

2013 TRANSFER GRADUATE SURVEY

2013 Transfer
Graduates

Prepared by
The Office of
Institutional Research
Spring 2017

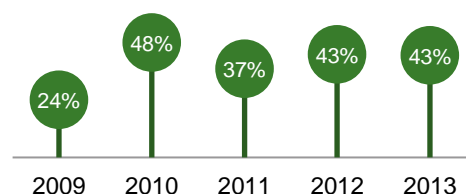


Executive Summary

Background and Student Intent Success

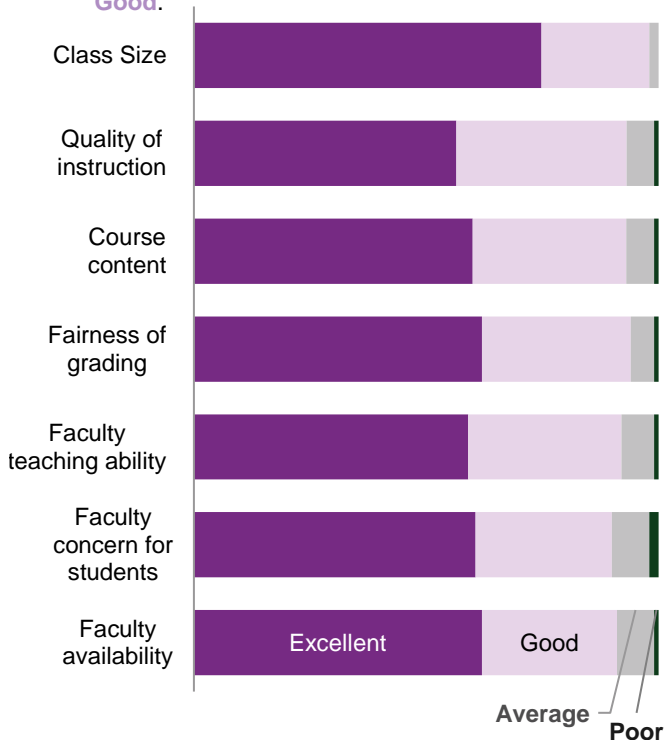
Students who have completed a transfer degree at Harper College in fiscal year 2013 were surveyed to determine the extent to which they were satisfied with their education at Harper College, and their current educational plans. Of the 645 graduates who responded to the Transfer Graduate Survey, the majority (81%) indicated their main objective was to take coursework for transfer to another college. 73% of those respondents indicated they were very successful in achieving their educational goal.

Transfer Graduate Survey Response Rate

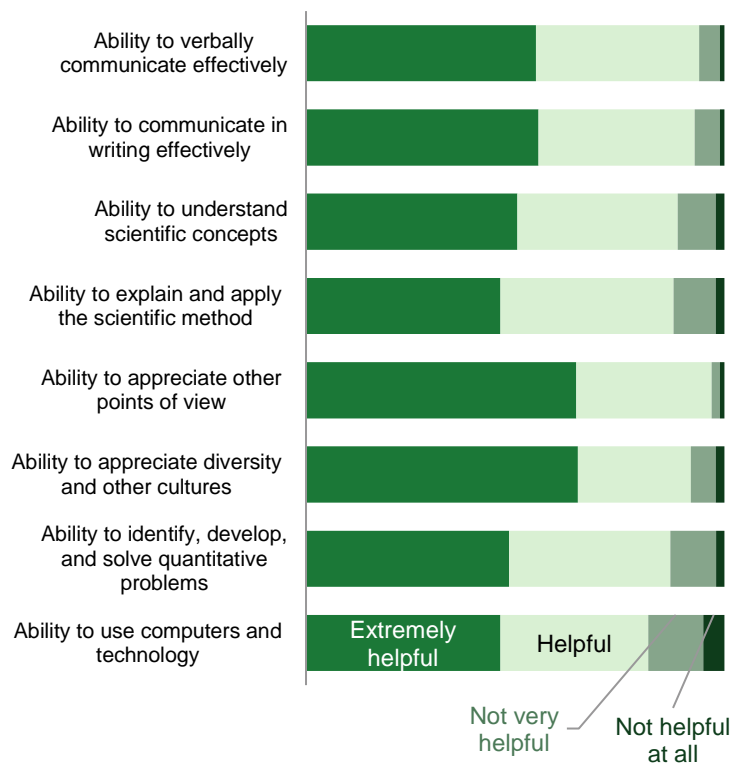


Office and Services at Harper College

The majority of 2013 transfer graduates rated instruction at Harper College **Excellent** or **Good**.



The majority of 2013 graduates felt Harper College was helpful in developing their abilities.



The most used offices and services at Harper College were:

1. Registration procedures
2. Computers for out-of-class use
3. Academic advising

The highest rated satisfaction offices/services were:

1. Access for disabled on campus
2. Computer availability
3. Registration procedures

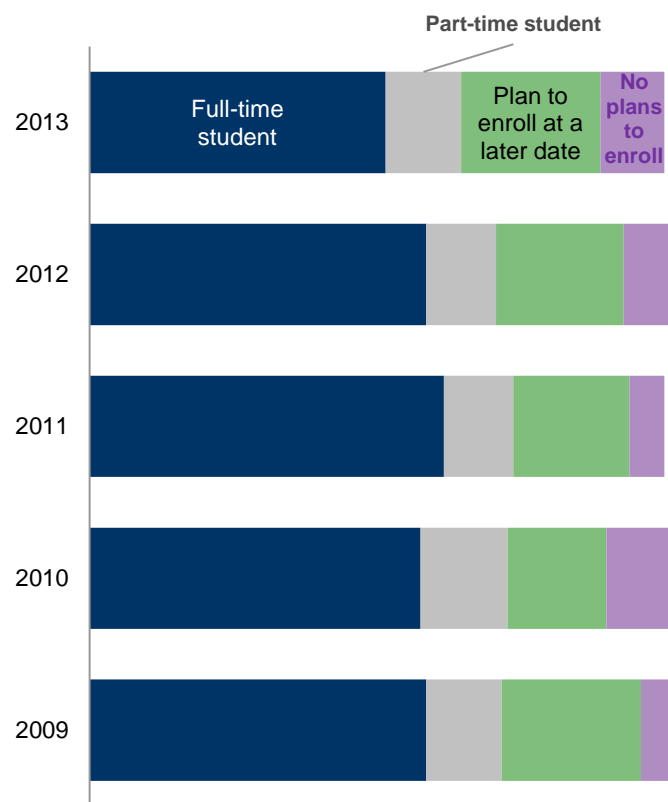
Location Convenience Ratings

Graduates rated how convenient Harper College locations were; the most conveniently located was Harper's Main Campus in Palatine. The second was the Harper Professional Center in Schaumburg. Of those that used the Northeast Center in Wheeling, only 44% rated the location very convenient, 28% not convenient.

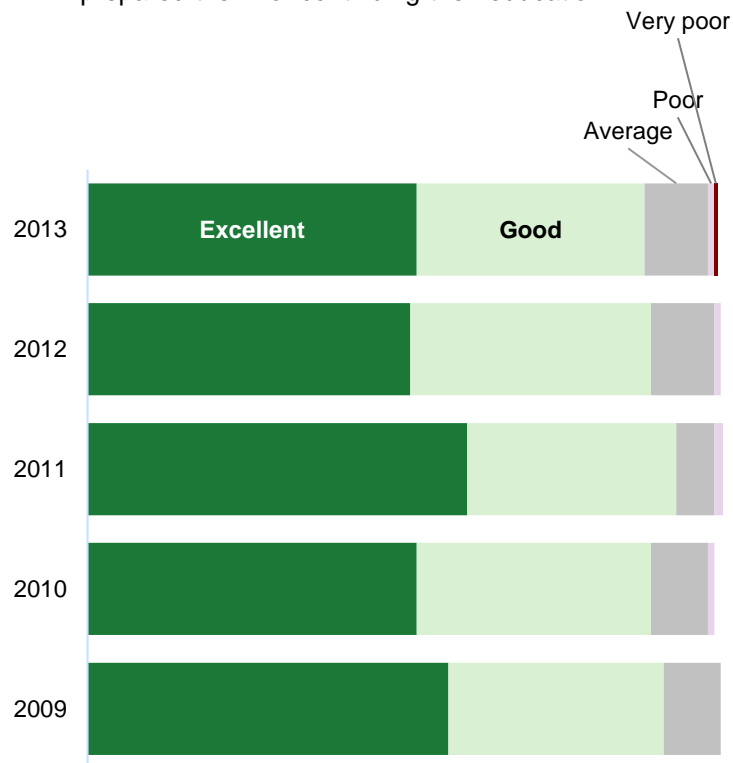
Education

Of the graduates who are in a program, almost one-quarter (22%) responded their current major is the same as their Harper College major. Half responded their major is related to their Harper College major. The majority plan to obtain a Bachelor's Degree or Master's Degree.

The majority of graduates are students or plan to be students.



The majority of graduates feel Harper College prepared them for continuing their education.



Diversity Improvements, Recommending, and Returning to Harper College

The proportion of graduates who felt Harper College **Definitely Yes** improved their appreciation for diversity dropped in 2011 but increased since.

The majority of graduates consistently responded they would recommend Harper College.

While many graduates would return to Harper College in the near future, more indicated No or Definitely No in 2013 compared to prior years.

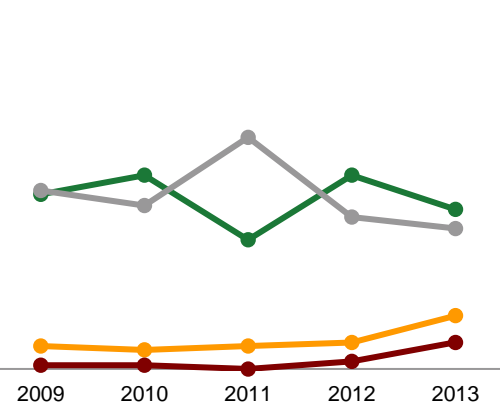
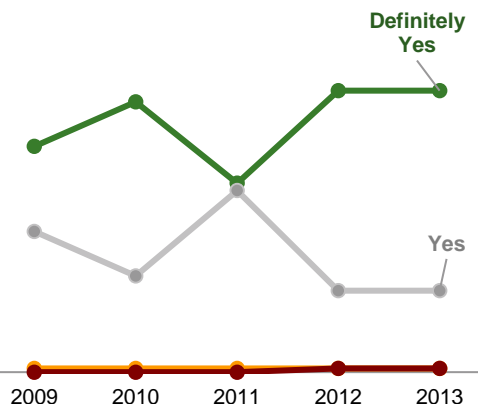
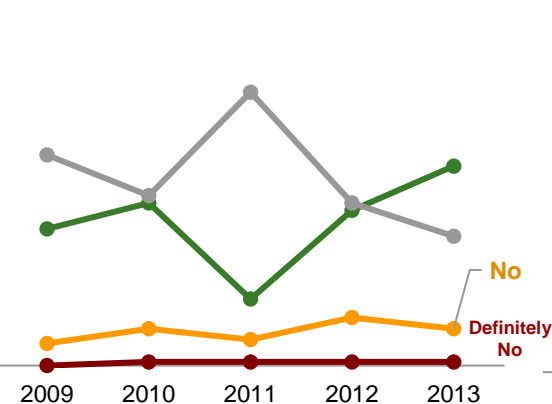


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Introduction

The Harper College Transfer Graduate Survey was administered, with the assistance of Comiskey Research who administered phone surveying, to Harper College alumni who graduated in fiscal year 2013 with transfer degrees (Associate in Arts, Associate of Arts in Teaching, Associate in Science, Associate in Engineering Science, and Associate in Fine Arts degrees). Graduates were initially surveyed via an e-mailed questionnaire. Those who did not respond to that electronic survey were then contacted by telephone. What is most noticeable when viewing this historical data is the extent to which the responses from 2010 differ from those in other survey years.

Results and Discussion

DEMOGRAPHICS

Tables 1 and 2, show two sets of demographic breakouts of all graduates of Harper College from 2009 to 2012. Generally, the demographics of Harper College graduates have remained fairly static with little difference between the career and transfer graduates from the overall graduate population or from the overall respondents to the graduate surveys and the overall graduate population.

