

**Harper College**  
**Results of 2008 Career Graduate Survey**

*Prepared by the Office of Research*  
*Teaming to serve research needs of the College*  
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## Executive Summary

This report presents the results of the Career Graduate Survey of all 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<sup>1</sup> 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**

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

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

**Table 1: Continued**

Age Group	Graduates		Respondents	
	Number	Percent	Number	Percent
18 and Under	44	3.6%	22	3.1%
19 to 24	332	27.1%	189	26.3%
25 to 40	502	41.0%	270	37.6%
Over 40	347	28.3%	238	33.1%

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**

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

<sup>a</sup> Responses were significantly different by year of graduation ( $\chi^2=60.00$ ,  $df=4$ ,  $p<.05$ ).

<sup>b</sup> Responses were significantly different based on gender ( $\chi^2=21.25$ ,  $df=4$ ,  $p<.05$ ).

<sup>c</sup> 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 ( $\chi^2=60.00$ ,  $df=4$ ,  $p<.05$ ).

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

What is your educational status?	2007 (N=769)		2008 (N=716)	
	Number	Percent	Number <sup>a, b</sup>	Percent
Have not been enrolled in a college/university since leaving Harper	520	67.6%	477	66.6%
Have been enrolled in another college/university since leaving this college but not currently enrolled	23	3.0%	22	3.1%
Currently enrolled in a field of study related to previous community college program	186	24.2%	176	24.6%
Currently enrolled in a field of study unrelated to previous community college program	40	5.2%	41	5.7%

<sup>a</sup> Responses were significantly different based on gender ( $\chi^2=10.80$ ,  $df=3$ ,  $p<.05$ ).

<sup>b</sup> Responses were significantly different based on age group ( $\chi^2=36.76$ ,  $df=9$ ,  $p<.05$ ).

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.

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

What is your present employment status?	2007 (N=767)		2008 (N=714)	
	Number	%	Number <sup>a, b</sup>	%
Employed full-time – 30 hours or more per week	501	65.3%	427	59.8%
Employed part-time – less than 30 hours per week	148	19.3%	165	23.1%
Full-time military service	1	0.1%	0	0.0%
Unemployed, seeking employment	58	7.6%	71	9.9%
Unemployed, not seeking employment	59	7.7%	51	7.1%
Of those unemployed and not seeking employment :	2007 (N=73)		2008 (N=79)	
	Number	%	Number <sup>c, d</sup>	%
Full-time student	42	57.5%	36	45.6%
Full-time homemaker	11	15.1%	14	17.7%
Health disability	4	5.5%	3	3.8%
Family responsibilities	7	9.6%	6	7.6%
Other	9	12.3%	20	25.3%

<sup>a</sup> Responses were significantly different based on gender ( $\chi^2=11.29$ ,  $df=3$ ,  $p<.05$ ).

<sup>b</sup> Responses were significantly different based on age group ( $\chi^2=42.20$ ,  $df=9$ ,  $p<.05$ ).

<sup>c</sup> Responses were significantly different based on gender ( $\chi^2=9.71$ ,  $df=4$ ,  $p<.05$ ).

<sup>d</sup> Responses were significantly different based on age group ( $\chi^2=36.13$ ,  $df=12$ ,  $p<.05$ ).

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**

How closely is your present job related to your former community college program? <sup>a</sup>	2007 (N=653)		2008 (N=594)	
	Number	%	Number <sup>b, c</sup>	%
Related	502	76.9%	422	71.0%
Not related (please mark the one best reason why)	151	23.1%	172	29.0%
<b>Of those present jobs not related:<sup>d</sup></b>	<b>(N=128)</b>		<b>(N<sup>e</sup>=166)</b>	
Preferred to work in another field	30	23.4%	12	7.2%
Found better paying job in another field	11	8.6%	12	7.2%
Could not find a job in my field of preparation	23	18.0%	43	25.9%
Worked previously in my field of preparation, but changed	3	2.3%	1	0.6%
Preferred not to move to new locality	0	0.0%	0	0.0%
Temporary job while in transition – either in college, between jobs, or summer employment	28	21.9%	63	38.0%
Took job in order to get preferred working hours	3	2.3%	3	1.8%
Did not complete program or pass licensing test to be eligible to work in my field	2	1.6%	4	2.4%
Health problems prevented me from working in my field of preparation	1	0.8%	0	0.0%
Other	27	21.1%	28	16.9%

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

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

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

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

<sup>e</sup> Responses were significantly different based on age group ( $\chi^2=56.90$ , df=21,  $p < .05$ ).

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.

Graduates 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**

Question Text	2007			2008		
	N	Mean	SD	N	Mean	SD
Q5. On the average, how many hours do you work each week? Do not include overtime hours. <sup>a</sup>	638	36.94	10.90	589 <sup>b, c</sup>	35.33	10.12
Q6. What is your present hourly salary before deductions? Include commission but not overtime pay.	411	\$19.39	\$9.52	355 <sup>d</sup>	\$19.22	\$9.52

<sup>a</sup> Responses were significantly different by year of graduation (F=7.12, df=1, p<.05).

<sup>a</sup> Responses were significantly different by gender (F=11.30, df=1, p<.05).

<sup>b</sup> Responses were significantly different by age group (F=12.20, df=3, p<.05).

<sup>c</sup> 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**

In general, how satisfied are you with your present job?	2007 (N=651)		2008 (N=591)	
	Number	Percent	Number <sup>a</sup>	Percent
Very satisfied	325	49.9%	316	53.5%
Somewhat satisfied	250	38.4%	203	34.3%
Somewhat dissatisfied	38	5.8%	40	6.8%
Very dissatisfied	38	5.8%	32	5.4%

<sup>a</sup> 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**

When did you begin working in your present job?	2007 (N=651)		2008 (N=593)	
	Number	Percent	Number <sup>a, b</sup>	Percent
Before entering the college program	214	32.9%	226	38.1%
While enrolled in the college program	159	24.4%	129	21.8%
After leaving the college program	278	42.7%	238	40.1%

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

<sup>b</sup> 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**

Where is the location of your primary place of employment?	2007 (N=648)		2008 (N=584)	
	Number	Percent	Number <sup>a, b</sup>	Percent
Within Harper College district	377	58.2%	329	56.3%
Outside Harper College district, but in Illinois	256	39.5%	236	40.4%
Outside Illinois	15	2.3%	19	3.3%

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

<sup>b</sup> 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**

Rate your satisfaction with the following items as they pertain to skill courses in your major program of study.	2007		2008	
	Number	Percent	Number	Percent
Content of courses in your program	(N=764)		(N=714)	
Very satisfied	499	65.3%	439	61.5%
Somewhat satisfied	235	30.8%	236	33.1%
Somewhat dissatisfied	22	2.9%	34	4.8%
Very dissatisfied	8	1.0%	5	0.7%
Lectures, lab experiences, and group and individual projects <sup>a</sup>	(N=759)		(N=706)	
Very satisfied	447	58.9%	412	58.4%
Somewhat satisfied	258	34.0%	239	33.9%
Somewhat dissatisfied	43	5.7%	46	6.5%
Very dissatisfied	11	1.4%	9	1.3%

<sup>a</sup> Responses were significantly different based on age group ( $\chi^2=17.28$ ,  $df=9$ ,  $p<.05$ ).

**Table 10: Continued**

Rate your satisfaction with the following items as they pertain to skill courses in your major program of study.	2007		2008	
	Number	Percent	Number	Percent
Equipment, facilities, and materials <sup>b</sup>	(N=761)		(N=706)	
Very satisfied	496	65.2%	455	64.4%
Somewhat satisfied	213	28.0%	191	27.1%
Somewhat dissatisfied	39	5.1%	49	6.9%
Very dissatisfied	13	1.7%	11	1.6%
Job preparation <sup>c, d</sup>	(N=741)		(N=649)	
Very satisfied	365	49.3%	342	52.7%
Somewhat satisfied	277	37.4%	217	33.4%
Somewhat dissatisfied	76	10.3%	68	10.5%
Very dissatisfied	23	3.1%	22	3.4%
Preparation for further education	(N=746)		(N=656)	
Very satisfied	398	53.4%	384	58.5%
Somewhat satisfied	275	36.9%	215	32.8%
Somewhat dissatisfied	57	7.6%	49	7.5%
Very dissatisfied	16	2.1%	8	1.2%
Information on current employment opportunities and trends <sup>e</sup>	(N=725)		(N=607)	
Very satisfied	236	32.6%	241	39.7%
Somewhat satisfied	286	39.4%	190	31.3%
Somewhat dissatisfied	149	20.6%	119	19.6%
Very dissatisfied	54	7.4%	57	9.4%
Overall, how satisfied are you that your program provided you with the skills for your job? <sup>f</sup>	(N=735)		(N=630)	
Very satisfied	439	59.7%	361	57.3%
Somewhat satisfied	238	32.4%	219	34.8%
Somewhat dissatisfied	42	5.7%	37	5.9%
Very dissatisfied	16	2.2%	13	2.1%

