



FOLLOW UP SURVEY

Career Credential Earners
Fiscal Year 2017

Education and Employment

A look into the 2017 graduates
employment and education status

Ratings of Harper College

How our 2017 graduates felt about
their experience at Harper College



Harper College

Prepared by
The Office of Institutional Research

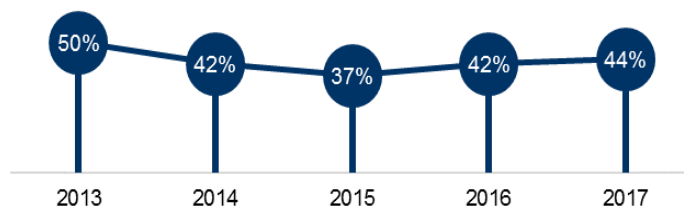
Report Developed Fall 2018

Executive Summary

Background and Response Rate

Students who have completed a certificate and/or Associate of Applied Sciences credentials in fiscal year 2017 were surveyed to determine the extent to which they have found employment and to assess their satisfaction with their experience at Harper College. Forty-four percent (44%) of Career Graduates responded to the Harper College Follow-Up Survey.

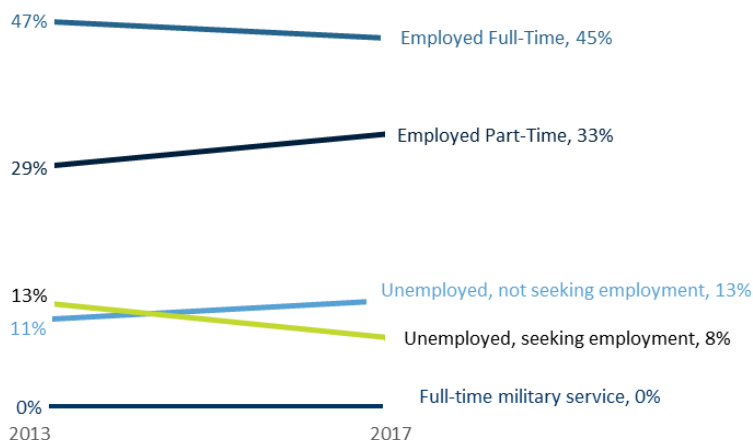
Response Rate - Career Graduates



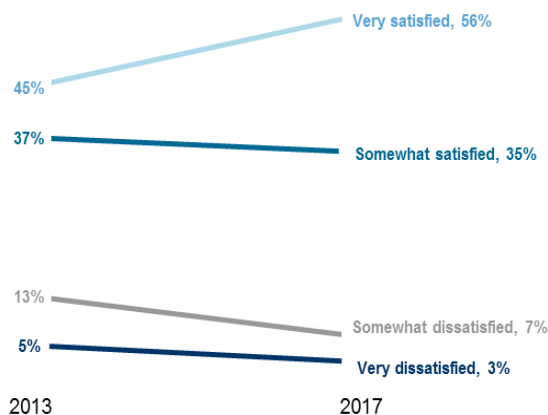
Of the respondents, 39 percent indicated their main objective for attending Harper was to obtain skills needed for entry into a new or different job. Thirty-three percent (33%) attended Harper to take coursework for transfer to another college. Of all of the respondents, the majority were very successful (64%) or successful (27%) in achieving their main object at Harper College.

Employment

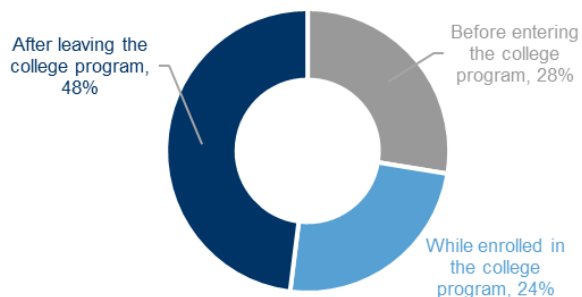
The majority of the 2017 respondents are working full or part-time (78%). Of those who are unemployed and not seeking employment, 81 percent are currently full-time students (see page 10 for more details).



Work Satisfaction

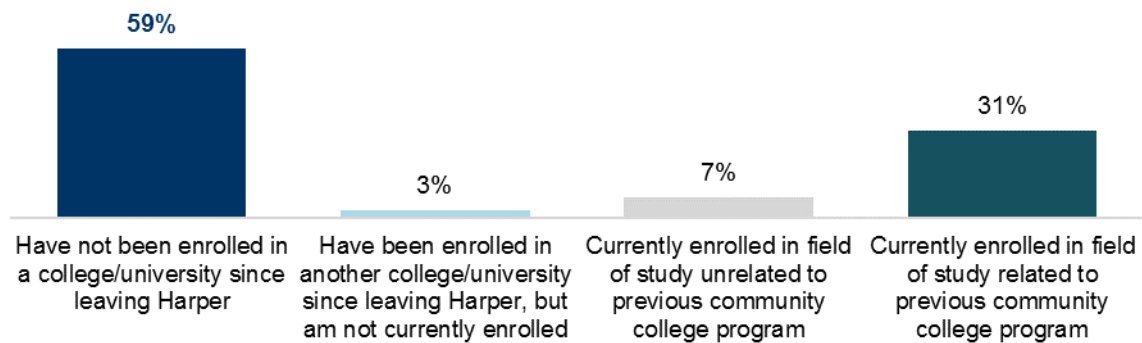


When the 2017 Career Graduates began Working



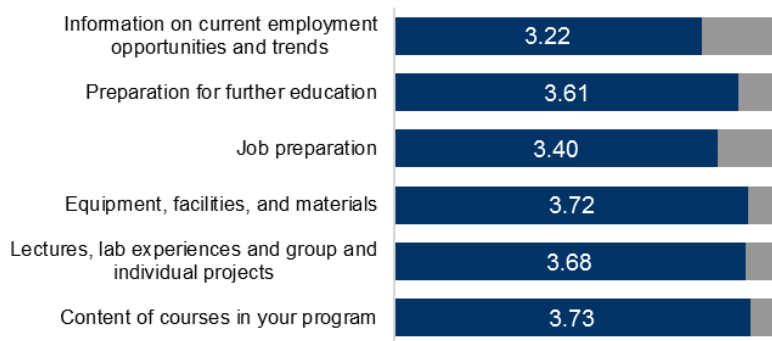
Educational Status

The majority of the 2017 respondents have not enrolled in a college/university since leaving Harper College (59%).

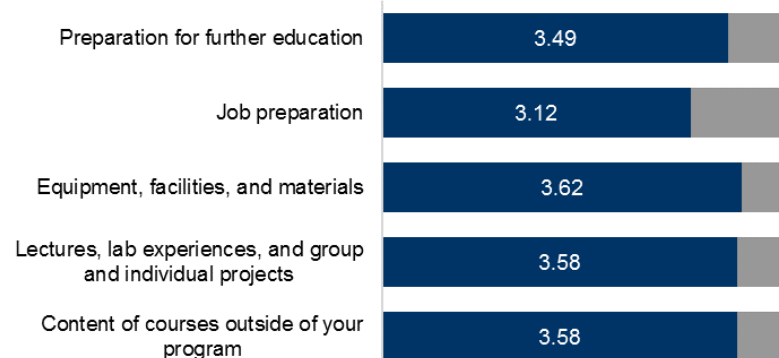


Course and Program Satisfaction

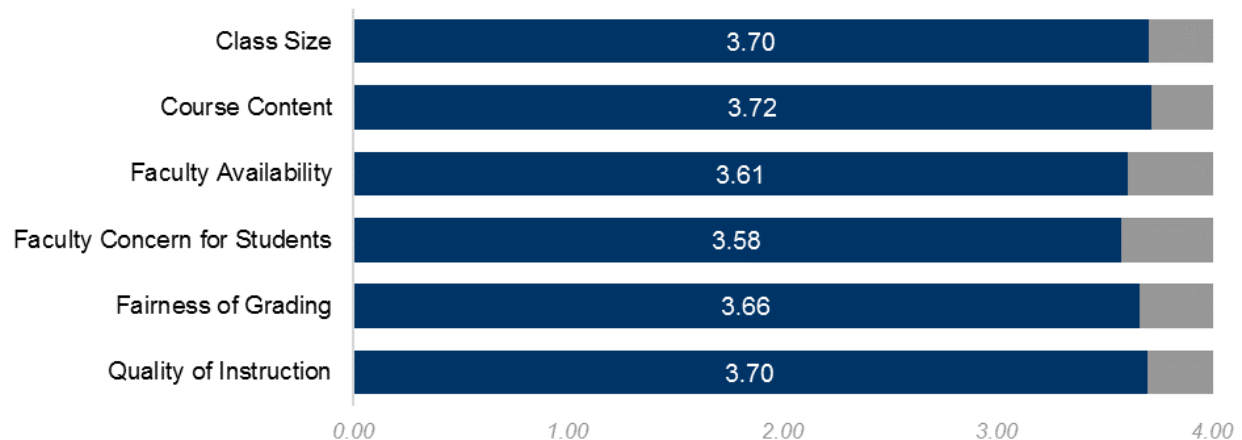
Mean/Average Satisfaction Ratings within Program of Study