Table 1: Demographics of All Transfer Graduates at Harper College

	Asian/ Pacific Islander*	American Indian/ Alaskan Native	African American	Hispanic	White	Multi- Racial**	Other/ Unknow n	Male	Female
2009	9%	1%	3%	9%	69%	--	9%	36%	64%
2010	10%	<1%	4%	11%	66%	--	9%	35%	65%
2011	9%	<1%	4%	11%	69%	--	8%	39%	61%
2012	10%	<1%	4%	13%	66%	--	8%	39%	61%
2013	8%	<1%	3%	13%	70%	2%	3%	47%	53%

*For 2011 data, the responses, "Asian or Pacific Islander" was combined with "Native Hawaiian/Pacific Islander"

**"Multi-Racial" became an added category in 2013 for students who indicate more than one race/ethnicity

Table 2. 2013 Transfer Respondent Demographics

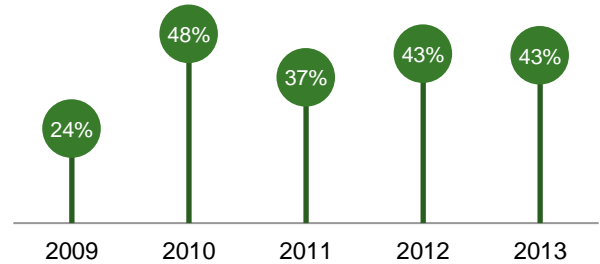
	Count	Percentage
American Indian or Alaskan Native	2	0%
Asian	48	7%
Black or African American	15	2%
Hispanic or Latino	66	10%
Hispanic/Latino	1	0%
International	4	1%
Multi-Racial	9	1%
Native Hawaiian / Pacific Islander	1	0%
White	395	61%
Unknown/Did not Provide	104	16%
Female	284	44%
Male	274	42%
Unknown/Did not Provide	87	13%
Grand Total	645	

RESPONSE RATE

Of the total 1,515 Harper transfer graduates invited to participate in the 2013 Transfer Graduate Survey, 645 (43%) provided responses.

Figure 1. Transfer Graduate Survey Response Rate

	Response Rate	Responses	Total Transfer Graduates
2009	24%	310	1296
2010	48%	445	922
2011	37%	553	1493
2012	43%	553	1300
2013	43%	645	1515



STUDENT OBJECTIVE

Table 4 presents the responses to the first question of the survey, which asks respondents "What was your main objective in attending Harper College?" As to be expected with graduates completing a transfer degree, around 81 percent of respondents indicated that their main objective was to **take coursework to transfer to another college or university**. The 2013 data reflects similar results as 2010. The responses from 2010 show a spike in the objective to **obtain skills needed for entry into a new or different job** and to **improve skills needed in present job** compared to responses in 2009, 2011, 2012, and 2013.

Figure 2. Main Objectives of Transfer Graduates

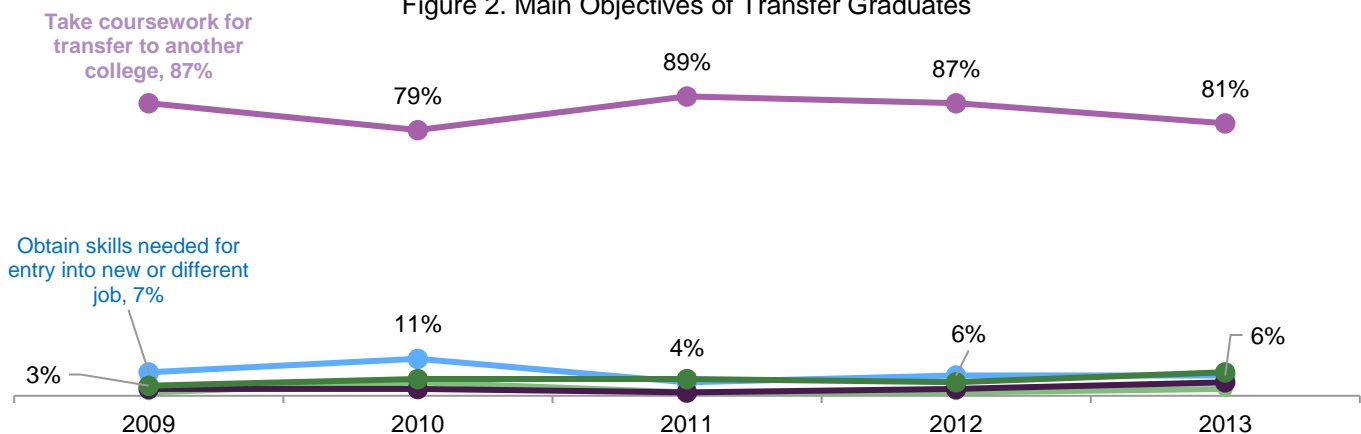


Table 4: What was your main objective in attending Harper College?

	N	Obtain skills needed for entry into new or different job	Improve skills needed in present job	Explore courses to decide on a career	Take coursework for transfer to another college	Personal interest or self-improvement
2009	310	7%	1%	2%	87%	3%
2010	439	11%	4%	2%	79%	5%
2011	551	4%	1%	1%	89%	5%
2012	551	6%	1%	2%	87%	4%
2013	642	6%	2%	4%	81%	7%

ACHIEVEMENT OF OBJECTIVE

Table 5 shows the extent to which respondents were successful in achieving their objective by attending Harper College. A very high proportion (94%) selected either "Very Successful" or "Successful" while only 5 percent selected "Somewhat Unsuccessful". This highly positive response has been consistent over time.

Figure 3. The majority of graduates were **Very Successful** or **Successful** in achieving their educational objective.



Table 5: To what extent were you successful in achieving your educational objective?

	N	Very successful	Successful	Somewhat successful	Not at all successful
2009	310	82%	13%	5%	1%
2010	441	75%	21%	3%	1%
2011	551	77%	20%	3%	0%
2012	545	73%	21%	5%	1%
2013	643	73%	22%	4%	1%

BENEFITS FROM ATTENDING HARPER

Figure 4 and Table 6 present how respondents believe they benefitted from their experiences at Harper College. In 2013, respondents expressed the highest level of satisfaction for the ability to appreciate diversity and other cultures (65% **Extremely Helpful**) and the ability to appreciate other points of view (64% **Extremely Helpful**). The area with the least positive responses was the ability to use computers and technology (13% **Not Very Helpful** and 5% **Not at all Helpful**).

Figure 4. Very few 2013 transfer graduates felt Harper College was not helpful in developing their abilities.

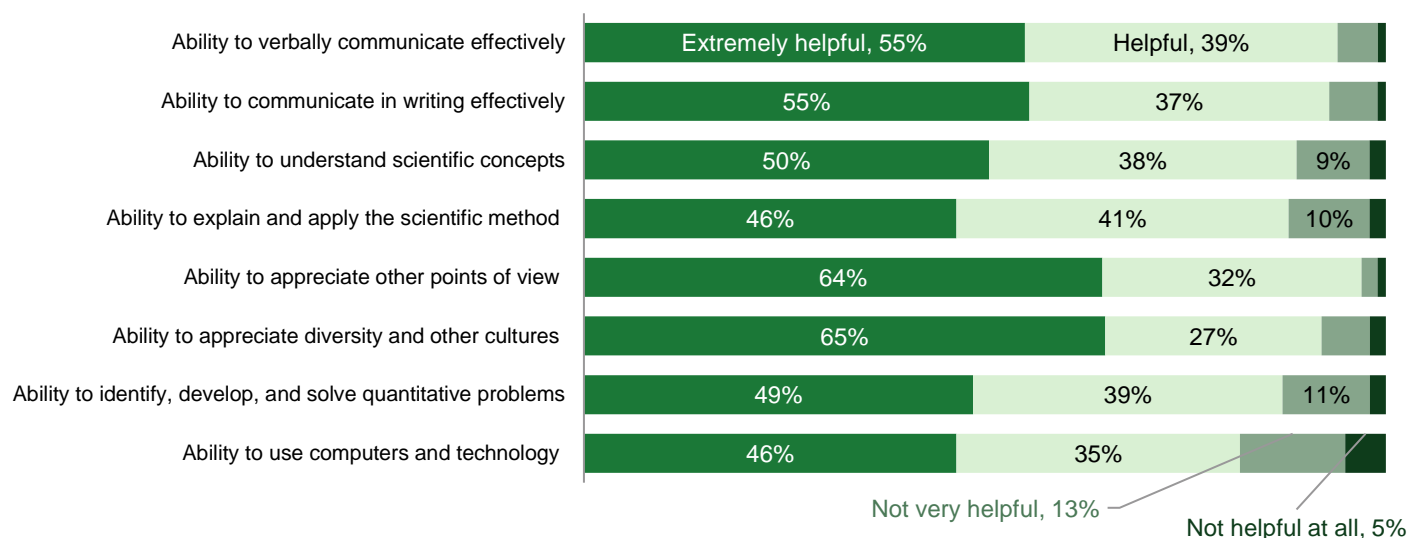


Table 6: Please rate how your education at Harper College helped you in each of the following areas.

		Extremely helpful	Helpful	Not very helpful	Not helpful at all
Ability to verbally communicate effectively					
2009	299	46%	46%	7%	1%
2010	440	52%	42%	6%	1%
2011	546	59%	34%	6%	2%
2012	550	52%	41%	1%	6%
2013	637	55%	39%	5%	1%
Ability to communicate in writing effectively					
2009	300	45%	48%	6%	1%
2010	440	46%	46%	8%	1%
2011	548	57%	32%	10%	2%
2012	549	54%	37%	2%	7%
2013	631	55%	37%	6%	1%
Ability to understand scientific concepts					
2009	273	42%	50%	7%	2%
2010	432	41%	45%	13%	2%
2011	529	55%	33%	10%	2%
2012	541	42%	42%	5%	11%
2013	614	50%	38%	9%	2%
Ability to explain and apply the scientific method					
2009	275	41%	47%	9%	3%

Table 6: Please rate how your education at Harper College helped you in each of the following areas.

		Extremely helpful	Helpful	Not very helpful	Not helpful at all
2010	432	40%	42%	13%	0%
2011	528	52%	35%	10%	0%
2012	541	41%	40%	5%	14%
2013	614	46%	41%	10%	2%
Ability to appreciate other points of view					
2009	304	60%	35%	4%	1%
2010	440	66%	28%	6%	1%
2011	547	68%	27%	4%	1%
2012	549	63%	30%	1%	6%
2013	637	64%	32%	2%	1%
Ability to appreciate diversity and other cultures					
2009	301	60%	32%	7%	1%
2010	437	68%	26%	5%	2%
2011	547	69%	24%	5%	2%
2012	548	67%	26%	1%	6%
2013	637	65%	27%	6%	2%
Ability to identify, develop, and solve quantitative problems					
2009	302	43%	46%	10%	2%
2010	437	47%	43%	10%	1%
2011	544	58%	33%	9%	2%
2012	544	45%	40%	4%	11%
2013	630	49%	39%	11%	2%
Ability to use computers and technology					
2009	287	48%	36%	11%	5%
2010	430	45%	37%	14%	5%
2011	532	50%	31%	14%	5%
2012	527	43%	36%	7%	14%
2013	606	46%	35%	13%	5%

SATISFACTION WITH INSTRUCTION

Figure 5 and Table 7 display the responses related to questions about instruction at Harper College. The majority of transfer graduates felt instruction at Harper College is **Excellent** or **Good**. In 2012, a small spike in rating 'faculty concern for students' as average appeared (11% **Average**). This rating turned more positive in 2013 (8% **Average** and 2% **Poor**).

Figure 5. The 2013 transfer graduates rated instruction at Harper College primarily **Excellent** or **Good**.

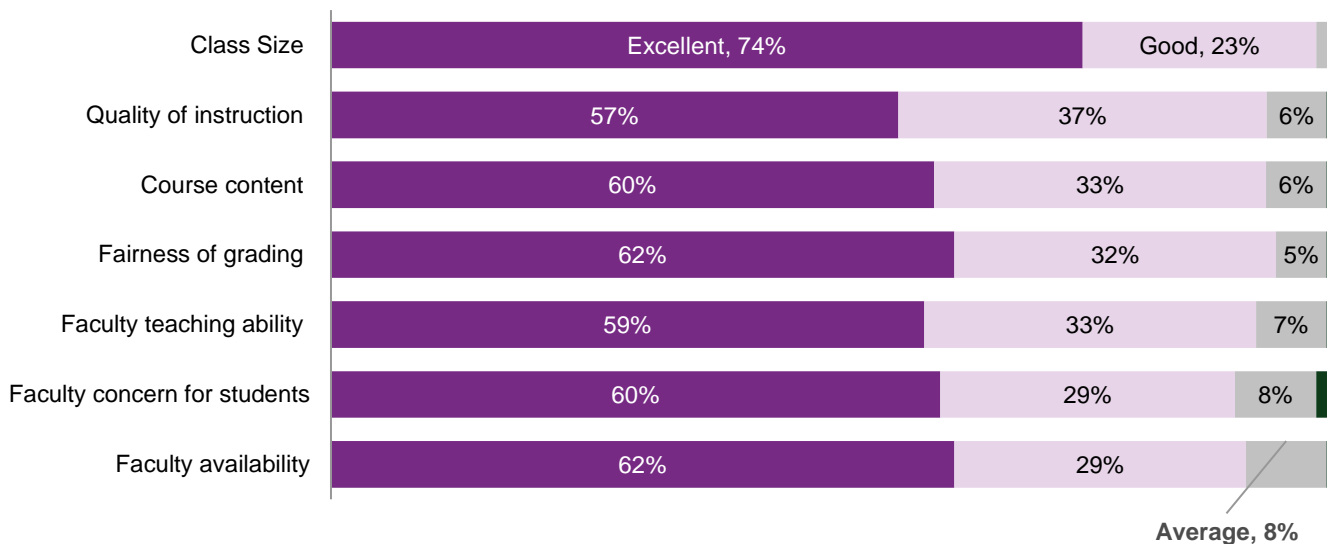


Table 7: Rate Aspects of Instruction at Harper College.