<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 ( $\chi^2=18.35$ ,

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**

Rate your satisfaction with the following items as they pertain to skill courses outside your major program of study.	2007		2008	
	Number	Percent	Number	Percent
Content of courses outside your program <sup>a</sup>	(N=318)		(N=322)	
Very satisfied	143	45.0%	192	59.6%
Somewhat satisfied	151	47.5%	113	35.1%
Somewhat dissatisfied	17	5.3%	13	4.0%
Very dissatisfied	7	2.2%	4	1.2%
Lectures, lab experiences, and group and individual projects <sup>b</sup>	(N=319)		(N=318)	
Very satisfied	143	44.8%	187	58.8%
Somewhat satisfied	152	47.6%	115	36.2%
Somewhat dissatisfied	17	5.3%	14	4.4%
Very dissatisfied	7	2.2%	2	0.6%
Equipment, facilities, and materials <sup>c</sup>	(N=316)		(N=321)	
Very satisfied	158	50.0%	195	60.7%
Somewhat satisfied	134	42.4%	110	34.3%
Somewhat dissatisfied	19	6.0%	14	4.4%
Very dissatisfied	5	1.6%	2	0.6%
Job preparation <sup>d</sup>	(N=309)		(N=250)	
Very satisfied	114	36.9%	131	52.4%
Somewhat satisfied	143	46.3%	86	34.4%
Somewhat dissatisfied	37	12.0%	23	9.2%
Very dissatisfied	15	4.9%	10	4.0%
Preparation for further education <sup>e</sup>	(N=316)		(N=302)	
Very satisfied	135	42.7%	179	59.3%
Somewhat satisfied	148	46.8%	105	34.8%
Somewhat dissatisfied	25	7.9%	13	4.3%
Very dissatisfied	8	2.5%	5	1.7%

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

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

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

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

<sup>e</sup> 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 ( $\chi^2=8.24$ ,  $df=3$ ,  $p<.05$ ), the job preparation ( $\chi^2=13.56$ ,  $df=3$ ,  $p<.05$ ), and preparation for further education ( $\chi^2=17.65$ ,  $df=3$ ,  $p<.05$ ).

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

Rate the instruction at Harper College.	2007		2008	
	Number	Percent	Number	Percent
Class Size	(N=767)		(N=710)	
Excellent	483	63.0%	410	57.7%
Good	227	29.6%	236	33.2%
Average	56	7.3%	60	8.5%
Poor	1	0.1%	4	0.6%
Quality of instruction	(N=767)		(N=714)	
Excellent	438	57.1%	377	52.8%
Good	258	33.6%	259	36.3%
Average	64	8.3%	73	10.2%
Poor	7	0.9%	5	0.7%
Course content	(N=766)		(N=714)	
Excellent	416	54.3%	370	51.8%
Good	293	38.3%	299	41.9%
Average	55	7.2%	41	5.7%
Poor	2	0.3%	4	0.6%
Fairness of grading	(N=766)		(N=710)	
Excellent	459	59.9%	401	56.5%
Good	236	30.8%	250	35.2%
Average	61	8.0%	50	7.0%
Poor	10	1.3%	9	1.3%
Faculty teaching ability	(N=764)		(N=712)	
Excellent	451	59.0%	390	54.8%
Good	237	31.0%	242	34.0%
Average	66	8.6%	71	10.0%
Poor	10	1.3%	9	1.3%
Faculty concern for students	(N=763)		(N=710)	
Excellent	435	57.0%	377	53.1%
Good	226	29.6%	236	33.2%
Average	81	10.6%	77	10.8%
Poor	21	2.8%	20	2.8%
Faculty availability	(N=759)		(N=708)	
Excellent	436	57.4%	394	55.6%
Good	232	30.6%	232	32.8%
Average	75	9.9%	66	9.3%
Poor	16	2.1%	16	2.3%

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**

Rate the location of the courses taken in terms of convenience.	2007		2008	
	Number	Percent	Number	Percent
Harper main campus – Palatine	(N=739)		(N=685)	
Very convenient	574	77.7%	554	80.9%
Convenient	137	18.5%	111	16.2%
Not convenient	28	3.8%	20	2.9%
Northeast Center – Wheeling <sup>a</sup>	(N=114)		(N=93)	
Very Convenient	43	37.7%	55	59.1%
Convenient	36	31.6%	16	17.2%
Not convenient	35	30.7%	22	23.7%
WEB or Internet based – from home or office <sup>b, c</sup>	(N=278)		(N=282)	
Very convenient	208	74.8%	204	72.3%
Convenient	52	18.7%	62	22.0%
Not convenient	18	6.5%	16	5.7%
Harper Professional Center – Schaumburg	(N=70)		(N=71)	
Very convenient	42	60.0%	43	60.6%
Convenient	17	24.3%	18	25.4%
Not convenient	11	15.7%	10	14.1%
Other	(N=22)		(N=29)	
Very convenient	13	59.1%	20	69.0%
Convenient	6	27.3%	8	27.6%
Not convenient	3	13.6%	1	3.4%

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

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

<sup>b</sup> 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**

Rate your satisfaction with each office or service listed below.	2007		2008	
	Number	Percent	Number	Percent
Financial Aid services	(N=214)		(N=195)	
Very satisfied	121	56.5%	116	59.5%
Somewhat satisfied	63	29.4%	47	24.1%
Somewhat dissatisfied	19	8.9%	19	9.7%
Very dissatisfied	11	5.1%	13	6.7%
Did not use	553		518	

**Table 14: Continued**

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

<sup>a</sup> Responses were significantly different based on age group ( $\chi^2=18.32$ ,  $df=9$ ,  $p<.05$ ).

<sup>b</sup> Responses were significantly different by year of graduation ( $\chi^2=8.46$ ,  $df=3$ ,  $p<.05$ ).

<sup>c</sup> Responses were significantly different by year of graduation ( $\chi^2=11.88$ ,  $df=3$ ,  $p<.05$ ).

**Table 14: Continued**

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

<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**

As a result of my experiences at Harper, I have a better appreciation for diversity and different cultures and values? <sup>a</sup>	2007 (N=752)		2008 (N=703)	
	Number	Percent	Number <sup>b, c</sup>	Percent
Definitely yes	215	28.6%	154	21.9%
Yes	402	53.5%	419	59.6%
No	127	16.9%	115	16.4%
Definitely no	8	1.1%	15	2.1%

<sup>a</sup> Responses were significantly different by year of graduation ( $\chi^2=11.52$ ,  $df=3$ ,  $p<.05$ ).

<sup>b</sup> Responses were significantly different based on racial/ethnic group ( $\chi^2=27.91$ ,  $df=15$ ,  $p<.05$ ).

<sup>d</sup> 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**

Would you recommend Harper College to your friends and family? <sup>a</sup>	2007 (N=766)		2008 (N=713)	
	Number	Percent	Number <sup>b</sup>	Percent
Definitely yes	479	62.5%	394	55.3%
Yes	270	35.2%	300	42.1%
No	11	1.4%	11	1.5%
Definitely no	6	0.8%	8	1.1%

<sup>a</sup> Responses were significantly different by year of graduation ( $\chi^2=8.25$ ,  $df=3$ ,  $p<.05$ ).

<sup>b</sup> 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 to “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**

Would you return to Harper for educational or personal enrichment courses in the near future?	2007 (N=765)		2008 (N=713)	
	Number	Percent	Number	Percent
Definitely yes	335	43.8%	301	42.2%
Yes	342	44.7%	353	49.5%
No	70	9.2%	45	6.3%
Definitely no	18	2.4%	14	2.0%

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**

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

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**

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

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%).

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

<b>How can the College improve its services? (N=121)</b>	<b>Number</b>	<b>Percent</b>
Improve Quality of Specific Office/Personnel	47	29.6%
Add/Improve Parking	33	20.8%
Other/No General Trend	30	18.9%
Add Career Choices/Placement Test	17	10.7%
No Change	14	8.8%
More Information on Available Services	9	5.7%
Improve Academic Advisor Access	9	5.7%

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 Prospec Heights.
- 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.

- 20021 I liked all the instructors. I liked how they treat the students.
- 20022 The quality of the instructors and the cohort I went through the fast track program with.
- 20023 It's close by. Affordability.
- 20024 The quality of the content of programs and the quality of the faculty.
- 20025 Cost, convenience.
- 20027 It's close, affordable and convenient.
- 20028 It's convenient.
- 20030 The flexibility and it's easy to et to, it's close.
- 20031 The teachers had real world experiences and that was really helpful.
- 20034 Its close by, not expensive.
- 20035 I love everything about Harper College Being from another country, I found everyone to be extremely helpful with my English.
- 20041 I loved both of my teachers.
- 20043 Laid back classes, close to home, nice atmosphere to work in.
- 20044 It's close by and cheap.
- 20045 They do have good teachers. I went to Eastern and I feel Harper's teachers are better. And I like the of location convenience better.
- 20046 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.
- 20047 The convenience.  
Clean buildings.  
Good programs.
- 20051 Cost and convenience.
- 20053 It was a good experience.
- 20054 It's convenient because you can take evening classes. It's good for working people like me.
- 20056 Flexibility of the classes. The independence I felt at Harper.
- 20057 It's close by. Good classes and low cost.
- 20059 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.
- 20060 The course fulfilled any needs for my field.
- 20062 It's close by, good variety of classes and a good variety of times available.
- 20063 The location was very convenient. XXX's nursing. She was a great instructor. She is fair and compassionate.
- 20064 The program was taught by good instructors.
- 20065 The inner library. I got a lot of books for free.
- 20066 How everything is run and the teaches are very nice when teaching
- 20069 The teachers were very good.
- 20070 The cost and how information on what was going on at the school was always readily available.
- 20072 It was convenient, small classes and I only had to attend once a week.
- 20074 The location.
- 20075 The plant science program, I lived the people I met. I was there long enough to make good friends.
- 20078 Atmosphere of Harper was comfortable and the phlebotomy lab had everything you needed so it made it a very motivational place to learn.

