

# CAREER GRADS FOLLOW UP SURVEY

*2016 FOLLOW UP SURVEY RESULTS*

## GRADUATES EDUCATION AND EMPLOYMENT

A look into the 2016 graduates employment and educational situations.

## RATINGS OF HARPER COLLEGE

How our 2016 graduates felt about their experience at Harper College.

Prepared by  
The Office of Institutional Research

Report Developed in Fall 2017

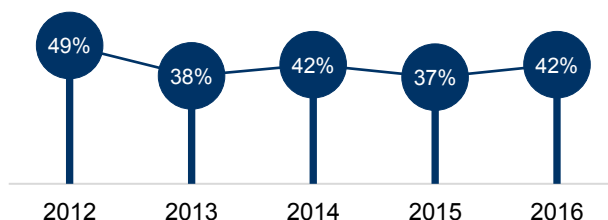
## Executive Summary

### Background and Response Rate

Students who have completed a certificate and/or Associate of Applied Sciences credentials in 2016 were surveyed to determine the extent to which they have found employment and to assess their satisfaction with their experience at Harper College. Forty-two percent (42%) responded to the Harper College Follow-Up Survey.

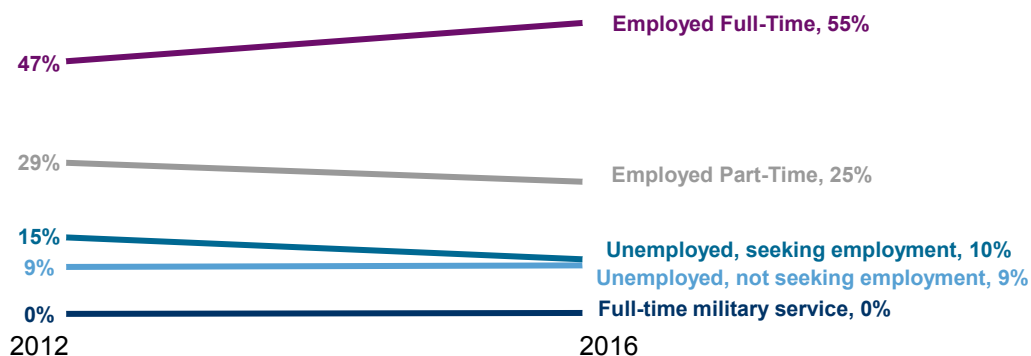
Of the respondents, 50% indicated their main objective for attending Harper was to obtain skills needed for entry into a new or different job. Eighteen percent (18%) attended Harper for personal interest or self-improvement. Of all of the respondents, the majority were very successful (60%) or successful (28%) in achieving their main object at Harper College.

Response Rate - Career Grads

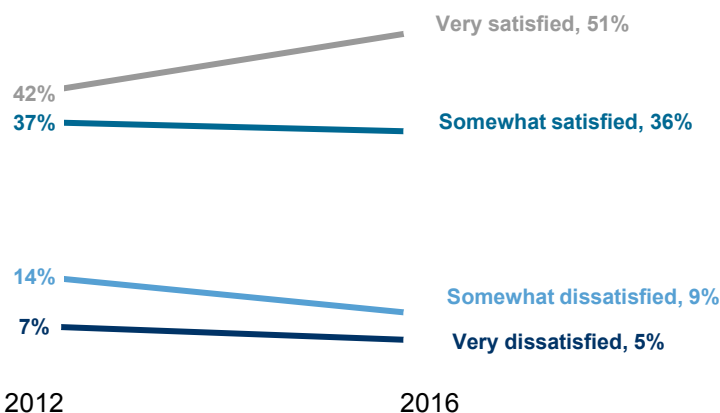


### Employment

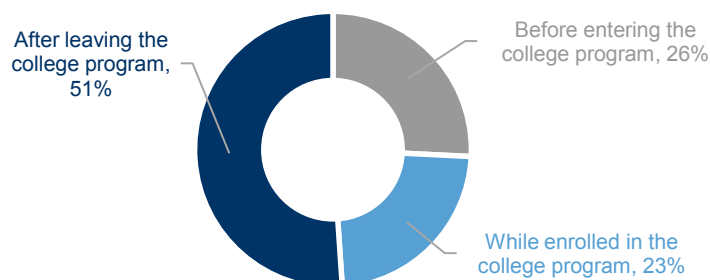
The majority of 2016 respondents are working **full** or **part-time** (80%). Of those who are unemployed and not seeking employment, 49% are currently full-time students (see page 10 for more details).



Work Satisfaction

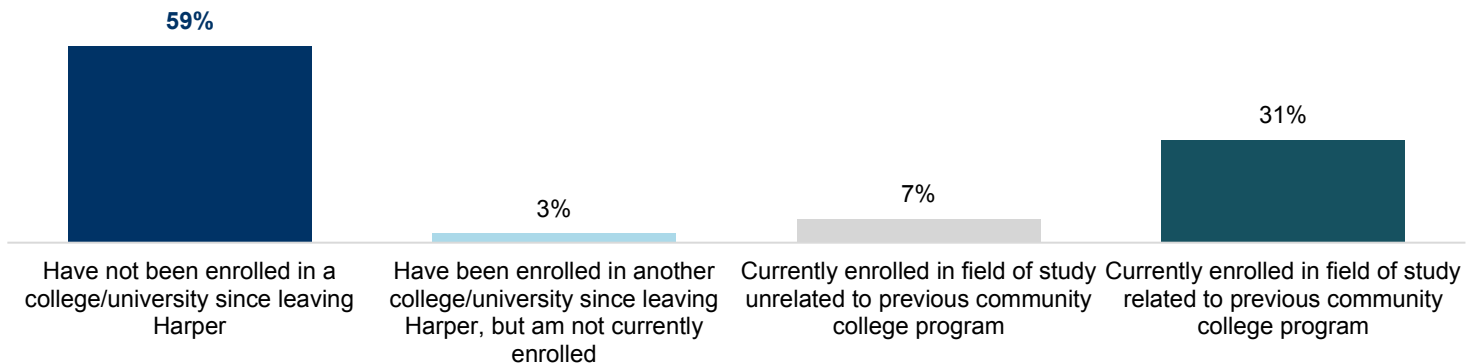


When the 2016 Career Graduates began Working



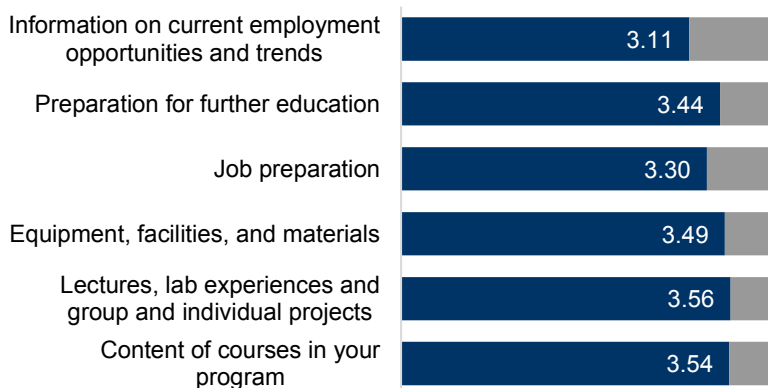
## Educational Status

The majority of 2016 respondents have not enrolled in a college/university since leaving Harper College (59%).

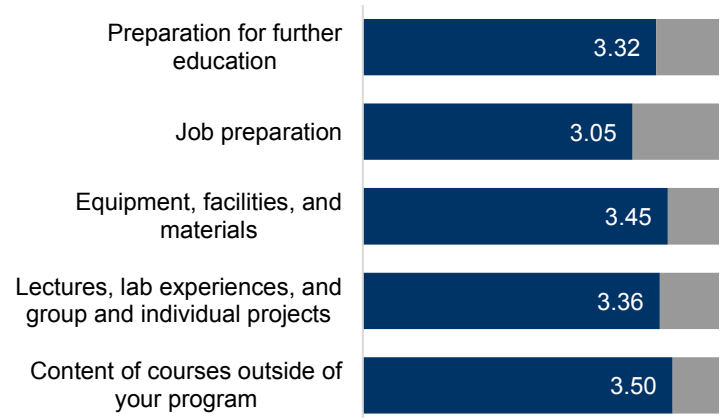


## Course and Program Satisfaction

### Mean/Average Satisfaction Ratings within Program of Study



### Mean/Average Ratings outside Program of Study



### 2016 Career Graduates Average/Mean Rating of Instruction

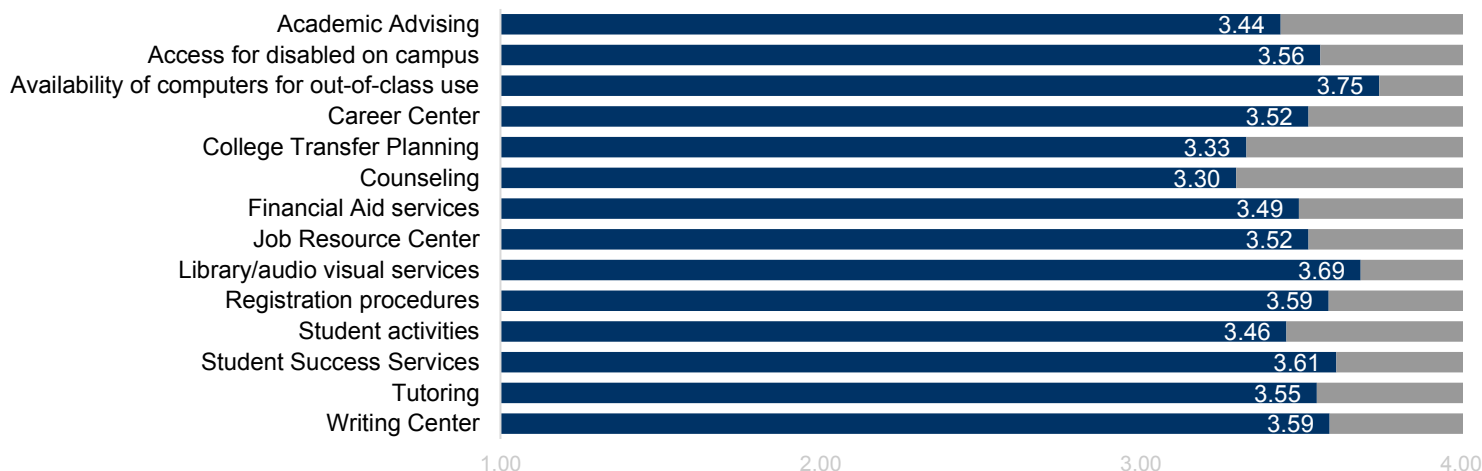




## Student Services Satisfaction

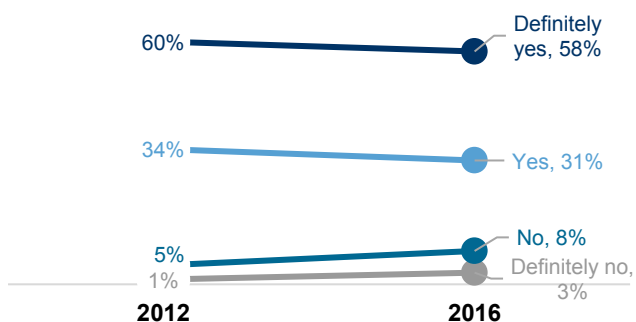
Mean ratings for Centers and Services of 2016 career graduates suggest respondents were **satisfied** with the **offices and services** at Harper College overall.

