both sex and drugs. He even said to the class, not to bother reporting him because he was a co-department head and the complaint would go no where. His manner of lecturing is vulgar and offensive to civilized students. I hope you place a 'mole' in his class and you'll soon see what the problem is. I really think he need counseling.

All of the other instructors I had at Harper were top rate! I have fond memories of all my classes and loved going to Harper College. Thank you for giving me this opportunity to express my views.

Close to work.

The teachers were always able to help me no matter what I needed answered.

Nice campus with great computer labs.

Flexibility - The teachers were really excellent.

I thought that the quality of education was fine for the cost.

Proximity to home for the classes I desired.

Location, everyone is willing to help.

The class was informative.

The people I became friends with at Harper. Also, I love my job now as a dental hygienist.

The location is convenient. The teacher instruction was great. There was a lot of interaction, the teachers taught you everything. The equipment in the training center and computers were always available.

The other students that I met there.
It's close by, I liked the online courses, there were very convenient.

It's close by, the variety of classes, Harper has an excellent reputation.

Flexibility of Fast Track Program.

The health education program was great. There was a wide range of classes, and a variety of schedules. They catered to allowing you to maintain your job while receiving an education.

The classes. The teachers were easy to talk to and know what they were talking about.

The Director of our Department. XXX was always available.

The classes in electronics are very enjoyable. I am getting a lot out of these classes.

New building and computer lab.

The facilities were very modern.

The school was very professional, it felt like a four year school.

Facilities were very adequate for the programs. XXXX in biology was the best teacher I ever had. I learned more from her than anybody else. She needs to be made full-time.

I really loved the teachers. The way they taught and the availability of their time.

The wide variety of courses offered. I only took courses for Nursing but it's good to know they are available for me to take in the future.

New health building.

The Fast Track program was so convenient for the working adult.

The way it looks.

The instructors for the Cardiac Tech program were very thorough.

Open entry program worked great with my schedule.

The online classes. I found those to be very convenient.

The location. The services like the library and computer lab, it's convenient to go there and do your homework.

I really enjoyed the new experience that I had. I just took the course to see if I would like it and I ended up loving it.

It was an experience I got through rather than one I enjoyed.

The faculty was so wonderful and so very helpful. Everyone really knew their jobs and knew them well. Harper has a standard of excellence that is hard to match.

The convenience and it's low cost.

The teachers were very excellent and helpful to me.

I thought it was convenient. I had a good experience. I was proud of my accomplishments.

I liked what I got out of the Medical Program, it helped me to prepare for a future job.

The courses apply to NIU

The classes were fit for me. It was environmentally friendly.

The evening classes since I had to work. The teachers were flexible and very understanding. They would give extra time if you needed it to finish something.

It was easy to get around the campus.

Services readily available to assist students - Tutoring Center, computer facilities, late hours that the campus is open to study and study areas available everywhere.

The instructors were good. They were police officers so we got experience first hand.

The counselors were very helpful and the teachers were helpful and understanding that I am from another country. The classes were very good.

The class structure, easy to get to. Totally organized.
I was very pleased with the instructors. I had experience in the law field so I knew they were doing a great job.

I liked everything about Harper.

It was convenient. The location, the hours and the classes.

The convenient class hours offered.

Close to home, inexpensive.

Pretty much that I got in and didn't have to apply anywhere else.

The environment, I felt welcomed.

The classroom size which allowed more time with the professor.

The teachers always let you know they are available for you.

Cost, location. I don't have to go downtown to go to school.

Course content, teachers were good, approachable and available.

The convenience, courses offered, nice variety and very organized.

Continuing my education with other students through the entire program.

The availability of classes and size of classes.

The hands-on clinical learning.

It's close by and the facilities are nice.

I loved everything about Harper, they had so much to offer.

The students and faculty treated each other with respect. As a returning older student, I felt very comfortable.

I thought it was conveniently located.

The honesty of my instructors, they were excellent mentors.

It offered a program that I needed and enjoyed. The Nursing Program.

The teachers for Early Childhood. They taught in an interesting way.

Availability of classes.

The teachers were pretty nice. The lab equipment was new. It was nice compared to other schools I've attended.

I was able to receive a degree and get out on time.

The Medical Assistant teachers were really, really nice and they taught me so much.

Class size.

The hands on training. Being able to work on a furnace or air conditioner.

The small class and the individual attention you get. The professor has more time for you.

The facilities, everything was very nice and clean. It's a good atmosphere to learn in.

The nursing program produces good nurses.

The college is close by. The evening classes are convenient.

The teacher student interaction. There's a better understanding between us.

The service they provide for the students and the instructors are so helpful to all the students.

Convenience and class size.

The best thing about Harper for me is the location. Five miles from work, five miles from home. Parking for buildings I & J were easily accessible, far superior to the parking at COD, which is a nightmare. Also convenient to be able to access Wi-Fi from my own laptop to be able to do research assignments. The online registration procedures and obtaining a Harper ID were well-run processes for the most part.

Since the campus expanded, there are a lot more IT facilities available.
The convenient location and the instructors are down to earth.
The overall atmosphere. It's a nice campus, clean easy to navigate.
The adult fast-track program.
The health care classes. I got to know about the human body, diet and health.
Clinical experience, all the up-to-date technology. Organization of the faculty was great.
Availability of on-line classes and campus classes. The variety of certificates available.
Harper is very flexible with times of classes.
The instructors, the way they taught the classes. You had an understanding and if you didn't, they would make sure you understood.
Class size and the variety of classes and variety of class times. XXXX fire science, was very helpful, attentive and professional and made the program enjoyable for me.
The tutoring was so awesome. I'm at Roosevelt and it doesn't even come close to the tutoring at Harper.
The classes offered towards my major.
It's close by.
The convenient location.
The Fast Track Program - convenient, worked with my work schedule. I liked the accelerated pace.
It was close to my home. The staff was very knowledgeable.
Everything. The teachers were great.
There were a lot of different people to meet. It was a bigger community college than what I was used to.
The diversity.
Facilities were exceptional.
Modern facilities, nice campus, easy to get from one building to another.
That Harper has major education areas. Teachers with real world experience and that our learning extended to extra-curricular activities as well.
I liked the atmosphere. The faculty was helpful and I didn't feel lost.
Harper got me the job I have today. I love it.
Excellent faculty and staff.
The best place to go for your education.
Faculty and students were friendly.
I was enrolled in the Dental Hygiene Program. What I liked best was the state-of-the-art equipment we were provided to learn in.
It was close proximity to the house.
It's convenient. People are very helpful. The whole process is easy.
It's close by and affordable.
Relatively inexpensive and a good quality education except for the Paralegal Program.
The different programs. The flexibility of the staff. The knowledge and availability of the professors.
The different classes in the Hospitality Programs.
Great environment and an overall good college.
The convenience of the classes that were offered.
Its reasonable cost is what I like best.
I enjoyed my time at Harper because I felt smarter after each day of school. Now that I'm not in school you feel like you don't learn as much.
It's close by and plenty of classes to take.