Mean/Average Ratings outside Program of Study



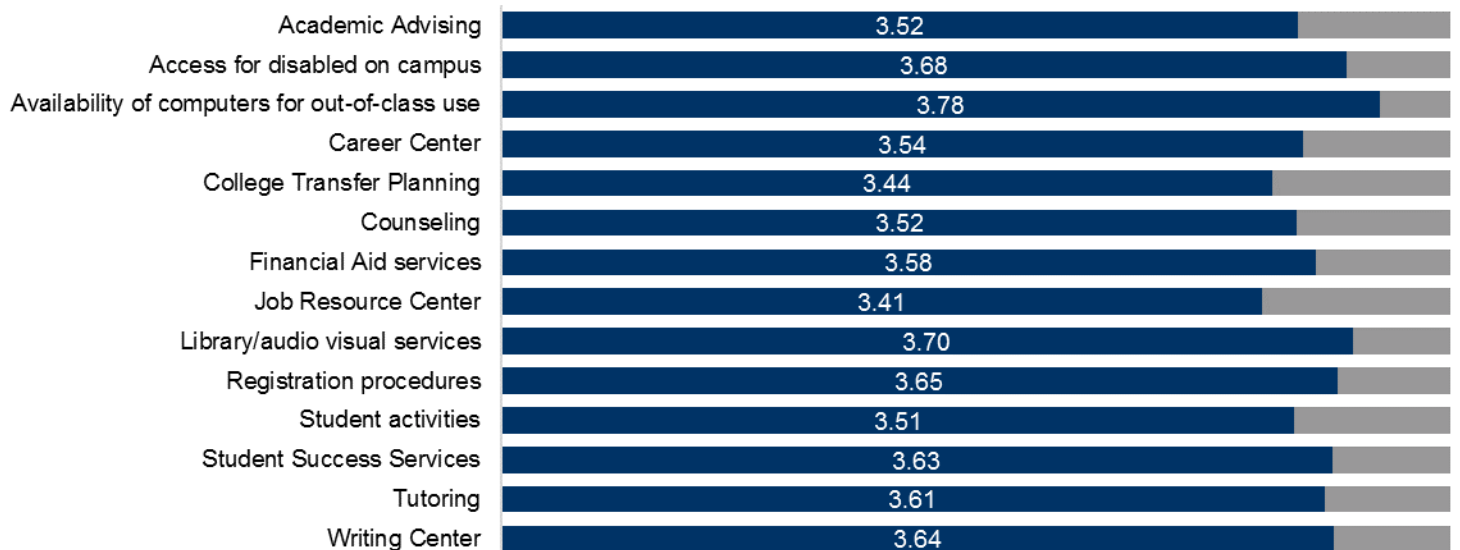
2017 Career Graduates Average/Mean Rating of Instruction



Student Services Satisfaction

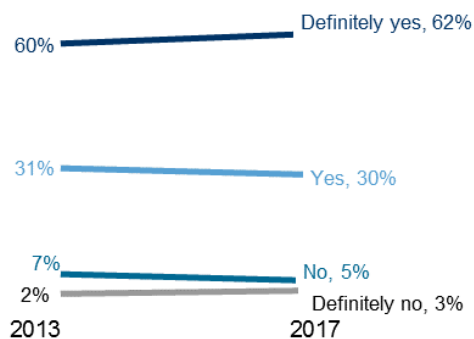
Mean ratings for Centers and Services of 2017 career graduates suggest respondents were satisfied with the offices and services at Harper College overall.

2017 Career Graduates Mean Ratings for Centers and Services at Harper

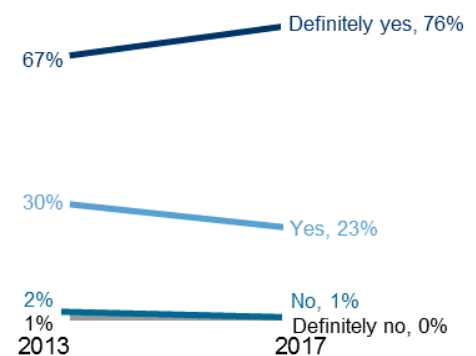


Satisfaction with Harper College

2017 respondents would return to Harper College



Respondents would recommend Harper College to friends and family



*The majority of 2017 respondents felt their experience at Harper College **bettered** their understanding of diversity and differing cultures and values.*

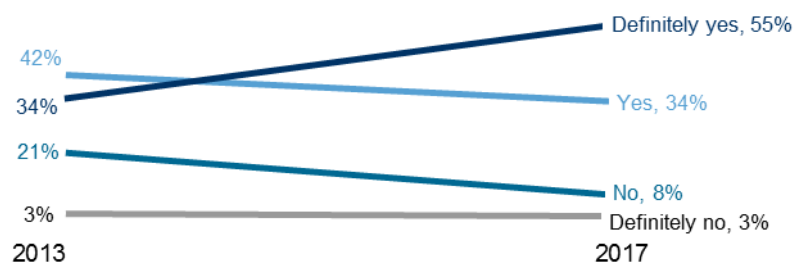


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Introduction

Every year, Harper College partners with Comiskey Research to administer the Harper College Follow Up Survey to fiscal year graduates. The following report sections provide insight on graduates from career programs. 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 ICCB required the Follow Up Survey; however, Harper College continues to survey credential earners as the information collected 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.

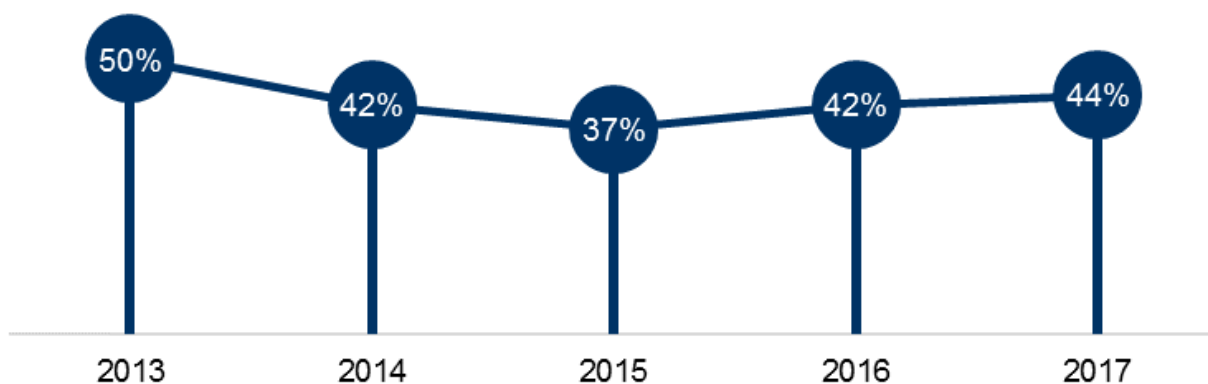
The findings presented through this report are based on the responses from 824 completed surveys. Not every question was answered by every respondent, as such, findings display the total responses for each question and distribution for that question (reporting valid responses). All percentages are rounded and may not add up to exactly 100 percent. **For more information on the 2017 Career Graduates, explore the Graduate Dashboards on the Office of Institutional Research HIP page.**

Response Rates

Of the 1,888 graduates who were invited to participate in the 2017 Career Graduate survey, 824 provided responses (44% response rate). The response rate for the survey has declined since 2012. However, efforts to increase response rate have been taken in recent years. This has resulted in a response rate increase of seven percent from 2015 to 2017.

Figure 1. Response Rates for the Follow Up Survey

Response Rate - Career Graduates



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. Table 1 below shows the racial and gender breakdown for all career graduates.

Table 1. Demographics of all 2017 Career Graduates

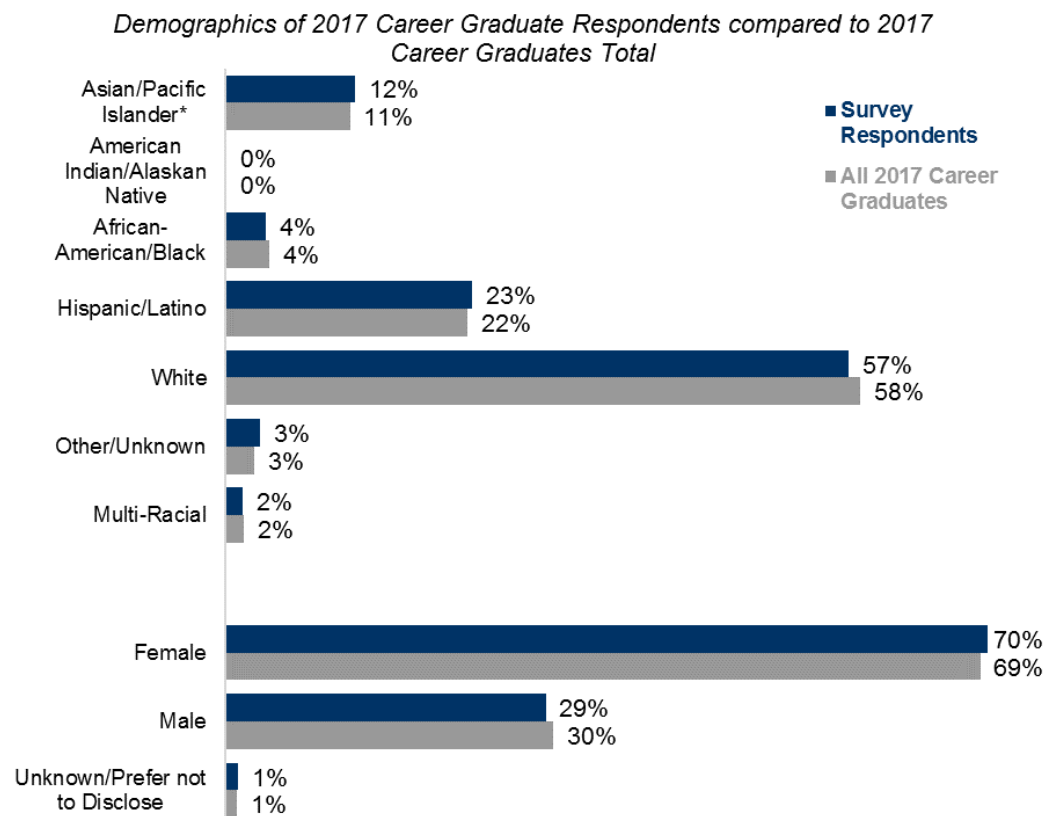
	Asian/Pacific Islander ¹	American Indian/Alaskan Native	African- American/ Black	Hispanic/ Latino	White	Other ² / Unknown	Multi- Racial	Male	Female	Not Reported
2013	9.03%	0.08%	4.51%	15.06%	66.16%	3.21%	1.94%	36.00%	64.00%	0.00%
2014	10.07%	0.19%	4.23%	18.04%	63.01%	3.04%	1.42%	35.09%	64.53%	0.38%
2015	10.05%	0.14%	3.92%	17.27%	64.23%	2.78%	1.60%	38.51%	60.83%	0.66%
2016	10.90%	0.15%	4.50%	20.15%	59.85%	2.35%	2.10%	34.07%	65.12%	0.82%
2017	11.39%	0.16%	4.03%	22.14%	57.94%	2.65%	1.69%	29.93%	68.96%	1.11%