*2016 Career Graduates Mean Ratings for Centers and Services at Harper*

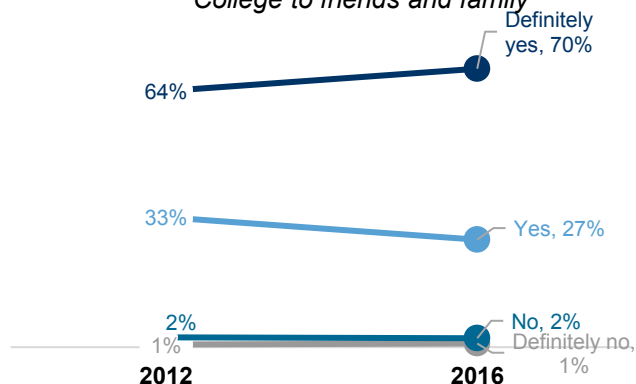


## Satisfaction with Harper College

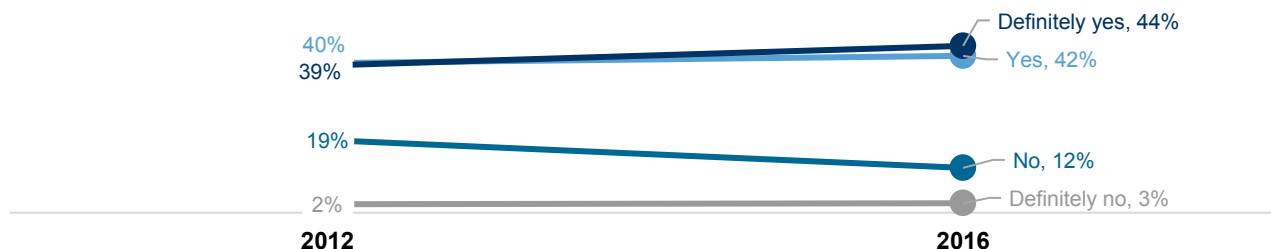
*2016 respondents would return to Harper College*



*Respondents would recommend Harper College to friends and family*



*The majority of 2016 respondents felt their experience at Harper College **bettered** their understanding of diversity and differing cultures and values.*





## Table of Contents

Executive Summary .....	1
List of Tables and Figures .....	5
Introduction .....	6
Response Rates .....	6
Results and Discussion .....	7
Demographics .....	7
Student Intent .....	8
Educational Status .....	9
Employment .....	10
Employment Status .....	10
Job Relation to Program of Study .....	11
Working Hours and Wages .....	12
Job Satisfaction .....	13
When Graduates Began Working .....	14
Location of Employment .....	15
Satisfaction with Harper Experience .....	16
Satisfaction outside Program of Study .....	18
Satisfaction with Services and Offices on Campus .....	20
Instruction Ratings .....	23
Location Ratings .....	25
Harper's Influence on Appreciation of Diversity, Cultures, and Values .....	27
Recommendation of Harper to Others .....	27
Returning to Harper in the Future .....	28

## List of Tables and Figures

Figure 1. Response Rates for the Follow Up Survey .....	6
Figure 2. Survey Respondents Compared to All 2016 Career Graduates.....	7
Figure 3. Main Objective for Attending Harper College .....	8
Figure 4. Success in Achieving Educational Objective.....	8
Figure 5. Educational Status .....	9
Figure 6. Employment Status .....	10
Figure 7. Job Relation to Program of Study .....	11
Figure 8. Typical Hours Worked per Week.....	12
Figure 9. Job Satisfaction .....	13
Figure 10. 2016 Graduates Time Started Working.....	14
Figure 11. When Graduates Started Working .....	14
Figure 12. Location of Employment.....	15
Figure 13. Average Satisfaction Ratings -- Within Program of Study .....	16
Figure 14. Average Satisfaction Ratings -- Outside Program of Study.....	18
Figure 15. 2016 Graduates use of Services and Offices .....	20
Figure 16. 2016 Average Satisfaction Ratings -- Services and Offices .....	20
Figure 17. Average Ratings of Instruction .....	23
Figure 18. Location Ratings .....	25
Figure 19. Diversity, Culture, and Values Appreciation .....	27
Figure 20. Recommending Harper College .....	27
Figure 21. Returning to Harper in the Future.....	28
Table 1. Demographics of all 2016 Career Graduates .....	7
Table 2. Main Objective for Attending Harper College .....	8
Table 3. Employment Status .....	10
Table 4. Reason Job is Unrelated to Program of Study .....	11
Table 5. Hours Worked per Week and Pay .....	12
Table 6. Job Satisfaction .....	13
Table 7. Location of Employment.....	15
Table 8. Satisfaction with Items Pertaining to Program of Study Courses.....	16
Table 9. Satisfaction with Items Outside of Program of Study Courses .....	18
Table 10. Satisfaction with Harper College Services and Offices.....	21
Table 11. Instruction Ratings at Harper.....	23
Table 12. Location Ratings.....	26

## Introduction

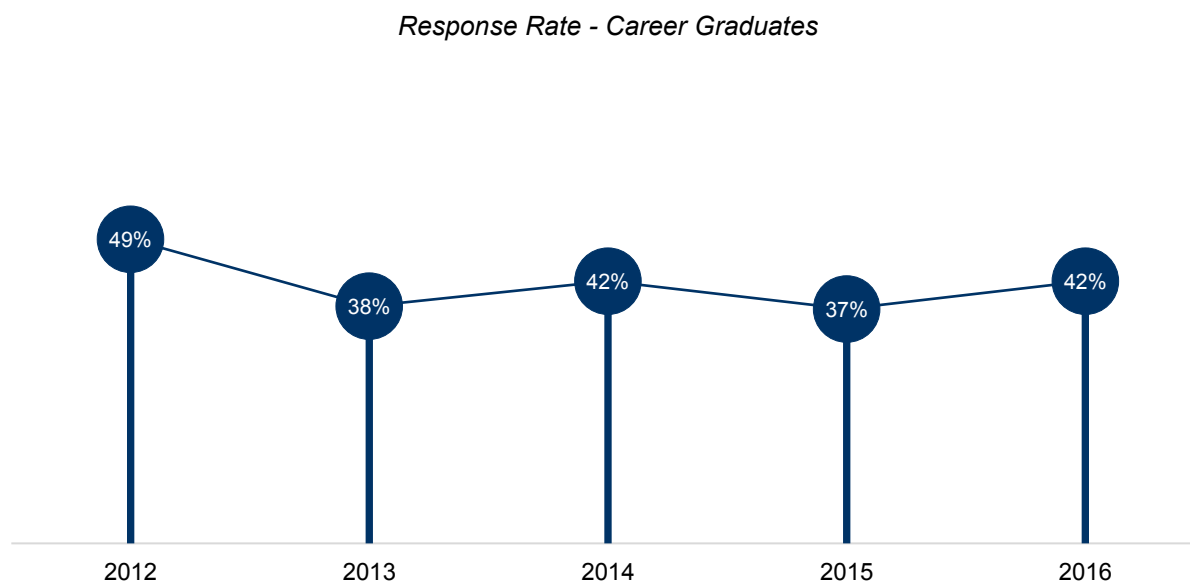
Every year, Harper College partners with Comiskey Research to disseminate the Harper College Follow Up Survey to fiscal year graduates. The following report sections provide insight on the career program graduates. Career programs are any **certificate** or **Associate of Applied Science (AAS)** degree programs. The survey consists of items that were developed locally and required items from the Occupational Follow-Up Survey by the Illinois Community College Board (ICCB) for career programs undergoing program review. The fiscal year graduates from 2015 were the last group required by ICCB to complete the Follow Up Survey; however, Harper College continues to survey credential earners as the information gathered is valuable to the College. The goal of the survey is to ascertain the **current employment** and **educational status** of Harper career graduates, their **satisfaction** with their academic **experiences at Harper**, their views on diversity, and the extent they would recommend Harper College to others or return to Harper in the future.

The findings presented through this report are based on the responses from 819 credential earners completed the survey (41.89% response rate). Not every question was answered by every respondent, as such findings only display the total responses for each question and distribution for that question (reporting valid responses). All percentages are rounded and may not add up to exactly 100 percent. **For more information on the 2016 Career Graduates, explore the Graduate Dashboards on the Office of Institutional Research HIP page.**

## Response Rates

Of the 1,955 graduates who were invited to participate in the 2016 Career Graduate survey, 819 provided responses. The response rate for the survey has declined since 2012. Efforts to increase the response rate were taken for the 2016 graduates, which increased by five percent from 2015 graduates.

*Figure 1. Response Rates for the Follow Up Survey*





## Results and Discussion

### Demographics

The demographics of all Harper College career graduates have remained fairly static over survey years, with the exception of there being more Hispanic/Latino and fewer white career graduates. Career graduates were predominately white and female. In 2013, racial/ethnic groups were expanded to include graduates who reported two races ("Multi-Racial"). Table 1 below shows the racial and gender breakdown for all career graduates.

*Table 1. Demographics of all 2016 Career Graduates*

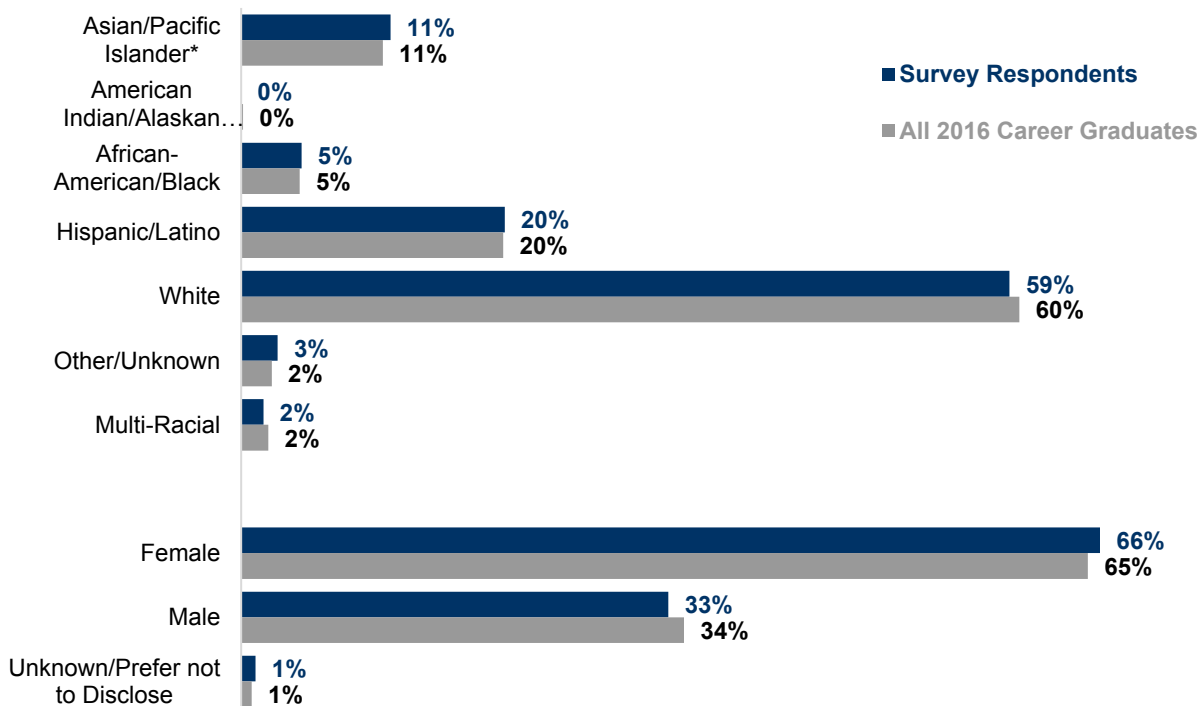
	Asian/Pacific Islander <sup>1</sup>	American Indian/Alaskan Native	African-American/Black	Hispanic/Latino	White	Other <sup>2</sup> /Unknown	Multi-Racial	Male	Female	Not Reported
<b>2012</b>	10.00%	<1%	4.00%	13.00%	66.00%	8.00%	--	38.24%	61.55%	0.22%
<b>2013</b>	9.03%	0.08%	4.51%	15.06%	66.16%	3.21%	1.94%	36.00%	64.00%	0.00%
<b>2014</b>	10.07%	0.19%	4.23%	18.04%	63.01%	3.04%	1.42%	35.09%	64.53%	0.38%
<b>2015</b>	10.05%	0.14%	3.92%	17.27%	64.23%	2.78%	1.60%	38.51%	60.83%	0.66%
<b>2016</b>	10.90%	0.15%	4.50%	20.15%	59.85%	2.35%	2.10%	34.07%	65.12%	0.82%

<sup>1</sup> Includes Native Hawaiian students

<sup>2</sup> Includes International students

Figure 2 shows how the graduates who responded to the 2016 career graduate survey compare to all 2016 career graduates. About the same percentage of graduates who responded to the survey is similar to the demographics of the entire 2016 career graduate pool.