- 20079 People that I met.
- 20081 The classes, the teachers make learning fun and they are always available.
- 20083 The teachers willingness to help students away from the classrooms - email, private time slots to go over tests or problems.
- 20084 It's close to home and wide variety of classes.
- 20087 The location.
- 20091 My classmates and I enjoyed my clinicals and my teachers. CPR class was very good.
- 20094 It had pleasant aura.
- 20095 The teachers. I learned a lot there probably more than when I was in high school.
- 20096 It's a very nice facility.
- 20097 Location.
- 20098 It's close by, reasonable prices, friendly faculty and students.
- 20101 I thought I got a very good education. The campus was good. The faculty was capable.
- 20104 The environment, everyone was friendly and I enjoyed the classes very much.
- 20105 Location of campus. Easy parking.
- 20106 XXX - her professionalism and dedication. She's one of the few things in the nursing program that are good.
- 20108 Closeness to home, clean and modern interior, beautifully equiped biology labs and library, good quality computers, friendliness of the faculty and staff, affordable tuition.
- 20110 The affordability.
- 20111 A few really good teachers that I had and the newness fo the facility.
- 20114 The teachers - they help you whenever necessary.
- 20115 The faculty was really great. I also went to a 4 year and I had better teachers at Harper than at the university.
- 20116 The location, price and I guess the majors they offer.
- 20119 The Nursing Program was a great program They had real life experience for training.
- 20121 The flexibility of classes and variety of class times.
- 20122 Prerequisite courses like biology etcetera were very well going.
- 20125 Hands on laps for ELT & RAC classes.
- 20126 Laid bck atmosphere, but still professional.
- 20127 Location and the entire experience.
- 20128 The location and the class size.
- 20130 The variety of classes that are available.
- 20132 Campus was nice, the teachers were very good.
- 20133 It's close and I'm very happy with my education so far.
- 20134 The have a good variety of classes.
- 20136 The staff was phenomenal. I enjoyed the diversity.
- 20139 XXX worked well at administration to get the tools in. Things were always changing.
- 20142 The teachers, the way they are involved with the students. The techniques they use.
- 20147 The small classes. The convenient location and I felt it was affordable.
- 20149 Still attending Harper for Assoc Degree General Studies.
- 20152 Availability of courses, teachers are fair, nice campus, ample parking.
- 20153 The teachers were very helpful.

- 20154 The availability of classes and the variety.
- 20155 The instructors were caring and they wanted their students to be successful.
- 20160 It's close by, good variety of classes, quality classes.
- 20165 I liked meeting with and making new friends.
- 20167 Accessibility, faculty was helpful. Nursing program met my needs and prepared me for a career as a nurse.
- 20171 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.
- 20172 Low cost, small class sizes.
- 20175 The availability of night classes.
- 20176 Early Childhood teachers, they were very good. They were very helpful.
- 20177 How close it was to my house. The cost.
- 20179 It's easy to get to, the science building is state of the art - the faculty is very approachable.
- 20180 The faculty and location.
- 20184 The facilities, the cleanliness, and a good environment to learn in.
- 20185 I enjoyed my whole Harper experience.
- 20186 The early childhood program was really helpful.
- 20188 The camaraderie between teachers, students, all ages, races, sexes. A comfortable atmosphere as we learned together.
- 20190 A great location. For a community college, it sure did offer a lot more than I expected.
- 20192 My graduation from Harper and meeting and being taught by some great instructors such as XXX and XXX.
- 20193 Its convenient to get to.
- 20194 It was convenient. There are a good variety of courses.
- 20196 I enjoyed helping out on the program board. XXX was very helpful to me.
- 20197 The availability of classes. I was able to go in the evening. The campus was nice and the teachers were good.
- 20198 The courses available and the layout of the campus is nice and easy to get around.
- 20203 It was nice and close and the professors were very knowledgeable.
- 20204 The location is very convenient for me. I like being there.
- 20211 The content of the courses was very, very good. The teachers were very helpful.
- 20216 It's close to home.
- 20217 Good classes and professors were nice.
- 20219 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.
- 20223 It's close by.
- 20226 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.
- 20227 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.
- 20230 The class size, times of classes were convenient and the location.
- 20232 It's close and cheap.
- 20235 The teachers are very knowledgeable in their field. They have hands-on experience.

- 20236 Overall size of the campus. It was condensed and not spread out all over and it was close by.
- 20239 Nothing specific. I just went there, did my homework and went home.
- 20244 The technology in the X, Y, Z buildings is fabulous.
- 20245 It is priced well. It's smaller classes are nice.
- 20246 Very good technology in the computer labs.
- 20247 Teaching style of the teachers and my classes.
- 20248 Very easily accessible. It's well kept. The courses are very informative.
- 20253 Location.
- 20256 Close to home, the on-line courses were very convenient for me.
- 20257 I liked that the teachers were always prepared.
- 20258 The quality of the instructors, location and overall nice campus.
- 20259 Its proximity to home.
- 20262 Class size was nice and small.
- 20264 How Harper offered many classes and was close to home.
- 20266 The convenience of location.
- 20268 Online registration was good. It was fast and easy.
- 20270 The closeness of the campus related to where I live.
- 20271 The content of the classes. The campus was impressive.
- 20272 Variety of classes and it's close by.
- 20274 I enjoy all the programs. I get a lot out of every program I take. Preparing me well for my job.
- 20277 Locations, campus, and instructors.
- 20278 I could get my AA and move on and also it was close by.
- 20279 It was close. Compared to bigger universities, it was a good school.
- 20282 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.
- 20284 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.
- 20285 My instructor XXXX was very informative.
- 20286 Very accessible. Everybody was willing to help. The teachers were friendly.
- 20287 Freedom to choose class around my work schedule.
- 20289 I liked the variety of classes.
- 20290 The availability of classes.
- 20291 The Floral Design program was very hands-on. The teacher was great and it was a really fun class.
- 20292 The program that I am in. I'm disabled.
- 20298 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.
- 20299 The convenience. The ways it is available, internet as well as classroom.
- 20300 The tuition is excellent. The nursing program was really good.
- 20303 The teachers are very accommodating. It's a friendly atmosphere.
- 20306 The availability of classes that were convenient to my schedule.
- 20307 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.

- 20309 The equipment was state of the art, the labs were really nice and clean.
- 20310 Computer labs were really good.
- 20311 My first Spanish (male) teacher was excellent.
- 20313 It's pretty good all the way around. Generally the instructors are wonderful, easy to talk to.
- 20314 There were many courses available to fit my schedule.
- 20316 Convenience of location and cost.
- 20318 The range of classes.
- 20322 The overall professionalism and the convenience.
- 20325 I have no idea.
- 20327 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.
- 20328 The whole experience.
- 20332 The program chart. The teachers.
- 20333 It was a convenient location and I really liked the program for Nursing.
- 20334 The convenience of location.
- 20335 The easiness of navigating through the campus. Cafeterias. The long hours for computer accessibility. The teacher was pretty high. She always looked for input.
- 20336 The new science building is just an all around neat building.
- 20338 It was a fantastic school and all.
- 20340 Great teachers. Great students in the class with me.
- 20342 Guidance from my counselors and teachers and the easy accessibility to get from one class to another.
- 20344 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.
- 20346 Very convenient, near my job. And a lot of online courses, it's so convenient being a mother and full time employee.
- 20347 Good teachers, good classes.
- 20348 I really liked the whole experience.
- 20351 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.
- 20352 Teachers - very approachable and knowledgeable. Faculty was nice.
- 20354 I loved everything about Harper College - everyone was so wonderful.
- 20355 The quality of teaching. Very informative.
- 20357 Everything was perfect till blindsided by removal of PST program.
- 20358 I liked everything about Harper, I just wish they had the classes I needed to get additional certificates.
- 20359 XXX ran a great HVAC Program. I hope the administration at Harper appreciates his as much as his students do.
- 20360 That atmosphere. Everyone was pleasant to one another.
- 20361 The learning disabilities department is phenomenal. XXX is great. She helped me get on track 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.
- 20362 Times of classes were really good for me especially evenings.
- 20363 The dental hygiene program was good.
- 20365 The location, it was convenient from home and work.
- 20366 Availability of classes and it's close by.