¹ Includes Native Hawaiian students

² Includes International students

Figure 2 shows how the graduates who responded to the 2017 career graduate survey compare to all 2017 career graduates. Graduates who responded to the survey are similar in demographics as the entire 2017 career graduate pool.

Figure 2. Survey Respondents Compared to All 2017 Graduates



Student Intent

Thirty-nine percent (39%) of career graduates attended Harper to obtain skills for a job, a sharp decrease from previous years. More respondents in 2017 reported their main objective for attending Harper was to take coursework for transfer to another college (33%; 19% higher than in 2016), the highest it has ever been. The proportion of students who attended Harper for personal interest or self-improvement decreased by four percent (4%) between 2016 and 2017.

Figure 3. Main Objective for Attending Harper College

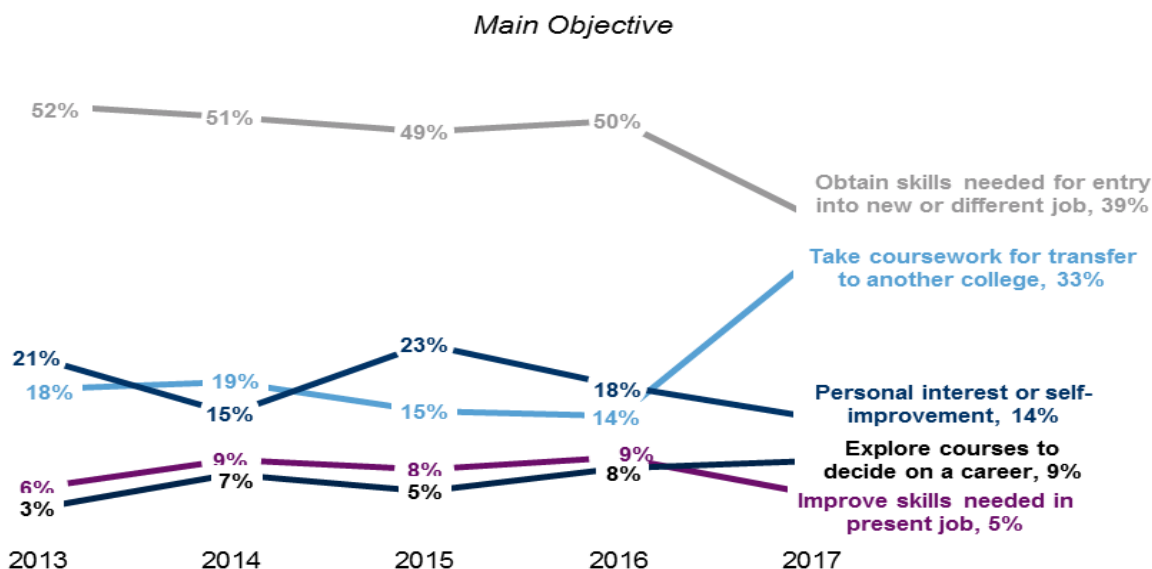
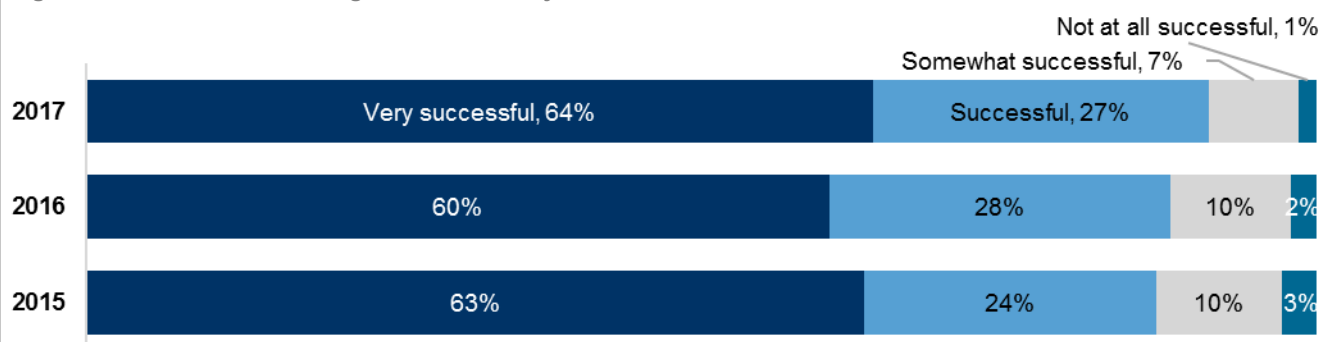


Table 2. Main Objective for Attending Harper College

Main Objective for Attending Harper College	2013	2014	2015	2016	2017
Obtain skills needed for entry into new or different job	52.16%	50.61%	48.91%	50.24%	38.56%
Personal interest or self-improvement	21.47%	14.60%	23.12%	17.97%	14.23%
Take coursework for transfer to another college	17.58%	18.51%	14.94%	14.43%	33.45%
Improve skills needed in present job	5.66%	9.03%	7.79%	9.29%	4.87%
Explore courses to decide on a career	3.13%	7.25%	5.24%	8.07%	8.88%

The 2017 graduates were asked how successful they were in achieving their main educational objective. The majority reported **being very successful** (64%) or **successful** (27%) in achieving their educational objective at Harper.

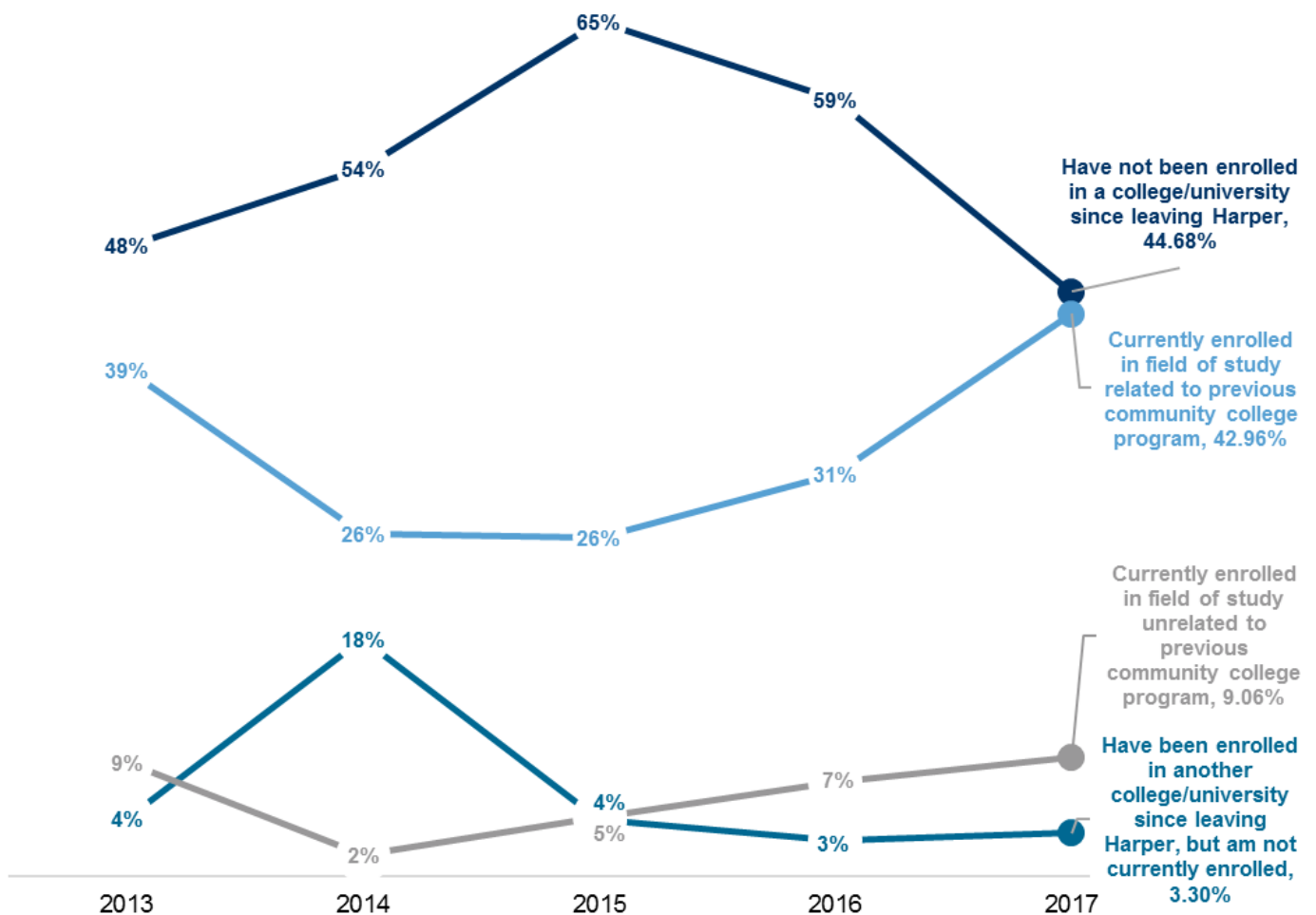
Figure 4. Success in Achieving Educational Objective



Educational Status

Of the 2017 career respondents who provided their educational status, many have not enrolled in another institution since leaving Harper (45%). Fifty-two percent of the 2017 career respondents are currently enrolled at an institution after earning a credential from Harper, [related](#) or [unrelated](#) to their earned Harper credential (43% and 9% 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**, a large majority are full-time students (81%).