			Excellent	Good	Average	Poor
Class Size						
	2009	309	63%	32%	5%	0%
	2010	440	67%	29%	3%	0%
	2011	549	76%	22%	2%	0%
	2012	553	70%	27%	3%	0%
	2013	643	74%	23%	2%	<1%
Quality of instruction						
	2009	310	56%	38%	6%	0%
	2010	440	54%	41%	5%	1%
	2011	549	60%	35%	5%	0%
	2012	553	50%	43%	7%	0%
	2013	642	57%	37%	6%	1%
Course content						
	2009	310	49%	45%	6%	0%
	2010	440	51%	44%	5%	0%
	2011	549	60%	36%	4%	1%
	2012	552	52%	42%	5%	1%
	2013	644	60%	33%	6%	1%
Fairness of grading						
	2009	310	55%	41%	5%	0%
	2010	441	61%	35%	4%	1%

Table 7: Rate Aspects of Instruction at Harper College.

		Excellent	Good	Average	Poor
2011	550	69%	26%	5%	0%
2012	553	59%	34%	7%	0%
2013	644	62%	32%	5%	1%
Faculty teaching ability					
2009	310	54%	38%	7%	1%
2010	441	57%	32%	9%	1%
2011	549	68%	29%	5%	1%
2012	550	55%	36%	9%	0%
2013	643	59%	33%	7%	1%
Faculty concern for students					
2009	310	57%	36%	7%	1%
2010	436	54%	38%	7%	1%
2011	546	61%	31%	5%	2%
2012	553	52%	34%	11%	3%
2013	641	60%	29%	8%	2%
Faculty availability					
2009	306	56%	34%	8%	1%
2010	432	61%	28%	9%	1%
2011	544	65%	29%	5%	1%
2012	552	53%	38%	7%	2%
2013	637	62%	29%	8%	1%

SATISFACTION WITH STUDENT SERVICES

Figure 6 and Table 8 displays how respondents rated their satisfaction with each student service offered by Harper College. The first noticeable trend is that 2010 respondents expressed less satisfaction with each service compared to respondents from all other years. Trend data interpretations should keep in mind 2010 is an outlier in comparison to other graduate fiscal years. Aside from 2010, the respondents from 2013 rated Harper office and services fairly consistently compared to prior years. **Career planning** received the **fewest** "Very satisfied" ratings from 2013 graduates (42%). Results suggest transfer graduates may benefit from more explicit information regarding where to go for career planning on campus. **Availability of computers for out-of-class use** received the **most** "Very Satisfied" ratings (70%) followed by **access for the disabled on campus** (69%).

Figure 6. Registration procedures were the most **USED** by the 2013 transfer graduates. Disability access on campus was the **LEAST USED**.

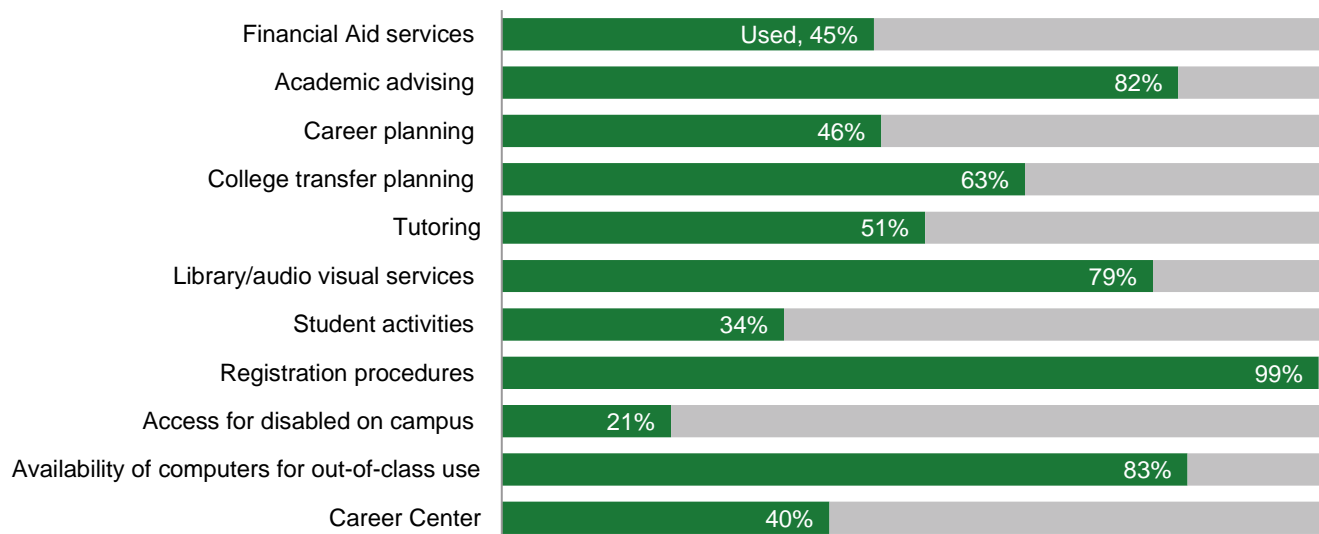


Table 8: Rate your satisfaction with each office or service listed below.

	N	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Financial Aid services					
2009	113	61%	20%	8%	11%
2010	181	42%	25%	17%	16%
2011	238	62%	23%	11%	4%
2012	242	58%	25%	12%	5%
2013	291	59%	28%	9%	5%
Academic advising					
2009	266	59%	29%	8%	5%
2010	383	39%	32%	18%	10%
2011	473	58%	27%	10%	5%
2012	479	50%	30%	13%	7%
2013	525	48%	31%	14%	6%
Career planning					
2009	159	46%	31%	18%	5%
2010	226	31%	38%	24%	7%

Table 8: Rate your satisfaction with each office or service listed below.

	N	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
2011	278	49%	32%	13%	6%
2012	257	39%	38%	16%	7%
2013	297	42%	35%	15%	8%
College transfer planning					
2009	184	51%	34%	9%	7%
2010	298	39%	36%	17%	9%
2011	365	56%	30%	10%	4%
2012	377	52%	31%	12%	5%
2013	409	53%	31%	12%	4%
Tutoring					
2009	130	63%	28%	5%	3%
2010	200	44%	35%	14%	8%
2011	258	64%	23%	10%	3%
2012	284	60%	27%	10%	3%
2013	330	57%	31%	9%	3%
Library/audio visual services					
2009	237	74%	23%	3%	0%
2010	347	51%	38%	9%	1%
2011	445	74%	22%	2%	1%
2012	418	66%	29%	4%	1%
2013	NA				
Student activities					
2009	98	53%	38%	8%	1%
2010	166	38%	36%	20%	7%
2011	228	61%	25%	11%	3%
2012	226	47%	42%	8%	3%
2013	220	54%	34%	9%	3%
Registration procedures					
2009	307	67%	24%	7%	2%
2010	432	43%	37%	15%	5%
2011	543	66%	28%	4%	1%
2012	541	62%	29%	7%	2%
2013	636	60%	32%	5%	2%
Access for disabled on campus					
2009	99	77%	21%	2%	0%
2010	117	57%	27%	12%	3%
2011	105	77%	17%	5%	1%
2012	106	69%	23%	5%	3%
2013	132	71%	26%	2%	2%
Availability of computers for out-of-class use					

Table 8: Rate your satisfaction with each office or service listed below.

	N	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
2009	256	80%	15%	5%	0%
2010	358	57%	29%	11%	2%
2011	463	76%	18%	4%	1%
2012	464	70%	22%	7%	1%
2013	535	69%	23%	7%	1%
Career Center					
2009	129	59%	29%	10%	2%
2010	182	52%	30%	14%	4%
2011	245	61%	30%	6%	2%
2012	234	56%	31%	11%	2%
2013	254	59%	30%	6%	4%

LOCATION

The Main Campus in Palatine received the most responses and was rated as the most convenient (80%). The Harper Professional Center in Schaumburg was rated as the second most convenient location (72% **Very Convenient**), which was lower compared to 2011. Table 9 displays the results across all of Harper's locations.

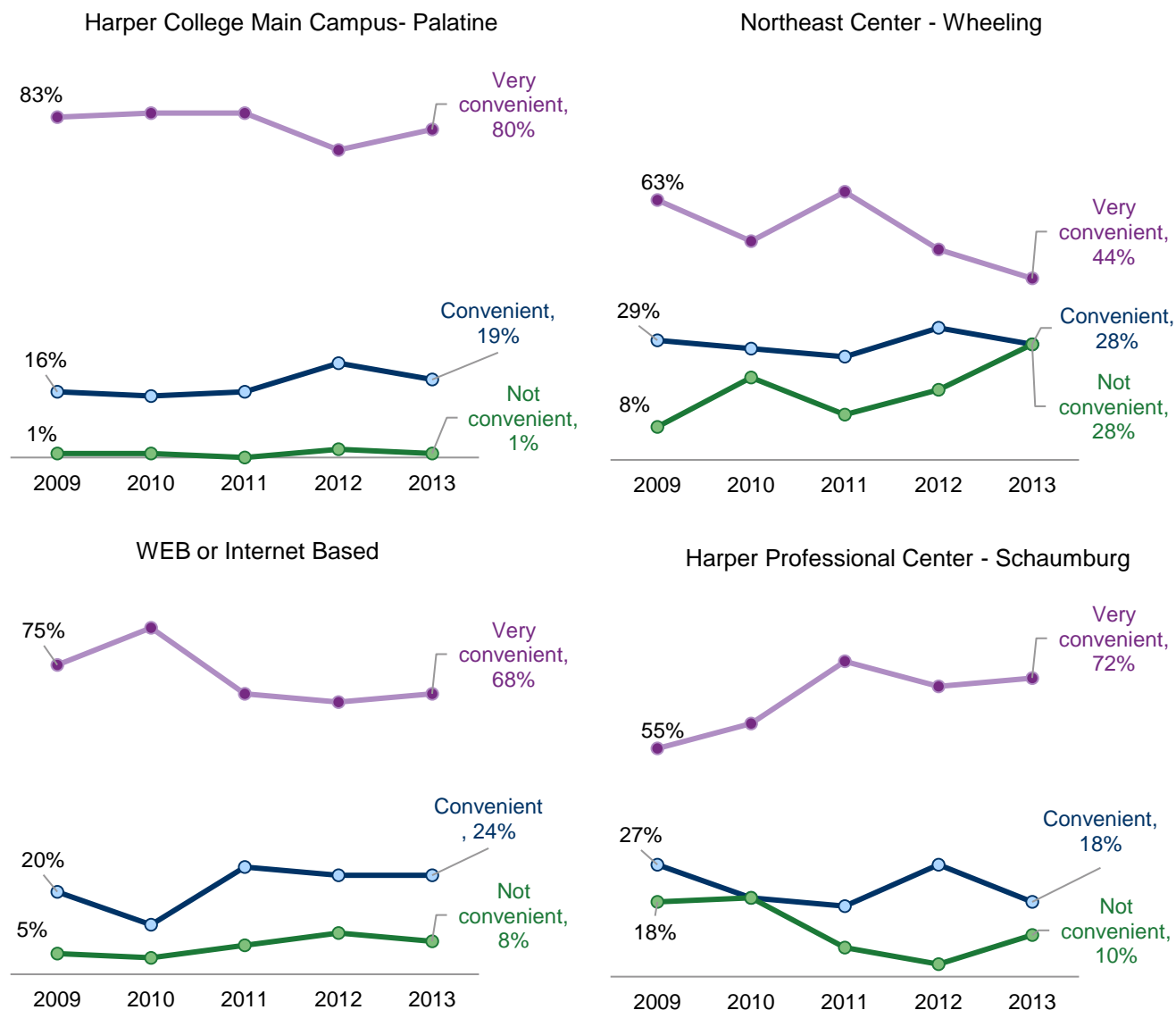


Figure 7. Location Ratings

Table 9: Rate the convenience of the courses taken in terms of their location.

	N	Very convenient	Convenient	Not convenient
Harper main campus – Palatine				
2009	309	83%	16%	1%
2010	438	84%	15%	1%
2011	544	84%	16%	0%
2012	550	75%	23%	2%
2013	637	80%	19%	1%
Northeast Center – Wheeling				
2009	52	63%	29%	8%
2010	91	53%	27%	20%
2011	57	65%	25%	11%
2012	81	51%	32%	17%
2013	109	44%	28%	28%
WEB or Internet based – from home or office				
2009	156	75%	20%	5%
2010	238	84%	12%	4%
2011	151	68%	26%	7%
2012	251	66%	24%	10%
2013	299	68%	24%	8%
Harper Professional Center – Schaumburg				
2009	11	55%	27%	18%
2010	36	61%	19%	19%
2011	29	76%	17%	7%
2012	37	70%	27%	3%
2013	51	72%	18%	10%
Other				
2009	6	67%	33%	0%
2010	7	43%	29%	29%
2011	7	43%	57%	0%
2012	10	30%	30%	40%
2013	6	17%	17%	67%

CURRENT EDUCATIONAL STATUS

Figure 8 and Table 10 indicate that 51 percent of 2013 transfer graduates were currently **full-time** students and an additional 13 percent were enrolled **part-time**. Eleven percent of the 2013 respondents indicated they were **not enrolled and had no plans** to enroll in further education, which is an increase from 2012 (8%).