- 20369 I liked how the faculty was involved with the students.
- 20370 My situation was work 50 hours and then go to school and it was so convenient because I got to pick a convenient schedule.
- 20373 Convenient, quality services and faculty.
- 20374 The small school atmosphere, class sizes. The approachability of staff. Ability to get a hold of instructors. Student oriented instead of faculty oriented.
- 20376 The convenient location.
- 20377 Dental Hygiene clinic was beyond my expectations - all brand new and up to date.
- XXX and XXX excellent instructors.
- 20378 The overall experience, I think the part time teachers who were teaching the class had experience in the field, they were wonderful.
- 20379 Very nice, new, well organized, a lot of space. Good teachers. A lot of class offerings.
- 20382 The availability. The Fast Track program. The convenience of everything.
- 20385 For the most part, the faculty was really good. Flexibility of hours, low prices.
- 20388 Small classes, teachers were great.
- 20390 It was very convenient. Good value, great education.
- 20391 The location, nice campus.
- 20393 The teachers I had were excellent. Their expertise, they gave me bright new ideas for the classroom.
- 20394 I felt very good about the Fast Track program an the way the teachers and courses were applicable to the program.
- 20395 I really am very lucky. I was so involved and very close with all my teachers. My personal relationships are what I like most.
- 20396 It's a really well rounded school
- 20397 The environment, the teachers were good.
- 20398 It's close by.
- 20399 The professors - their thoroughness. Their interest, they showed compassion for their students, it wasn't just a job to them.
- 20400 The convenience of the courses.
- 20401 The tutoring and facilities were excellent. The convenience of getting in and out was the best.
- 20403 The way the instructors make sure you understood what is being taught.
- 20404 The Fast Track Program, it was geared towards adult students.
- 20405 The teachers were knowledgeable.
- 20408 It's close to my job. The instructors were good.
- 20409 Everybody was always helpful. Always available. Kept up with us over the years also which is very good.
- 20412 It's convenient. The teachers were helpful and always available.
- 20414 Many of the professors were highly knowledgeable and responsive.
- 20415 Flexibility of schedule.
- 20418 Some teachers were very informative, I learned a lot and enjoyed my program very much.
- 20419 There was such a diverse group of people there. I really appreciate that.
- 20420 The teachers are great. It feels like a second home to me. I'm very comfortable at Harper.
- 20421 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.
- 20424 Convenient hours, variety of classes and Harper is close by my house.

- 20425 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).
- 20427 Nice campuses, its cost effective going to Harper.
- 20430 The teachers were very knowledgeable and made learning enjoyable.
- 20431 The teachers, they really explained everything well.
- 20433 Everything was accessible, and the teachers were always available. The registration procedure was easy.
- 20436 Nice teachers, professional attitude.
- 20437 The teachers were good.
- 20442 They gave good advise.
- 20450 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.
- 20451 The availability of computers.
- 20454 Everybody was so friendly and available when you needed them.
- 20456 They try to help people to achieve their goals.
- 20457 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.
- 20458 It's close by and the cost is low.
- 20461 They prepared me well for my job. They really knew what they were doing.
- 20464 It's close by - and the teachers are there because they want to teach, and it shows.
- 20465 The convenience of the location. The atmosphere. The teachers were great.
- 20466 The courses I took and the variety of classes is very good.
- 20467 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.
- 20471 The ability to do the course work that I wanted to do.
- 20472 Instructors  
Text Books  
New Buildings
- 20475 XXX was very knowledgeable. She got me started with internet classes. She was very helpful and was always available for her students.
- 20476 I like the way the campus is set up.
- 20477 The program was very beneficial for my nursing job.
- 20478 The faculty went out of their way to make sure you would succeed.
- 20479 The nice facilities, labs were clean, & updated technology.
- 20480 The teachers, how well they taught. The small class size.
- 20482 Close to home and most classes were not too intense.
- 20483 A lot of freedom.
- 20484 The location was convenient to where I'm at.
- 20485 Teachers are very well prepared and I think Harper is a very good school.
- 20486 The available resources like computers and faculty. The teachers were so helpful.
- 20488 The convenience of the night classes.
- 20490 The teachers were willing to go all the way for the students.
- 20496 The environment - it's very relaxing. I don't feel out of place.

- 20501 The professors. The relationship with the students.
- 20502 The school was clean, accessible. People to always show you where to go.
- 20506 It's easy to communicate with the professors.
- 20509 Close to home and Harper has one of the better nursing programs around.
- 20510 The faculty was amazing. The opportunities were there. I got the skills I required.
- 20514 It's close by, small classes.
- 20517 Graduating it was the end of homework.
- 20520 I liked that the teachers were always available before or after class and via e-mail.
- 20522 Our teachers were so understanding. We were older students and they were on our level.
- 20523 The teachers were willing to help, especially with our schedules since we all had jobs.
- 20526 The computer access was the best thing for me.
- 20529 Convenience of location. Quality of education. Cost.
- 20530 It was close. The classes that were available were convenient.
- 20531 The cheap tuition & location.
- 20537 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.
- 20538 It's close by and low cost.
- 20543 The teachers. The technique of their teaching. I liked everything about Harper.
- 20544 The programs offered. Convenience of time and location.
- 20545 New campus, good school."
- 20546 I liked Harper. Everything - the teachers, people. I like being there.
- 20548 They do whatever they can do to help the students achieve their goals.
- 20549 Very convenient location and they had the classes I needed when I needed them.
- 20552 I learned a lot in my class and enjoyed it very much.
- 20554 The instructors really had real-world experience.
- 20556 Very close to my house Accepts Illinois Vets grants. Registering online far in advance.
- 20557 It's close by, nice campus.
- 20558 I liked the convenience and the campus. The instructors were also key to my learning.
- 20566 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.
- 20568 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.
- 20571 The staff. They were willing to help, very knowledgeable.
- 20572 The location was very convenient.
- 20573 The classes were small, and the teachers were easy to talk to.
- 20575 The instructors were experienced and they made class interesting.
- 20576 Convenience of location.
- 20577 The convenience of location and the flexibility of classes.
- 20579 The course work, the teachers really were concerned for their students and what happens to them.
- 20580 The class size.
- 20582 Variety of classes.
- 20583 The location was very convenient.
- 20585 The teachers were very knowledgeable.

- 20587 It was convenient. A lot of programs to choose from. A wide selection.
- 20588 It was very close to my home so it was great. It was a big, nice & clean campus.
- 20589 One location: teachers very informative. Students progressive. Affordability.
- 20590 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.
- 20593 Everything, nice campus, friendly people, helpful teachers, good location.
- 20594 Very clean. Faculty availability was excellent.
- 20597 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.
- 20598 Everything except the distance.
- 20599 The teachers were very inviting and always available when I needed help.
- 20600 Cost.  
Location.  
Professors.  
Good quality education.
- 20608 The schedule. The size of the classes. The convenient location. And the price.
- 20609 Instructors were very understanding.
- 20610 The professors style of teaching.
- 20612 It's close to home and Harper is a good quality community college.
- 20614 The professors ability to answer questions when needed.
- 20620 The neat, clean appearance of the campus. The availability of classes.
- 20621 I personally like the teachers. They very very helpful. I was thankful for the tutoring center and the computers.
- 20622 Teachers, the new campus.
- 20623 I think everything is very convenient. The location, the courses. It's all very good.
- 20624 The friendly atmosphere, the quality of teaching and the variety of resource available in all areas necessary to complete one's education or career.
- 20627 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.
- 20628 The layout. All the teachers have given something to me. I have learned a great deal in the RAC program.
- 20631 The closeness of campus.  
The class times.
- 20632 It's clean and big.
- 20633 The convenience of location. Even though it's about twenty minutes away, it's still convenient.
- 20634 Some teachers were excellent. Nice and attentive.
- 20635 The proximity from home and I felt real comfortable. A good environment to learn in.
- 20637 It's close to home.
- 20638 It prepared me for my career in Nursing.
- 20639 The flexibility of being able to take classes whenever I wanted to and even online.
- 20640 The program itself. The Fire Science Program, I was good all around.
- 20641 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.
- 20642 XXX is an excellent teacher for CNA's. The Campus looks nice and the classes were very good.
- 20643 The staff's caring attitude. It's focused around the students.

- 20644 I was just glad to be able to finish my program.
- 20645 The different people and different teachers. The way they have a different way of believing and teaching, diversity.
- 20646 Clean campus - well run, professional - they are getting better and better every year.
- 20649 The freedom. Internet courses. Being able to go to class in the evening.
- 20652 Location and availability of online courses.  
Note: I didn't graduate, I received an accounting clerk certificate.
- 20653 The instructors, they were knowledgeable. They taught well.
- 20654 It was close to my house, the teachers were good.
- 20658 Small class size, teachers are very friendly and helpful.
- 20659 The hands - on approach. Fashion design, it was satisfactory.
- 20660 It was nice to have the experience in the Nursing Program.
- 20661 Compared to Oakton, I like Harper better. The overall atmosphere is better at Harper.
- 20663 There was easy access to equipment and computers.
- 20665 Teachers are nice and knowledgeable.
- 20667 The instructors. Enjoyed doing activities with the choir outside of Harper.
- 20668 The nursing program - Teachers were very approachable and understanding. It was a very hard program but the teachers were always available.
- 20672 XXX was an excellent teacher, great teaching style.
- 20673 The faculty enjoyed teaching so that was nice, it wasn't just a job to them, they enjoyed teaching.
- 20675 I had good teachers for the most part.
- 20684 Location, courses studied.
- 20685 Teachers were caring and concerned.
- 20687 They have good classes for further education. The tutoring and library was very good. I recommend Harper all the time.
- 20688 Teachers were good, the facilities were good. The Library, the availability of computers.
- 20689 The fact that Harper helps you get your gen eds out of the way.
- 20692 Nice campus, clean and up to date.
- 20693 Convenience. The teaching was good. I like the school.
- 20694 Instructors very knowledgeable and have real world experience.
- 20695 The staff. The way the teachers were. They were wonderful.
- 20696 Convenience of location and courses available for Early Childhood Education. Fast Track program for Early Childhood Education. Fast track for EC Associates Degree cancelled.
- 20697 Having Interior Design Program available.
- 20698 It's a good school and has a small school feel rather than a big university.
- 20700 It's close by - All of my teachers made it interesting and inventive.
- 20702 Flexible hours. Great teachers. Great classes. Great tutoring. Nice library. Good Scholars.
- 20705 XXX in anatomy and physiology - one of the most intelligent human beings I've ever met. Also, the location was good and the prices.
- 20708 I made many friends. I appreciate the experience.
- 20713 It was good the first time I attended but this time I'm having all kinds of problems with my instructor.
- 20715 Friendly, informed people. Nice facilities. Well informed instructors.
- 20716 The teachers - they were there every time you needed them. Very helpful.