Figure 6. Employment Status

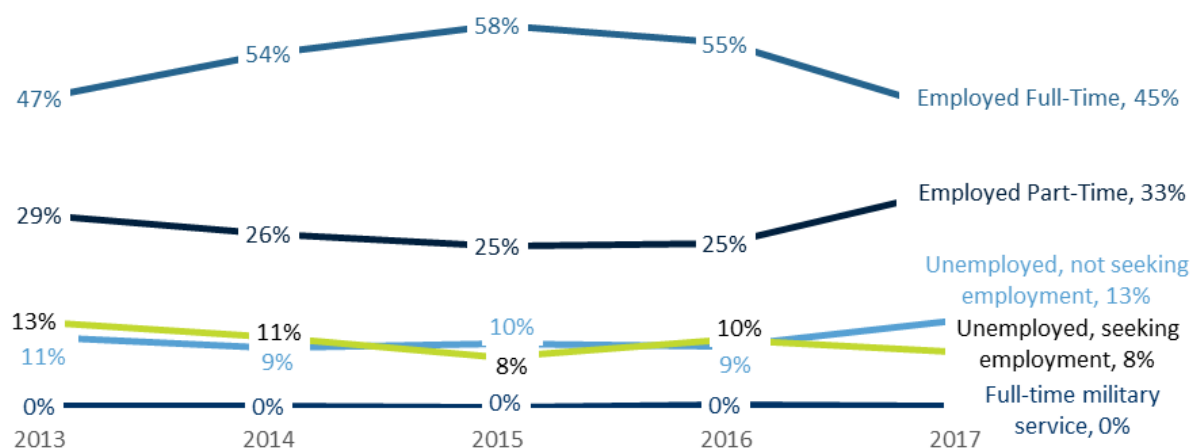


Table 3. Employment Status

What is your employment status?					
	2013	2014	2015	2016	2017
Full-time military service	0.08%	0.11%	0.00%	0.26%	0.13%
Unemployed, not seeking employment	10.69%	9.06%	9.67%	9.26%	13.11%
Unemployed, seeking employment	12.89%	10.67%	7.58%	10.19%	8.48%
Employed part-time, less than 30 hours per week	29.26%	26.38%	24.58%	24.87%	33.29%
Employed full-time, 30 hours or more per week	47.07%	53.78%	58.17%	55.42%	44.99%
If unemployed and not seeking employment, choose one best reason					
	2013	2014	2015	2016	2017
Other reason	14.50%	12.50%	0.00%	24.29%	10.68%
Health disability	1.53%	3.75%	8.06%	4.29%	2.91%
Full-time student	67.18%	70.00%	70.97%	48.57%	80.58%
Full-time homemaker	12.98%	3.75%	8.06%	7.14%	1.94%
Family Responsibility	3.82%	10.00%	12.90%	15.71%	3.88%

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 2017, the top reason career graduates were not employed in a related field to their program of study was temporary job while in transition (43%).

Figure 7. Job Relation to Program of Study

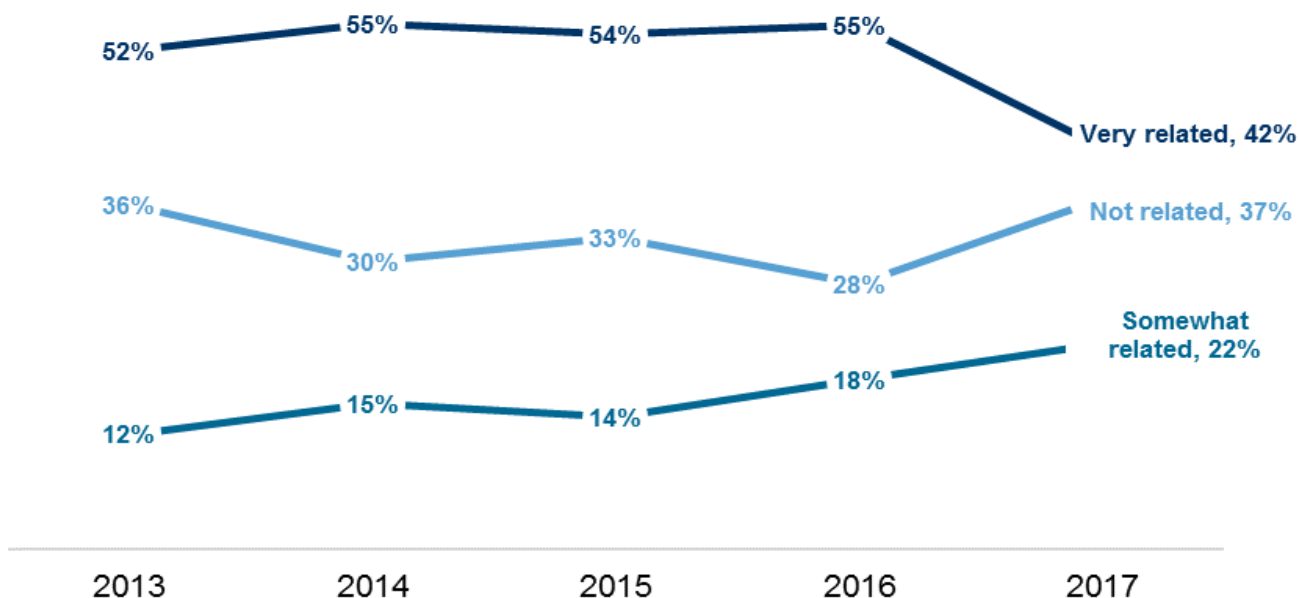


Table 4. Reason Job is Unrelated to Program of Study

If your present job is unrelated to your college program, what is the one best reason why?					
	2013	2014	2015	2016	2017
Temporary job while in transition	36.99%	38.83%	29.61%	35.12%	43.18%
Preferred to work in another field	22.26%	14.08%	13.59%	20.24%	12.73%
Did not complete program/pass licensing test to be eligible to work in my field	7.52%	1.94%	8.74%	3.57%	10.45%
Other reason	7.52%	16.02%	11.65%	12.50%	9.09%
Could not find a job in my field of preparation	15.36%	14.56%	14.08%	14.29%	8.64%
Took job in order to get preferred working hours	1.57%	2.43%	5.34%	2.98%	8.64%
Found better paying job in another field	4.70%	9.71%	12.14%	5.36%	5.45%
Worked previously in my field of preparation, but changed	2.82%	2.43%	2.91%	3.57%	0.91%
Preferred not to move to new locality	0.94%	0.00%	0.49%	1.19%	0.91%
Health problems prevented me from working in my field of preparation	0.31%	0.00%	1.46%	1.19%	0.00%

Note: Arranged by 2017 highest to smallest percentage.

Working Hours and Wages

Of the 2017 career respondents who are employed, the majority are working typical full-time hours (47%). Few are working more than typical full-time hours (9%), and almost a half of the respondents are working less than 30 hours a week (44%).