Figure 8. the majority of graduates are students or plan to be students.

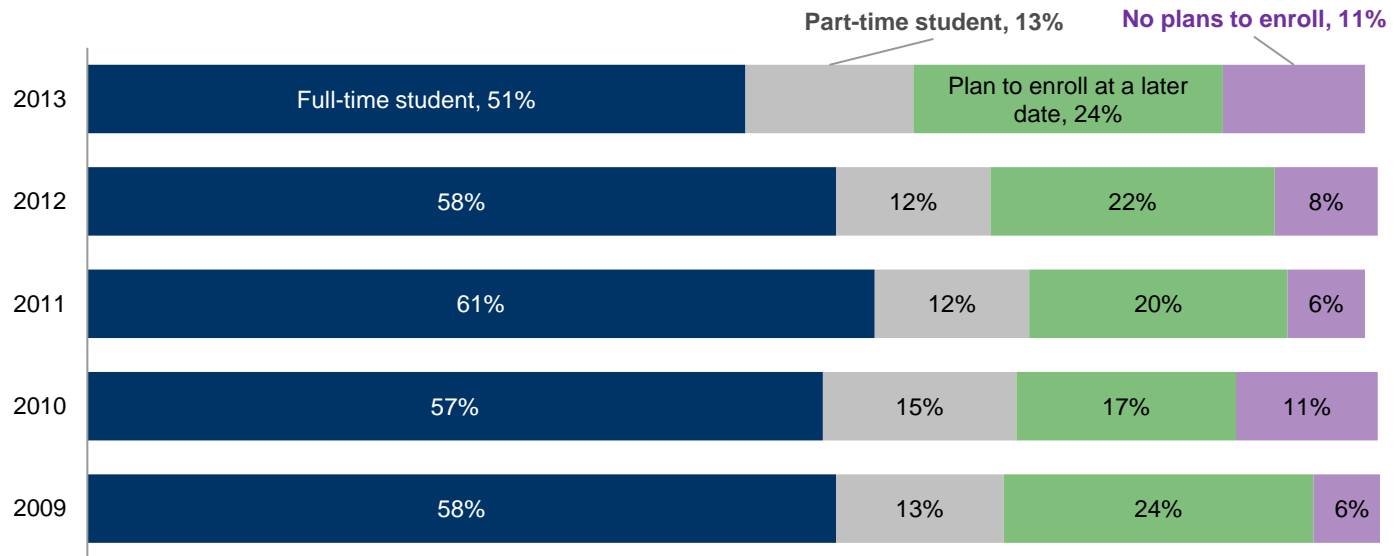


Table 10: Which of the following best describes your current educational status?

	N	Full-time student	Part-time student	Not currently enrolled – plan to enroll at a later date	Not currently enrolled – no plans to enroll
2009	308	58%	13%	24%	6%
2010	440	57%	15%	17%	11%
2011	545	61%	12%	20%	6%
2012	552	58%	12%	22%	8%
2013	643	51%	13%	24%	11%

Referring to Figure 9 and Table 11, note that for those respondents who indicated they were enrolled in further education, 50 percent described their current major as related to their major at Harper College, while 22 percent described their current major as the same as their Harper College major. From 2011 through 2013, about one-quarter to one-third of respondents indicated they are in an entirely new area from their Harper College major.

Figure 9. Current Major Relation to Harper College Major

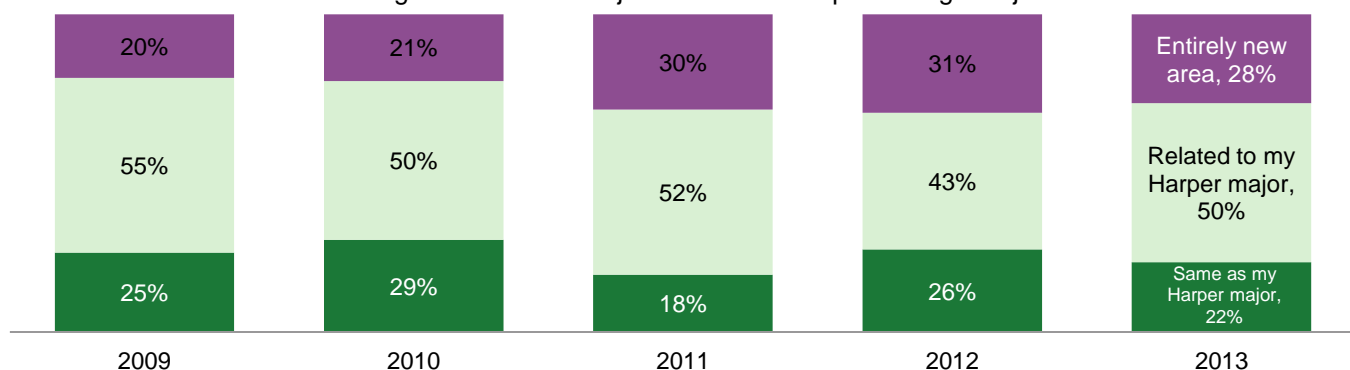


Table 11: How would you describe your current major?

	N	Same as my Harper major	Related to my Harper major	Entirely new area
2009	207	25%	55%	20%
2010	317	29%	50%	21%
2011	404	18%	52%	30%
2012	382	26%	43%	31%
2013	414	22%	50%	28%

Table 12 displays those institutions to which Transfer Graduate Survey respondents indicated they were enrolled after earning a transfer credential from Harper College. The percentage of "Other" institutions that transfer graduates attend consistently ranges from one-quarter to one-third of respondents. The second most attended institution after graduation is Harper College (14%, 2013), then Northeastern Illinois University (10%, 2013).

Table 12: Which institution do you currently attend?

	2009 (N=216)	2010 (N=320)	2011 (N=405)	2012 (N=390)	2013 (N=417)
Columbia College	2%	2%	2%	2%	1%
DePaul University	4%	5%	6%	5%	9%
Devry University	1%	--	--	--	--
Illinois State University	5%	6%	8%	6%	5%
Northeastern Illinois University	10%	13%	13%	11%	10%
Northern Illinois University	14%	14%	12%	10%	9%
Roosevelt University	12%	8%	8%	8%	8%
Eastern Illinois University	1%	--	--	--	--
University of Illinois – Chicago (UIC)	5%	3%	9%	9%	7%
Harper College	19%	11%	10%	10%	14%
Elmhurst College	--	3%	3%	4%	3%
University of Ill at Urbana Champaign	--	4%	4%	3%	2%
Other	24%	31%	26%	34%	32%

With regard to transferring credits to another institution, 74 percent of respondents in 2013 stated all of their credits did transfer. Transferring of all credits peaked at 82 percent in 2009, but remains relatively stable since 2010. Of those who were unable to transfer all of their credits, 39 percent indicated some credits transferred only as electives. Almost half of the 2013 graduates responded with other reasons their credits did not transfer (see Table 14.1 below).

Figure 10. About one-quarter of 2013 respondents indicated that not all of their credits from Harper College transferred.



Table 13: Did all of your Harper College credits transfer to your current institution?

	N	Yes	No
2009	186	82%	18%
2010	313	71%	29%
2011	389	71%	29%
2012	376	73%	27%
2013	394	74%	26%

Table 14: What was the main reason why some credits did not transfer?

	N	Some credits would transfer as elective only	Entirely new field of study at transfer institution	Grades were not high enough to earn transfer credits	Other
2009	34	24%	6%	0%	71%
2010	98	46%	9%	6%	39%
2011	117	45%	7%	2%	46%
2012	104	44%	14%	2%	40%
2013	103	39%	11%	3%	46%

Table 14.1: "Other" reasons why some credits did not transfer – comments themed

Did not accept course for credit due to requirement differences or not being a recognized course	11
Doesn't know	7
Too many credits to transfer	7
Not equivalent	6
Not compatible	4
Not advanced enough	3
Still attending Harper College	2
Other Comments <i>that could not be placed into common theme</i>	15

Similar to previous years, about half of 2013 respondents indicated they plan to earn a Bachelor's Degree, which is dramatically more compared to the 27 percent who planned to do so in 2010. Consistently over years, between 40 and 55 percent of graduates indicate planning to earn a Master's Degree. Overall, the majority of graduates plan to earn a higher degree.

Table 15: What is the highest degree you plan to earn?

	N	Bachelor's Degree	Master's Degree	Doctorate Degree	Professional Degree
2009	280	51%	40%	5%	4%
2010	292	27%	55%	15%	3%
2011	499	46%	42%	8%	4%
2012	495	43%	46%	8%	3%
2013	570	47%	42%	8%	3%

Table 16 shows that 27 percent of 2013 respondents took additional courses at Harper College since graduating. Table 17 shows that between 70 and 89 percent of *those who did enroll in additional courses* after graduating took credit courses. Between 11 and 30 percent of these respondents enrolled in continuing education courses over the years.

Table 16: Have you taken additional courses at Harper since receiving your degree or certificate?

	N	Yes	No
2009	310	22%	78%
2010	439	23%	77%
2011	530	22%	78%
2012	553	19%	81%
2013	642	27%	73%

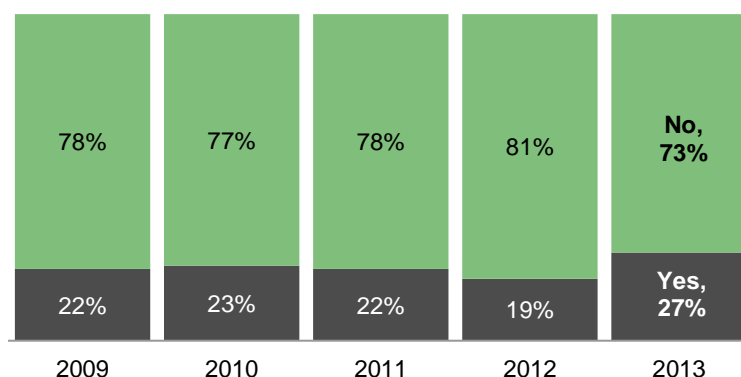
Figure 11. The majority of student **have not taken** additional courses at Harper since obtaining their credential.

Table 17: What type of courses have you taken at Harper?

	N	Credit courses	Continuing Education courses
2009	66	88%	12%
2010	103	89%	11%
2011	134	79%	21%
2012	121	86%	14%
2013	217	70%	30%

PREPARATION FOR FURTHER EDUCATION

As seen in Table 18 and Figure 12, the majority of the 2013 respondents rated Harper College education **Excellent** (52%) or **Good** (36%) in preparation for continuing their education. The respondents from 2011 offered the most "Excellent" and "Good" ratings totaling 93 percent, which is higher than the 88 percent from 2013, 89 percent from 2010 and 2012, and 91 percent from 2009.

Figure 12. The majority of graduates feel Harper prepared them for continuing their education.

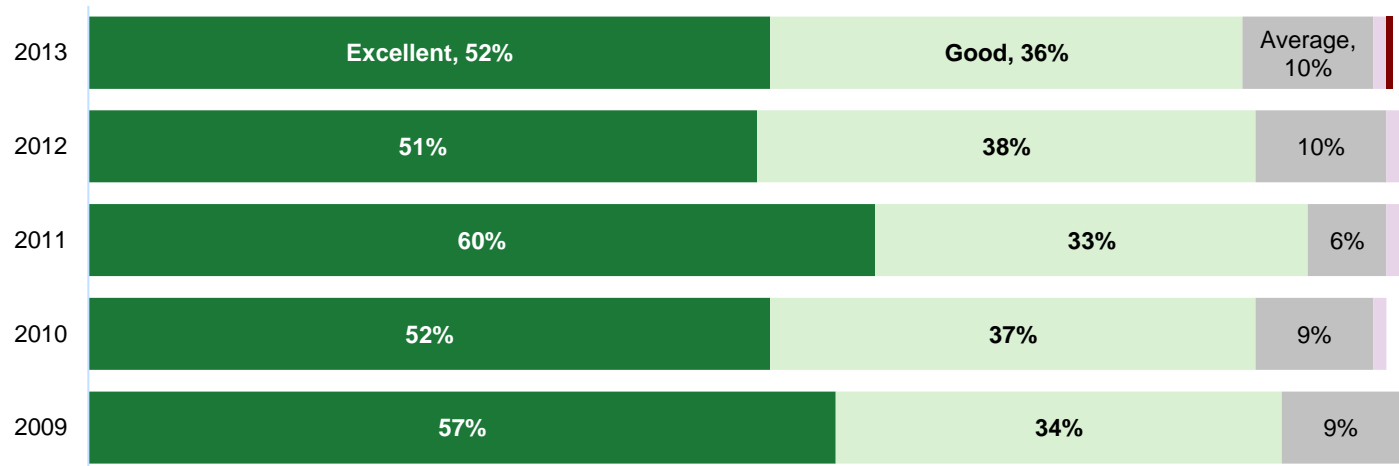


Table 18: How would you rate your Harper education in terms of how well it prepared you for continuing your education?