- 20717 The class availability. The days and times were convenient.
- 20722 Good atmosphere, friendly, helpful tutors, well maintained, clean grounds and facilities.
- 20723 The small class size that allowed teachers to give students more attention.
- 20724 The teacher was very friendly.
- 20726 Very realistic.  
Pleasant atmosphere between classes.  
Beautiful campus.
- 20727 It's close to home, I enjoyed my classes and my teachers were good.
- 20728 Flexibility with classes and everything.
- 20729 I thought it was real easy going. The professors were always available to help whenever needed.
- 20730 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.
- 20736 Close to home, the prices were good.
- 20737 I was very disappointed in my experience at Harper.
- 20739 The teachers made themselves available for anything the students may need.
- 20741 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.
- 20743 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.
- 20747 The Electronics Program. The technical, the material is modern.
- 20748 The activities, the availability of the classes, the instructors were very helpful.
- 20749 My coursework. It was very fitting to my needs for my goal and my objectives.
- 20751 Class sizes and a lot of hands on. They had the tools necessary.
- 20754 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.
- 20755 Close to work.
- 20756 The teachers were always able to help me no matter what I needed answered.
- 20757 Nice campus with great computer labs.
- 20761 Flexibility - The teachers were really excellent.
- 20764 I thought that the quality of education was fine for the cost.
- 20767 Proximity to home for the classes I desired.
- 20768 Location, everyone is willing to help.
- 20769 The class was informative.
- 20771 The people I became friends with at Harper. Also, I love my job now as a dental hygienist.
- 20772 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.
- 20777 The other students that I met there.

- 20779 It's close by, I liked the online courses, there were very convenient.
- 20780 It's close by, the variety of classes, Harper has an excellent reputation.
- 20782 Flexibility of Fast Track Program.
- 20786 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.
- 20787 The classes. The teachers were easy to talk to and know what they were talking about.
- 20788 The Director of our Department. XXX was always available.
- 20792 The classes in electronics are very enjoyable. I am getting a lot out of these classes.
- 20794 New building and computer lab.
- 20799 The facilities were very modern.
- 20800 The school was very professional, it felt like a four year school.
- 20803 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.
- 20807 I really loved the teachers. The way they taught and the availability of their time.
- 20808 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.
- 20809 New health building.
- 20810 The Fast Track program was so convenient for the working adult.
- 20812 The way it looks.
- 20816 The instructors for the Cardiac Tech program were very thorough.
- 20818 Open entry program worked great with my schedule.
- 20820 The online classes. I found those to be very convenient.
- 20822 The location. The services like the library and computer lab, it's convenient to go there and do your homework.
- 20823 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.
- 20824 It was an experience I got through rather than one I enjoyed.
- 20825 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.
- 20827 The convenience and it's low cost.
- 20828 The teachers were very excellent and helpful to me.
- 20829 I thought it was convenient. I had a good experience. I was proud of my accomplishments.
- 20831 I liked what I got out of the Medical Program, it helped me to prepare for a future job.
- 20832 The courses apply to NIU
- 20833 The classes were fit for me. It was environmentally friendly.
- 20834 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.
- 20837 It was easy to get around the campus.
- 20838 Services readily available to assist students - Tutoring Center, computer facilities, late hours that the campus is open to study and study areas available everywhere.
- 20840 The instructors were good. They were police officers so we got experience first hand.
- 20841 The counselors were very helpful and the teachers were helpful and understanding that I am from another country. The classes were very good.
- 20842 The class structure, easy to get to. Totally organized.

- 20843 I was very pleased with the instructors. I had experience in the law field so I knew they were doing a great job.
- 20844 I liked everything about Harper.
- 20845 It was convenient. The location, the hours and the classes.
- 20847 The convenient class hours offered.
- 20848 Close to home, inexpensive.
- 20849 Pretty much that I got in and didn't have to apply anywhere else.
- 20851 The environment, I felt welcomed.
- 20852 The classroom size which allowed more time with the professor.
- 20854 The teachers always let you know they are available for you.
- 20855 Cost, location. I don't have to go downtown to go to school.
- 20856 Course content, teachers were good, approachable and available.
- 20859 The convenience, courses offered, nice variety and very organized.
- 20861 Continuing my education with other students through the entire program.
- 20862 The availability of classes and size of classes.
- 20866 The hands-on clinical learning.
- 20867 It's close by and the facilities are nice.
- 20869 I loved everything about Harper, they had so much to offer.
- 20870 The students and faculty treated each other with respect. As a returning older student, I felt very comfortable.
- 20873 I thought it was conveniently located.
- 20874 The honesty of my instructors, they were excellent mentors.
- 20877 It offered a program that I needed and enjoyed. The Nursing Program.
- 20878 The teachers for Early Childhood. They taught in an interesting way.
- 20881 Availability of classes.
- 20882 The teachers were pretty nice. The lab equipment was new. It was nice compared to other schools I've attended.
- 20883 I was able to receive a degree and get out on time.
- 20886 The Medical Assistant teachers were really, really nice and they taught me so much.
- 20887 Class size.
- 20888 The hands on training. Being able to work on a furnace or air conditioner.
- 20890 The small class and the individual attention you get. The professor has more time for you.
- 20892 The facilities, everything was very nice and clean. It's a good atmosphere to learn in.
- 20893 The nursing program produces good nurses.
- 20894 The college is close by. The evening classes are convenient.
- 20899 The teacher student interaction. There's a better understanding between us.
- 20900 The service they provide for the students and the instructors are so helpful to all the students.
- 20901 Convenience and class size.
- 20902 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.
- 20904 Since the campus expanded, there are a lot more IT facilities available.

- 20905 The convenient location and the instructors are down to earth.
- 20906 The overall atmosphere. It's a nice campus, clean easy to navigate.
- 20909 The adult fast-track program.
- 20910 The health care classes. I got to know about the human body, diet and health.
- 20911 Clinical experience, all the up-to-date technology. Organization of the faculty was great.
- 20913 Availability of on-line classes and campus classes. The variety of certificates available.
- 20917 Harper is very flexible with times of classes.
- 20919 The instructors, the way they taught the classes. You had an understanding and if you didn't, they would make sure you understood.
- 20920 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.
- 20921 The tutoring was so awesome. I'm at Roosevelt and it doesn't even come close to the tutoring at Harper.
- 20925 The classes offered towards my major.
- 20927 It's close by.
- 20928 The convenient location.
- 20929 The Fast Track Program - convenient, worked with my work schedule. I liked the accelerated pace.
- 20931 It was close to my home. The staff was very knowledgeable.
- 20936 Everything. The teachers were great.
- 20939 There were a lot of different people to meet. It was a bigger community college than what I was used to.
- 20940 The diversity.
- 20941 Facilities were exceptional.
- 20944 Modern facilities, nice campus, easy to get from one building to another.
- 20946 That Harper has major education areas. Teachers with real world experience and that our learning extended to extra- curricular activities as well.
- 20948 I liked the atmosphere. The faculty was helpful and I didn't feel lost.
- 20950 Harper got me the job I have today. I love it.
- 20954 Excellent faculty and staff.
- 20955 The best place to go for your education.
- 20956 Faculty and students were friendly.
- 20957 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.
- 20958 It was close proximity to the house.
- 20961 It's convenient. People are very helpful. The whole process is easy.
- 20967 It's close by and affordable.
- 20970 Relatively inexpensive and a good quality education except for the Paralegal Program.
- 20973 The different programs. The flexibility of the staff. The knowledge and availability of the professors.
- 20977 The different classes in the Hospitality Programs.
- 20979 Great environment and an overall good college.
- 20980 The convenience of the classes that were offered.
- 20982 Its reasonable cost is what I like best.
- 20983 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.