Figure 8. Typical Hours Worked per Week

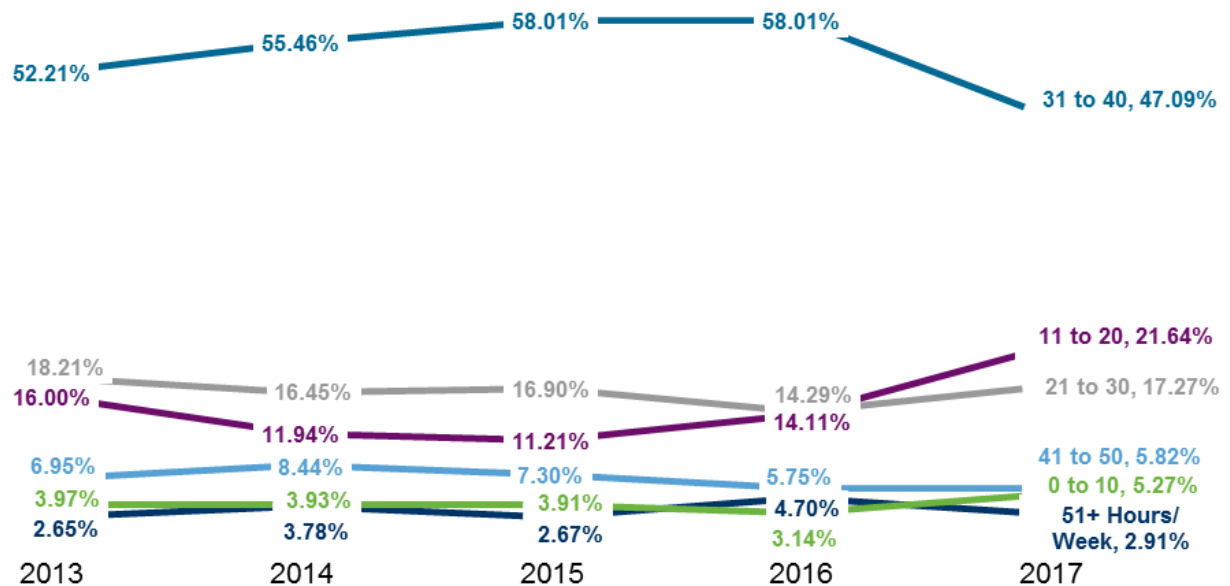


Table 5. Hours Worked per Week and Pay

Average Hours of Work per Week and Mean Hourly Wage					
N		Average Hours Worked/Week		Average Hourly Wage	
2013	523	-		\$21.51	
2014	317	-		\$17.83	
2015	428	34.23		\$17.55	
2016	342	33.61		\$18.00	
2017	377	31.80		\$17.44	
On average, how many hours do you work each week?					
Hours/Week Range	2013	2014	2015	2016	2017
0 to 10	2.65%	3.78%	2.67%	4.70%	5.27%
11 to 20	6.95%	8.44%	7.30%	5.75%	21.64%
21 to 30	52.21%	55.46%	58.01%	58.01%	17.27%
31 to 40	18.21%	16.45%	16.90%	14.29%	47.09%
41 to 50	16.00%	11.94%	11.21%	14.11%	5.82%
51+	3.97%	3.93%	3.91%	3.14%	2.91%

Job Satisfaction

While the majority of graduates' responded feeling **somewhat (35%)** or **very satisfied (56%)** with their current jobs, 10% of 2017 career respondents felt **somewhat** or **very dissatisfied** at work. Satisfied graduates at work has increased over survey years from 82% in 2013 to 91% in 2017.

Figure 9. Job Satisfaction

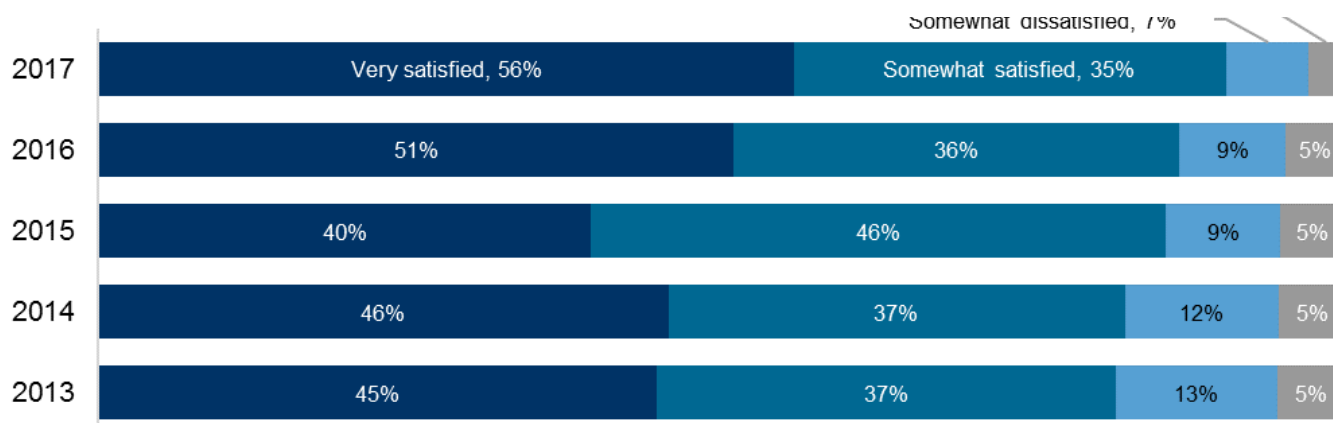


Table 6. Job Satisfaction

In general, how satisfied are you with your present job?					
	2013	2014	2015	2016	2017
Very dissatisfied	5.35%	5.19%	5.10%	4.68%	2.81%
Somewhat dissatisfied	12.92%	12.41%	9.25%	8.53%	6.62%
Somewhat satisfied	36.97%	36.65%	46.09%	35.79%	34.77%
Very satisfied	44.77%	45.74%	39.55%	51.00%	55.79%

When Graduates Began Working

Most of the 2017 respondents started their job after leaving their program at Harper (48%) compared to those who started before (28%) or while enrolled (24%). Many of the respondents began working **after leaving their program**, a trend that spiked in 2016 and has since decreased 3% in 2017. 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 (39% of 2017 career respondents).

Figure 10. 2017 Graduates Time Started Working

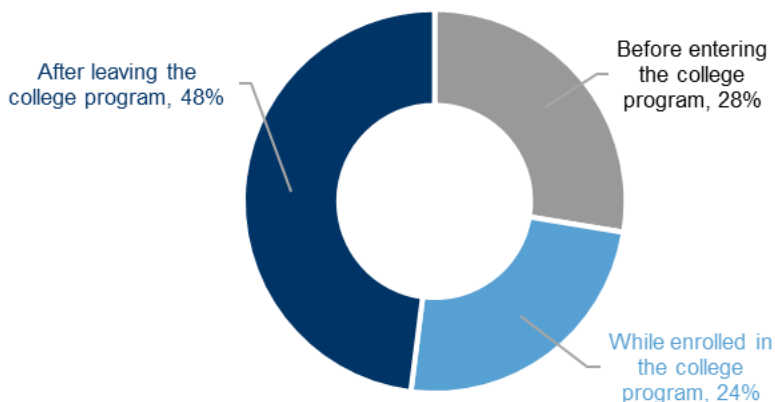
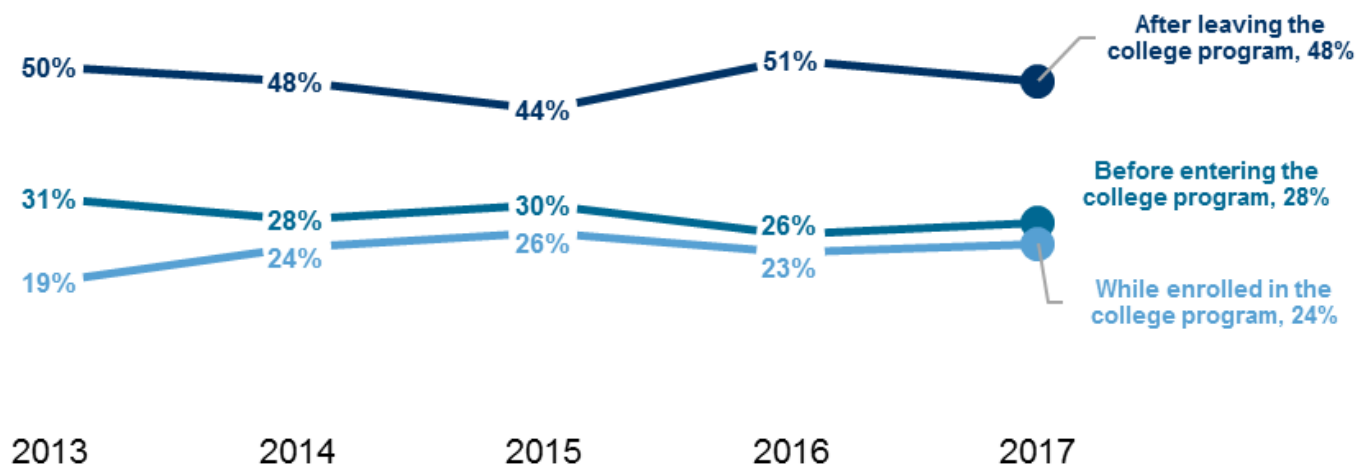


Figure 11. When Graduates Started Working



Location of Employment

The large majority of 2017 career respondents work inside the state of Illinois (97%), within and outside of Harper's district. Less than half work within Harper's district (45%). Fewer respondents reported **working outside of Illinois** in 2017 (3%), compared to previous years (4-6%).