It was close and the quality of education was good.

It's close by.

The flexibility of classes.

The school facilities, classrooms, computer labs and tutoring.

It is hard to answer on a moments notice, but I guess the convenient location.

The small size of the class.

The class sizes, teaching style of many teachers was good and I liked the course content.

The proximity to my home.

The location and times of classes were very convenient.

It was cheap and convenient.

Location and cost.

The Women's Program. The counselor XXXX, she was very good. Very nice.

Location, facilities, technology and material. Everything is up-to-date. I found what I was looking for.

XXXX was very fair and a very good teacher.

The instructors. Good quality education. The classes I wanted were offered. I didn't see them offered anywhere else in the area.

Harper allowed me to get my Associates Degree while being able to explore other careers at the same time. My teachers were fantastic for Medical Assisting and CNA classes that helped me make my decision to pursue nursing. The campus was also very convenient because it is in the center of all the suburbs.

The head of the program, XXXX was excellent.

It's affordable.

Close to home. Low cost to attend compared to a university.

The atmosphere was really nice. The majority of the instructors engaged the students and went out of their way to ensure they succeeded.

The evening classes were so convenient. The teachers were flexible. I worked full time, took care of my family and still it was convenient to attend classes.

The class was good.

The people there. The environment very welcoming.

Medical Assistant Program - finally I found a good fit for a career.

Convenience, quality classes and programs.

Educational opportunities, I'm grateful for Harper.

Class sizes are nice and small.

The course, the number of courses available in the field I was interested in.

It's convenience and location.

The environment. I was motivated to go on because of the people there.

Location and ease of registration that could be done online. The entire accessibility.

I can't name one particular thing because I totally loved everything about Harper. I would go back to Harper if we had not moved.

The instructors were always available.

The faculty was really nice. I really enjoyed Harper.

Well designed landscaping.
The curriculum for Fire Science was really good.

XXXX was the best instructor I ever had. He was so passionate, you could tell it was his pride and joy to teach his knowledge to the students.

It was convenient. I got the knowledge and skills I needed for my job.

The guy who taught the class, friendly and nice. It's convenient to get to.

It takes work seriously.

Class size was good.

One on one interaction with teachers. Harper was an excellent community college.

The cost and the reputation it has as a junior college.

The program that was offered. The Fast Track, it helped you get through quickly.

The off-site location was convenient. Real world experience of the instructors.

The CNA course was really good.

The curriculum was very focused.

The choices of classes. The teachers teach well, they lecture and they expect you to do your work and keep up with the class.

Location, I was only five minutes from there.

You get to meet different students.

The convenience of classes being available at so many different times.

Teachers have real world experience.

The skills and the help available for whatever you needed.

Teaching was hands-on as well as by the book.

The closeness to my home.

Being able to stay at home and getting my degree at a good price.

How close I live to Harper.

The tuition, honestly.

The location, easy to bike too. Botany class.

It's close by.

It was a convenient location from where I lived at that time.

It's close by - nice facility, good teachers and good people.

The closeness, I didn't have to drive that far.

The faculty ratio. There's more availability of the professors because of the smaller class sizes.

Being back at school. A comfortable atmosphere.

How it's close to my house and it's cheap.

Availability of courses, proximity, facilities and course content.

I can make my own schedule.

Teachers were awesome in Electronics Dept. I just called a teacher I had one year ago and he still knew my name, remembered the job he helped me get and he helped me with a problem I was having.

The variety and choices of classes and times available.

The chemistry labs had a lot of space to work. Very good technology and up-to-date.

Interior Design had teachers with real world experience. They were really excellent!

I like the class size. The classes were never too big. The teachers always have an answer for you. I am in the Nursing Program and I like that the instructors all have PHD's or masters degrees. They are really prepared.
I really enjoyed the teachers, they know their material and love to teach.

The close location.

The availability, location, the fairness of the teachers, and the convenience.

Affordable.

The main campus was very convenient.

The teachers were very knowledgeable and helpful.

The area the school is nice.

Architecture teachers were so helpful and I was able to use them as references even after I left.

My instructor XXXX, everything was awesome about her. Just everything.

Free parking, location, good library, experienced professionals teach many classes. Good use of technology in classroom.


It was very easy doing everything online and that's exactly what I was looking for.

The instructors, the technical instructors taught with real world application.

The Sign Language program was awesome - the content was excellent and I learned so much.

Counseling - XXXX she helped with whatever I needed, and helped to decide on a career.

Great facilities, great preparation for health care careers.

The office of Center for New Students really helped my transition from high school to college.

Convenience. Class structure. The location was good from the job.

Comfortable facility, good teachers the classes I took.

Easy on-line registration, great selection of courses and times friendly staff and students, knowledgeable instructors.

Professor XXXXX was excellent as an instructor. Professor XXXX did, however, give an unrealistic “rosy” view of what it is to be a paralegal.

The teachers had real-world experience.

The teachers had real-world experience. I was an older student, and I was afraid of being "the old guy" but I felt very comfortable at Harper.

ESL was very good.

Cohort Business Management program was excellent, only with exception of a couple of professors.

The location from where I work.

Good variety of programs and many different times of classes.

The class size, the campus set-up/setting, and the helpfulness of the staff within many of the offices.

Such positivity. No matter where you want, what you did. The availability of staff as well as their positivity.

The courses seemed to be pretty up-to-par with the 4 year colleges.

I learned so much at Harper. They helped me so much in my job. I was a teacher in my country for 28 years and so I appreciated so much how I was treated by my teachers at Harper.

It's diversity of students and helpful teachers.

The quality of my education. All of my teachers were wonderful. Harper was one of the best experiences of my life.

The facility, availability of equipment. My ability to reach a staff member when I needed something.

The location was convenient and they had evening classes.