	N	Excellent	Good	Average	Poor	Very poor
2009	306	57%	34%	9%	0%	0%
2010	441	52%	37%	9%	1%	0%
2011	534	60%	33%	6%	2%	0%
2012	548	51%	38%	10%	1%	0%
2013	640	52%	36%	10%	1%	< 1%

EMPLOYMENT STATUS

Figure 13 and Table 19 show that of those respondents who reported themselves as working in 2013 were **employed full-time**. Those who were **unemployed and seeking employment** fluctuated between 9 and 13 percent. Those who were **unemployed and not seeking employment** ranged from a high of 21 percent in 2009 to a low of 15 percent in 2012. For those **unemployed and not seeking employment**, the majority **were full-time students** (Table 20).

Figure 13. Consistent over survey years, the majority of graduates reported being employed either **part-time** or **full-time**.

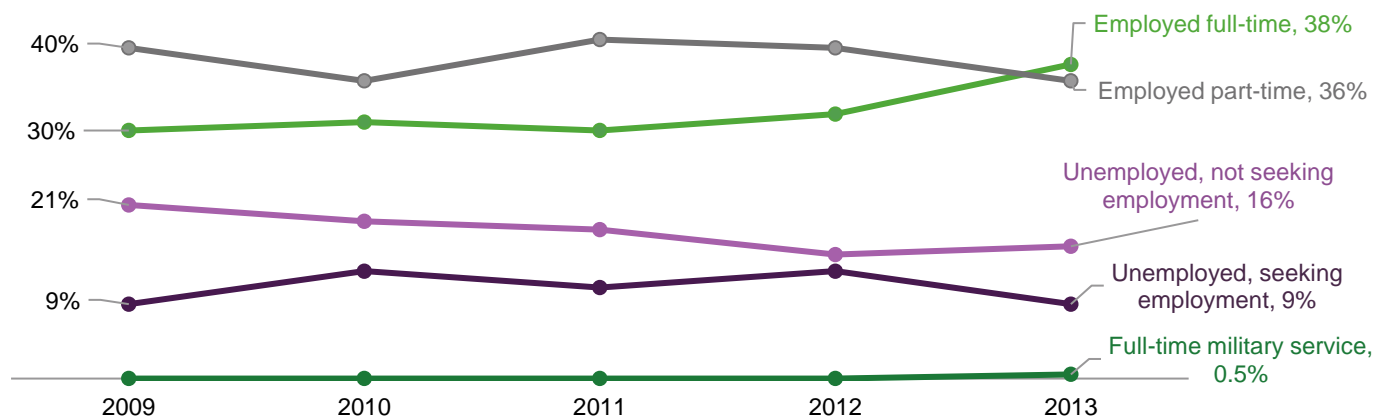


Table 19: What is your present employment status?

	N	Employed full-time – 30 hours or more per week	Employed part-time – less than 30 hours per week	Full-time military service	Unemployed, seeking employment	Unemployed, not seeking employment
2009	309	30%	40%	0%	9%	21%
2010	440	31%	36%	0%	13%	19%
2011	543	30%	41%	0%	11%	18%
2012	551	32%	40%	0%	13%	15%
2013	642	38%	36%	< 1%	9%	16%

Table 20: Of those unemployed and not seeking employment:

	N	Full-time student	Full-time homemaker	Health disability	Family responsibilities	Other
2009	51	86%	6%	2%	4%	2%
2010	91	72%	9%	2%	7%	11%
2011	111	92%	3%	0%	2%	4%
2012	89	81%	9%	1%	3%	6%
2013	113	79%	8%	3%	3%	8%

APPRECIATION FOR CULTURAL DIVERSITY

Table 21 and Figure 14 shows results regarding respondents' appreciation for diversity and different cultures as a result of their experiences at Harper College. A sharp increase is noticeable regarding the degree of appreciation for diversity as a result of experiences here. The proportion of graduates selecting "**Definitely Yes**" trended up from 18 percent in 2011 to 54 percent in 2013. There was also a small increase in the percent of respondents indicating "**No**" from 2009 to 2013.

Figure 14. The proportion of graduates who felt Harper **Definitely Yes** improved their appreciation for diversity dropped in 2011 but has increased since.

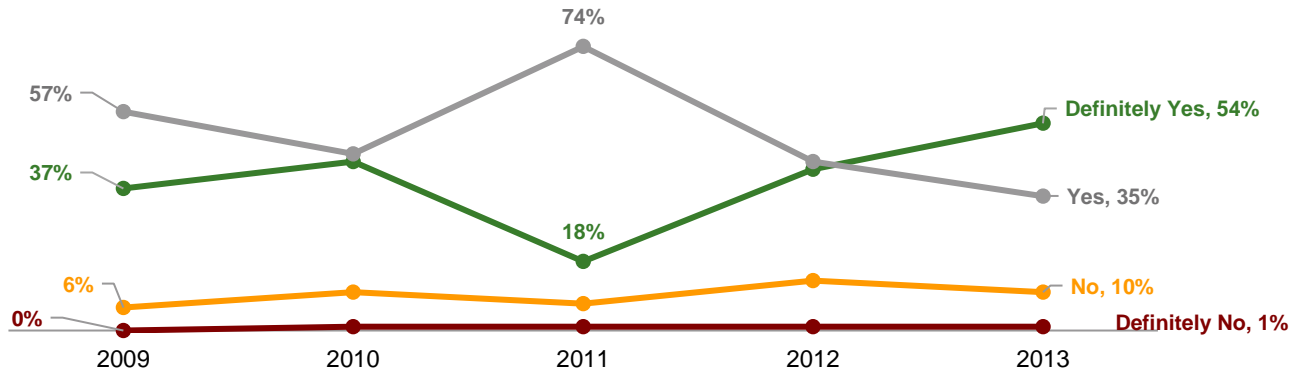


Table 21: As a result of my experiences at Harper, I have a better appreciation for diversity and different cultures and values.

	N	Definitely Yes	Yes	No	Definitely No
2009	307	37%	57%	6%	0%
2010	440	44%	46%	10%	1%
2011	546	18%	74%	7%	1%
2012	552	42%	44%	13%	1%
2013	639	54%	35%	10%	1%

RECOMMENDING AND RETURNING TO HARPER

Similar to the results regarding appreciation of diversity, there is a noticeable shift toward the "**Definitely Yes**" responses to questions about recommending Harper to others and returning to Harper in the future. Figure 15 and Table 22 show that the proportion of respondents selecting "**No**" or "**Definitely No**" with respect to recommending Harper has remained quite small since 2009. Meanwhile the proportion selecting "**Definitely Yes**" has increased 25 percent from 2011 to 2013.

Figure 15. The majority of graduates consistently respond they would recommend Harper College.



Table 22: Would you recommend Harper College to your friends and family?

	N	Definitely Yes	Yes	No	Definitely No
2009	310	61%	38%	1%	0%
2010	439	73%	26%	1%	1%
2011	548	51%	49%	1%	0%
2012	551	76%	22%	1%	1%
2013	642	76%	22%	1%	1%

Figure 16 and Table 23 reflect a similar pattern of responses with regard to returning to Harper in the future. The proportion of "**Definitely yes**" increased from 34 percent in 2011 to 51 percent in 2012. Note that the proportion of "**Definitely No**" and "**No**" fluctuated very little during this same time period. While the responses are preponderantly positive, there has been a "leveling" in the amount of enthusiasm expressed.

Figure 16. While many graduates would return to Harper in the near future, more indicated No or Definitely No in 2013 compared to prior years.

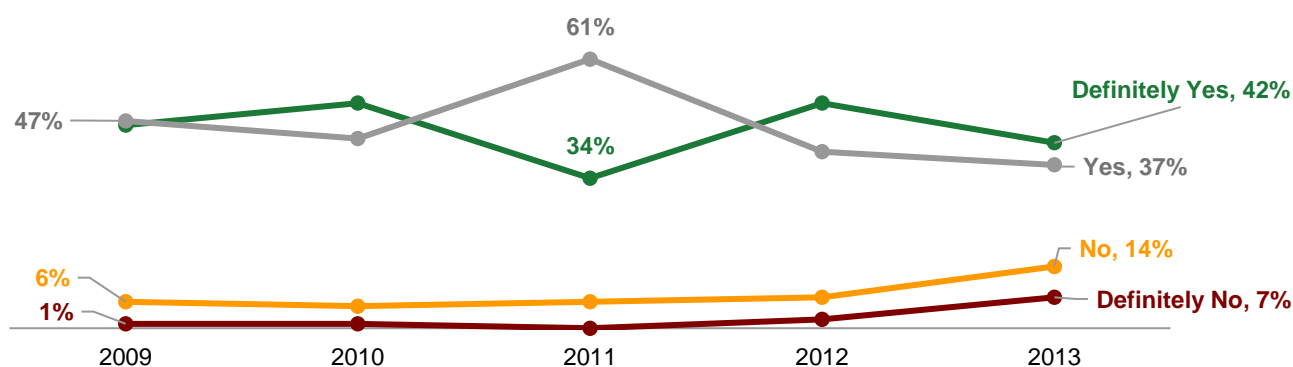


Table 23: Would you return to Harper for educational or personal enrichment courses in the near future?

	N	Definitely Yes	Yes	No	Definitely No
2009	310	46%	47%	6%	1%
2010	442	51%	43%	5%	1%
2011	549	34%	61%	6%	0%
2012	550	51%	40%	7%	2%
2013	639	42%	37%	14%	7%

OPEN-ENDED QUESTIONS AND RESPONSES

The 2013 transfer graduates were asked four open-ended questions and provided space to write their comments. Graduates were asked what they like best about Harper College, how Harper College can improve its instruction, how Harper College can improve its services, and if they had any other general comments. Comments were not edited for clarity, spelling, or grammar. Any identifying information or names were removed so that all parties can remain confidential. "NA" or "no response" comments were removed. Comments can be reviewed in full in the Appendix on Tables 24, 25, 26, and 27.

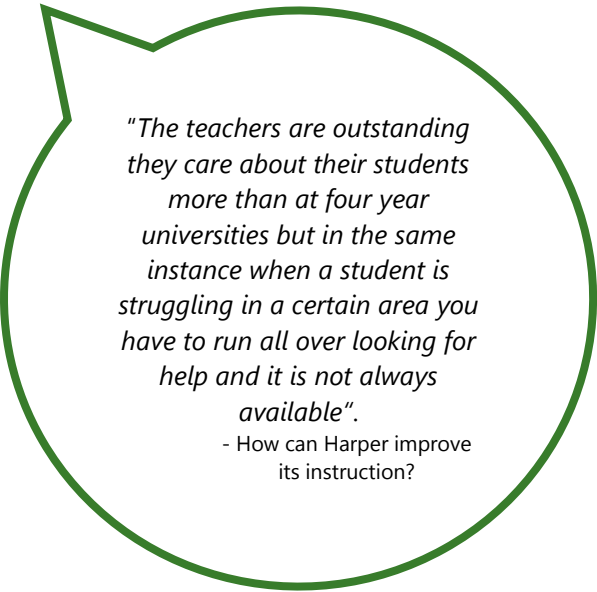
"The campus was very nice, and the students that really wanted to be there made classes more interesting and engaging. I had some excellent professors who taught me things beyond their field (such as personal discipline, teamwork, and outside-the-box thinking), and I was very involved with student activities via the Speech and Debate Team."

-What did you like best about Harper College?

Overall, when asked what they liked best about Harper College, the 2013 transfer graduates responded positively. Many commented on the **convenience**, **class size**, **affordability**, and **availability**. Graduates were also asked for suggestions to improve services at Harper College. Many commented on **parking** on the main campus and **academic advising**.

When asked how the College could improve instruction, respondents suggested having more, or specific **courses**, and at night or weekend times. Graduates also provided comments regarding particular courses, instructors, or experiences they had that **could have been more positive**. One graduate wrote, "there was one teacher he made it clear to us that he would much rather be somewhere else and had better things to do".

Finally, graduates were provided space to write general comments. Many took the opportunity to provide positive comments about Harper College, classes, instructors, and experiences that were particular helpful. Parking was again mentioned as an area of improvement.



"The teachers are outstanding they care about their students more than at four year universities but in the same instance when a student is struggling in a certain area you have to run all over looking for help and it is not always available".

- How can Harper improve its instruction?

Conclusion

Results from the 2013 Harper College Transfer Graduate Survey represent the opinions of 645 graduates (43%) of the 1,515 Harper graduates who earned an associate degree in fiscal year 2013 (excluding associate of applied science degree earners). Comparisons were made from graduates from fiscal years 2009 through 2012 in order to indicate trends.

The respondents' main objective in attending Harper was to **take coursework in order to transfer to another college or university** (81%), which is consistent with prior years. Nearly three quarters (82%) of respondents state that they were **Very Successful** in achieving their objective, which is higher compared to prior years. Graduates responded they would recommend Harper College to their friends and family, and would return for additional educational and personal enrichment.

Respondents were most satisfied with their ability to **appreciate other points of view** (64% **Extremely Helpful**) and to appreciate **diversity** (65% **Extremely Helpful**). The lowest rated aspects of graduates' education were ability to use computers and technology, and ability to explain and apply the scientific method along with understanding scientific concepts. From 2009 to 2013 the ability to explain and apply the scientific method was the lowest rated aspect and decreased from 2011 to 2013.