Figure 12. Location of Employment

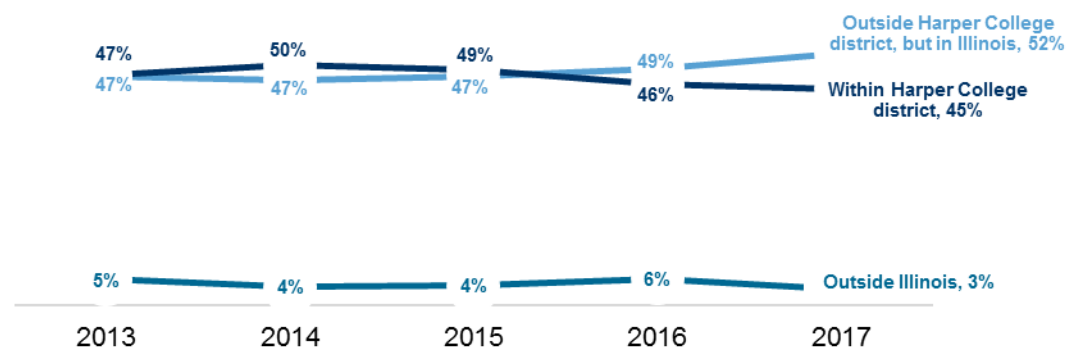


Table 7. Location of Employment

Location of Employment					
	2013	2014	2015	2016	2017
Outside Illinois	5.43%	3.90%	4.13%	5.59%	3.33%
Outside Harper College district, but in Illinois	47.23%	46.53%	47.27%	48.81%	52.08%
Within Harper College district	47.34%	49.57%	48.60%	45.59%	44.59%

Satisfaction with Harper Experience

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 2017 career respondents' satisfaction ratings only. Compared to ratings in 2016, the 2017 respondents rated their satisfaction with most aspects of their program as higher (0.41-4.13%), with "preparation for further education" the highest. However, "Information on current employment opportunities and trends" was lower than in 2016 (0.63%). 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

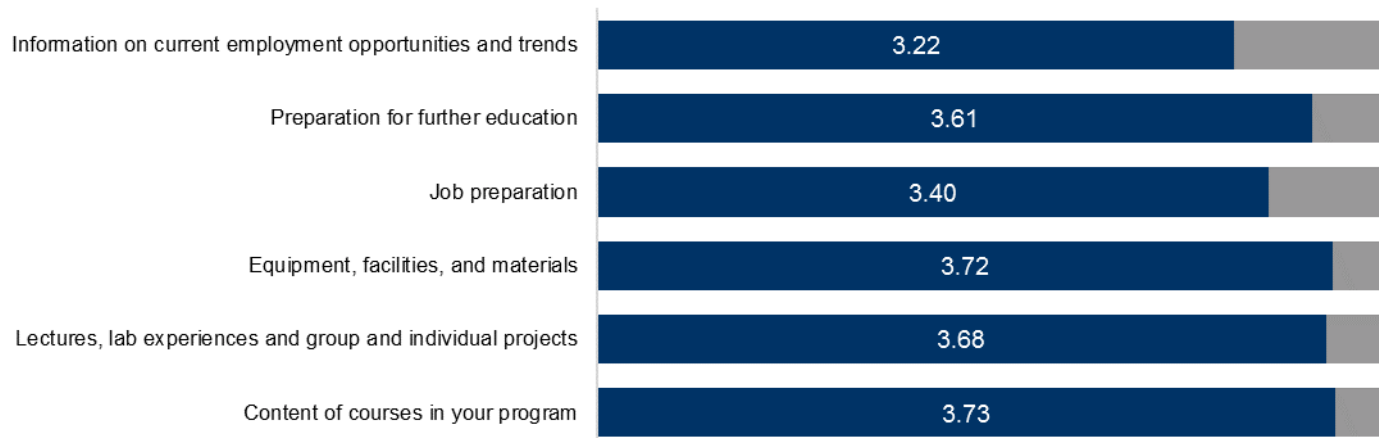


Table 8. Satisfaction with Items Pertaining to Program of Study Courses

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					
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%
2017	809	76.76%	20.52%	2.10%	0.62%
Lectures, lab experiences, and group and individual projects					
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%
2017	805	73.04%	23.23%	2.86%	0.87%
Equipment, facilities, and materials					
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%
2017	805	76.27%	20.12%	2.48%	1.12%

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					
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%
2017	794	54.53%	33.00%	9.95%	2.52%
Preparation for further education					
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%
2017	802	67.21%	28.05%	3.62%	1.12%
Information on current employment opportunities and trends					
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%
2017	784	47.45%	32.02%	15.82%	4.72%
Overall, how satisfied are you that your program provided you with the skills for your job?					
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%
2017	550	56.00%	35.82%	5.82%	2.36%

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 2017 career respondents. Respondents were most satisfied with the “equipment, facilities, and materials” content of courses outside of their program (M=3.62) and least satisfied with job preparation (M=3.12).

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

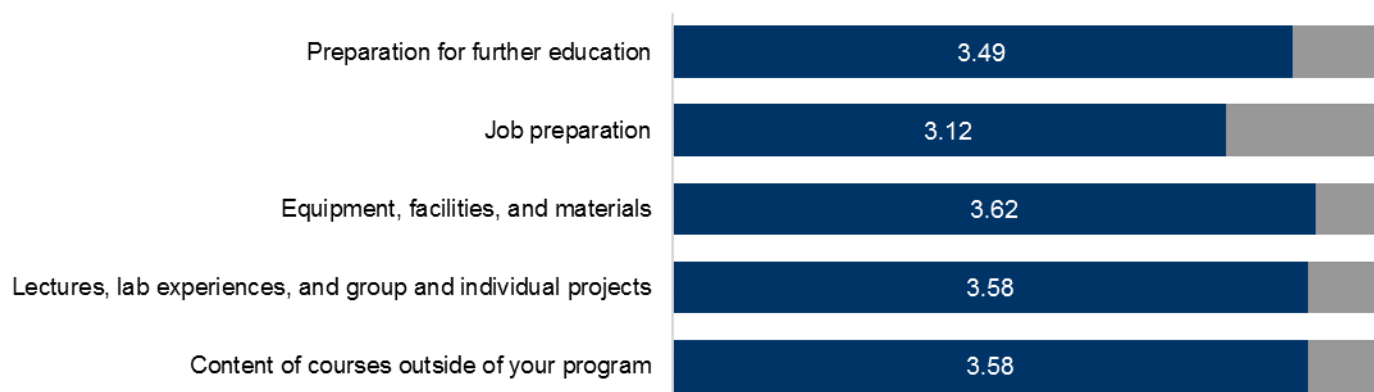


Table 9. Satisfaction with Items Outside of Program of Study Courses

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					
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%
2017	626	64.06%	30.99%	3.83%	1.12%
Lectures, lab experiences, and group and individual projects					
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%
2017	625	62.40%	33.92%	3.04%	0.64%
Equipment, facilities, and materials					
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%
2017	623	67.09%	28.89%	3.21%	0.80%

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					
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%
2017	617	38.25%	38.74%	19.29%	3.73%
Preparation for further education					
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%
2017	623	57.95%	34.67%	5.62%	1.77%

Satisfaction with Services and Offices on Campus

Career respondents rated twelve offices and services at Harper College on a four-point scale (1=Very Dissatisfied and 4=Very Satisfied). On average, the 2017 career respondents were satisfied with the offices and services at Harper (Figure 16). Table 10 shows the ratings for all career graduates from 2013 through 2017.