The level of instruction and the convenient location.
It's easy to get around and close to home.
The instructors had hands-on experience. The campus is pretty.
Content of course, hours in evening.
My training in nursing totally surpasses that of others I work with that went to different schools.
The affordability.

How can the College improve its instruction?
Survey ID Q19 Improve Instruction

<table>
<thead>
<tr>
<th>Survey ID</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>20002</td>
<td>There are not enough facilities for the fashion design program. The program is not up to date with other schools. There are not enough computers CAD. The printers are in sufficient. There needs to be more teachers for photoshop (which is very important), and more courses/classrooms.</td>
</tr>
<tr>
<td>20012</td>
<td>Everything was very good.</td>
</tr>
<tr>
<td>20017</td>
<td>Most of my classwork was in the I/J bldgs with heaving accounting textbooks. Rooms with tables worked well. Rooms with chairs that had table tops attached made class time extremely difficult.</td>
</tr>
<tr>
<td>20020</td>
<td>Compensate quality instructors with bonuses and benefits.</td>
</tr>
<tr>
<td>20025</td>
<td>Seems ok to me.</td>
</tr>
<tr>
<td>20028</td>
<td>Hire some good people. Bring up what they got, pay what people deserve. Administrative people are in their own little world.</td>
</tr>
<tr>
<td>20051</td>
<td>Kid/day care for less money.</td>
</tr>
<tr>
<td>20059</td>
<td>Spanish - I think they should have a better Spanish teacher.</td>
</tr>
<tr>
<td>20063</td>
<td>The grading is not fair. You are not judged on your academic scores. You are judged more on whether or not the teacher likes you. There's a lot of instructors that you see throughout the nursing program and they don't seem to work together and there is a lack of continuity.</td>
</tr>
<tr>
<td>20087</td>
<td>Get full time teachers that care. Not have students run the registration dept.</td>
</tr>
<tr>
<td>20094</td>
<td>Nursing program. The instructors were very subjective in their grading. They made it seem like you had to do a lot to please them.</td>
</tr>
<tr>
<td>20096</td>
<td>Continue developing the Graphic Design Program.</td>
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<tr>
<td>20101</td>
<td>More weekend courses at second year level not just introductory level.</td>
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<tr>
<td>20106</td>
<td>The nursing program was very unfair and disorganized. They need to have written policies on expectations of students.</td>
</tr>
<tr>
<td>20108</td>
<td>More supplies for the nursing lab like needles, syringes, IV pumps but not expensive dummies.</td>
</tr>
<tr>
<td>20122</td>
<td>The phlebotomy program should buy more books, more equipment, more materials including NCCLS standard. We should have practically more on artificial arm and not just proceed to “real arm out of blue.” The instructor should have been much more responsive.</td>
</tr>
<tr>
<td>20125</td>
<td>Build more labs for ELT &amp; RAC.</td>
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<tr>
<td>20126</td>
<td>The teachers are laid back but still very, very helpful.</td>
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<tr>
<td>20130</td>
<td>Make it into a four year.</td>
</tr>
<tr>
<td>20136</td>
<td>I need more help as an adult student.</td>
</tr>
<tr>
<td>20139</td>
<td>Become a for year college.</td>
</tr>
<tr>
<td>20149</td>
<td>More Saturday classes offered.</td>
</tr>
<tr>
<td>20152</td>
<td>I would rather have an actual teacher than RNs teaching in the Nursing Program. Just because you are experienced in the field does not mean you can teach.</td>
</tr>
<tr>
<td>20155</td>
<td>I won't go to Harper for the R.N. program. There are way too many requirements, always adding more. The other universities aren't like that.</td>
</tr>
<tr>
<td>20165</td>
<td>The faculty and teachers need to be available when they say they are. The teachers need to stay on topic discuss what they claim they will in class, instead of “glossing over it.”</td>
</tr>
</tbody>
</table>
20177
For some courses having more times available.

20192
Simply getting the students to feel good about themselves and their college, Harper. Coming up with a real job placement program for student that graduate from there.

20194
They need more teaching for more courses.

20198
The teachers were great. They brought real world experience.

20219
Become a four year university.

20244
Teachers (adjunct) need to be better. I knew more than one of them (XXX) and she was supposed to teach me.

20245
Classes are dropped too often and I wasn’t even informed. They claim they tried to reach me, but they are dropped at the last minute.

20246
Better adjunct faculty. They don’t know as much as they don't have PHD’s like the full-time faculty.

20247
Nothing, I had a very good experience at Harper.

20253
Instructors should be state certified, not trade related provisional.

20257
The teachers need to discuss more real world experiences.

20259
I think that the Nursing Program has already undergone some revisions since my graduation. Time will tell if they are good enough.

20262
The grading, as the teacher gave me a wrong grade on an exam and said she would fix it but never did.

20270
Harper should give more hands-on training, such as what one would be doing in a medical office, or as a Medical Assistant (such as more training in giving blood draws); in the office environment, what would one be doing on a regular day to day basis?

20277
Ensure practical exercises in fields of study related to job market.

20278
Better quality of teaching. I had a lot of poor teaching experiences.

20287
More parking.

20292
More teacher accountability. Be more responsible getting back to the student.

20298
The D.O.N. was fabulous.

20300
Have full-time instructors not just part-time.

20311
Spanish 2 teacher (female) was not good.

20318
Maintenance classes should be more hands on. Carpentry for example, I had to sit at my desk and listen to what was taught. I’d rather experience it hands on.

20327
Teach a little more about job placement. Let us know that if we want to go into a certain field that we may have to relocated.

20351
There needs to be more teachers for the radiology program.

20354
Teach more computer software related to your field so that you are able to be hired for a job. She was in Medical Office mgmt and Medical billing and coding.

20357
Treat people as humans. Show concern.

20363
The teachers should be nicer to the students. I felt discriminated against at times from the teachers.

20364
If you have more than one teacher teaching a course they should all use the same tools and give the same assignments, it was just too confusing. Program Director, XXX, didn't take the students concerns of the teachers and faculty seriously it went right over his head.

20369
The textbooks need to reviewed on a regular basis and updated.

20373
Nursing program, of course, is stressful and competitive. Many kids are on verge of nervous breakdown. Some instructors could come across a little warmer, empathetic. Some are fine.
Nothing, they are doing a great job.

I did a class on-line and had many problems - XXX - head of marketing dept. never responded to my calls or voice messages - she waited until the end to grade my papers - saying she was too busy.