Similar results were found with regard to aspects of instruction. There were decreases with all aspects of instruction from 2011 to 2012. The highest rated aspect of instruction was **class size** (74% **Excellent**) and the lowest rated aspect was **quality of instruction** (57% **Excellent**). Satisfaction with faculty teaching ability (ratings of **Excellent**) decreased from 68 percent in 2011 to 55 percent in 2012, then rose slightly in 2013 to 59 percent.

Beyond the classroom aspects, the 2013 transfer graduates were satisfied with the student services and offices at Harper. Registration, computer availability, and academic advising were the most used by the 2013 graduates. Similarly to prior years, **career planning was the least satisfactory** service for the 2013 graduates.

Just below 51 percent of respondents indicated that they were currently enrolled as **full-time students** at other institutions of higher education, which is slightly lower compared to the previous four years. Almost one-fourth of respondents in 2013 indicated they had plans to enroll at a later date (24%). Almost half of the graduates (47%) plan to earn a bachelor's degree, whereas 42 percent plan to earn a master's degree. When asked how well Harper **prepared** graduates for **continuing your education**, 88 percent responded with either **Excellent** or **Good**, which is consistent with the previous four years.

The College should continue to monitor the responses of its graduates and continue to identify areas of improvement and strengthen the areas in which it already excels. Although not qualitatively analyzed, the comments provided by the 2013 transfer graduates provide meaningful feedback and give depth to the quantitative results seen in the present report. **Over the years Harper has experienced high levels of satisfaction from its graduates and should seek to maintain those levels even as conditions influencing those responses change.**

Appendix – Open-Ended Question Responses

Table 24: What did you like best at Harper College?

[name] and [name] were great mentors who helped push me towards my next chapter in life.
[names] so full of life cheerful so helpful and great for the fast track program [name] wonderful
a couple of teachers were nice
a good challenge teachers very qualified
a great community with a great teaching staff a great education and the price is right
a homey feeling not too big the atmosphere
a lot of classes available at good times
a lot of great teachers they knew their stuff
a lot of the teachers were really good, [name] english in writing was one of them, science teacher for biology but dont remember her name, middle eastern women was also great. Patrick taught me a lot made me a much a better writer.
a very good campus even though it was just a community college meeting new people you had the feeling of the big class without the issues one on one with professors
a very nice place to be
a writing class i went in not really knowing what to expect and came out really appreciating creative writing
Adult Fast Track program
affordability, class size
Affordable, Convenient
after high school i was not accepted directly into uic champagne but after taking classes at harper they accepted me
all my professors very friendly and caring
all of the opportunities harper has to offer
All the programs to get freshman to adapt to college and transition. All staff was very helpful and many were very motivational.
an easy transition from high school a stress free atmosphere
appreciate the fast track program, it was accelerated and once a week.
as an adult returning back to college it was a great experience i was so afraid to go back harper made it a pleasant experience everyone is so organized
atmosphere laid back availability of labs and computers
Availability of classes
baseball i enjoyed playing baseball at harper
being able to afford school close to home convenient
being able to communicate with friends and teachers
being able to relate to uic harpers grading system is what i love only a certain amount of kids get an a a b a c it created a cut throat situation amongst students i received alot more attention from teachers studying with students was more productive class sizes much smaller more involved at harper tutoring was my second home everyone working at that place deserves alot of credit marie ivel will retire soon she went above and beyond she was amazing i am grateful for all the clubs and extracurricular activities that harper offers
being able to schedule your classes and the ease of it, and the people you meet in each class, both teacher and students.
campus size, location, quality of classroom instruction
campus was beautiful, technology was great.
cheap better than going away and spending loads of money
cheap, and it gave me the freedom and flexibility to figure out what i wanted to do before committing to a four year university.
choices and times of classes
class diversity
class instructors more prepared

Table 24: What did you like best at Harper College?

class size allowing more one on one
class size and quality of education
class sizes more attention
class sizes were not, the choice of classes, lot of variety
classes size, number of students. professors availability
classes, nursing classes in general were excellent.
cleanliness of facilities, knowledgable faculty, health care related, aswell as speech, and anatomy were good.
close by accessible classes and cheap so i could save for grad school
close convenient a good starting block for me so i could decide which path i want to follow
close to home
cohort, classmates all the way throughout the year.
college is cost friendly
commuting was nice, the teachers actually cared and they helped if you did not understand the subject, the material helped me further my degree and my future.
computer access
convenience all my teachers enjoyed teaching
convenience of location classes offered
convenience and majority of the faculty was good
convenience and quality of the professors
convenience of classes and location
convenience of location
convenience of location and affordability
convenience of location and the class availability and even the cost cause i was in district.
convenience of the location and i liked the teaching staff also, there was a lot of courses available at different times so you were never out of luck with choosing courses.
convenience to the campus, except that one class is wheeling, flexible schedules morning, evening, night, if your working it helps a lot. most of the teachers are very involved in what they are doing.
convenient the professors got to the point not making you do anything that was not necessary very professional
convenient living at home
convenient location price
convenient location and cost effective
convenient location classes environment very welcoming
Convenient, organized, small feel, personal attention, and comfortable.
cooking classes the teachers are pretty amazing patient able to explain
cost and effectiveness
counselor was very good
Diversity of student body
dr pepper in the music department
ease of access to get around college
easily accessible
easy access for facilities
easy convenient teachers always available
enjoyed english 220 and 221 [name] very nice
evening classes available very convenient and flexible

Table 24: What did you like best at Harper College?

everyone was so nice if you had questions you felt welcome to ask i could sleep or study have a good meal work out everything
everything i got such a great education from harper and am well prepared to work in my field
everything tutoring writing center library class sizes helpful professors easy to contact
everything polite and prompt faculty
everything very convenient great teachers
everything convenience courses offered great professors nice campus
everything was convenient for the most part i had great teachers overall it was a great experience for me i have only good things to say about harper
everything was good
everything was good everything was very convenient
Faculty & Students
Faculty and staff have a genuine investment in student success.
fast trak program better for working adults
Flexibility of class schedule
flexibility of everything harper is very accommodating
flexibility of everything schedule location easy access
flexibility, teachers were easy, they taught you well and you knew what grade you were gonna get, it was not a suprise, harper teachers are better than depaul. the cafeteria sandwiches are very good, i actually went out of my way for that.
getting involved with the honors program and phi beta kapa that totally helped to enrich my life
getting my associates
good experience
Good Fast Track instructors; Schaumburg campus; cohort-style structure of the Fast Track program.
good quality teachers class size
good teachers overall effective communication we knew exactly what to do what was expected of us
good teachers, the speech and english aswell as my nutrition course teachers were great, also personal training. plenty of diversity of classes, they were very willing to help when you need and very willing to talk.
Great range of classes and times. Some great teachers.
great teachers, friendly environment. I remember my first semester psychology teacher, as well as all the graphic design teachers.
harper is investing itself more now
harper is known as the best community college in the country
Harper provided high quality coursework and career advising that turned out most useful in preparing me for my following academic goals
how accessible it was a nice big campus
how advanced technology was user friendly available teachers
how affordable it is and the convenience factor, as in location
how close all the classes were, the cafeteria food paninis, how convenient it was.
how close it was how my classes transferred accessible i could work around my schedule
how close it was ,convenience of location
how close it was to home
how convenient availability of different classes not only the variety offered but so many times to choose from
how convenient everything was
how inexpensive it is and what a great education that i got
how it was set up the xyz building staff was great

Table 24: What did you like best at Harper College?

i actually like harper better than robert morris if i could have pursued a bachelors i would have stayed at harper they are more organized and i liked being at harper
i appreciate the instructors who had a passion for teaching all the friends i made
i can work go to school pay everything on my own
i dont know
i don't know
i dont know i honestly didn't put any focus on attending i just went and left
i dont know just that i got the job done and got out of there
i dont know it was convenient
i enjoyed the classes and how they were set in a college atmosphere and the convenience of everything
i enjoyed the courses loved the professors
i got everything i wanted i got more than i expected
i got to come and go as i needed and it was close
i had a great experience as an adult at harper
i had an overall appreciation for the total academic experience and great people, professors, my overall experience was great, i enjoyed the classes i took.
i had poor grades in elementary and high school i excelled at harper and continued on to roosevelt i graduated at the top of my class i owe it all to harper they taught me that i am smart and capable at learning even if its in a way that is different from how others learn the teachers are so supportive and caring they love what they are doing and it reflects on the students
i had such a great time at harper attentive caring available faculty diversity of the curriculum
i have a lot of freedom in between classes i could walk around and socialize
I like best how staff from various offices and different places all over campus have been accepting and open to my perspectives as an invisibly disabled student; this truly helped me to succeed at Harper College.
i like the class sizes you get more one on one with the professors
I like the convenience and the selection of classes offered
I liked everything about Harper. The teachers were all great. I really liked it overall.
i liked how the advisors help lead me in the right direction regarding my courses, found that very useful.
I liked my teachers and other students
I liked the affordability and the staff was for the most part very welcoming.
i liked the availability and the diversity. its convenience of location and aswell as the affordable prices allowing me to achieve my educational needs and goals.
I liked the convenience of Harper College the best. It was exactly what I wanted and right down the street from my house.
I liked the diversity, the wide range of clubs and organizations there to be involved in. The teachers and classes were great, commuting from home was convenient and great. I loved it.
i liked the music program i was a music major
i liked the program i was in, cohort and the fast track program. like the shorter classes
I liked the quality of the faculty, I think that's what set it apart for me. These people are of the same caliber I've met at the Virginia Military Institute and among my military instructors. There is definitely a sense that they care enough to make sure the students know more than how to pass the test and get out.
I LOVE Harper College. I definitely miss it. So far it has been one of the best school environments I have ever been in.
i loved almost all of my teachers i loved all my programs my entire experience at harper was great
i loved its wide range of classes and availability
i loved the campus beautiful and well kept i had so much fun attending harper
i loved the environment i loved the professors i loved the other students i love harper
i played baseball i enjoyed that

Table 24: What did you like best at Harper College?

I really enjoyed everything that Harper has to offer to its students. I created relationships with my professors that I hope to maintain for a lifetime. The professors truly cared about their students and took the time to become mentors to many.

i really enjoyed playing basketball

i really liked the quality of the professors in my field of interest, very knowledgeable, really on par with the professors in institution, associate in arts, i took a lot of courses in english.

i think that after high school i wasn't particularly ready for a four year college so by attending harper it really helped me decide what i want to do and prepared me well

i think the material the teachers covered they were very prepared and very helpful teachers

i was able to achieve my associate degree

i was able to become myself pipenburg really pushed me im grateful for him

in terms of my goals it helped prepare me for a broad education the music education i received was exceptional

inexpensive

inexpensive and close to home

it is a better step than going directly to a university

it is an amazing school and the nursing program is outstanding

It is close to my house

it just seemed overall decent school, i was able to take the classes I needed to at a reasonable price.

it seemed so close helpful staff the overall environment

it set me up for what i want to do prepared me well

it was a good experience i really enjoyed my time there

it was a good school very nice environment i wasn't a big fan of attending school but harper made me feel comfortable and i had no problems

it was a good starter school, enough to get experience in what to expect during a four year degree

it was a nice campus the renovation good teachers course work not overloaded

it was close home

it was close to home

it was close to home

it was close to home the quality of education benefits me advising was good

it was close to my house affordable i came out without debt good education

it was convenient tuition was manageable variety of hours for classes so i could fit it into my schedule

it was convenient and they have a good reputation

it was convenient close and classes available when needed

it was convenient and saved me a lot money

It was convenient and was able to fit into my schedule

it was convenient going back to school after about 8 years, easy transition between that and then continuing towards my degree.

it was convenient to attend i didn't have to pay a lot to get an education

it was convenient, and offered a good education

it was convenient, courses i needed to take were there

it was easy to do well

It was easy to get around because it wasn't a very big campus.

it was easy to integrate into the classes i normally have a hard time with that

it was relaxed

it was the right stepping stone for a future education

it was very convenient the staff took time to explain they didn't just brush you off

Table 24: What did you like best at Harper College?

it was very convenient scheduling classes location everything on campus that i needed
its a different experience when youre an adult the teachers work with you with your work schedule they are very helpful
its a great school motivates you
its a great school, many different technical schools and they are pretty approachable as a whole genuine college, easy to get ahold of and the price is very reasonable, and the quality of the education is excellent
its a minute from my house its the best community college in the nation
its cheaper and i can live at home
its close its a well known school with a good reputation
its close to home and you save money
its convenient close to home a great school
its hard to point out one specific thing everything saving money ease of transfer
its like a little college town of its own at the end of the day everybody knows your name
its very convenient the advising department is amazing the l p n instructors were phenomenal their main objective was to educate through your questioning
just being part of the community where a lot of people got along especially in sports
just going there
Library capacity, student I.D. has free printing promotes good use of computers as a resource.
like convenience of location
liked campus alot of diverse classes
liked classes in avante section of school everything new
liked the instuctors class size very easy to find help with instruction
liked the layout of campus and had excellent teachers and professors
location
location
location
location
location and flexibility in classes offered at night and online
location my classes teachers very interesting classes
location new buildings technology up to date cost quality instruction
location and great teachers their ability to teach and accommodate their students
location was convenient
location was convenient, very enjoyable overall had a good time.
Location, prices, amount of courses provided to study, students.
Location, teachers, advisor, class choices.
Location. Tuition.
loved academic advisors neville larry lasko the best
loved speech professor ferguson
making new friends
many diverse classes, they provide a lot of help for the student.
Many options and great faculty
money wise saving money
Most instructors seemed to enjoy what they were doing

Table 24: What did you like best at Harper College?