*Figure 2. Survey Respondents Compared to All 2016 Career Graduates*



## Student Intent

The majority of career graduates attended Harper to **obtain skills for a job**. More respondents in 2016 reported their main objective for attending Harper College was to **explore courses to decide on a career**, the highest it has ever been (8%). The proportion of students who attended Harper for personal interest or self-improvement decreased by five percent (5%) between 2015 and 2016.

Figure 3. Main Objective for Attending Harper College

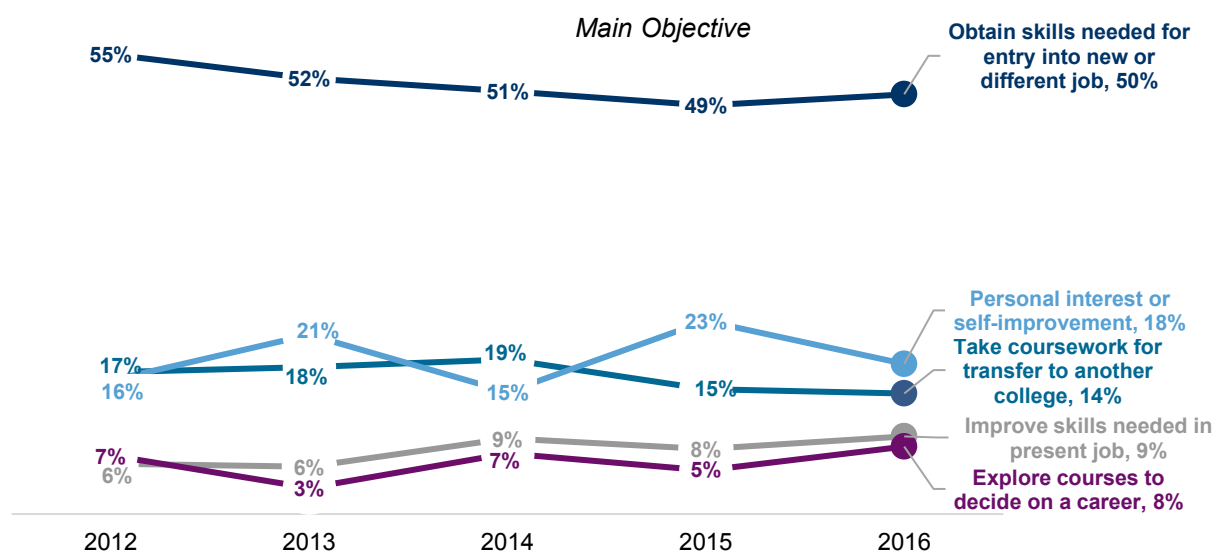
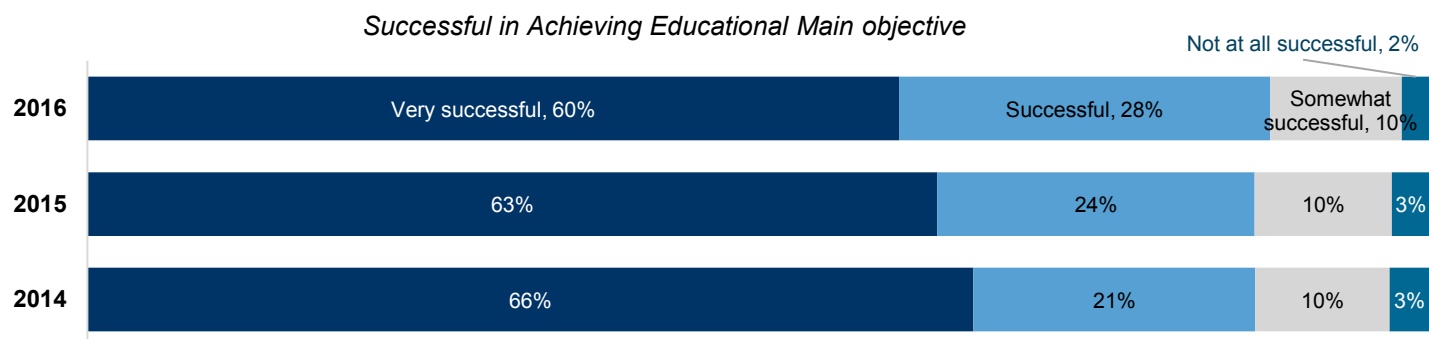


Table 2. Main Objective for Attending Harper College

Main Objective for Attending Harper College	2012	2013	2014	2015	2016
Obtain skills needed for entry into new or different job	55.03%	52.16%	50.61%	48.91%	50.24%
Personal interest or self-improvement	16.00%	21.47%	14.60%	23.12%	17.97%
Take coursework for transfer to another college	16.98%	17.58%	18.51%	14.94%	14.43%
Improve skills needed in present job	6.03%	5.66%	9.03%	7.79%	9.29%
Explore courses to decide on a career	7.00%	3.13%	7.25%	5.24%	8.07%

The 2016 graduates were asked how successful they were in achieving their main educational objective. The majority reported being **very successful** (60%) or **successful** (28%) in achieving their educational objective at Harper.

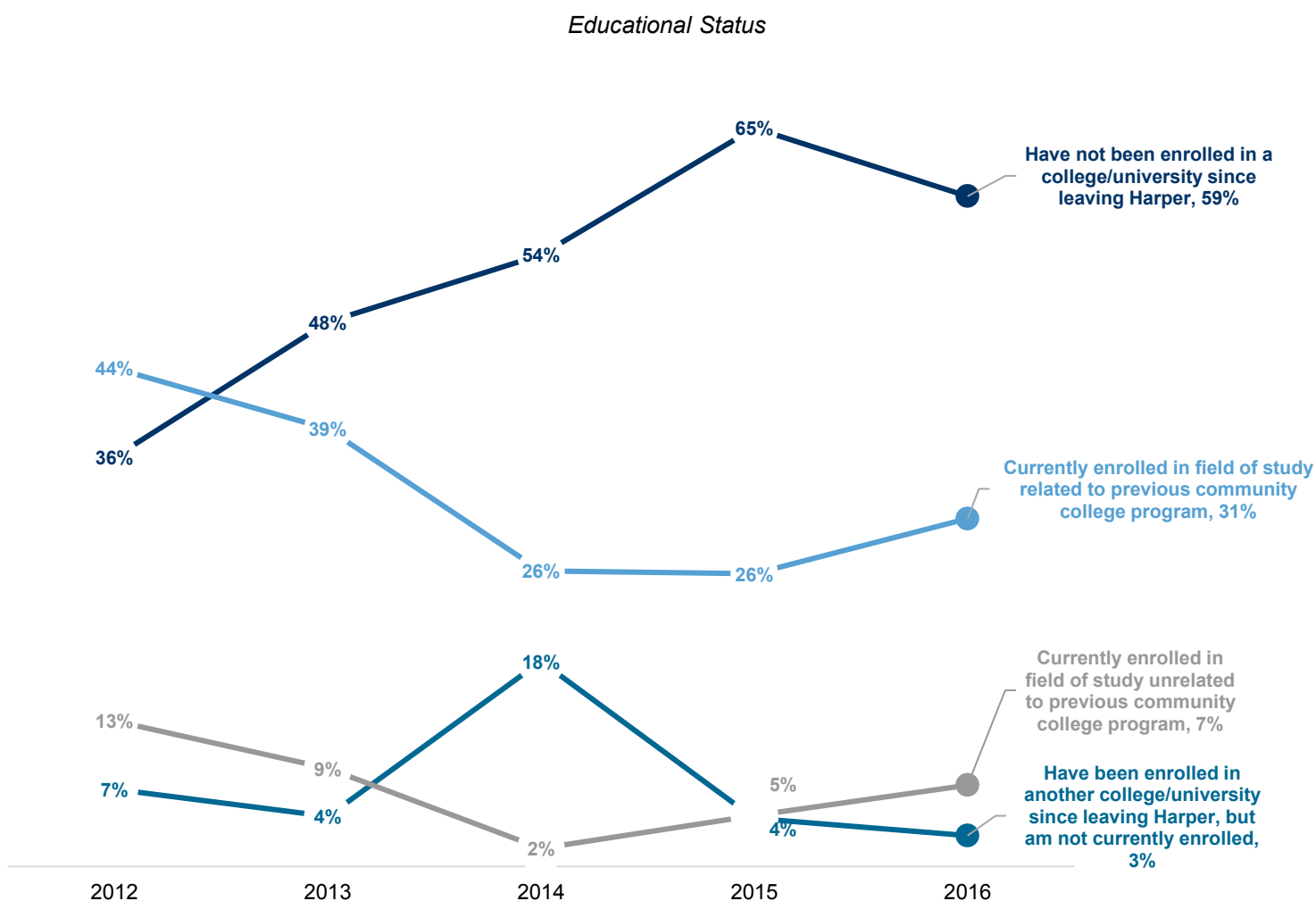
Figure 4. Success in Achieving Educational Objective



## Educational Status

Of the 2016 career respondents who provided their educational status, the majority have not enrolled in another institution since leaving Harper (59%). Thirty-eight percent of the 2016 career respondents are currently enrolled at an institution after earning a credential from Harper, **related** or **unrelated** to their earned Harper credential (31% and 7%, respectively).

Figure 5. Educational Status





## Employment

### Employment Status

The majority of 2016 graduates are employed either **full-time (55%)** or **part-time (25%)**. Nine percent (9%) of the 2016 respondents indicated being unemployed and not seeking employment. Of the nine percent who are **unemployed and not seeking employment**, almost half are full-time students (49%).