Figure 15. 2017 Career Graduates Use of Services and Offices

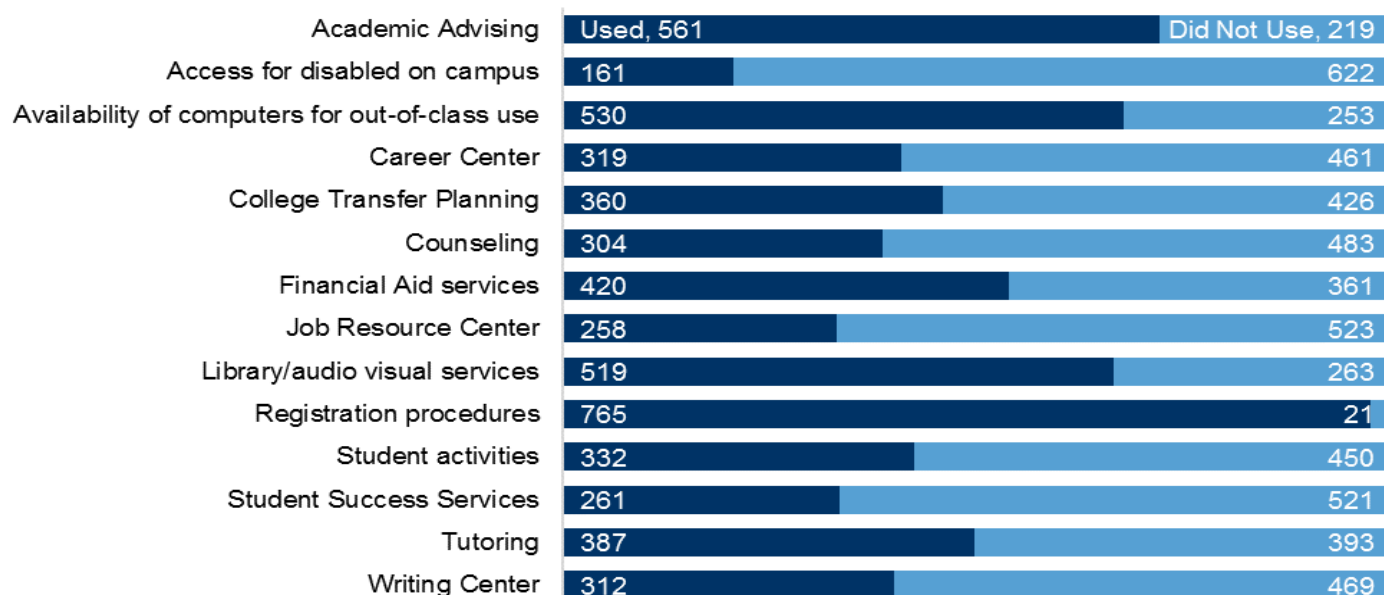


Figure 16. 2017 Average Satisfaction Ratings -- Services and Offices

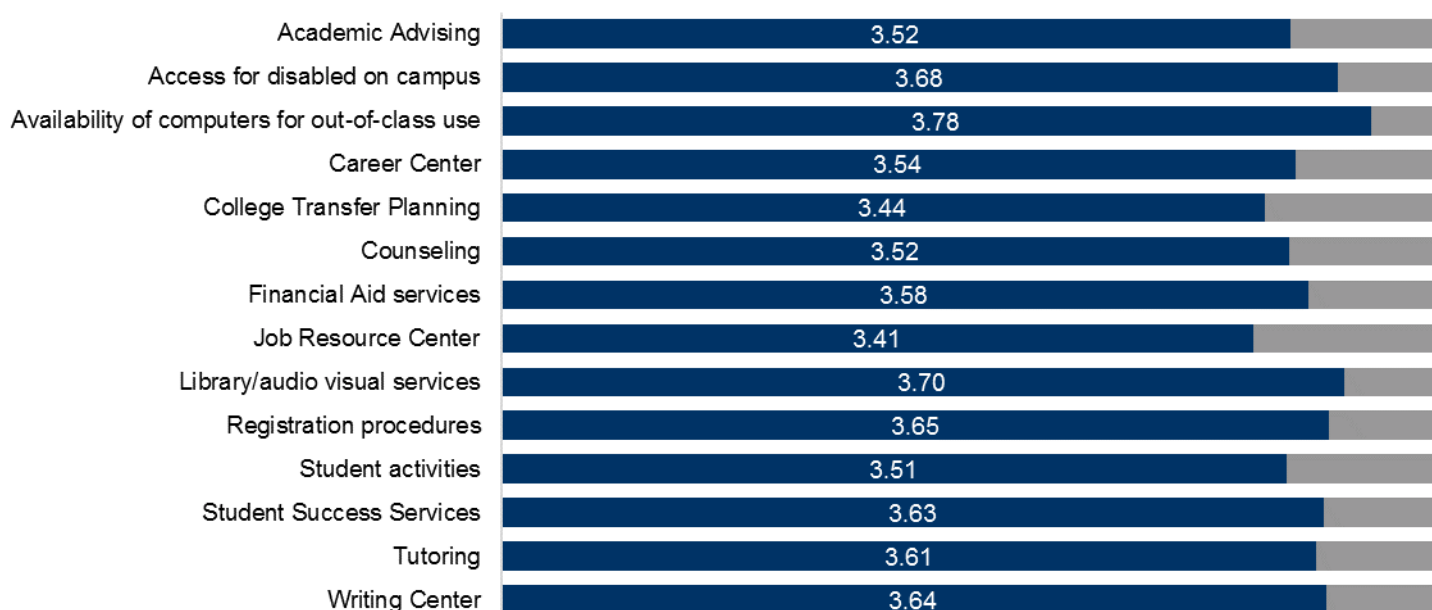


Table 10. Satisfaction with Harper College Services and Offices

Rate your satisfaction with each office or service listed below.					
	N	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Academic Advising					
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%
2017	561	64.53%	25.67%	7.31%	2.50%
Access for Disabled on Campus					
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%
2017	161	75.78%	18.63%	3.11%	2.48%
Availability of Computers for Out-of-Class Use					
2013	720	70.00%	25.00%	4.00%	1.00%
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%
2017	530	80.94%	16.98%	1.32%	0.75%
Career Center					
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%
2017	319	62.70%	30.72%	2.19%	4.39%
College Transfer Planning					
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%
2017	360	59.17%	29.44%	7.78%	3.61%
Counseling					
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%
2017	304	63.49%	26.97%	7.57%	1.97%

Rate your satisfaction with each office or service listed below.					
	N	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Financial Aid Services					
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%
2017	420	70.48%	20.24%	6.19%	3.10%
Job Resource Center					
2013	-	-	-	-	-
2014	-	-	-	-	-
2015	-	-	-	-	-
2016	313	63.90%	27.80%	5.11%	3.19%
2017	258	56.20%	31.40%	9.30%	3.10%
Library/Audio Visual Services					
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%
2017	519	75.34%	20.81%	1.93%	1.93%
Registration Procedures					
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%
2017	765	70.20%	25.23%	3.79%	0.78%
Student Activities					
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%
2017	332	59.34%	33.73%	5.72%	1.20%
Student Success Services					
2013	-	-	-	-	-
2014	-	-	-	-	-
2015	-	-	-	-	-
2016	226	66.37%	29.20%	3.54%	0.88%
2017	261	67.05%	29.50%	3.07%	0.38%
Tutoring					
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%
2017	387	68.22%	25.84%	4.39%	1.55%

Rate your satisfaction with each office or service listed below.					
	N	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Writing Center					
2013	-	-	-	-	-
2014	-	-	-	-	-
2015	-	-	-	-	-
2016	271	66.79%	26.20%	6.27%	0.74%
2017	312	71.15%	23.08%	4.17%	1.60%

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 component of instruction was Course Content for both 2016 and 2017 (68% and 75% rated as Excellent, respectively).

Figure 17. Average Ratings of Instruction

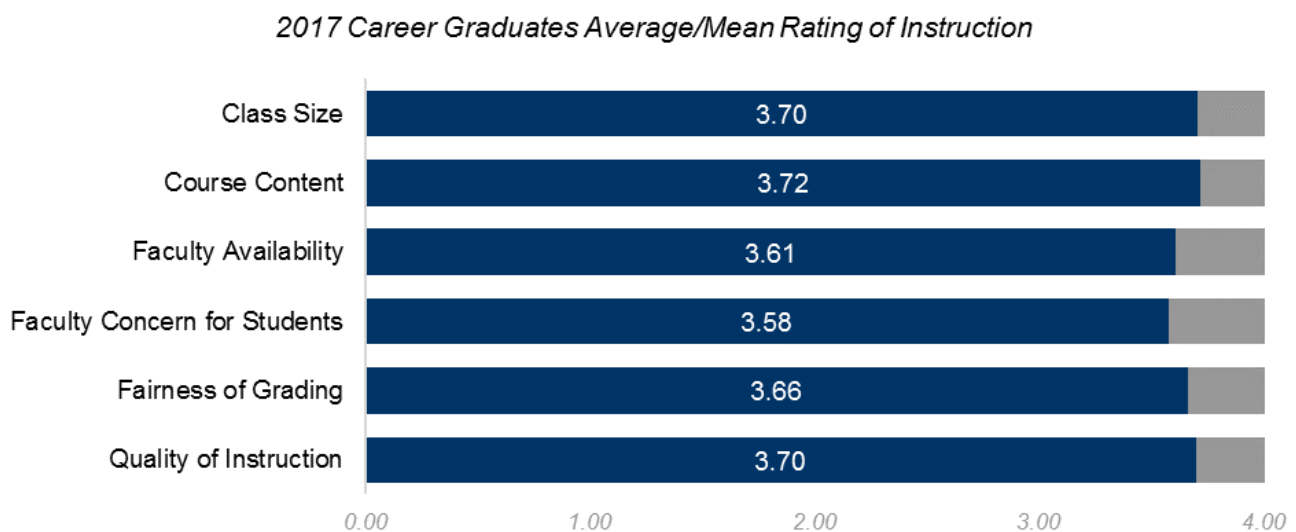


Table 11. Instruction Ratings at Harper

Rate the following elements related to course instruction overall					
	Count	Excellent	Good	Average	Poor
Class Size					
2013	1180	73%	22%	4%	1%
2014	848	67%	27%	6%	0%
2015	738	63%	31%	5%	0%
2016	762	67%	28%	4%	0%
2017	789	73%	24%	3%	0%
Course Content					
2013	1179	68%	26%	5%	1%
2014	849	60%	32%	6%	2%
2015	740	65%	30%	4%	1%
2016	768	68%	28%	4%	1%
2017	794	75%	22%	3%	0%
Faculty Availability					
2013	1174	66%	26%	7%	2%
2014	845	64%	25%	9%	3%
2015	735	63%	29%	7%	1%
2016	760	66%	24%	8%	1%
2017	791	68%	26%	6%	1%
Faculty Concern for Students					
2013	1179	65%	26%	7%	2%
2014	850	62%	25%	9%	4%
2015	735	62%	28%	8%	2%
2016	758	65%	25%	8%	2%
2017	791	67%	25%	7%	1%
Fairness of Grading					
2013	1179	66%	27%	6%	1%
2014	848	63%	28%	7%	2%
2015	742	65%	28%	6%	1%
2016	766	65%	28%	5%	2%
2017	796	72%	24%	4%	1%
Quality of Instruction					
2013	1179	59%	24%	5%	12%
2014	847	61%	30%	7%	3%
2015	739	60%	34%	5%	1%
2016	767	65%	29%	4%	1%
2017	795	74%	21%	4%	0%

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). Of the respondents that used each respective location, the Main Campus and Web/Internet continues to be the most convenient of all locations (98% and 95% Very Convenient and Convenient, respectively). The majority of respondents did not use the Learning Career Center (LCC) or the Harper Professional Center (HPC) locations (83% and 82%, respectively). However, the majority of those that did use the LCC and HPC found it convenient (79% and 95% Very Convenient and Convenient, respectively).