Nothing, they are doing a great job!

XXX talked about me and my disability to another student and the dean got involved and let me take the class again at no charge.

More career oriented programs.

Add a Bachelors Degree.

My teachers were great - I think only one instructor was hard to contact non class days because Harper was her second job Made office hours very hard - if we needed anything. I was very impressed with the teachers knowledge.

Specifically for the Rad Tech program, have both labs completely energized. The students depend on it for proper instruction.

The part timers don't value and care about the success of the students.

Bring back the Horticulture Program. I am heartbroken. XXX was very out of date, the instructor I had last year, nothing to do with Horticulture For Programming.

They need to update the courses and technology.

Try to Fast Track a degree program. IT takes forever to accomplish a degree n the medical field such as Phlebotomy.

Additional real life experience. You go look for work and the employer is looking for 2 or more years experience. Maybe a portfolio sowing equivalence or proof that you can do the job even though you just graduated.

The Hygiene Program had the digital use but it wasn't set up.

Don't sell books that students won't ever use.

Help me to find a job in Accounting. Everybody wants you to have experience and I can't get a job.

Need more and better instructors. Many of the instructors have "poor" teaching qualities.

Have more interaction with state universities and how to move into those programs.

XXX - CNA instructor. She was very passive aggressive. When you asked a question she appeared to get upset. When you didn't ask questions she said since there were no questions she expected everyone to get an "A" on the test.

There needs to be better communication with the administration.

A few of the teachers I had could have been more organized.

Not applicable. I took online course.

Four year college.

Open lab tutoring similar to Triton and Oakton colleges.

The course schedule needs to be more flexible.

Become a 4 yr. undergrad school and make availability for students to earn a B.S. or B.A.

Have all teachers focus on their students!

More information about curriculum and content needs to be more readily available.

Bring back the Horticulture. All they have to do is revamp an advertise and they'll have a hot program.

From India - The Phlebotomy class instructor showed favoritism. He found out I was complaining and gave me a lower grade.

Better teacher for Phlebotomy. The teacher was only helpful to Some students (the young and pretty ones) - the others were left out.

Update certain areas such as HVAC Automation Classes.
I have learning disabilities and not a good test taker. It would be nice (less pressure) if all the teachers graded in the same way. Not using just test scores, using attendance, class participation, quizzes, and homework turned in. Know only test scores in my acctg. 102 class was very nerve wrecking.

Wish the Fashion Design program offered more technique classes like crocheting and knitting.

Some teachers used powerpoint and some teachers didn't which was confusing. All the teachers should use the same program.

Turn into 4 year college.
More online classes.

More convenient schedule. If you are going for a degree then there's a variety but if you are taking a class for personal reasons then it's not so convenient.

Some classes were not available because not enough students registered for the class.

I have been happy w/teacher I had and the way material was presented.

Yes. It seems the teachers are professional interior designers but sometimes have no clue how to teach!! College needs teachers who are able to teach but not to work at first at first place.

Some of the courses in CIS and WEB should really be taught in a physical classroom and not entirely online. They have content that can be explained and I think would benefit from direct group interaction in a classroom setting.

I don't know! I had great instruction, very available tutoring, and teachers were so available to students. Keep up the good work!

The Dean and instructor were very hostile towards me. The instructor (for heating and air conditioning) told me I am crazy.

Old equipment needs to be updated real bad.

When you start a program like supply chain you must continue to have classes. We struggle to get classes to finish.

I found the material easy, maybe the content of course should be a little challenging.

Provide an updated lab/equipment, i.e. in the Sign Language Interpreting Dept.

There are some things that I should've learned that I didn't for the dental hygiene program. The technology was in transition and I was really left out in some cases only given a couple of minutes to practice. As a result, I do not have the experience that is expected of me when I apply at dental offices. I do not know how to perform digital x-rays or to chart on the computer. It also would've been nice if the instructors were on the same page for clinicals.

Can Harper do anything about the reception the nursing students receive at the various facilities for clinicals? The staff is not at all welcoming.

I would have liked to have been better prepared with how the job really is. Could we have - clinicals where we are paired up with a staff RN?

Hire more instructors who are attuned to returning adults. Some treated us the same as 18 year old new students.

More hands on instruction vs. lecture.

The lectures were directly out of the book. There should be more homework that is not directly out of the book.

Dietetics - the teachers need to be more organized and have a syllabus and a planned curriculum. There needs to be more teachers in dietetics.

Include some morning hours for the RAC program.

Have more online classes.

More evening classes for Nursing. More weekend classes, even better.

Some were good, others were not worth even the time of me sitting in the classroom.
Need to more carefully interview teachers before hiring and re-evaluate them often. One teacher especially, XXXX openly insults and looks down on two year colleges and has no patience for foreign students who have accents. She even accused a student of taking her teacher's textbook and became overly angry and emotional and took it out on the rest of her class when the textbook was actually with her the whole time. She never apologizes for her constant unprofessional behavior.

XXXX was awful. I didn't learn anything. The whole class agreed. We signed a letter regarding his inability to teach and nothing was done. When I asked a question, he would say "what do you think is the answer." I had to go to tutoring because he wouldn't help any.

The English teacher only lectured, he really didn't teach out of the book and I didn't learn much. The same with the diet and health class for nursing, he only did power points with the class.

Nursing program expected you to read 400 pages and comprehend everything in one week, then 300 the next.

Offer more classes on a continuous basis.

Have paralegals teach some courses instead of attorneys.

The classes were too large.

The teachers should be more upbeat. I felt downgraded because an important question to me seemed like a stupid question to them.

A wider variety of courses. Fast Track is too much to absorb in such a short time.