Figure 6. Employment Status

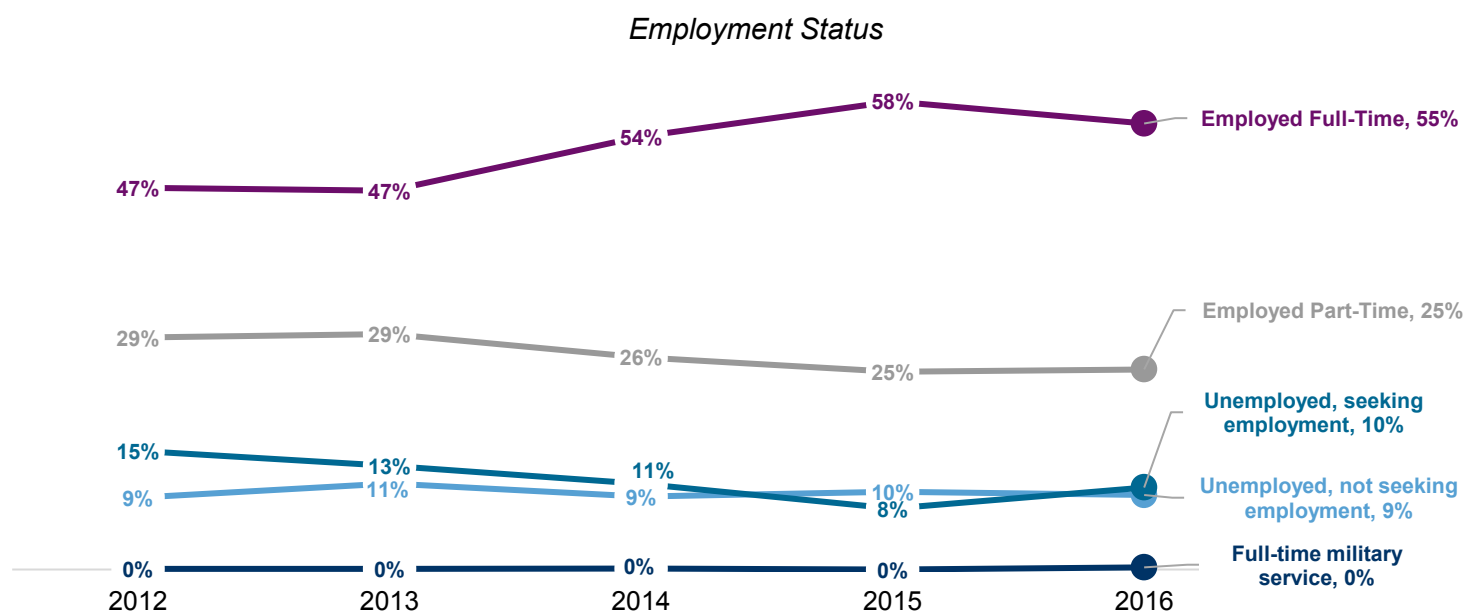


Table 3. Employment Status

What is your employment status?					
	2012	2013	2014	2015	2016
Full-time military service	0.07%	0.08%	0.11%	0.00%	0.26%
Unemployed, not seeking employment	8.94%	10.69%	9.06%	9.67%	9.26%
Unemployed, seeking employment	14.74%	12.89%	10.67%	7.58%	10.19%
Employed part-time, less than 30 hours per week	28.82%	29.26%	26.38%	24.58%	24.87%
Employed full-time, 30 hours or more per week	47.43%	47.07%	53.78%	58.17%	55.42%
If unemployed and not seeking employment, choose one best reason					
	2012	2013	2014	2015	2016
Other reason	9.02%	14.50%	12.50%	0.00%	24.29%
Health disability	3.76%	1.53%	3.75%	8.06%	4.29%
Full-time student	63.16%	67.18%	70.00%	70.97%	48.57%
Full-time homemaker	16.54%	12.98%	3.75%	8.06%	7.14%
Family Responsibility	7.52%	3.82%	10.00%	12.90%	15.71%

### Job Relation to Program of Study

Overall, the majority of employed respondents from each survey year are working in a field **related** to their program of study at Harper College. The respondents who indicated they are employed in an **unrelated** field were asked a follow-up question to assess the reason why. In 2016, the top reason career graduates were not employed in a related field to their program of study was temporary job while in transition (35%).

Figure 7. Job Relation to Program of Study

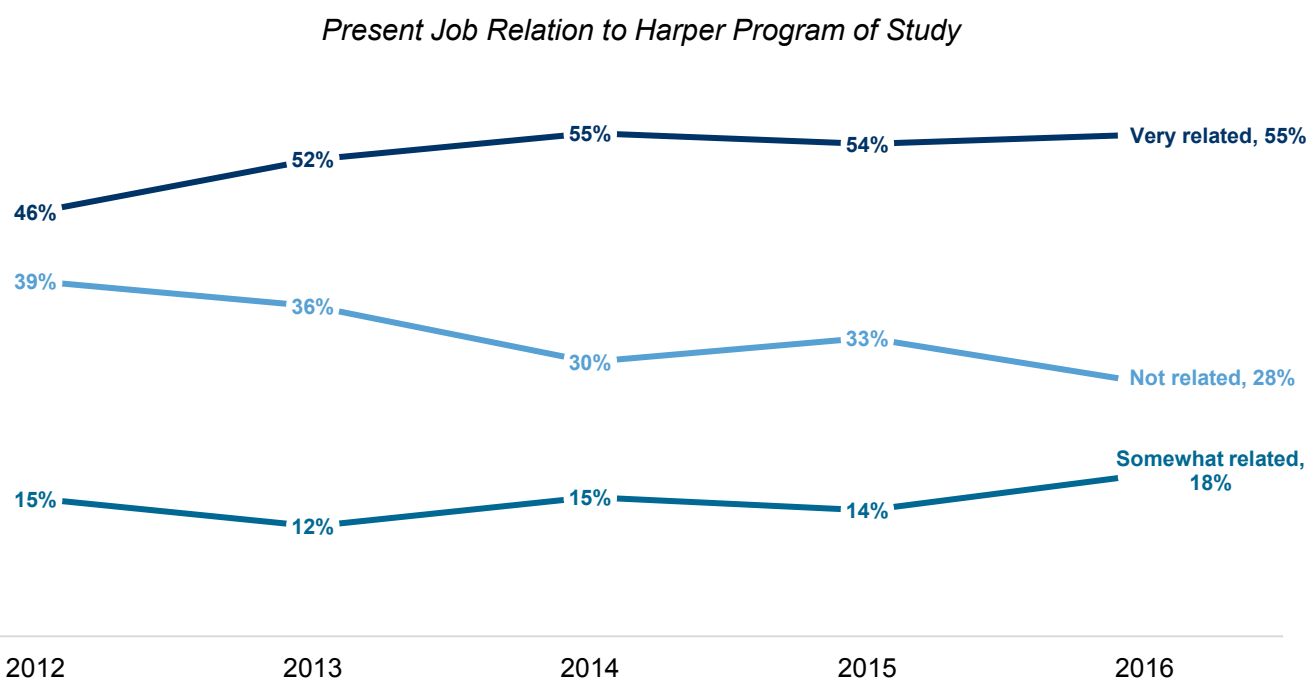


Table 4. Reason Job is Unrelated to Program of Study

If your present job is unrelated to your college program, what is the one best reason why?					
	2012	2013	2014	2015	2016
Temporary job while in transition	47.45%	36.99%	38.83%	29.61%	35.12%
Preferred to work in another field	15.82%	22.26%	14.08%	13.59%	20.24%
Could not find a job in my field of preparation	19.03%	15.36%	14.56%	14.08%	14.29%
Other reason	7.51%	7.52%	16.02%	11.65%	12.50%
Found better paying job in another field	3.22%	4.70%	9.71%	12.14%	5.36%
Did not complete program/pass licensing test to be eligible to work in my field	2.41%	7.52%	1.94%	8.74%	3.57%
Worked previously in my field of preparation, but changed	2.41%	2.82%	2.43%	2.91%	3.57%
Took job in order to get preferred working hours	0.27%	1.57%	2.43%	5.34%	2.98%
Preferred not to move to new locality	0.80%	0.94%	0.00%	0.49%	1.19%
Health problems prevented me from working in my field of preparation	1.07%	0.31%	0.00%	1.46%	1.19%

Note: Arranged by 2016 highest to smallest percentage.

### Working Hours and Wages

Of the 2016 career respondents who are employed, the majority are working **typical full-time hours (58%)**. Few are working more than typical full-time hours (10%), and almost a third of the respondents are working less than 30 hours a week (32%).

Figure 8. Typical Hours Worked per Week

#### Typical hours worked per week

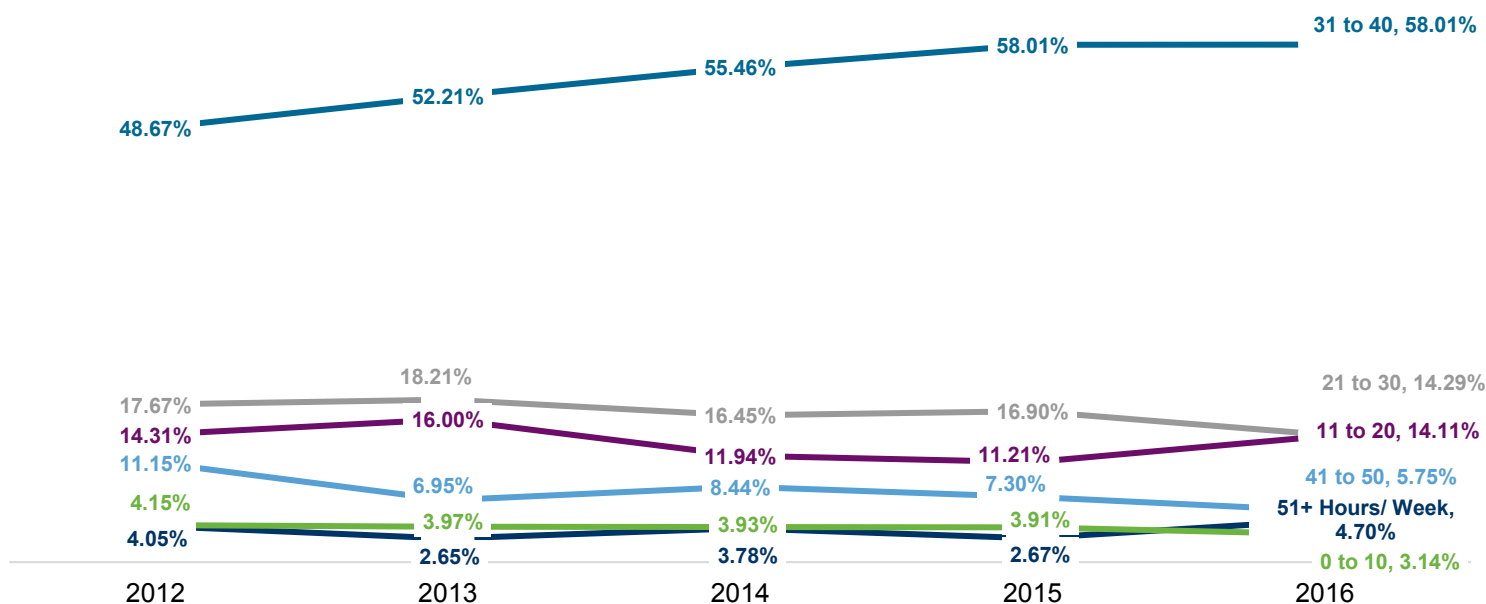


Table 5. Hours Worked per Week and Pay

Average Hours of Work per Week and Mean Hourly Wage					
	N	Average Hours Worked/Week	Average Hourly Wage		
2012	555	-	\$17.99		
2013	523	-	\$21.51		
2014	317	-	\$17.83		
2015	428	34.23	\$17.55		
2016	342	33.61	\$18.00		
On average, how many hours do you work each week?					
Hours/Week Range	2012	2013	2014	2015	2016
0 to 10	4.15%	3.97%	3.93%	3.91%	3.14%
11 to 20	14.31%	16.00%	11.94%	11.21%	14.11%
21 to 30	17.67%	18.21%	16.45%	16.90%	14.29%
31 to 40	48.67%	52.21%	55.46%	58.01%	58.01%
41 to 50	11.15%	6.95%	8.44%	7.30%	5.75%
51+	4.05%	2.65%	3.78%	2.67%	4.70%



### Job Satisfaction

While the majority of graduates' responded feeling **somewhat (36%)** or **very satisfied (51%)** with their current jobs, 14% of 2016 career respondents felt **somewhat** or **very dissatisfied** at work. The ratio of satisfied to dissatisfied graduates at work has remained consistent over survey years.