Most of my professors were great. [name] is the absolute best faculty member at Harper. She is brilliant and inspiring and makes everything she teaches clear and easy for students to understand. I suggest that Harper College keeps her on staff as long as they possibly can.
most of the teachers were very helpful the career center and tutor centers
music program top notch
my accounting professor [name] i was struggling she met me after class and made sure i understood the material
My counselor who assisted me tremendously on whatever questions I needed to know. [name] is exceptional as an instructor and a counselor.
my instructors and classes in general the knowledge i gained able to transfer easily
my science teacher he drew on the board that was beneficial for me because i am a visual learner
My teachers were so amazing and able to work with my hectic schedule.
my total all over experience at harper
New, clean buildings. Felt safe being there at night. Clean science labs. Excellent professors. Beautiful landscaping and clean sidewalks/parking lots.
newer and clean facility
nice campus
nice campus pretty everything up to date
nice classes nice teachers
nice people there
nothing
nothing
Nursing program was excellent
Philosophy classes under [name].
playing soccer
pleasant atmosphere and professional teachers
price it was cheap
prices
pricing, convenience
professors were really good teaching methods at high standards the layout the buildings are all connected
Proximity
psychology classes i learned a lot about myself
real diverse college and college courses focus on diversity
real good administration and support
really enjoyed teaching style very helpful and supportive tutors were very good computer labs good
really liked class size and professors office hours easy to reach
really liked services for one on one tutoring diverse amount of opportunities enjoyed library
relative location to my home and convenience of access
Relatively small campus, close to home, excellent faculty and professors, very helpful career center, counselors, and health center.
relaxed environment for studying good feel for college
Schedule flexibility, science building!
small class sizes
small class sizes
small class sizes, 1 on 1 contact with the teacher. No teacher-aid because it less confusing.
small classes and it was nice to get around, the teachers were very helpful.

Table 24: What did you like best at Harper College?

Smaller class sizes
sociology the teacher was phenomenal her enthusiasm and knowledge of the subject
sociology and english classes were great, i remember nunez, i felt i learned a lot and enjoyed the course content, i forgot who taught my english program, i enjoyed reading the short stories and discussing them in-class. it was easy to register online
some faculty was awesome they helped you and showed concern
some great faculty, they really pushed me to excel and succeed in my field.
some of my favorite teachers are at harper good experience in their field the way they structured their class made us feel connected
some of the teachers are very thorough great at explaining very helpful
some of the teachers took interest you could tell teaching is their passion
Some of the teachers, the classes, the student and the campus. Wished Roosevelt had more power outlets!
some really great [name] great history teacher
some teachers were really good and very helpful it was convenient and the class sizes were nice the teachers helped me to get on track
specifically the dance instructor [name] she has left me with positive and very helpful guidance
speech team was my favorite [name] speech teacher
staff, some of the courses were really good, i enjoyed ethics and religions of the world taught by mr. brown
Student activities
taking cultural and art classes fonting my art skills and being able to learn about the ways of other cultures
Teacher quality and programs very demanding help me to achieve the knowledge needed
teachers and the courses i enjoyed, they were more open but not every teacher is the same, not all of them were going off of book, ethics
teachers and the way the presented themselves and instructed students, and all the available programs they had.
teachers, philosophy, how you have the double classes, like english 1/speech philosophy/english 2. All four of those teachers I liked, the english 2 teacher was the best, he brought in guest speakers all that extra stuff. cant remember their names.
that i took the correct classes to transfer thanks to kathy hanahan the quality of teaching and the money i saved the quality is the same or better than a university
that it was close
that its right here close by
That the teacher want you to succeeded in your classes.
The 6/8 week duration for Fast Track classes.
the ability to communicate with teachers and easy to find everything
the accesibility, the schedule and hours.
the accessibility from my home and the cost
the accessibility of the teachers
The adult fast track program. As a very busy adult, I appreciated the content of these classes and the quickness of completing my Associate degree.
the adult program accelerated ease to work 40 hours have a family and earn a degree
the affordability
the affordability convenient location and flexible schedules
the affordability the location i worked there the classroom the computer labs
the amazing professors they really connected and made an effort
the ambiance not too uptight very laid back
the amount of classes you offer and the diverse classes, the schedule is always offered at multiple times, and so you have many options.
The amount of courses offered along with the different schedules to fit my personal schedule/

Table 24: What did you like best at Harper College?

the art department the facilities are phenomenal ive been to a couple of universities and they dont compare to harper at all
the atmosphere neatness of the school
the atmosphere is nice the professors are nice and it really prepared me well for devry
the atmosphere was like being at home i enjoyed my two years at harper
the availability of classes
the availability of classes
the availability of classes location was a huge plus
the availability of classes, the location, the cost tuition was affordable. the expertise of professors, their knowledge based especially in my major which was law enforcement the career services were also good
the availability of courses i needed to take to transfer all or most of my credits would have or have transferred with no problem
the availability of everything
the availability of resource tools
the availability of the classes there were always slots availble for the times i needed
the availability of the teachers help
the avante building because it was new
the business courses quality of content that was convered
the campus the layout was so convenient easy to access a friendly environment
The campus and the tuition
the campus is very nice harper was a breath of fresh air for me
the campus itself really close to home convenient
the campus was convenient the website was very user friendly services were quick and easy
The campus was fantastic and instruction was very good in most of my classes.
The campus was very nice, and the students that really wanted to be there made classes more interesting and engaging. I had some excellent professors who taught me things beyond their field (such as personal discipline, teamwork, and outside-the-box thinking), and I was very involved with student activities via the Speech and Debate Team.
the campus, easy to study there, comfortable working enviroment, the location was convenient.
The care the Professors Put into their instruction.
the ceramic and arts program diverse great instructors i learned a lot
the choice of classes they have everything you could possible want or need
the class choices days and times were convenient
the class content covered the professors method of teaching
the class diversity and ethics
the class environment teachers are very down to earth you can communicate with them
the class room sizes and fast track learning
the class size specific teachers were outstanding even lecture halls it was possible to talk to teachers afterward
the class size easy communication with professors
the class size the ability to communicate with your professors
the class size the instruction is personal lots of one on one
the class size and the ability to teach well
the class size, they have really good math and science teachers atleast the ones i had, a chemistry teacher, and my math teacher taught liner algebra, differential equations, they were both teachers i liked best
the class sizes
the class sizes and the teachers were all very helpful
the class sizes not one bad teacher i lived two minutes away

Table 24: What did you like best at Harper College?

the class sizes and the availability of the professors
the class sizes and the professors and the content of overall structure of the teaching methods, personal context, all my science courses aswell as english and generals too.
the class sizes the professors willingness to help
the classes the criminal justice the instruction the teachers told you about their personal experiences
the classes the teaching method
the classes i wanted were available the professors helped me to prepare for what i plan to do in my future
The cleanliness of the campus. I appreciated how helpful the academic advisors were. Teachers were very helpful during office hours.
the close location the class sizes
the close relationships i had with my instructor, specifically i remember english and i also had astronomy teacher, overall all my instructors were phenominal. Dyrda english for 2 years
the closeness to my house accessibility of classes
The college and campus
the communication ease of registration
the communication between students and professors
the computer lab teaching the teachers were clear and helpful
the conveience
the convenience
the convenience
the convenience the price the amount of classes offered
the convenience availability of classes that i needed
the convenience price options of classes
the convenience the campus the approachable instructors that knew their subject
the convenience and mainly the instructors, a lot of them i still keep in touch, and they give great, duboi mccartpy"
the convenience and price
the convenience and support everyone was willing to help and the classes were available to fit my schedule
the convenience being able to build my own schedule around work, the online courses were awesome, being able to use my self discipline and being able to succesfully complete my degree without having to step foot inside campus.
the convenience of being close to home
the convenience of classes and location
the convenience of classes and the methods of teaching
the convenience of everything easy registration and getting the classes i needed at the appropriate times
the convenience of it being close by and taking classes that will transfer to universities in the area
the convenience of living close the curriculum is really great
the convenience of location
the convenience of location
the convenience of location
the convenience of location
the convenience of location
the convenience of location and courses that they offer and the times available
the convenience of online courses
the convenience of the classes and the assortment of classes as well
the convenience of the location

Table 24: What did you like best at Harper College?

the convenience of the schedule
the convenience of the use of computers if i ever needed to send an email to an instructor while on campus they were always available
the convenience the x building avanta new
the convenient location the cost and the wonderful professors my total experience at harper was great
the convenient location staff had experience in their field
the convinence of it being close to home and the affordable expenses.
the cost obvioulsly and the knowledge to help me to contiue on in my education
the cost of tuition
the counseling and the staff is wonderful technology is great and that i why i am going back to harper i had to stop attending because of a family emergency
the course diversity times you could take courses day as well as evening courses
the criminal justice teachers either theyre still in the field or they know exactly what to teach
The diverse student body and dedicated faculty
the diversity teachers knew what they were talking about
the diversity the program overall was excellent from start to finish accessibility of information via phone computer or in person
the diversity 101 classs with [name] teacher.
The diversity of skills I acquired to prepare me as a stepping stone for my career field.
the diversity of the student body
the ease of everything many services offered
the ease of everything transferring especially
the ease of getting around
the ease of online classes
the environment teachers are super personable and approachable
the environment is warm and welcoming especially the avanti
the environment was nice the staff and faculty made it a pleasant experience
the equipment that was being used and the classroom, it all seemed like real cutting-edge up to date current, the professors i had for hte mostpart were always a pleasure to talk to and a pleasure to study too. the arraignment and the availability of classes.
the facility are pretty modern compared to some other schools that are older such as a university, staff members are very knowledgable, athletics was pretty good, the buildings were very accesible.
the facility was convenient knowledgeable instructors organized systems services offered very helpful and convenient very clear
the facility was really nice
the fact that harper offers a resource center that was very useful to me
the fact that you had a taste of college experience for an inexpensive price
The faculty and how they are so helpful.
the faculty loved being there everything was very easy to access
the faculty was great i liked them all the woman who runs fast track was wonderful she always tried to be helpful guide you empathetic to working adults with families
The Faculty was great! I had some of the best Professors who helped me in so many ways. And even though I was not fully immersed in most of the opportunities that Harper offered, I was aware that there were plenty, and was confident that were great.
the faculty was great, all the general education courses, just overall though
The faculty.
the fast track program it worked for me
the feel a good vibe everybody got along i attended a four year university before harper and its just not the same
the flexibility of schedule

Table 24: What did you like best at Harper College?

the flexibility of scheduling
the friendliness
the friendliness and concern for the students from the professors
the helpfulness of the professors they are so willing to explain and help you out
the history classes the teachers are very knowledgeable and its a subject that i like
The Honors Program
the humanities courses i dont know what i guess everything about the way they were taught
the instruction was very help easy to understand
the instructors i felt comfortable great helpful considerate
the instructors very helpful
the instructors very likable approachable
the instructors and the students very diverse
the instructors are phenomenal they have a passion for what they are teaching and they cared for each and every student
the instructors were always willing to help
the instructors were great
the intimate relationship with student and professor
the jazz band and the diversity
the lay out of the campus i liked many instructors especially history he made you really pay attention and want to learn
the library a nice catalog online i liked hanging out there
The library was the best place to study in my opinion. As well the financial aid being very helpful on the phone or even when you walked in. The counselors were extremely helpful when you needed to ask questions about anything.
the location
the location
the location
the location
the location was convenient
the location was very convenient
The low tuition compared to other schools and how convenient the location is.
The multi-cultural center was perhaps one of the best areas in which I learned a lot but also made many friendships and life lessons that I will never forget.
the multiculture center provided help in academics and diversity having an advocate for those groups
the newer building the staff was so friendly
the newness of the building modern the nice computer labs
the opportunity and all the resources
the overall atmosphere the way of the school
the overall atmosphere was good majority of classes were good professors taught well ease of location cost of course
the overall classes campus the convenience of everything
the overall convenience
the overall environment i love how everybody is really friendly and caring about your needs helpful
the overall experience, the educational concept, the experience, the teachers, everything.
the paralegal program great helpful teachers who still keep in touch and help to continue to guide me
the passion of all the teachers pretty relentless
the people it felt like a college environment it felt like i was away at college even though i was still living at home

Table 24: What did you like best at Harper College?