- 20985 It's close by and plenty of classes to take.
- 20987 It was close and the quality of education was good.
- 20990 It's close by.
- 20992 The flexibility of classes.
- 20994 The school facilities, classrooms, computer labs and tutoring.
- 20995 It is hard to answer on a moments notice, but I guess the convenient location.
- 20996 The small size of the class.
- 20998 The class sizes, teaching style of many teachers was good and I liked the course content.
- 21000 The proximity to my home.
- 21001 The location and times of classes were very convenient.
- 21004 It was cheap and convenient.
- 21006 Location and cost.
- 21008 The Women's Program. The counselor XXXX, she was very good. Very nice.
- 21012 Location, facilities, technology and material. Everything is up-to-date. I found what I was looking for.
- 21013 XXXX was very fair and a very good teacher.
- 21014 The instructors. Good quality education. The classes I wanted were offered. I didn't see them offered anywhere else in the area.
- 21017 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.
- 21022 The head of the program, XXXX was excellent.
- 21023 It's affordable.
- 21024 Close to home. Low cost to attend compared to a university.
- 21030 The atmosphere was really nice. The majority of the instructors engaged the students and went out of their way to ensure they succeeded.
- 21031 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.
- 21033 The class was good.
- 21035 The people there. The environment very welcoming.
- 21036 Medical Assistant Program - finally I found a good fit for a career.
- 21038 Convenience, quality classes and programs.
- 21039 Educational opportunities, I'm grateful for Harper.
- 21041 Class sizes are nice and small.
- 21042 The course, the number of courses available in the field I was interested in.
- 21047 It's convenience and location.
- 21049 The environment. I was motivated to go on because of the people there.
- 21053 Location and ease of registration that could be done online. The entire accessibility.
- 21054 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.
- 21056 The instructors were always available.
- 21057 The faculty was really nice. I really enjoyed Harper.
- 21058 Well designed landscaping.

- 21061 The curriculum for Fire Science was really good.
- 21062 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.
- 21066 It was convenient. I got the knowledge and skills I needed for my job.
- 21069 The guy who taught the class, friendly and nice. It's convenient to get to.
- 21072 It takes work seriously.
- 21073 Class size was good.
- 21076 One on one interaction with teachers. Harper was an excellent community college.
- 21079 The cost and the reputation it has as a junior college.
- 21081 The program that was offered. The Fast Track, it helped you get through quickly.
- 21087 The off-site location was convenient. Real world experience of the instructors.
- 21088 The CNA course was really good.
- 21089 The curriculum was very focused.
- 21091 The choices of classes. The teachers teach well, they lecture and they expect you to do your work and keep up with the class.
- 21092 Location, I was only five minutes from there.
- 21095 You get to meet different students.
- 21098 The convenience of classes being available at so many different times.
- 21103 Teachers have real world experience.
- 21106 The skills and the help available for whatever you needed.
- 21111 Teaching was hands-on as well as by the book.
- 21112 The closeness to my home.
- 21115 Being able to stay at home and getting my degree at a good price.
- 21116 How close I live to Harper.
- 21120 The tuition, honestly.
- 21121 The location, easy to bike too. Botany class.
- 21124 It's close by.
- 21125 It was a convenient location from where I lived at that time.
- 21126 It's close by - nice facility, good teachers and good people.
- 21127 The closeness, I didn't have to drive that far.
- 21129 The faculty ratio. There's more availability of the professors because of the smaller class sizes.
- 21131 Being back at school. A comfortable atmosphere.
- 21133 How it's close to my house and it's cheap.
- 21134 Availability of courses, proximity, facilities and course content.
- 21135 I can make my own schedule.
- 21136 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.
- 21137 The variety and choices of classes and times available.
- 21138 The chemistry labs had a lot of space to work. Very good technology and up-to-date.
- 21142 Interior Design had teachers with real world experience. They were really excellent!
- 21146 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.

- 21150 I really enjoyed the teachers, they know their material and love to teach.
- 21152 The close location.
- 21153 The availability, location, the fairness of the teachers, and the convenience.
- 21154 Affordable.
- 21155 The main campus was very convenient.
- 21156 The teachers were very knowledgeable and helpful.
- 21157 The area the school is nice.
- 21159 Architecture teachers were so helpful and I was able to use them as references even after I left.
- 21162 My instructor XXXX, everything was awesome about her. Just everything.
- 21163 Free parking, location, good library, experienced professionals teach many classes. Good use of technology in classroom.
- 21166 I liked the degree program. The Law Enforcement Investigation Supervision. Not just Criminal Justice 101.
- 21167 It was very easy doing everything online and that's exactly what I was looking for.
- 21168 The instructors, the technical instructors taught with real world application.
- 21170 The Sign Language program was awesome - the content was excellent and I learned so much.
- 21171 Counseling - XXXX she helped with whatever I needed, and helped to decide on a career.
- 21173 Great facilities, great preparation for health care careers.
- 21175 The office of Center for New Students really helped my transition from high school to college.
- 21176 Convenience. Class structure. The location was good from the job.
- 21180 Comfortable facility, good teachers the classes I took.
- 21181 Easy on-line registration, great selection of courses and times friendly staff and students, knowledgeable instructors.
- 21182 Professor XXXX was excellent as an instructor. Professor XXXX did, however, give an unrealistic "rosy" view of what it is to be a paralegal.
- 21184 The teachers had real-world experience.
- 21187 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.
- 21189 ESL was very good.
- 21190 Cohort Business Management program was excellent, only with exception of a couple of professors.
- 21191 The location from where I work.
- 21196 Good variety of programs and many different times of classes.
- 21197 The class size, the campus set-up/setting, and the helpfulness of the staff within many of the offices.
- 21198 Such positivity. No matter where you want, what you did. The availability of staff as well as their positivity.
- 21200 The courses seemed to be pretty up-to-par with the 4 year colleges.
- 21207 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.
- 21208 It's diversity of students and helpful teachers.
- 21211 The quality of my education. All of my teachers were wonderful. Harper was one of the best experiences of my life.
- 21212 The facility, availability of equipment. My ability to reach a staff member when I needed something.
- 21214 The location was convenient and they had evening classes.
- 21216 The level of instruction and the convenient location.

- 21218 It's easy to get around and close to home.
- 21219 The instructors had hands-on experience. The campus is pretty.
- 21221 Content of course, hours in evening.
- 21222 My training in nursing totally surpasses that of others I work with that went to different schools.
- 21223 The affordability.

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

***Survey ID Q19 Improve Instruction***

- 20002 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.
- 20012 Everything was very good.
- 20017 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.
- 20020 Compensate quality instructors with bonuses and benefits.
- 20025 Seems ok to me.
- 20028 Hire some good people. Bring up what they got, pay what people deserve. Administrative people are in their own little world.
- 20051 Kid/day care for less money.
- 20059 Spanish - I think they should have a better Spanish teacher.
- 20063 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.
- 20087 Get full time teachers that care. Not have students run the registration dept.
- 20094 Nursing program. The instructors were very subjective in their grading. They made it seem like you had to do a lot to please them.
- 20096 Continue developing the Graphic Design Program.
- 20101 Nore weekend courses at second year level not just introductory level.
- 20106 The nursing program was very unfair and disorganized. They need to have written policies on expectations of students.
- 20108 More supplies for the nursing lab like needles, syringes, IV pumps but not expensive dummies.
- 20122 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.
- 20125 Build more labs for ELT & RAC.
- 20126 The teachers are laid back but still very, very helpful.
- 20130 Make it into a four year.
- 20136 I need more help as an adult student.
- 20139 Become a for year college.
- 20149 More Saturday classes offered.
- 20152 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.
- 20155 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.
- 20165 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."

- 20166 Have more evening & weekend classes.
- 20177 For some courses having more times available.
- 20188 Keep on asking students for input. (as you are already doing)
- 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.
- 20219 The teachers were great. They brought real world experience.
- 20235 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.

- 20377 Nothing, they are doing a great job.
- 20385 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.
- 20391 Nothing, they are doing a great job!
- 20421 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.
- 20433 More career oriented programs.
- 20436 Add a Bachelors Degree.
- 20450 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.
- 20471 Specifically for the Rad Tech program, have both labs completely energized. The students depend on it for proper instruction.
- 20476 The part timers don't value and care about the success of the students.
- 20488 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.
- 20490 They need to update the courses and technology.
- 20502 Try to Fast Track a degree program. IT takes forever to accomplish a degree n the medical field such as Phlebotomy.
- 20510 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.
- 20517 The Hygiene Program had the digital use but it wasn't set up.
- 20531 Don't sell books that students won't ever use.
- 20546 Help me to find a job in Accounting. Everybody wants you to have experience and I can't get a job.
- 20556 Need more and better instructors. Many of the instructors have "poor" teaching qualities.
- 20558 Have more interaction with state universities and how to move into those programs.
- 20572 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.
- 20575 There needs to be better communication with the administration.
- 20576 A few of the teachers I had could have been more organized.
- 20583 Not applicable. I took online course.
- 20589 Four year college.
- 20594 Open lab tutoring similar to Triton and Oakton colleges.
- 20599 The course schedule needs to be more flexible.
- 20600 Become a 4 yr. undergrad school and make availability for students to earn a B.S. or B.A.
- 20622 Have all teachers focus on their students!
- 20631 More information about curriculum and content needs to be more readily available.
- 20633 Bring back the Horticulture. All they have to do is revamp an advertise and they'll have a hot program.
- 20634 From India - The Phlebotomy class instructor showed favoritism. He found out I was complaining and gave me a lower grade.
- 20642 Better teacher for Phlebotomy. The teacher was only helpful to Some students (the young and pretty ones) - the others were left out.
- 20643 Update certain areas such as HVAC Automation Classes.