Figure 9. Job Satisfaction

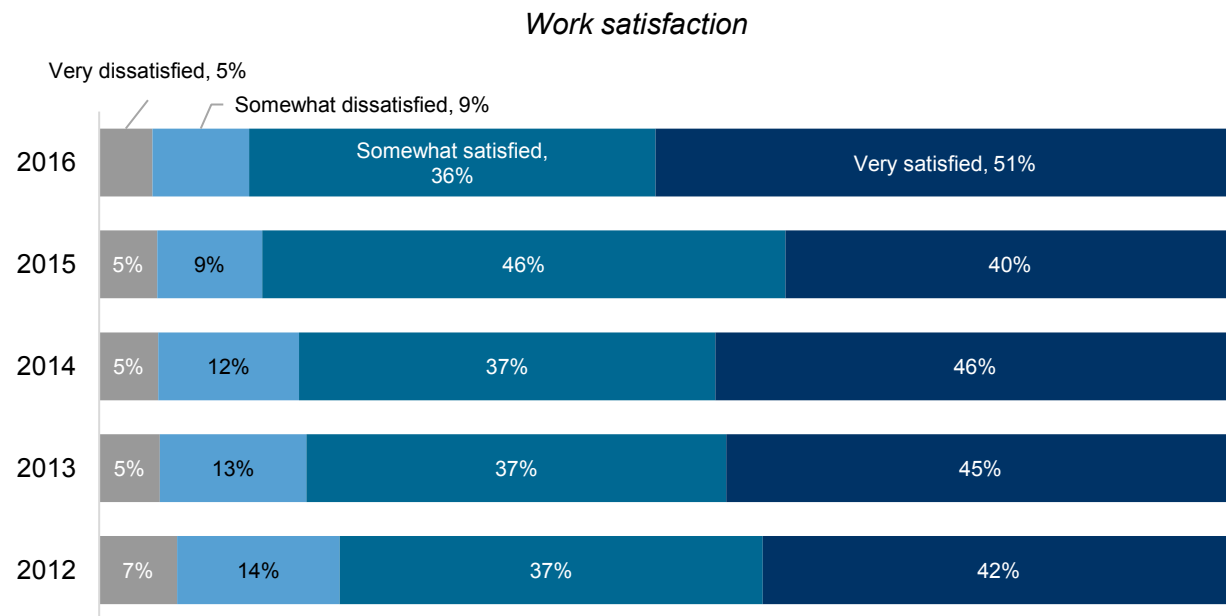


Table 6. Job Satisfaction

In general, how satisfied are you with your present job?					
	2012	2013	2014	2015	2016
Very dissatisfied	6.86%	5.35%	5.19%	5.10%	4.68%
Somewhat dissatisfied	14.31%	12.92%	12.41%	9.25%	8.53%
Somewhat satisfied	37.25%	36.97%	36.65%	46.09%	35.79%
Very satisfied	41.57%	44.77%	45.74%	39.55%	51.00%

### When Graduates Began Working

Most of the 2016 respondents started their job after leaving their program at Harper (51%) compared to those who started before (26%) or while enrolled (23%). Many of the respondents began working **after leaving their program**, a trend that spiked in 2011 and had remained consistent until an increase of 7% from 2015 to 2016. The high number of graduates who started work after their program at Harper is consistent with the reported main objective to obtain skills for a job (50% of 2016 career respondents)

Figure 10. 2016 Graduates Time Started Working

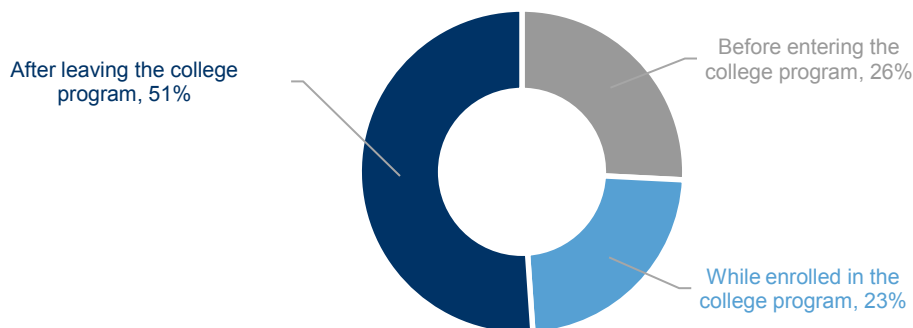
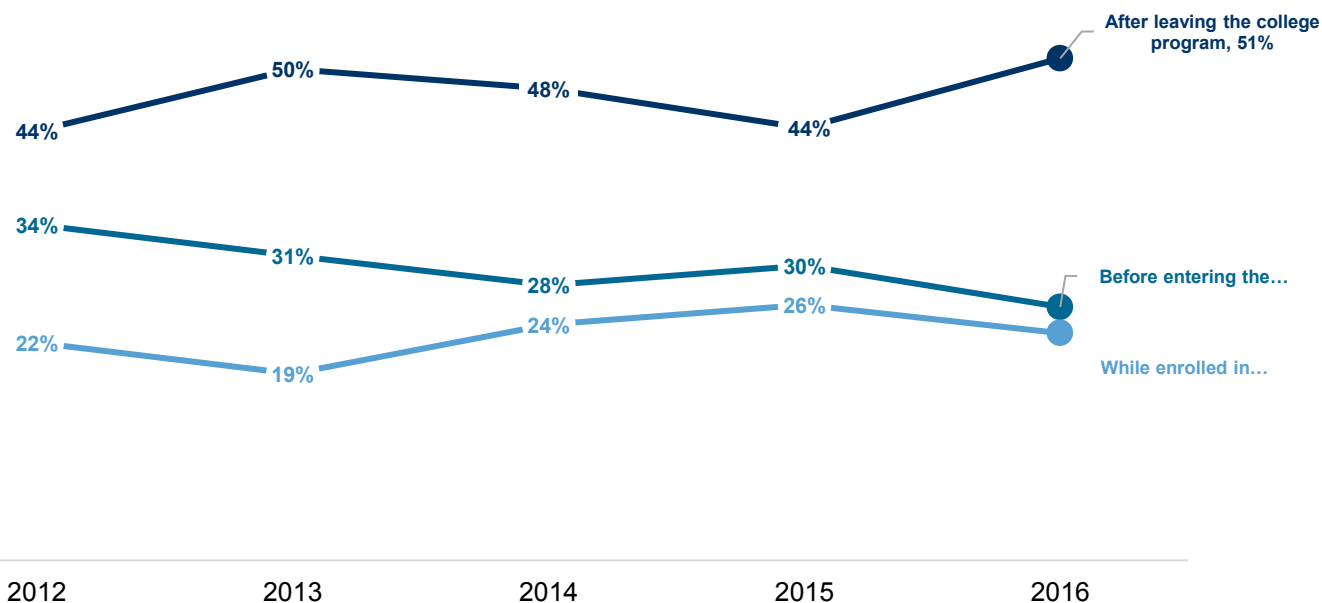


Figure 11. When Graduates Started Working



### Location of Employment

The large majority of 2016 career respondents work inside the state of Illinois (94%), within and outside of Harper's district. Less than half work within Harper's district (46%). While more respondents reported **working outside of Illinois** in 2016 (6%) than in previous years (3-5%), the majority continue to be employed within the state.

Figure 12. Location of Employment

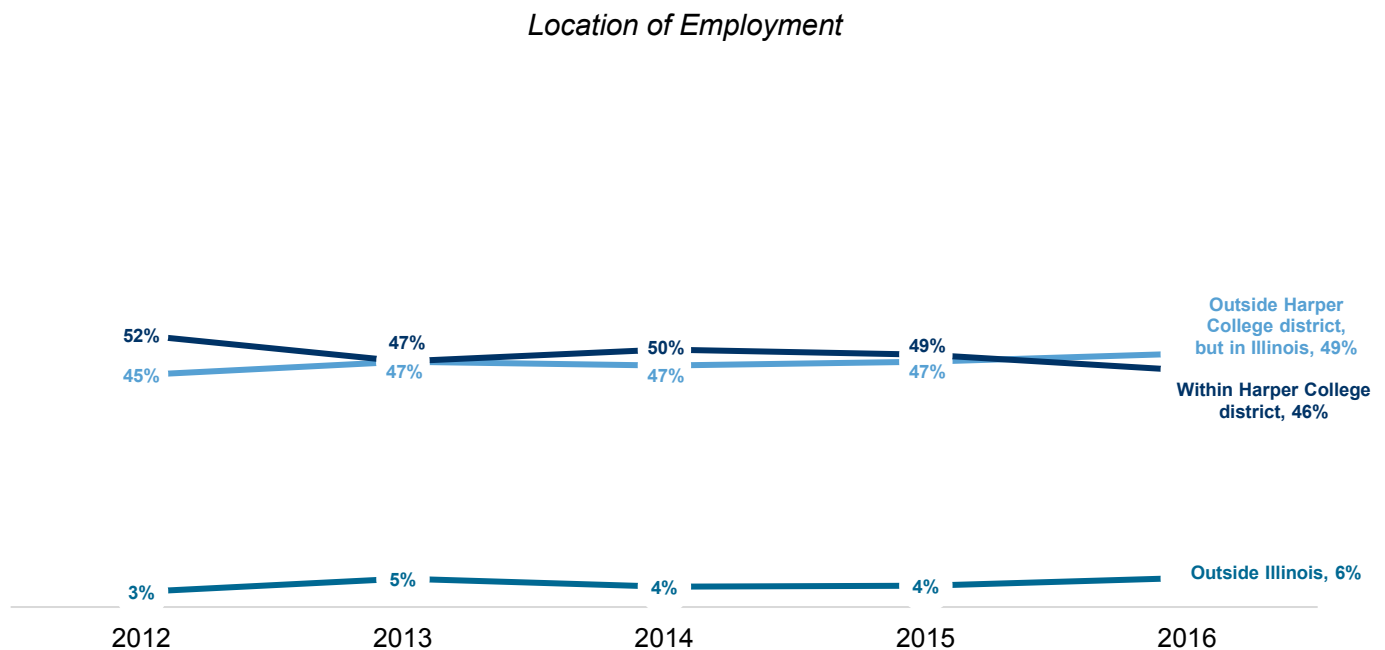


Table 7. Location of Employment

Location of Employment					
	2012	2013	2014	2015	2016
Outside Illinois	2.94%	5.43%	3.90%	4.13%	5.59%
Outside Harper College district, but in Illinois	44.71%	47.23%	46.53%	47.27%	48.81%
Within Harper College district	52.35%	47.34%	49.57%	48.60%	45.59%