I can only speak to the paralegal program. I would like to comment on professors who treat their adult students as if they were 20 year olds. Especially in the paralegal program. Most students are working adults who have to juggle some combination of school, work, children and aging parents. My fellow students & I do not appreciate not having a syllabus that maps out exactly what is expected of us week to week or lectures on punctuality when needing to arrive late or leave early because of work or family commitments. Some professors take it as some sort of disrespect when that is not the case. Specifically, we were less happy to learn on day 1 of the Legal Research class that the legal encyclopedias in the Harper library were insufficient to complete our assignments so we needed to use a law library. For most of us that meant an hour each way to NIU or Chicago-Kent if we were not already employed by a law firm with those resources. NIU & Chicago-Kent's web-access is restricted to those enrolled students so logging onto Westlaw or Lexus Nexus while there is not an option. The time needed to commute to an exterior library needs to be conveyed in advance of Day 1. Also, for the Internship class, students need to know that they need to be searching for a suitable spot prior to the start of the semester. It took me over a month cold calling law firms to land something. Also, most law firms gear their internships to assignments M-F during the day. If a student is already working those hours, that leaves precious few options. Once I was in that assignment, the law firm dictated what my tasks were and a lot of them ended up being purely clerical. Another classmate of mine said she spent the entire assignment filing. Other classmates had that experience as well. Everyone's experience was vastly different with no standardization and not everyone's experience was beneficial. I sacrificed overtime pay to complete my internship so I was particularly annoyed. For that, I expect training that conveys transferrable, meaningful legal skills. I was expecting much closer relationships between Harper and law departments than is currently in place. The program does not meet the technological requirements in the profession: Classes that offer training in Concordance, Summation etc. are nowhere to be found.

There needs to be more faculty. There aren't enough degree options available. I wanted to pursue a degree in broadcasting and communications, but it was not available.

I was unhappy with phlebotomy. The instructor didn't know that I needed an additional course in order to graduate, so I had to wait six months longer.

More hands on than what is now offered.

I had a hard time getting into the Nursing Program. No one told me what I should do.

I am very pleased with everything at Harper.

Can all the faculty in one dept. pitch in and teach different topics? That way we would get several different perspectives and levels of expertise.

Teaching methods outdated. Students did not work on the computers with the software that the doctor's offices and hospitals have. We just did reports and stuff unrelated to the certificate.

The college is great but the staff in the Dental Hygiene Program needs to improve on its compassion, understanding and fairness.
Most of the instructors are great. There are some of the instructors that teach night courses that need to realize that there are students who work for a living.

Remove XXXX of the paralegal Program, that's the only way they are going to improve.

The communication between teachers and administration was bad with the Fast Track Program.

Hire instructors that have recent working experience in the fields they are teaching so they can offer a real perspective to the subjects being taught.

Business classes need to provide more help. Business Stimulation, it may have been the instructor being not so prepared, I don't know.

I wish they had a photography course for credit.

More open-ended courses.

More courses on programming and languages.

The only thing that would make Harper better is more available seats for the Nursing Program. This has forced me to look elsewhere and currently attending another school to finish my nursing classes.

When you finish your classes, help us in job placement. I went for accounting.

After receiving your certificate, help us find a job.

Reinstate Plant Science Technology program. Keep a Police Academy off of the campus, should not be in such a public area. Unsafe for students!

Hire more qualified professors for management classes. I had to teach myself pretty much.

A better student-teacher relationship. I had a bad experience with one person there, but I don't want to comment on that.

The instructors for the CNA program are very talented, intelligent and care for their students.

The facility needs to be renovated. The equipment is outdated. You can only take so many students because there's so few welding booths.

Making the lectures shorter.

Teachers - half were great and really cared the other half were uncaring, played favorites and let students just pass. A few actually were exceptional and still contact me today.

Get people with more business experience. It seemed that the teachers weren't prepared at all. Accounting is difficult enough without teachers that are not prepared to give a class.

A couple instructors weren't very good. More monitoring of the instructors would be advisable.

Teachers should explain themselves better, go slower, make sure we are all at the same level.

The teachers seem to be overwhelmed in general. They need assistants to help them with all that paperwork.

Have someone sit in on classes without notice to review teacher's teaching.

The teachers should teach all through the course as they are paid to do, not just 30 minutes and then you're on your own.

Radiography. The instructors need to be more open-minded to the students ideas and needs. XXXX was not qualified and knowledgeable enough to teach a radiography course.

Some instructors are treating the students like we are still in high school.

Better syllabi from professors /instructors. Some needed clearer statements of expectations.

Please advertise events such as football games. I never knew when or what was going on. They post one or two signs around, but that's not enough.

Paralegal - There needs to be some assignments to go to court and observe the interaction. The teachers need to be more open-minded. In terms of the amount of homework they give, they need to understand the students have full time jobs.

The professionalism of the teachers. The students were friendly, not wild like some I've come across at other universities.
Sometimes the lectures seemed like a waste of time and I would get more out of it if I just stayed home and studied.

One sub teacher came in intoxicated and belligerent. One teacher with no qualifications just read out of the text every single day and one teacher who loved to tell dirty jokes.

Get rid of XXXX.

Review them (instructors) more often.

More online courses. More tasks to prepare for those who want to do the online courses.

I have nothing but wonderful memories of Harper.

How can the College improve its services?

Survey ID Q20 Improve services

There need to be more knowledgeable faculty about finding jobs in the fashion design industry. They need to develop an avenue to aide in finding employment and career in fashion design.

There needs to be a more standardized student ID system that all the students adhere to.

Everything was very good.

I would have liked to work with someone on resume writing, searching for jobs, finding a CPA test prep program, etc. But times/locations of the services weren't good for me. Also, I didn't really consider the service until I thought it was probably too late to get effective help. I guess I never felt anyone was tracking me/my goals to let me know about opportunities since I wasn't a full time student. Maybe something as simple as adding a question to the registration system asking the student if he/she expects to finish within 2 semesters. Then, those that answer "yes" could be assigned to some on in the Career Planning/Counseling/? To follow up with.

Happy instructors service.

I am a huge advocate of Harper and loved the facilities and my time I spent there.

The nursing program schedule changed w/out my knowledge. Things were really messed up. I think there needs to be better organization and better communication with the students.

Make it more affordable.

Seems ok to me.

Nothing - I really liked everything about Harper.

Harper is very well organized, I cannot think of anything that can be improved.

Parking is a pain.

Update the kitchen for the culinary arts program.

The only aspect I can say to be improved would be more information given on IAI or dual enrollment. When I was at Harper I was not sure where I wanted to attend, or if any of my classes would transfer. Had I known about such things as IAI or dual enrollment it might have made transferring a bit easier for myself. Some counselors were not sure of transfer requirements. These are the only things I feel could be improved.

Easier parking. Night classes are scary leaving going into parking lots.

Registration hours need to be more convenient. And more organized.

More photo classes - (non-digital).

I was unaware of all the services. It would help if there was information available.

More classes online. More materials online.

Improve the Library, expand it.

Went to drop 2 classes and it was never taken off, so I have an F that follows me around. Use the book they make us busy - not just power points in the classroom.