- 20652 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.
- 20667 Wish the Fashion Design program offered more technique classes like crocheting and knitting.
- 20668 Some teachers used powerpoint and some teachers didn't which was confusing. All the teachers should use the same program.
- 20684 Turn into 4 year college.  
More online classes.
- 20688 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.
- 20693 Some classes were not available because not enough students registered for the class.
- 20696 I have been happy w/teacher I had and the way material was presented.
- 20697 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.
- 20715 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.
- 20730 I don't know! I had great instruction, very available tutoring, and teachers were so available to students. Keep up the good work!
- 20737 The Dean and instructor were very hostile towards me. The instructor (for heating and air conditioning) told me I am crazy.
- 20749 Old equipment needs to be updated real bad.
- 20755 When you start a program like supply chain you must continue to have classes. We struggle to get classes to finish.
- 20757 I found the material easy, maybe the content of course should be a little challenging.
- 20767 Provide an updated lab/equipment, i.e. in the Sign Language Interpreting Dept.
- 20771 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.
- 20779 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?
- 20782 Hire more instructors who are attuned to returning adults. Some treated us the same as 18 year old new students.
- 20794 More hands on instruction vs. lecture.
- 20800 The lectures were directly out of the book. There should be more homework that is not directly out of the book.
- 20803 Dietetics - the teachers need to be more organized and have a syllabus and a planned curriculum. There needs to be more teachers in dietetics.
- 20818 Include some morning hours for the RAC program.
- 20820 Have more online classes.
- 20822 More evening classes for Nursing. More weekend classes, even better.
- 20824 Some were good, others were not worth even the time of me sitting in the classroom.

- 20838 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.
- 20848 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.
- 20851 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.
- 20855 Nursing program expected you to read 400 pages and comprehend everything in one week, then 300 the next.
- 20861 Offer more classes on a continuous basis.
- 20862 Have paralegals teach some courses instead of attorneys.
- 20883 The classes were too large.
- 20888 The teachers should be more upbeat. I felt downgraded because an important question to me seemed like a stupid question to them.
- 20899 A wider variety of courses. Fast Track is too much to absorb in such a short time.
- 20902 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.
- 20904 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.
- 20908 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.
- 20910 More hands on than what is now offered.
- 20911 I had a hard time getting into the Nursing Program. No one told me what I should do.
- 20920 I am very pleased with everything at Harper.
- 20941 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.
- 20956 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.
- 20957 The college is great but the staff in the Dental Hygiene Program needs to improve on its compassion, understanding and fairness.

- 20958 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.
- 20970 Remove XXXX of the paralegal Program, that's the only way they are going to improve.
- 20980 The communication between teachers and administration was bad with the Fast Track Program.
- 20994 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.
- 20995 Business classes need to provide more help. Business Stimulation, it may have been the instructor being not so prepared, I don't know.
- 21001 I wish they had a photography course for credit.
- 21004 More open-ended courses.
- 21012 More courses on programming and languages.
- 21017 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.
- 21031 When you finish your classes, help us in job placement. I went for accounting.
- 21035 After receiving your certificate, help us find a job.
- 21038 Reinstate Plant Science Technology program. Keep a Police Academy off of the campus, should not be in such a public area. Unsafe for students!
- 21039 Hire more qualified professors for management classes. I had to teach myself pretty much.
- 21049 A better student-teacher relationship. I had a bad experience with one person there, but I don't want to comment on that.
- 21058 The instructors for the CNA program are very talented, intelligent and care for their students.
- 21069 The facility needs to be renovated. The equipment is outdated. You can only take so many students because there's so few welding booths.
- 21072 Making the lectures shorter.
- 21073 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.
- 21079 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.
- 21098 A couple instructors weren't very good. More monitoring of the instructors would be advisable.
- 21106 Teachers should explain themselves better, go slower, make sure we are all at the same level.
- 21120 The teachers seem to be overwhelmed in general. They need assistants to help them with all that paperwork.
- 21121 Have someone sit in on classes without notice to review teacher's teaching.
- 21147 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.
- 21155 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.
- 21162 Some instructors are treating the students like we are still in high school.
- 21163 Better syllabi from professors /instructors. Some needed clearer statements of expectations.
- 21166 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.
- 21171 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.
- 21172 The professionalism of the teachers. The students were friendly, not wild like some I've come across at other universities.

- 21180 Sometimes the lectures seemed like a waste of time and I would get more out of it if I just stayed home and studied.
- 21182 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.
- 21190 Get rid of XXXX.
- 21197 Review them (instructors) more often.
- 21198 More online courses. More tasks to prepare for those who want to do the online courses.
- 21207 I have nothing but wonderful memories of Harper.

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

***Survey ID Q20 Improve services***

- 20002 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.
- 20003 There needs to be a more standardized student ID system that all the students adhere to.
- 20012 Everything was very good.
- 20017 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 le 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.
- 20020 Happy instructors Service.
- 20022 I am a huge advocate of Harper and loved the facilities and my time I spent there.
- 20023 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.
- 20024 Make it more affordable.
- 20025 Seems ok to me.
- 20031 Nothing - I really liked everything about Harper.
- 20035 Harper is very well organized, I cannot think of anything that can be improved.
- 20043 Parking is a pain.
- 20044 Update the kitchen for the culinary arts program.
- 20046 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.
- 20047 Easier parking. Night classes are scary leaving going into parking lots.
- 20054 Registration hours need to be more convenient. And more organized.
- 20056 More photo classes - (non-digital).
- 20060 I was unaware of all the services. It would help if there was information available.
- 20062 More classes online. More materials online.
- 20074 Improve the Library, expand it.
- 20087 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.
- 20098 Become a 4 year.
- 20108 Parking is a problem early mornings and at 6p.m.

- 20114 The tutoring center needs friendlier tutors. The cafeteria people are rude. I arrived just five minutes before they opened and I was yelled at.
- 20115 The nurses had to register in person and wait in long lines. I think that could be better.
- 20119 I think they raised the tuition for the Nursing Program. I think they doubled it and that's not cool.
- 20122 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.
- 20125 Extend registration hours.
- 20128 A bachelors being available.
- 20134 More up to date equipment for welding and maintenance programs.
- 20158 Become a four year college.
- 20162 Get counselors on the same page!!!
- 20165 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.
- 20166 More comprehensive & easy to follow guidelines.
- 20172 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.
- 20177 Offer the mega lab to be open on Saturdays. More parking for students.
- 20179 More evening slots for the dietary classes. And internships maybe on the weekend for working moms.
- 20180 Better parking.
- 20184 The handicapped automatic doors never worked.
- 20188 By considering education for the future - (near and beyond). Example - Alternate energies; Solar, wind, thermal etc.
- 20190 Become a four year college for Public Service, Fire Science, etc.
- 20192 Updating it's equipment & kitchens for student in the culinary art.
- 20211 More parking.
- 20216 The parking.
- 20219 They need to offer a fast track bachelor's program.
- 20223 Have more tutoring in the evening.
- 20226 Offer business classes more often and become a four year school.
- 20227 Fact check program needs to be stabilized. Registration procedures need to be streamlined.
- 20230 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.
- 20242 Change the ground rules for senior citizens for registration.
- 20244 Keep up with the technology.
- 20245 Update the fashion design. Better, modern instructors are needed. My material was better than what Harper had to offer.
- 20256 More on-line courses.
- 20266 I have always thought they should offer babysitting services. Although I don't have young children, it's always good to have.
- 20270 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.

- 20285 Registration - customer service, very rude. When you go in there with something substantial, they treat you like you should know. Very bad attitude.
- 20290 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.
- 20291 Floral Design program was cancelled and I am very disappointed in that. I would have continued taking the classes.
- 20298 Work on transitioning the nursing students into the real world of nursing. More focus on time management and organizational skills.
- 20307 Build a parking garage.
- 20313 Registration to be less difficult. Maybe because I'm older, I can't get it by registering online.
- 20316 I would like to see them become a four year university.
- 20332 Better utilize its finding to allow for good programs to remain at Harper.
- 20335 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.
- 20336 They cancelled my class. Bring back Plant Science.
- 20338 I wish they had more money to improve their facilities. Nothing in particular but for the culinary class.
- 20357 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.
- 20358 Supply chain management - I needed more classes to get more certificates, but they were not available.
- 20362 More parking.
- 20364 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.
- 20366 I was not directed correctly in academic advising so it kind of messed up what I wanted to do.
- 20369 Better parking.
- 20382 Reduce the tuition but then again that would affect the quality of teaching.
- 20388 Update legal books at the library.
- 20390 More help setting up students in a job.
- 20400 Better agreements with other schools so they know what will transfer and to where it will transfer.
- 20401 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.
- 20404 The Schaumburg campus needs upgraded computers. Registration is not very good when it comes to adults.
- 20408 More evening classes for those who work full-time.
- 20410 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.
- 20412 Parking, more parking. It's one big mess.
- 20414 Need more availability of flexibility for academic advising.
- 20418 Culinary program needs more equipment and properly working equipment.
- 20421 Not such a big class for CAN. There were like thirty students in the class.