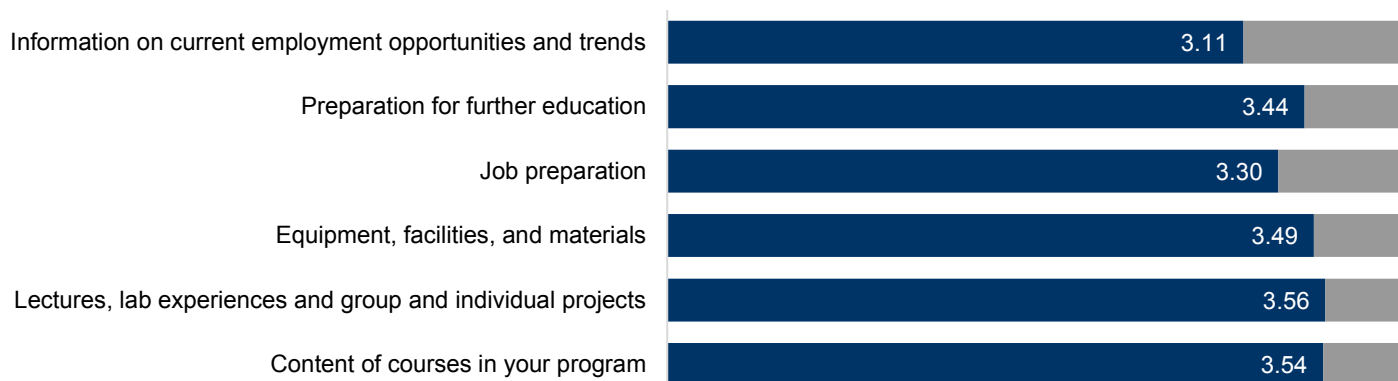
## Satisfaction with Harper Experience

### *Satisfaction within Program of Study*

Career respondents rated their program on specific items using a four-point scale (1 = Very Dissatisfied and 4 = Very Satisfied). Figure 13 (below) shows the results from the 2016 career respondents' satisfaction ratings only. Compared to the average ratings in 2015, the 2016 respondents rated their satisfaction with equipment, facilities, and materials lower (0.11 points) and content of courses in their program lower (0.10 points). Overall, respondents are **satisfied** with the aspects **within** their program of study at Harper (Table 8).

*Figure 13. Average Satisfaction Ratings -- Within Program of Study*

*Mean/Average Satisfaction Ratings within Program of Study*



*Table 8. Satisfaction with Items Pertaining to Program of Study Courses*

Satisfaction with the following items as they pertain to skill courses in program of study					
	N	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Content of courses in your program					
2012	1347	70.30%	24.72%	3.86%	1.11%
2013	1183	72.19%	3.89%	22.65%	1.27%
2014	855	69.59%	25.26%	4.09%	1.05%
2015	752	71.28%	23.01%	3.99%	1.73%
2016	772	74.09%	21.24%	3.24%	1.42%
Lectures, lab experiences, and group and individual projects					
2012	1338	66.29%	28.25%	4.26%	1.20%
2013	1,181	69.09%	4.40%	25.23%	1.27%
2014	849	64.31%	28.50%	4.71%	2.47%
2015	752	71.14%	22.74%	4.26%	1.86%
2016	768	66.67%	28.39%	3.39%	1.56%
Equipment, facilities, and materials					
2012	1334	68.89%	25.11%	4.95%	1.05%
2013	1,180	74.07%	20.34%	4.41%	1.19%
2014	853	69.28%	24.85%	3.99%	1.88%
2015	749	69.43%	23.63%	4.54%	2.40%
2016	772	71.76%	22.41%	4.40%	1.42%

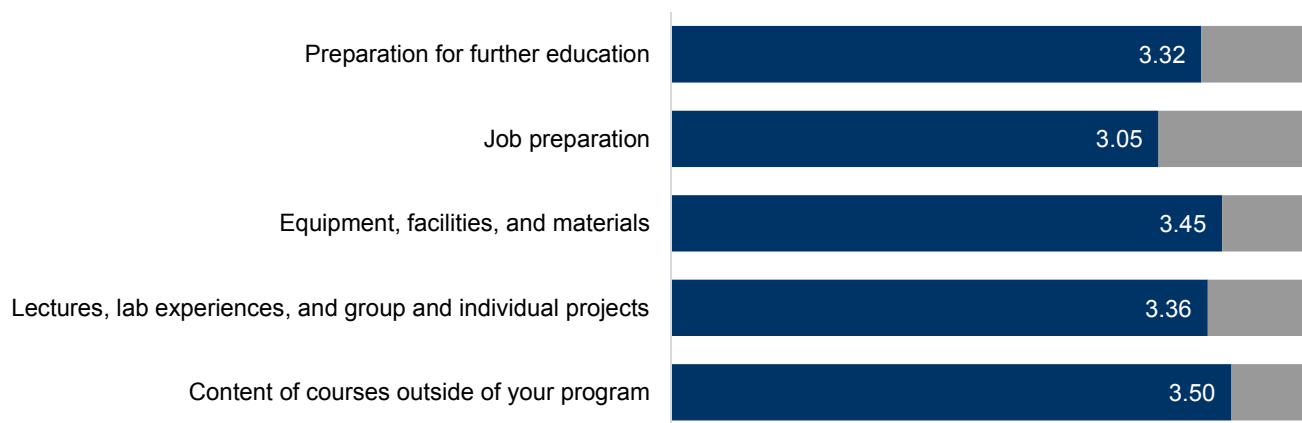
Satisfaction with the following items as they pertain to skill courses in program of study					
	N	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Job preparation					
2012	1224	54.00%	31.45%	11.44%	3.59%
2013	1127	56.00%	31.85%	9.23%	3.37%
2014	836	55.98%	30.74%	9.33%	3.95%
2015	742	54.45%	32.48%	9.43%	3.64%
2016	759	54.45%	32.67%	8.43%	3.95%
Preparation for further education					
2012	1300	57.00%	33.38%	7.46%	2.46%
2013	1138	62.00%	28.82%	7.47%	2.20%
2014	846	57.80%	33.22%	5.91%	3.07%
2015	741	60.59%	30.63%	6.88%	1.89%
2016	753	60.59%	30.54%	5.84%	2.26%
Information on current employment opportunities and trends					
2012	1112	34.00%	35.34%	19.51%	11.15%
2013	1027	32.00%	34.18%	19.28%	12.17%
2014	812	39.16%	34.11%	17.98%	8.74%
2015	722	45.01%	33.93%	15.24%	5.82%
2016	738	45.01%	35.09%	13.28%	5.42%

### *Satisfaction outside Program of Study*

On a four-point scale, graduates rated their experience at Harper **outside** of their program of study. Overall, respondents were **satisfied** with their class experiences. Figure 14 shows the mean ratings of the 2016 career respondents. Respondents were most satisfied with the content of courses outside of their program (M = 3.50) and least satisfied with job preparation (M = 3.05).

*Figure 14. Average Satisfaction Ratings -- Outside Program of Study*

#### *Mean/Average Ratings outside Program of Study*



*Table 9. Satisfaction with Items Outside of Program of Study Courses*

Satisfaction with items as they pertain to skill courses outside of program of study					
	N	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Content of courses outside your program					
2012	752	56.65%	36.84%	4.65%	1.86%
2013	532	54.89%	35.15%	8.27%	1.69%
2014	695	54.96%	39.42%	3.88%	1.73%
2015	604	54.47%	38.74%	4.80%	1.99%
2016	627	58.37%	35.09%	5.10%	1.44%
Lectures, lab experiences, and group and individual projects					
2012	737	44.37%	49.39%	4.48%	1.76%
2013	530	53.02%	38.87%	6.23%	1.89%
2014	691	54.41%	39.94%	3.91%	1.74%
2015	605	54.71%	38.51%	4.46%	2.31%
2016	623	56.98%	37.56%	4.01%	1.44%
Equipment, facilities, and materials					
2012	733	48.16%	45.98%	4.50%	1.36%
2013	533	58.91%	34.90%	4.13%	2.06%
2014	692	63.01%	32.66%	2.89%	1.45%
2015	607	61.78%	33.28%	2.97%	1.98%
2016	625	64.16%	31.68%	2.88%	1.28%

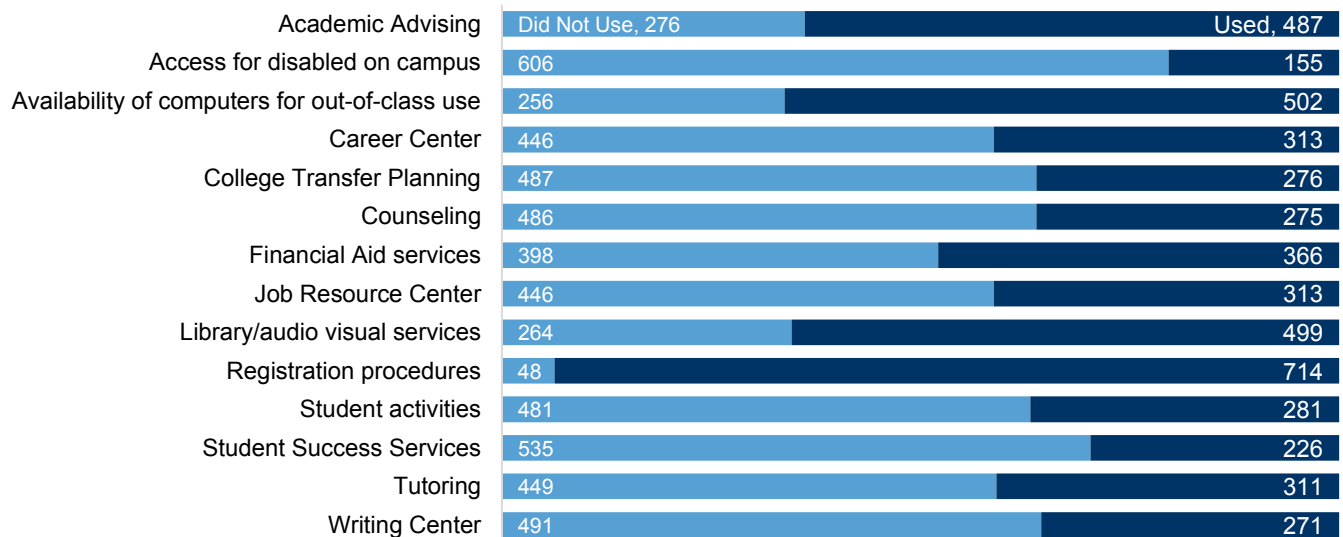
Satisfaction with items as they pertain to skill courses outside of program of study.					
	N	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Job preparation					
2012	593	39.46%	42.66%	13.32%	4.55%
2013	442	40.27%	40.05%	14.71%	4.98%
2014	663	43.89%	40.27%	11.61%	4.22%
2015	593	37.27%	44.18%	14.00%	4.55%
2016	611	43.54%	37.64%	14.57%	4.26%
Preparation for further education					
2012	703	50.50%	38.55%	8.39%	2.56%
2013	508	51.18%	37.40%	8.46%	2.95%
2014	684	51.02%	38.74%	7.16%	3.07%
2015	602	52.16%	38.37%	6.81%	2.66%
2016	617	56.40%	34.68%	6.65%	2.27%

### *Satisfaction with Services and Offices on Campus*

Career respondents rated twelve offices and services at Harper College on a three-point scale (1 = Very Dissatisfied and 4 = Very Satisfied). Many of the services on campus were underutilized by the 2016 graduates (Figure 15). On average, the 2016 career respondents were satisfied with the offices and services at Harper (Figure 16). Table 10 shows the ratings for all career graduates from 2012 through 2016.