Become a 4 year.

Parking is a problem early mornings and at 6p.m.
The tutoring center needs friendlier tutors. The cafeteria people are rude. I arrived just five minutes before they opened and I was yelled at.

The nurses had to register in person and wait in long lines. I think that could be.

I think they raised the tuition for the Nursing Program. I think they doubled it and that's not cool.

Facilities pertaining to my area of study seem to be old and outdated. Equipment should be available in more quantities, more time should be spent discussing the procedure itself since it is so final and have the potential for permanent injury should performed incorrectly.

Extend registration hours.

A bachelor's being available.

More up to date equipment for welding and maintenance programs.

Become a four year college.

Get counselors on the same page!!!

When it snows, don't plow in front of the parking lot entrances and plow to make spaces available. Announce when the offices are closed.

More comprehensive & easy to follow guidelines.

The fast track program - XXX gave me wrong advise. She knew I was going to stay in education but to me this type of management program would be really perfect for me. It ended up being something totally unrelated and unnecessary for me.

Offer the mega lab to be open on Saturdays. More parking for students.

More evening slots for the dietary classes. And internships maybe on the weekend for working moms.

Better parking.

The handicapped automatic doors never worked.

By considering education for the future - (near and beyond). Example - Alternate energies; Solar, wind, thermal etc.

Become a four year college for Public Service, Fire Science, etc.

Updating it's equipment & kitchens for student in the culinary art.

More parking.

The parking.

They need to offer a fast track bachelor's program.

Have more tutoring in the evening.

Offer business classes more often and become a four year school.

Fact check program needs to be stabilized. Registration procedures need to be streamlined.

More knowledge about how to do the job of a paralegal. I have been unable to get a job because I do not have the skills that the lawyers expect me to have. I am very disappointed.

Change the ground rules for senior citizens for registration.

Keep up with the technology.

Update the fashion design. Better, modern instructors are needed. My material was better than what Harper had to offer.

More on-line courses.

I have always thought they should offer babysitting services. Although I don’t have young children, it's always good to have.

Harper should help students to get jobs, have more of a job-assisting service that places people (students) where they would like to work, not giving out job openings way out of the way for students; i.e., if one lives in Lake Zurich, then Harper should try placing the student in Lake Zurich, and not Schaumburg, Arlington Hts., etc.
Registration - customer service, very rude. When you go in there with something substantial, they treat you like you should know. Very bad attitude.

Bring back the Horticulture Program. I was so angry when they cancelled it and that is why I will not recommend Harper to anyone! I would go back only if they had the right program for me.

Floral Design program was cancelled and I am very disappointed in that. I would have continued taking the classes.

Work on transitioning the nursing students into the real world of nursing. More focus on time management and organizational skills.

Build a parking garage.

Registration to be less difficult. Maybe because I'm older, I can't get it by registering online.

I would like to see them become a four year university.

Better utilize its finding to allow for good programs to remain at Harper.

Sometimes the labs were a bit too loud. Concentration could be difficult. I always went to my car to close my eyes. There should be some stress relief room where we could go to relax, meditate or rest.

They cancelled my class. Bring back Plant Science.

I wish they had more money to improve their facilities. Nothing in particular but for the culinary class.

I am very upset in the way the plant science dept and myself were treated. I never would of thought a school would do this to its students. The program was totally removed and nothing was ever done to help the students find new schools or alternatives. I truly feel betrayed and as if I never even mattered after my check was cleared. Promises were made but never happened. I am absolutely disgusted with the way the PST program was treated.

Supply chain management - I needed more classes to get more certificates, but they were not available.

More parking.

The legal section of the Library are inadequate for the assignments they give to us. It was lousy that they had graduation on a weekday because people work, they should have done it on the weekend.

I was not directed correctly in academic advising so it kind of messed up what I wanted to do.

Better parking.

Reduce the tuition but then again that would affect the quality of teaching.

Update legal books at the library.

More help setting up students in a job.

Better agreements with other schools so they know what will transfer and to where it will transfer.

I did not like how much they emphasized diversity. It was always in my face. I was disgusted with the emphasis on diversity. It was just not necessary. To much accommodation.

The Schaumburg campus needs upgraded computers. Registration is not very good when it comes to adults.

More evening classes for those who work full-time.

In the SLIP program, Harper needs to use CD's or DVD's - Not cassettes from 1970. The materials need to be updated. Also, the VCR Camcorders are all broken. Otherwise, everything else was great.

Parking, more parking. It's one big mess.

Need more availability of flexibility for academic advising.

Culinary program needs more equipment and properly working equipment.

Not such a big class for CAN. There were like thirty students in the class.
Re-instate plant science programs for future students. It's a booming industry!

I left Oakton and went to Harper because Oakton did not have a Graphic Arts program. Harper should branch out and offer more courses in different careers.

The academic advisors and counselors need to be more knowledgeable. I saw a counselor about what courses to take and she couldn't answer my questions. She told me that she didn't know what to tell me.

Open all four booths for registration. They only have two open whenever I go and the lines are too long.

I feel like I wasted time taking the English classes, like Harper pushed the English classes (ESL) instead of the classes for my certificate in phlebotomy.

One thing that was a disappointment was that I talked to various counselors about getting a second degree in Education and no one could really help me or they didn't really know the answer or gave me the wrong info. Since I already had a Bachelors and wanted to change careers in early childhood, no one really knew what I needed to do. It was frustrating because I talked to three different advisors who said three different things.

The old buildings rehabbed.

Counseling orientation, I think they should be more informative and tell you in advance what to prepare for.

Bigger parking lot.

Longer tutoring hours.

Parking is a little hectic. But my overall experience at Harper was excellent.

Open a lab for medical assistants so we do not have to share with the nursing students. Expand the nursing program - I would love to get in but I didn't even try because it's too hard.

Make a mandatory meeting with an academic/career counselor.

Parking is an issue. It's always been difficult to get to from the interior buildings.

They need to provide and distribute more flyers for family events.

I thought I would get more help in finding a job if I went to Harper.

Make Harper a 4-year.

The bathroom down by the Dental Hygiene was always filthy. The toilet paper was always empty. That was a big, major problem. When there was toilet paper, it was so thin, it kept tearing apart.

More parking.

Have better academic advisors.

Reconsider bringing the Floral Program back.

The portal system for registering was very confusing. Change the way you make payments. I was accidently charged twice by Harper.