- 20425 Re-instate plant science programs for future students. It's a booming industry!
- 20430 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.
- 20433 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.
- 20436 Open all four booths for registration. They only have two open whenever I go and the lines are too long.
- 20442 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.
- 20450 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.
- 20457 The old buildings rehabbed.
- 20461 Counseling orientation, I think they should be more informative and tell you in advance what to prepare for.
- 20465 Bigger parking lot.
- 20476 Longer tutoring hours.
- 20477 Parking is a little hectic. Bt my overall experience at Harper was excellent.
- 20478 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.
- 20482 Make a mandatory meeting with a academic/career counselor.
- 20484 Parking is an issue. IT's always been difficult to get to from the interior buildings.
- 20490 They need to provide and distribute more flyers for family events.
- 20506 I thought I would get more help in finding a job if I went to Harper.
- 20514 Make Harper a 4-year.
- 20517 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.
- 20523 More parking.
- 20531 Have better academic advisors.
- 20544 Reconsider bringing the Floral Program back.
- 20549 The portal system for registering was very confusing. Change the way you make payments. I was accidently charged twice by Harper.
- 20556 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.
- 20557 To have tutors available in the evening - it is very difficult for me.
- 20558 Don't give one year notice when cancelling a program. How the Park & Golf Mgmt and Plant Science program was terminated was HORRIBLE.
- 20567 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.
- 20568 More parking spaces. Closer parking too.
- 20571 Job opportunities, I have not had any job opportunities from Harper.
- 20572 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.

- 20575 With the emphasis on "going green" there needs to be more courses focused on environmental issues. Better parking!
- 20579 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.
- 20585 More people to talk to during registration getting advise on what classes to take.
- 20587 I couldn't continue for advancement courses after I got my certificate because they didn't offer any further courses.
- 20590 Extend the daycare hours more. More activities for kids during the summer like an extended language program.
- 20594 Don't use online courses in medical programs.
- 20599 The cost is too high.
- 20600 A very good school. Thank you!
- 20612 Academic advising needs to be on the same page. I ended p catching their mistakes though.
- 20621 More tutoring for the Health Class.
- 20631 Lessen the cost of food - too expensive. Other than that, nothing really needs to be improved.
- 20634 No one could properly advise me as to what classes to take so I kept taking class after class and for no reason.
- 20637 Give more assistance finding a job for medical assistance.
- 20640 Go to a Four year degree.
- 20644 I would like to get my bachelors degree in fire science.
- 20646 Become a 4 year.
- 20649 More internet classes.
- 20659 Better equipment and more computers.
- 20667 Better support for people with mental illness and disabilities. ADD and depression also.
- 20672 Become a 4 year school.
- 20687 Better times for Accounting classes. Then I can take more.
- 20688 Better hours for personal enrichment courses.
- 20694 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.
- 20696 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.
- 20697 The Career Center could help more with the first job instead of pretending they help.
- 20700 More evening classes
- 20708 Horticulture program needs to come back.
- 20713 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.
- 20722 There should be food services for students attending evening classes instead of just vending machines.
- 20724 It was difficult to find my way around.
- 20726 Coffee shop.
- 20728 Have more available time for students, especially the academic advising.
- 20730 I'm not sure. I found everything from on-line course registration, to tutoring services, to suing the computer lab very accommodating.
- 20737 I was not informed that there was.

- 20741 Books in college Bookstore are too expensive! :( May be College can do something about that?
- 20751 The kitchen facilities are rather old.
- 20755 More classes.
- 20757 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.
- 20768 More degrees in different aspects of logistics.
- 20779 More online courses - Online bachelors degree for nursing.
- 20780 In English or Math have more evening or weekend classes.
- 20800 There needs to be more financial aide. There was no financial aide available for my program.
- 20803 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.
- 20807 Parking.
- 20809 More parking spaces.
- 20810 I'd love to see the four year program, especially in business.
- 20812 I had many problems, but I have discussed the issues with the Dean already.
- 20818 Have instructors talk about services available.
- 20824 Sign Language Lab - video recorders were hit or miss. VCR's were hit or miss.
- 20832 More class offerings so the classes are smaller. Too crowded.
- 20834 Financial aid was not available to me even though I took a lot of classes.
- 20838 One suggestion - have the phone number of the Registration Office easier to find on the Harper website.
- 20840 Become a four year.
- 20842 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.
- 20859 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.
- 20861 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.
- 20862 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.
- 20870 It seemed that there was less of a selection on fridays and saturdays.
- 20874 Sign Language dept. lab - needs to update material and equipment. Change parking. I broke my leg in their parking lot.
- 20877 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.
- 20878 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.
- 20881 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?
- 20883 More online registration.
- 20886 I wanted to use the gym for working out, but then found out you had to pay a fee.
- 20890 More advertisement for what is available. I found out too late about a club that was offered there. There's very little advertisement.

- 20892 More counselors and more hours of availability.
- 20893 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.
- 20899 Parking!
- 20902 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.
- 20904 There needs to be more administrative personnel to help you.
- 20911 Academic Advising is horrible at Harper. Poor advising and hard to get in touch with.
- 20913 More on-line classes.
- 20919 Reach out to people who have graduated and help them find a job.
- 20920 Just the parking.
- 20921 Become a four year school.
- 20927 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.
- 20929 Offer a four year degree, then I'll go back.
- 20941 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.
- 20944 Stock the labs better.
- 20946 Become a four year school.
- 20950 I have already discussed things with my teachers.
- 20956 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.
- 20957 Add more BA programs.
- 20958 Better parking.
- 20967 More evening hours for fashion design.
- 20973 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.
- 20977 More organization in the Counseling Dept. It was hard getting an appointment.
- 20982 We need Harper to become a four year university especially for Business Management.
- 20987 Become a four year.
- 20992 The registration process was sometimes complicated. I was unable to get it done online.

- 20994 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. XXX XXXXXXXX.
- 20998 Provide more patients to practice dental hygiene on.
- 21000 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.
- 21002 They need to make parking more convenient.
- 21004 Improve or entirely get rid of the online registration system.
- 21017 It is a fantastic school and in the future I would take classes again because of my positive experiences.
- 21022 The Office Re-entry Program and Administrative Assistant Program have been cancelled and I think it's a real shame.
- 21023 You need to tone down the rent-a-force. The cops on campus are not valid.
- 21030 To make students more aware of the activities that are available.
- 21033 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.
- 21036 Parking is impossible the first two weeks of every semester.
- 21038 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.
- 21039 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.
- 21042 More job placement.
- 21047 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.
- 21050 Help to find a job afterwards.
- 21053 Go for the four year.
- 21057 Terrible parking!
- 21058 Increase hours of the health office.
- 21066 The Financial Aid Services are awful. It's hard to get in to begin with and very unavailable.
- 21069 Maintenance Technology is where welding is listed. The department doesn't list it under welding so it's almost impossible to find.
- 21072 By providing busing to those who prefer.
- 21076 Become a four year college.
- 21081 The Fast Track Program should include books and materials needed all in one charge.
- 21087 There are not enough counselors at the regular campus at Harper where my son attends. It made things very difficult for me.
- 21091 Be a four year college.
- 21092 Parking, there are only like three means of entering and exiting. There's enough parking, just not enough in and out.
- 21111 More parking.
- 21115 Get a bachelors in Dental Hygiene.
- 21116 Registration was bad. I don't know what they can do to improve, but something has to change.

- 21120 The worst part for me was the parking.
- 21121 Not enough bike racks, inconvenient locations.
- 21125 Offer refresher courses.
- 21131 More up-to-date machines. Too many old machines. They are like forty years old.
- 21133 Make it a four year college so we can get our bachelors for Nursing.
- 21142 Interior Design needs to be updated - supplies, tables, classrooms and computers.
- 21146 The new student system "Portal" is very helpful.
- 21147 Help students find jobs as promised.
- 21150 More emphasis on becoming a four year university.
- 21155 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.
- 21156 My counselor completely misadvised me and I didn't get to graduate on time. I was really upset about this.
- 21159 Not enough architecture classes at night.
- 21166 More inviting. The walls were so bare. Maybe more memorabilia, something so it isn't so drab.
- 21168 They need to become a four year university. Update some of the computer programs.
- 21170 I always get my registration e-mail 1-2 weeks after registration.
- 21182 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 ?
- 21184 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.
- 21187 I am having a difficult time finding a job as a paralegal after three years.
- 21190 Offer more cohort programs and hire professors that can teach adults in a cohort format.
- 21197 Offer services that can be done online vs. in the office.
- 21200 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.
- 21212 More guided plan. Let students know what to do, where to go, how to approach companies for a job. The Fashion Design program.
- 21218 The Career Center could maybe have more job fairs. I am having a very difficult time finding a job as a paralegal.
- 21219 Bring back plant science and horticulture classes.
- 21222 Financial Office, paperwork takes a ridiculous amount of time. I had problems every semester with the Financial Dept. due to lack of communication.





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

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

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

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

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

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

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

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

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

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

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PN 07-540m