Figure 18. Location Ratings

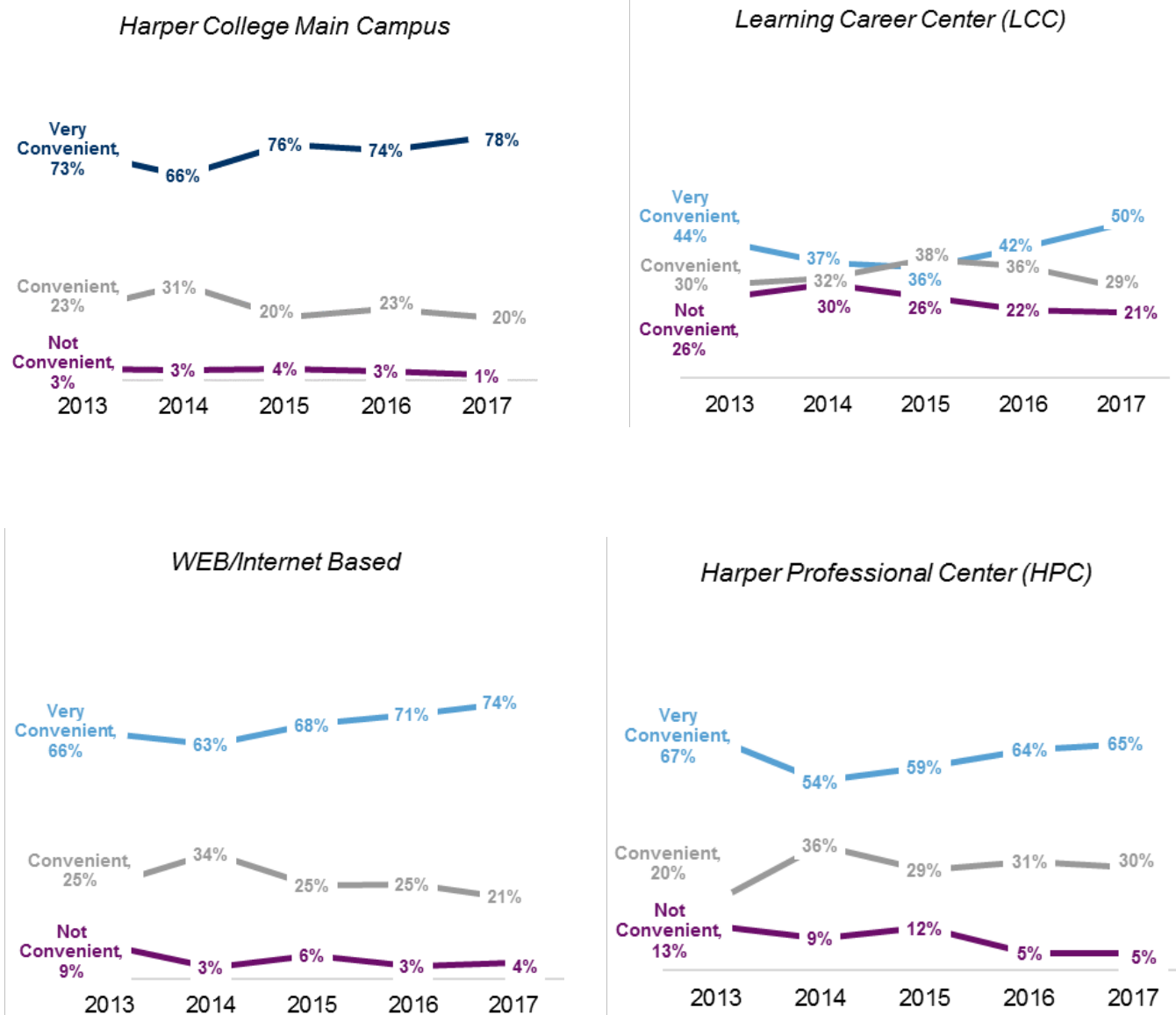


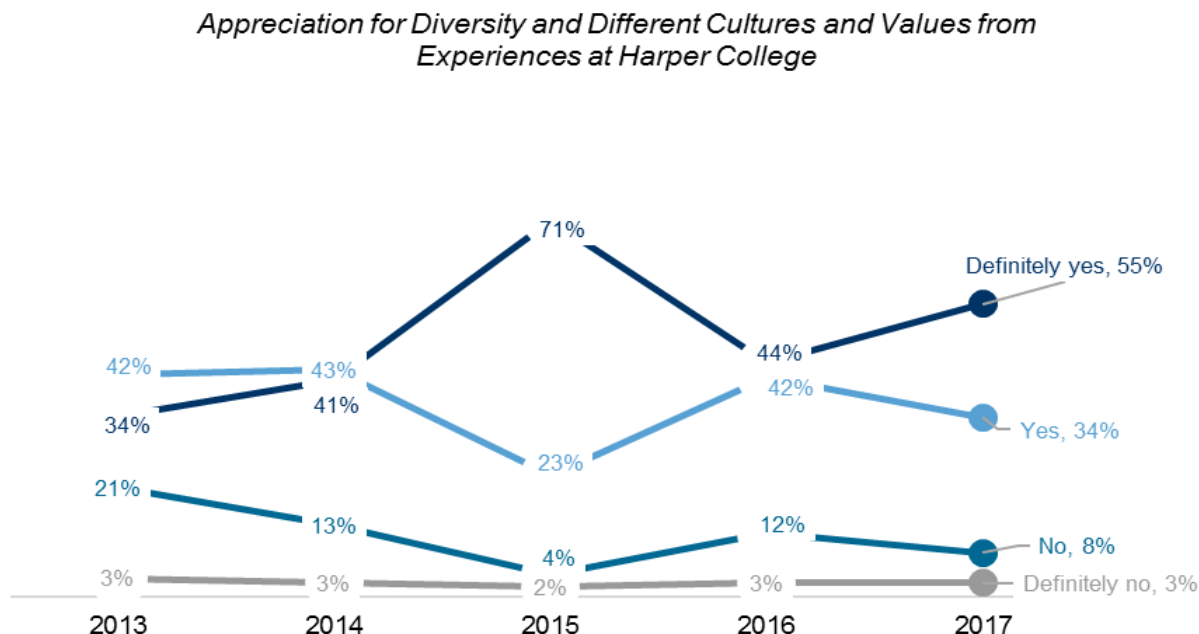
Table 12. Location Ratings

Convenience of Locations				
	Count	Very Convenient	Convenient	Not Convenient
Harper Main Campus				
2013	1,030	73%	23%	3%
2014	753	66%	31%	3%
2015	684	76%	20%	4%
2016	649	74%	23%	3%
2017	707	78%	20%	1%
Northeast Center in Wheeling (LCC)				
2013	209	44%	30%	26%
2014	204	37%	32%	30%
2015	138	36%	38%	26%
2016	128	42%	36%	22%
2017	131	50%	29%	21%
Web or Internet based				
2013	375	66%	25%	9%
2014	445	63%	34%	3%
2015	357	68%	25%	6%
2016	378	71%	25%	3%
2017	401	74%	21%	4%
Harper Professional Center in Schaumburg				
2013	124	67%	20%	13%
2014	224	54%	36%	9%
2015	162	59%	29%	12%
2016	162	64%	31%	5%
2017	142	65%	30%	5%

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

The majority of career respondents reported that as a result of their experiences at Harper **they have a better appreciation for diversity and different cultures and values (89% definitely yes and yes)**.

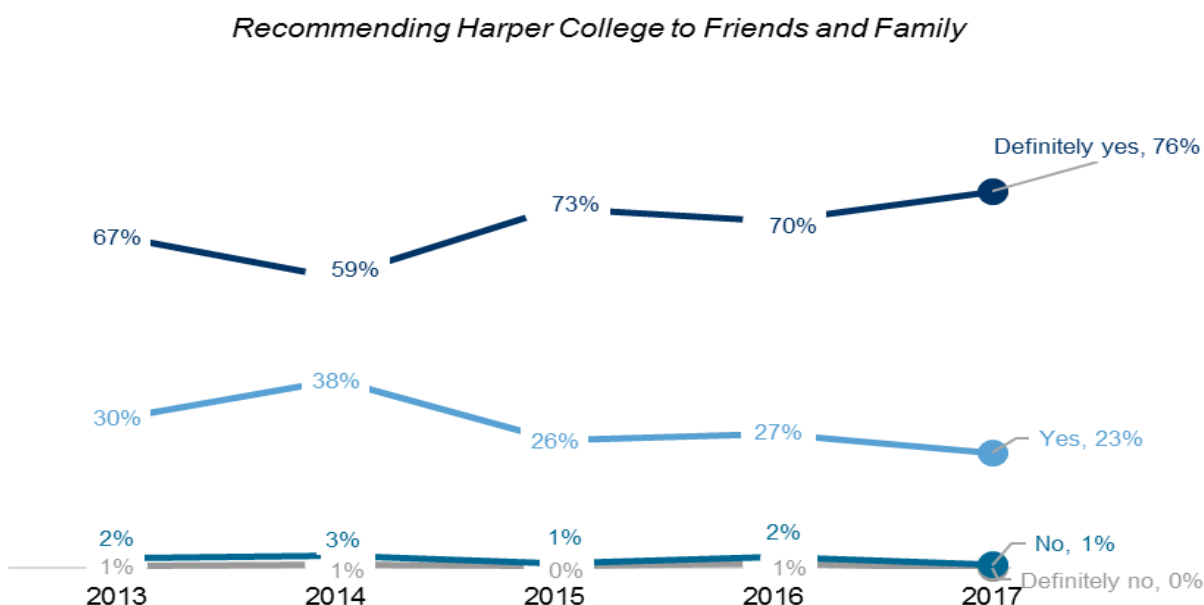
Figure 19. Diversity, Culture, and Values Appreciation



Recommendation of Harper to Others

Consistent with prior years, career respondents overwhelmingly responded that they would recommend Harper to friends and family (99% **definitely yes** and **yes**). Very few (1%) 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 (92%). Eight percent (8%) of the 2017 respondents indicated that they would not or definitely not return to Harper College in the future. This is a 3% decrease from 2016, though responses have not been higher than 12% over the past five years.

Figure 21. Returning to Harper in the Future