Offer a 4yr degree program. Would like to see more a.m. classes that are only once a week, not twice. Disappointed that NLU was the only college that would accept my Harper credits.

To have tutors available in the evening - it is very difficult for me.

Don't give one year notice when cancelling a program. How the Park & Golf Mgmt and Plant Science program was terminated was HORRIBLE.

The academic advising needs to be more knowledgeable in classes. Was told more than once to take the wrong classes. Two wrong courses in a semester is going to set you behind.

More parking spaces. Closer parking too.

Job opportunities, I have not had any job opportunities from Harper.

There appears to be a lack of communication between the departments. I was asked to fill out a form and when I brought the completed form to the necessary department they informed that there was a different form that needed to be completed.
With the emphasis on "going green" there needs to be more courses focused on environmental issues. Better parking!

Work on academic advising - I was not given the correct advise, I ended up being at Harper longer that I should have been. Everyone in that department really needs to get on the same page also.

More people to talk to during registration getting advise on what classes to take.

I couldn't continue for advancement courses after I got my certificate because they didn't offer any further courses.

Extend the daycare hours more. More activities for kids during the summer like an extended language program.

Don't use online courses in medical programs.

The cost is too high.

A very good school. Thank you!

Academic advising needs to be on the same page. I ended up catching their mistakes though.

More tutoring for the Health Class.

Lessen the cost of food - too expensive. Other than that, nothing really needs to be improved.

No one could properly advise me as to what classes to take so I kept taking class after class and for no reason.

Give more assistance finding a job for medical assistance.

Go to a Four year degree.

I would like to get my bachelors degree in fire science.

Become a 4 year.

More internet classes.

Better equipment and more computers.

Better support for people with mental illness and disabilities. ADD and depression also.

Become a 4 year school.

Better times for Accounting classes. Then I can take more.

Better hours for personal enrichment courses.

The academic advisors were not familiar w/how to substitute classes and overall planning. I was told the wrong thing by all of them. I had 3-4 different advisors.

Fast Track for Early Childhood Education could use more advertising. I was forced to do Gen Eds w/Business Fast Track because ECE Fast Track for ECE Associates Degree was cancelled.

The Career Center could help more with the first job instead of pretending they help.

More evening classes

Horticulture program needs to come back.

Nothing was done when I reported racism. Something needs to be done when someone goes to the dean for help and there's no result. I was written up for not being able to get the needle in but the RN couldn't even do it.

There should be food services for students attending evening classes instead of just vending machines.

It was difficult to find my way around.

Coffee shop.

Have more available time for students, especially the academic advising.

I'm not sure. I found everything from on-line course registration, to tutoring services, to suing the computer lab very accommodating.

I was not informed that there was.
Books in college Bookstore are too expensive! :( May be College can do something about that?

The kitchen facilities are rather old.

More classes.

Notify students aggressively of career placement services. I was not aware of this, and I could have used it to find a better/high-paying job.

More degrees in different aspects of logistics.

More online courses - Online bachelors degree for nursing.

In English or Math have more evening or weekend classes.

There needs to be more financial aide. There was no financial aide available for my program.

The teachers in the testing department need to be more informed and understand the testing procedures for the different courses. I was advised poorly. I was told that my courses in dietetics would transfer fully to a university. They transferred only as electives, which meant I had to start virtually all over.

Parking.

More parking spaces.

I'd love to see the four year program, especially in business.

I had many problems, but I have discussed the issues with the Dean already.

Have instructors talk about services available.

Sign Language Lab - video recorders were hit or miss. VCR's were hit or miss.

More class offerings so the classes are smaller. Too crowded.

Financial aid was not available to me even though I took a lot of classes.

One suggestion - have the phone number of the Registration Office easier to find on the Harper website.

Become a four year.

Instead of eight weeks for two hours each class, it's hard to focus when they have you doing two classes at once. The Fast Track program should have one class at a time.

More Saturday classes. Being a mom and working full time, I really need to attend on Saturdays. The online courses aren't available for all classes.

I would like to see continuation of classes for specific certifications. It took quite awhile to get my SCM certificates due to unavailability of classes. I'm still one class short.

Explain to students the likelihood of being able to use their degree for its purpose, especially in the paralegal studies department. 1) attorneys think paralegals are just secretaries and 2) attorneys want to bill those hours a paralegal would themselves.

It seemed that there was less of a selection on fridays and saturdays.

Sign Language dept. lab - needs to update material and equipment. Change parking. I broke my leg in their parking lot.

I live out of network, I would like that to change. I know it's probably fair that people in network are offered first, but I don't like it.

Parking is absolutely horrible. I heard someone from Texas was the architect and I think he's a moron. Quit spending all the money on the landscaping and repair the parking lot.

Some of the classes were not available for Material Management. Could the classes be combined into one package so that I could take them all?

More online registration.

I wanted to use the gym for working out, but then found out you had to pay a fee.

More advertisement for what is available. I found out too late about a club that was offered there. There's very little advertisement.
More counselors and more hours of availability.

The skill test policy seems very harsh. We only get two chances to perform it perfectly, so all of us are standing there sweating and in tears waiting for our turns. It doesn't seem fair that we would be kicked out if we have one to three years invested in the program. We should be able to practice until we perfect it.

Parking!

There are two dedicated computer terminals in the library for legal Lexus Nexus research and every time I went in there for that purpose, students not in the paralegal classes were using these terminals. Non-paralegal students liked to gather at those tables and screech on their cell phones and with each other plan where they were going to party that weekend. Legal research requires a dedicated area that promotes quiet concentration and plenty of outlets for laptops. That area provides none of those basic amenities. There is only one copier on that same floor which is completely inadequate so students have to haul legal encyclopedias downstairs to copy the relevant cases and then haul them back upstairs. The lower level of the library sees much less traffic than the main level so it would make much more sense to have the legal section down there. This is also where students have to go to check out legal periodicals. Each job fair at Harper that I have seen for the last three fall semesters has no options for anyone in the paralegal program. Many of the jobs offered on Alumni Central are Mcjobs that require no college degree. I found both of those resources to be woefully inadequate. Program-specific job opening are posted on a bulletin board outside an office. This is 2008. These jobs should be posted electronically on Blackboard or use an RSS feed or e-mailed to a student e-mail list. I joined PTK only to find that all meetings and events are scheduled during weekdays while I am still gainfully underemployed.