*Figure 15. 2016 Graduates use of Services and Offices*

#### *2015 Career Graduates Use of Centers and Services at Harper*



*Figure 16. 2016 Average Satisfaction Ratings -- Services and Offices*

#### *2016 Career Graduates Mean Ratings for Centers and Services at Harper*

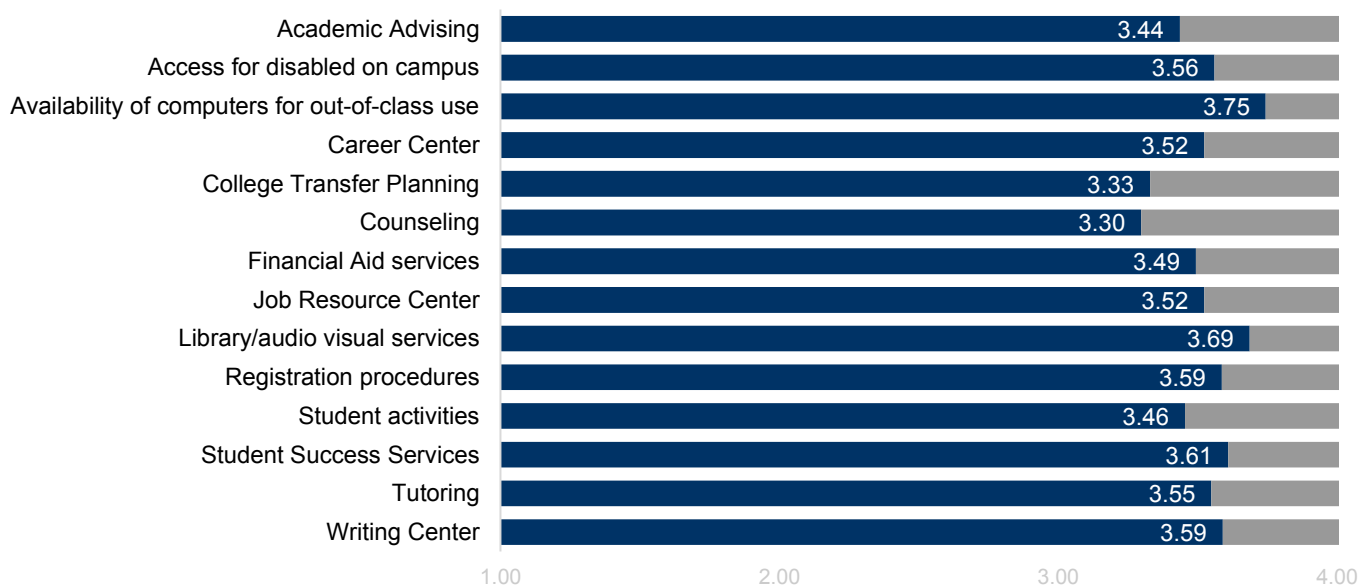




Table 10. Satisfaction with Harper College Services and Offices

	N	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
<b>Academic Advising</b>					
2012	797	50.44%	28.73%	14.68%	6.15%
2013	658	47.87%	31.76%	13.07%	7.29%
2014	507	52.07%	31.16%	11.24%	5.52%
2015	472	54.03%	32.84%	9.11%	4.03%
2016	487	61.40%	25.26%	9.03%	4.31%
<b>Access for Disabled on Campus</b>					
2012	153	66.01%	26.80%	1.96%	5.23%
2013	151	71.52%	21.85%	4.64%	1.99%
2014	171	74.27%	18.13%	5.26%	2.34%
2015	108	70.37%	22.22%	6.48%	0.93%
2016	155	69.68%	21.94%	3.23%	5.16%
<b>Availability of Computers for Out-of-Class Use</b>					
2012	851	73.44%	20.68%	4.82%	1.06%
2013	720	0.00%	0.00%	0.00%	0.00%
2014	568	77.11%	18.13%	2.82%	1.94%
2015	487	74.33%	19.71%	5.54%	0.41%
2016	502	77.89%	19.32%	2.19%	0.60%
<b>Career Center</b>					
2012	334	57.78%	32.63%	5.99%	3.59%
2013	319	54.86%	30.09%	9.09%	5.96%
2014	326	62.58%	29.45%	4.60%	3.37%
2015	300	59.00%	34.00%	5.33%	1.67%
2016	313	63.90%	27.80%	5.11%	3.19%
<b>College Transfer Planning</b>					
2012	317	42.59%	37.85%	12.62%	6.94%
2013	323	42.72%	33.75%	18.58%	4.95%
2014	293	53.24%	29.01%	12.63%	5.12%
2015	218	50.46%	36.24%	10.55%	2.75%
2016	276	53.26%	30.80%	11.59%	4.35%
<b>Counseling</b>					
2012	337	46.59%	35.31%	10.98%	7.12%
2013	292	43.49%	32.53%	17.81%	6.16%
2014	268	51.87%	32.84%	9.33%	5.97%
2015	159	61.01%	32.70%	4.40%	1.89%
2016	275	52.36%	30.55%	11.64%	5.45%
<b>Financial Aid Services</b>					
2012	513	56.92%	23.59%	10.92%	8.58%
2013	469	56.72%	23.88%	13.01%	6.40%
2014	400	59.75%	24.25%	8.75%	7.25%
2015	355	60.00%	29.01%	7.04%	3.94%
2016	366	66.39%	21.86%	6.56%	5.19%

	N	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
<b>Job Resource Center</b>					
2012	-	-	-	-	-
2013	-	-	-	-	-
2014	-	-	-	-	-
2015	-	-	-	-	-
2016	313	63.90%	27.80%	5.11%	3.19%
<b>Library/Audio Visual Services</b>					
2012	835	71.62%	23.59%	3.95%	0.84%
2013	717	68.62%	26.36%	4.18%	0.84%
2014	563	74.07%	22.02%	2.49%	1.42%
2015	505	71.88%	25.54%	2.18%	0.40%
2016	499	73.75%	22.44%	2.61%	1.20%
<b>Registration Procedures</b>					
2012	1273	63.94%	27.97%	5.89%	2.20%
2013	1102	60.71%	30.31%	7.17%	1.81%
2014	767	65.71%	26.34%	5.74%	2.22%
2015	711	63.85%	27.99%	6.89%	1.27%
2016	714	67.23%	26.05%	4.90%	1.82%
<b>Student Activities</b>					
2012	224	52.68%	37.05%	8.04%	2.23%
2013	214	53.27%	34.11%	9.35%	3.27%
2014	279	53.05%	35.13%	8.60%	3.23%
2015	205	54.15%	35.12%	8.29%	2.44%
2016	281	58.01%	31.32%	8.90%	1.78%
<b>Student Success Services</b>					
2012	-	-	-	-	-
2013	-	-	-	-	-
2014	-	-	-	-	-
2015	-	-	-	-	-
2016	226	66.37%	29.20%	3.54%	0.88%
<b>Tutoring</b>					
2012	394	54.31%	31.73%	8.38%	5.58%
2013	382	50.52%	32.98%	11.52%	4.97%
2014	318	61.64%	27.99%	6.92%	3.46%
2015	277	62.09%	30.69%	4.69%	2.53%
2016	311	64.95%	27.01%	6.11%	1.93%
<b>Writing Center</b>					
2012	-	-	-	-	-
2013	-	-	-	-	-
2014	-	-	-	-	-
2015	-	-	-	-	-
2016	271	66.79%	26.20%	6.27%	0.74%

### Instruction Ratings

Career respondents rated areas of instruction at Harper College on a four-point scale (1=Poor and 4 = Excellent). Overall, the majority of respondents rated the areas of instruction as **Good** or **Excellent**. The highest rated area of instruction was Course Content for both 2015 and 2016 (65% and 68% rated as Excellent, respectively) was the most satisfactory instruction aspect.

Figure 17. Average Ratings of Instruction

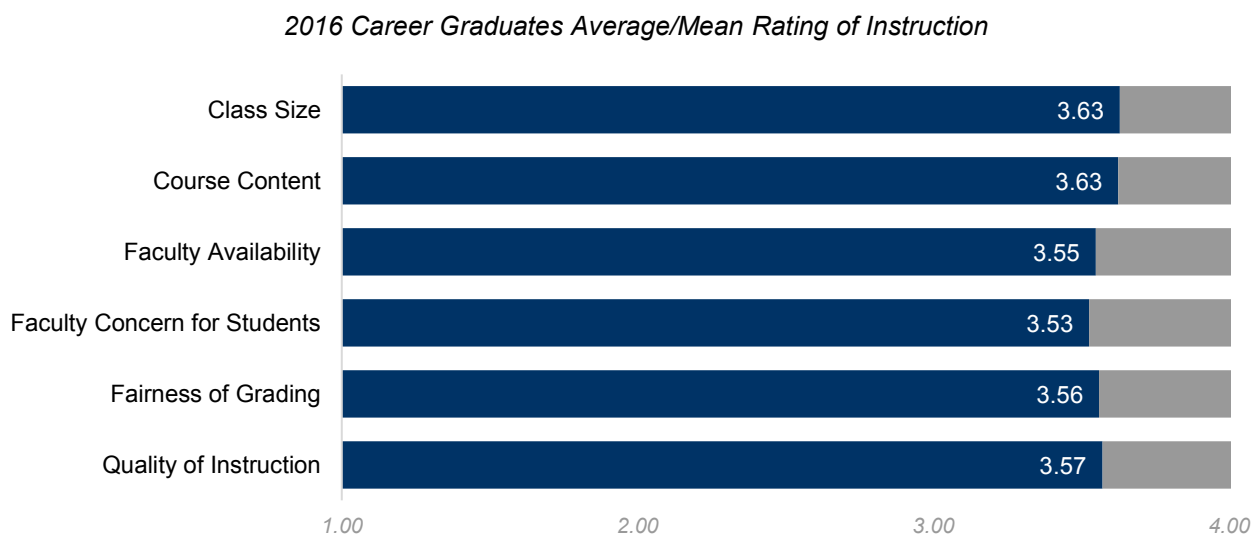


Table 11. Instruction Ratings at Harper

	N	Excellent	Good	Average	Poor
<b>Class Size</b>					
2012	1328	65%	29%	5%	1%
2013	1180	73%	22%	4%	1%
2014	848	67%	27%	6%	0%
2015	738	63%	31%	5%	0%
2016	762	67%	28%	4%	0%
<b>Course Content</b>					
2012	1338	60%	34%	5%	1%
2013	1179	68%	26%	5%	1%
2014	849	60%	32%	6%	2%
2015	740	65%	30%	4%	1%
2016	768	68%	28%	4%	1%
<b>Faculty Availability</b>					
2012	1309	63%	27%	9%	1%
2013	1174	66%	26%	7%	2%
2014	845	64%	25%	9%	3%
2015	735	63%	29%	7%	1%
2016	760	66%	24%	8%	1%

	N	Excellent	Good	Average	Poor
Faculty Concern for Students					
2012	1335	63%	26%	9%	2%
2013	1179	65%	26%	7%	2%
2014	850	62%	25%	9%	4%
2015	735	62%	28%	8%	2%
2016	758	65%	25%	8%	2%
Fairness of Grading					
2012	1338	64%	28%	6%	1%
2013	1179	66%	27%	6%	1%
2014	848	63%	28%	7%	2%
2015	742	65%	28%	6%	1%
2016	766	65%	28%	5%	2%
Quality of Instruction					
2012	1341	60%	32%	7%	1%
2013	1179	59%	24%	5%	12%
2014	847	61%	30%	7%	3%
2015	739	60%	34%	5%	1%
2016	767	65%	29%	4%	1%

### Location Ratings

Career respondents were asked to rate the convenience of Harper College location on a three-point scale (1 = **Not Convenient**, 2 = **Convenient**, and 3 = **Very Convenient**, or 0 = N/A). The majority of respondents did not use the HPC or Northeast Center options (162 and 128 of the 819 respondents, respectively). The Main Campus (74%) and Web/Internet (71%) continues to be the most convenient of all locations.