There needs to be more administrative personnel to help you.

Academic Advising is horrible at Harper. Poor advising and hard to get in touch with.

More on-line classes.

Reach out to people who have graduated and help them find a job.

Just the parking.

Become a four year school.

I am disappointed that most of the computer related courses are on-line and not instructor led. I would have liked to take more computer classes.

Offer a four year degree, then I'll go back.

You didn't ask about health services. The nurses were good once we got to see them, but there's probably a better system for the administrative portion. This part was bad.

Stock the labs better.

Become a four year school.

I have already discussed things with my teachers.

Harper is not up-to-date on most current software. I was not trained in national certification tests - no test prep. Medical billing and coding classes.

Add more BA programs.

Better parking.

More evening hours for fashion design.

Evening and weekend hours for Medical assistant program for clinical. I don’t want to have to miss work so I can attend school and I am a single parent.

More organization in the Counseling Dept. It was hard getting an appointment.

We need Harper to become a four year university especially for Business Management.

Become a four year.

The registration process was sometimes complicated. I was unable to get it done online.

Prepared by the Office of Research

July 6, 2009
Try to gear the career classes towards career areas that pay a living wage right out of school. Offer a detailed study on the job availability and starting pay scale to new graduates on a yearly basis. Offer a program through the school, that allows employment at hospitals, for pre-medical students, so we can work in the environment we are studying for. The employment needs to pay a real life salary, so a person can actually live off of their wages, and offer a flexible schedule to allow for class time. Since hospitals are 24 hours, 7 days a week, this would not be unattainable. Maybe something like preferred employment for Harper students studying for a medical career.

Provide more patients to practice dental hygiene on.

They cancelled my program, Horticulture, but they let me graduate anyway. That left a bad taste in my mouth. It seems like it was done for political reasons.

They need to make parking more convenient.

Mechanical Engineering. HPAC - Harper needs to set up a network for jobs. I worked for three years to get the certificate and I cannot get a job without experience, anywhere. I should have been told this first.

Parking is impossible the first two weeks of every semester.

Keep politics out of course plan evaluations! XXXX killed the Plant Science Program. Need a green program curriculum. Get with the times. No Police Academy, there is no place for that on a college campus.

Parking, no parking! In the winter, I spent so much time looking for a spot and then had to walk so far. It was too much for me.

More job placement.

Academic Advising was bad. Neither of two counselors could tell me anything. Be more aware of the various programs, where they transfer, what kind of aid is available.

Help to find a job afterwards.

Go for the four year.

Terrible parking!

Increase hours of the health office.

The Financial Aid Services are awful. It's hard to get in to begin with and very unavailable.

Maintenance Technology is where welding is listed. The department doesn't list it under welding so it's almost impossible to find.

By providing busing to those who prefer.

Become a four year college.

The Fast Track Program should include books and materials needed all in one charge.

There are not enough counselors at the regular campus at Harper where my son attends. It made things very difficult for me.

Be a four year college.

Parking, there are only like three means of entering and exiting. There's enough parking, just not enough in and out.

More parking.

Get a bachelors in Dental Hygiene.

Registration was bad. I don't know what they can do to improve, but something has to change.
The worst part for me was the parking.
Not enough bike racks, inconvenient locations.
Offer refresher courses.
More up-to-date machines. Too many old machines. They are like forty years old.
Make it a four year college so we can get our bachelors for Nursing.
Interior Design needs to be updated - supplies, tables, classrooms and computers.
The new student system "Portal" is very helpful.
Help students find jobs as promised.
More emphasis on becoming a four year university.
They need to have specific counselors assigned to specific careers. This way the counselors would be able to better advise the students on what courses to take.
My counselor completely misadvised me and I didn't get to graduate on time. I was really upset about this.
Not enough architecture classes at night.
More inviting. The walls were so bare. Maybe more memorabilia, something so it isn't so drab.
They need to become a four year university. Update some of the computer programs.
I always get my registration e-mail 1-2 weeks after registration.
The Paralegal Study program was really a joke. The financial dept gave me so much wrong information I was actually told I would be given a "rebate". I was a 4.0 student and first told?
When the policies change the students need to be well informed. I was unaware of the ID for computer use policy and I had to drive all the way back home to Lisle for my ID.
I am having a difficult time finding a job as a paralegal after three years.
Offer more cohort programs and hire professors that can teach adults in a cohort format.
Offer services that can be done online vs. in the office.
The library could've had more resources, technical field and the procedure for getting a library card were really frustrating especially considering I was a student of Harper.
More guided plan. Let students know what to do, where to go, how to approach companies for a job. The Fashion Design program.
The Career Center could maybe have more job fairs. I am having a very difficult time finding a job as a paralegal.
Bring back plant science and horticulture classes.
Financial Office, paperwork takes a ridiculous amount of time. I had problems every semester with the Financial Dept. due to lack of communication.
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!

Use pencil/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 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
5. On the average, how many hours do you work each week? Do not include overtime hours. 80 hrs. MAXIMUM.

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

Dollars Cents

(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

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

11. Rate your satisfaction with the following items as they pertain to general education or other courses outside your major program of study: Mark the ONE that most clearly represents the opinion.

   a. Content of courses outside of your program
   b. Lectures, lab experiences, and group and individual projects
   c. Equipment, facilities, and materials
   d. Job preparation
   e. Preparation for further education

Continue on next page
12. Please rate the instruction in general in each of the following:
   a. Class size
   b. Quality of instruction
   c. Course content
   d. Fairness of grading
   e. Faculty teaching ability
   f. Faculty concern for students
   g. Faculty availability

13. Please rate the location of the courses taken in terms of convenience:
   a. Harper main campus in Palatine
   b. Northeast Center in Wheeling
   c. WEB or Internet based from home or office
   d. Harper Professional Center in Schaumburg
   e. Other - specify

14. Rate your satisfaction with each office or service listed below:
   Mark the ONE that most clearly represents the opinion.
   a. Financial Aid services
   b. Academic advising
   c. Career planning
   d. College transfer planning
   e. Counselling
   f. Tutoring
   g. Library/audio visual services
   h. Student activities
   i. Registration procedures
   j. Access for disabled on campus
   k. Availability of computers for out-of-class use
   l. Career Center

15. As a result of my experiences at Harper, I have a better appreciation for diversity and different cultures and values

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

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

Continue on next page
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

PN 57-545m

Prepared by the Office of Research

July 6, 2009