Figure 18. Location Ratings

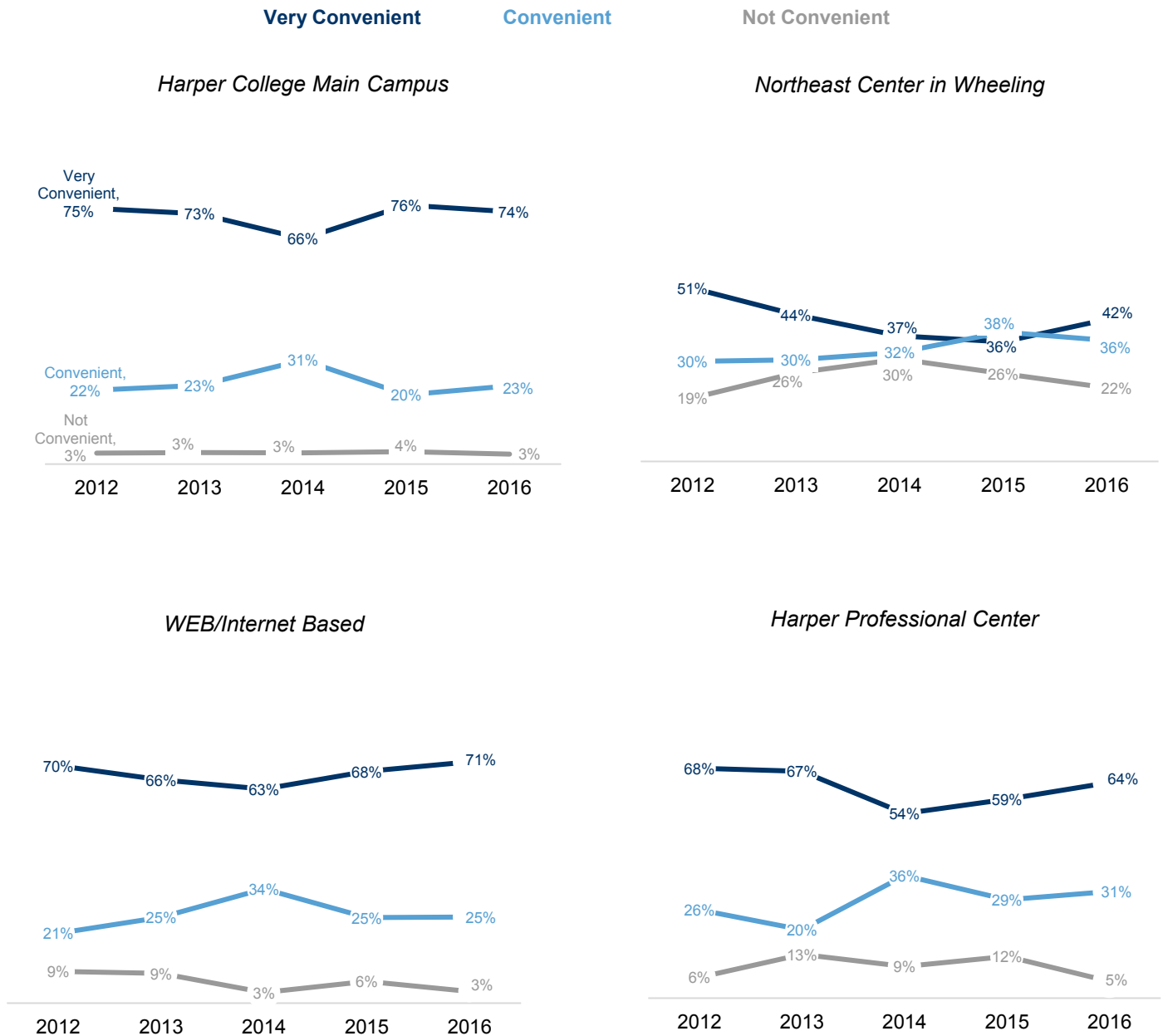


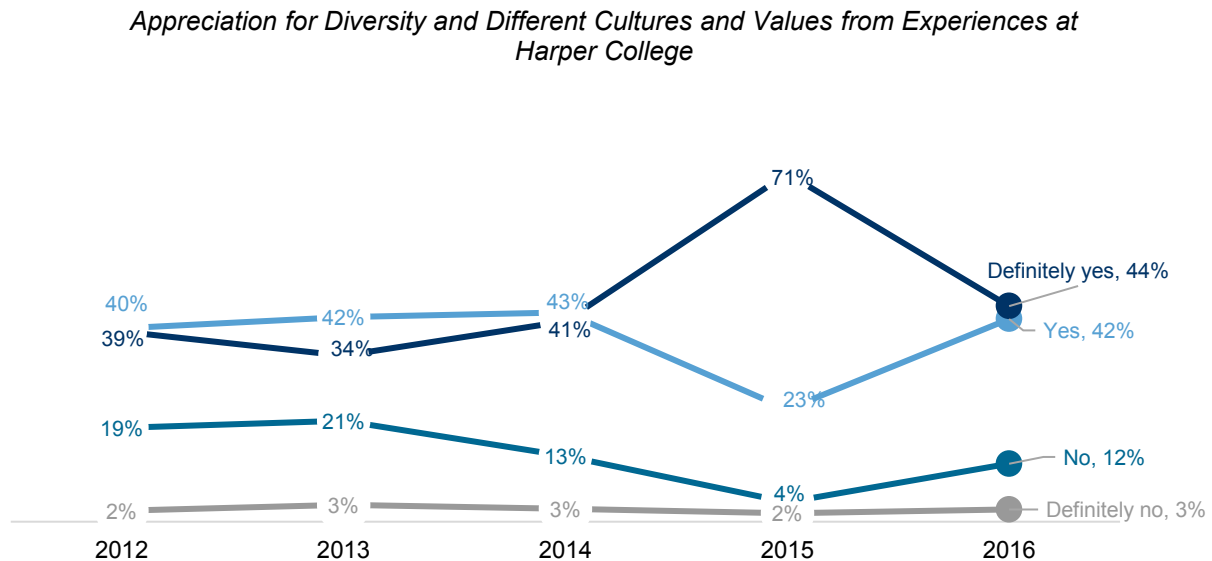
Table 12. Location Ratings

Location Convenience	N	Very Convenient	Convenient	Not Convenient
Harper Main Campus				
2012	1225	75%	22%	3%
2013	1,030	73%	23%	3%
2014	753	66%	31%	3%
2015	684	76%	20%	4%
2016	649	74%	23%	3%
Northeast Center in Wheeling (LCC)				
2012	239	51%	30%	19%
2013	209	44%	30%	26%
2014	204	37%	32%	30%
2015	138	36%	38%	26%
2016	128	42%	36%	22%
Web or Internet based				
2012	524	70%	21%	9%
2013	375	66%	25%	9%
2014	445	63%	34%	3%
2015	357	68%	25%	6%
2016	378	71%	25%	3%
Harper Professional Center in Schaumburg				
2012	146	68%	26%	6%
2013	124	67%	20%	13%
2014	224	54%	36%	9%
2015	162	59%	29%	12%
2016	162	64%	31%	5%

### *Harper's Influence on Appreciation of Diversity, Cultures, and Values*

The majority of career respondents reported **yes (42%)** or **definitely yes (44%)** that as a result of their experiences at Harper **they have a better appreciation for diversity and different cultures and values.**

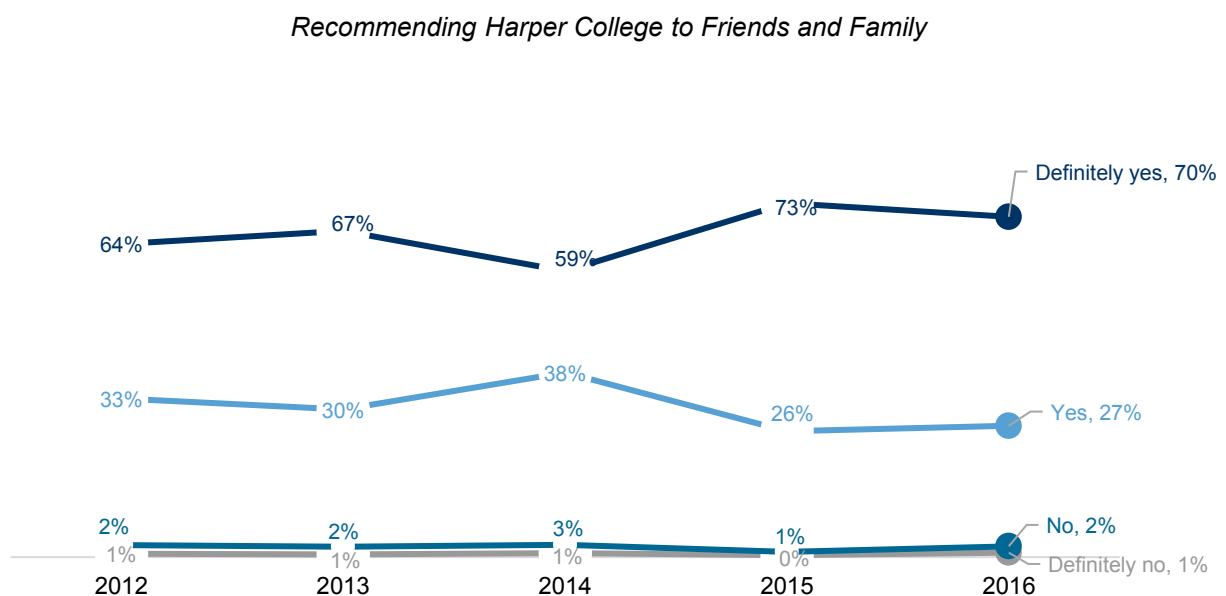
*Figure 19. Diversity, Culture, and Values Appreciation*



### *Recommendation of Harper to Others*

Consistently over prior years, career respondents overwhelmingly responded **yes (26 - 38%)** or **definitely yes (59 - 73%)** that **they would recommend Harper to friends and family.** Very few (between 0 – 3%) would not recommend Harper College.

*Figure 20. Recommending Harper College*





### *Returning to Harper in the Future*

The **majority** of respondents indicated that **they would return to Harper for education or personal enrichment courses** in the near future (89%). Eleven percent (11%) of the 2016 respondents indicated that they would not or definitely not return to Harper College in the future. This is a 2% increase from 2015, though responses have not been higher than 11% over the past five years.

*Figure 21. Returning to Harper in the Future*