the people and the ability to communicate with the professors
the phenomenal teachers very helpful
The possibility to take classes for less, get the same educational credits, and then transfer them.
the preparation to go to a university
the price
the price
the price the classes are very small english and art departments are good
the price for general education
the prices for classes were very convenient
the pricing and convenience of it being close to home
the pricing of tuition was fair for me the location the building and facilities overall
the professionalism of everybody that worked there the layout of the campus
the professors they were always friendly caring and had time for you
The professors and laid- back atmosphere
'the professors and the small class size, location is convenient, the librarians are very help, a lot of info. thats accessible, tuition was good.'
the professors are phenomenal they are there to talk to you they are good at getting back to via email [name] is a wonderful man i took three math classes with him and sent him a long letter to show my appreciation
the professors cared alot
the professors took time out of their own schedule and set things aside for me students were supportive as well great direction and advice
the professors were very knowledgeable they were easy to approach and willing to help
The Psychology Department is superb. [name] is a fantastic teacher and his leadership helps make the Psychology Department an outstanding program.
the quality of education that i received i had as good an education as my sons who were attending university at the same time i went to harper i felt very good about that
the quality of the teaching was great they were the best even compared to the teachers at loyola
the resources i love the choice and times of classes professors were very resourceful i could work and go to school i was very prepared
The resources availabie to help students achieve academic goals.
the samll class sizes good teachers listened well and they knew me on a personal level the fact that you could go and have lunch outside a wide variety of classes at many different times i could keep my full time job and earn my degree easily the environment is so friendly and social
the science labs are state of the art i have received compliments from people i have been interviewed by on my knowledge and i tell them how harper allows us access to the equipment they are always very impressed
The size of classes and that Harper College was really close to home and didn't have to drive that far.
the small campus and small classes that is what i am most comfortable with
The small class size
the small class sizes
the small class sizes from the janitors to the teachers everyone is so helpful and considerate and kind
the small class sizes all the professors knew each of us personally and they were approachable for questions at my university with over 300 hundred students in the classroom no one knows you and they are very impersonable
the small class sizes and the people that i attended class with
the small classes
the small classes teacher student ratio
the small classes it allows you to know your classmates and teachers

Table 24: What did you like best at Harper College?

the smaller class size, i felt the teachers did take more of personal interest, a lot of science courses. anatomy, biology, physiology, chemistry. thought it was an excellent environment for an adult learner.
the smaller class sizes it gave me the sense of what college is like
the space where you can get your work done you can get your degree in two years and transfer
the speech team my uncle knew my professor from a long time ago and highly recommended him and he was right hes a great professor
the staff very friendly and approachable
the staff very helpful and attentive
The staff was always willing to work with you and they got things done immediately.
The student counseling.
the student lounge area, activities pool tables, chess, lot of variety
the students community kind of thing
the teacher student relationship
The teachers
the teachers they made the classes enjoyable
the teachers i had a lot of smart teachers that made me think outside the box they challenged me it was a lot of fun
the teachers i learned a lot about them their thinking habits etc
the teachers they gave a perfect workload
the teachers they knew what they were talking about
the teachers they wanted you to be prepared not just wean you out
the teachers the location the building the facility
the teachers the science math and physics just great terrific the tutoring center is a great place to learn as well as work there and meet students
the teachers they were kind and helpful
the teachers actually wanted their students to be successful
The teachers and campus.
the teachers are amazing except one or two totally clean bathrooms up to date equipment
the teachers are devoted to teaching very good at what they do
the teachers are personable more one on one
the teachers are really helpful the teaching method
the teachers are very friendly
the teachers are very helpful its convenient in every aspect
the teachers are very helpful when you have english as your second language they are kind and patient
the teachers are very intelligent i felt very prepared and i understood all the classes,the english teacher and the literature teachers really had a passion for it.
the teachers dedication the quality education
the teachers in the science programs were great overall, just had a pleasant time
the teachers really care about the students and they want you to succeed
the teachers teaching syle and being able to communicate with the student and the help with tutoring resources that are available
the teachers were amazing making sure you understood not just ok there it is be on your way
the teachers were nice
the teachers were there because they believed in affordable education
the teachers, i had a couple teachers that were really good, humanity teacher, mythology class, middle eastern great keith something, my theatre teacher kevin something. <does not remember last names>

Table 24: What did you like best at Harper College?

the teachers, the courses they taught and they were very diverse with their teaching abilities and how they taught teach student, and they went out of there way to help the students, i liked how the institution looked, american in the 60s, english 102, my ethics teacher and my quantitative literacy teachers I liked best
the teaching methods and location
the teaching skills and class size
the teaching staff taught well and were there for the students
the teaching staff was very good at harper they were personable and didnt just treat you like a class available and good class size
the third top of a i met a lot of friends and they became my best friends
the times of the classes and the availability of the classes, everything else was pretty good such as the faculty the campus was clean and serene
the transfer counselors they were very helpful very informative right on target with what would transfer
the tuition compared to other colleges and the same quality of education
the tutoring center very knowledgeable people and great hours
the tutoring center for math very helpful since i was studying accounting
The tutoring center helped me greatly, and it is nice having peers there to help me.
the value of education
the variety the clean campus availability of everything
the variety of class offering as far as time scheduling.
the variety of classes options small class sizes
the variety of classes to choose from
The variety of courses offered and the quality was beyond exceptional
the way the teachers connected with the students
the whole atmosphere location is great
the whole experience ability to talk to teachers when you wanted and needed
the wide ranges of classes you can take, fire science classes especially, the ability to talk to the teachers one on one.
the willingness of faculty to work with the students
the writing center always available to give you help
their science dept. and math dept. [name] she was in physics 201, [name] she was physics 202, they knew there stuff, it was a little easier than a university standard education but it was great.
there isnt anything that i did not like about harper
there were a lot of good teachers getting into classes and the class sizes
there were so many different options for class times and classes offered
these last classes that i am taking cna that is what i switched my major to
they offer many different courses different locations instructors were very cognizant of students working full time compassionate but stood their grounds very easy to work with
they were very organized a very clean building easy access
Tuition cost and location.
tuition is reasonable
Tutoring Center has best people!
Tutoring Centers - great people, who genuinely wanted to help
Tutoring centers for math and english plus the career center and advising were great also.
Value. Ease of transfer to NIU. Had a few phenomenal teachers...most notably [name]; and also [name].
variety of classes cheap for quality education
Variety of classes offered

Table 24: What did you like best at Harper College?

very convenient
very convenient as far as the classes offered and the location
very convenient being so close to home
very convenient, evening classes, great professors, all my classes basically, i did like 60 credits.
very cost effective great price
very cost effective way to learn, a couple of my proffesors were some of the smartest people you ever met , physchology teacher were great however I cant remember his name.
very good facilities labs convenient programs provided are excellent
very good professors that were passionate about their teaching taught because loved subject not some much about paycheck
very helpful professors very understanding
very open and up to date the diversity of it everything is there that you need very organized
Very organized
when getting out of class at ten at night i felt safe plenty of security and lighting
wide variety of classes to choose from. great addition of tables/chairs outdoors, great landscaping.
wrestling team, it was a really good squad, i had the privelage to be a two year starter, wrestled the varsity team the work study program was pretty awesome.

Table 25: How can the College improve in its instruction?

depending on the instructors, some are understanding and know what its like to be working and going to school,then some are like on a powertrip, english a few teachers were pretty tough, reading material is different for every instructor
more interactive, the teachers, gradewise in the computer 101 classes
quality of instruction, not really specific courses but just the overall effort of the instructors should be a little higher.
some faculty that are hired, and the professors do not seem capable of teaching or their methods need to be a bit more advanced, such as in the language classes, my course was chinese
the veterans office and financial aid that whole thing if they can get someone solid" in there and totally committed to the veterans on all full time basis, that is a weak link that harper has. being a veteran just went through a bunch of bad experiences over there and someone, last couple of years the availability of the veterans rep was overwhelmed it seemed. it seemed like an instability."
1. Better system for college level math for returning adult students. No one would listen. I had a 3.67 grade point average and had to finish my math credit a DePaul. Your system is designed for high school kids. I was wasting valuable time taking non credit math courses because I was not allowed to take college level math. After much wasted time and money I transferred to DePaul took their math got an A and transferred the credit back to Harper for my degree. All because no one would listen to me at Harper and wave those remedial math classes.
a better selection of certain teachers some of them really didnt want to be there and that can make the experience for the student negative
a few years ago i was taking a few computer classes graphic arts and computer iformation systems right before that semester i had a tough time with my life and the teachers didn't understand they thought i was being mean and rude and lazy i have a d d and am very sensitive i have special needs
a lot of the classes didnt have the staff available engineering had three to four professors when they definitely need at least fifteen i was either looking for computer or electrical
A more detailed transfer student program or advisors
a night time nursing program thats why im not going to harper now because they dont offer that
academic advisors should be able to advise appropriately i had to stay at harper for seven years
Add four year degrees or partner with more four year institutions in the Schaumburg/Palatine area
All faculty ought to be made aware of services on campus mandated by the Federal government in the form of detailed informative sessions, an example being classroom accommodations as provided through Access and Disability Services. It boggles my mind that many instructors are not familiar with this Law because despite their potential for required participation in it. I have had some unpleasant experiences due to faculty misunderstandings that could have been resolved with an initial informative session on behalf of Harper College as an employer.

Table 25: How can the College improve in its instruction?

All my teachers were pretty awesome. Only problem is teachers that are not full time sometimes do not make time for students if they need them. Others are great at it.
all teachers should be required to speak english/not have a non-understandable, super thick accent.
Always room for improvement
an online teacher of mine moved to europe in the middle of teaching i had no way to contact him that was extremely hard i dont think anyone should teach if they dont have access with their students
availability of faculty one professor extremely unprofessional
be more available via email they dont check it often enough and so many are not into communicating that way
become a four year university i would have stayed at harper thats how much i love harper
better assessment of teachers especially teachers that have been there more than five years
better communication with teachers for online classes
better teachers
cardiac program there is always room for improvement and upgrading
certain curriculum is so intense instead of a five or six week course it should have been an eight week course statitics is one example economics another
certain instructors lacked passion, limited by their curriculum. no engaging
certain teachers were unable to explain things language barrier no effort made on their part to help you to understand what they were saying making it difficult to learn properly
cis 120 they didn't use microsoft office i think 95 percent of everyone is using that program
Compared to Northern Illinois University, I don't think any improvements in instruction are needed at Harper. Harper just needs to continue doing what it is doing. The teachers seem far ahead of the game when it comes to utilizing technology and having efficient classes. The teachers are a step forward compared to what I have experienced at NIU so far.
connect the buildings and have better lectures or workshops for planning a career
Do not give such big curves in grading (Accounting). Some classes are not meant to be fast track classes like Accounting.
Do not hire that much of a part time lecturers that also work in other colleges and do not take their job serious in Harper College.
Doesn't need to as long as the teacher's are qualified and have a good degree and level of education to teach. Also incorporate new technology in it's classes like Smart Boards, that technology and making the class room more technological, visual and hands on.
Don't allow teachers to have multiple choice tests where there are more then 5 answers to choose from per question.
Easier way to find resources, like tutoring and writing center.
english professors were too easy not very serious not giving the push you need for higher education
Evaluate the professors every few years
fast track was overcrowded they were not ready for the amount of students who enrolled we are working students and they should have been prepared
follow up with students better faculty website should have more context on all teachers
get harder classes more difficult more challenging
Have all your instructors create a consistent course study for the Fast Track curriculum. The instructors should not complain to the students how difficult the classes are for them and "this class cannot be taught in 6 weeks".
have more teachers that are passionate about teaching
Have teachers use less powerpoints.
Have the English and Math teachers promote awareness of how crucial those two subjects are to go on and pursue ANYTHING academically significant. Teachers in these subjects can have a lot of influence on some one who's undecided in their major and doesn't want to get caught in debt.
Hire more instructors that know how to communicate when they have a heavy accent and English may not be there first language.
i already had an english 101 class at a community college in minnesota when i took 102 at harper i wasnt impressed the teacher was more interested in putting her own point out there than actually teaching us
I am not sure
i cant recall which ones but there were certain classes i looked into awhile back and they werent offered

Table 25: How can the College improve in its instruction?

I don't know.
I don't think it can.
i dont care
i dont know what they offer in regard to online classes but maybe more online classes for math and sciences
i had a language barrier professor and had to drop that class because i wasnt understanding which means i wasnt learning and outrageous professors that are just difficult they dont want to work with you
I had one instructor who was basically worthless. She taught speech and her last name was [name] She needs to rethink her teaching tools and lesson plans as they are dated and pretty ineffective. I suggest that she gets evaluated on a regular basis so that she can teach her students better.
i had some personal issues with certain teachers the issues were resolved eventually
i signed up with a certain teacher afer carefully reviewing and at the last minute they switched the teacher on me i dont think they should be able to do that i signed up with that teacher for personal reasons
I think instruction was good.
I think students could / should be held to higher academic standards
I think the best way that the college can improve would be to add some sort of forum where students can honestly tell the supervisors of the college how they feel about their professors. Besides the end of class surveys that we take at the end of the semester this would give you live data on how instructors are doing and can fix a problem before the student fails and help the students succeed.
i was greatly interested in the fashion field the teachers that were instructed that field were not into trends they should not have been teaching in that field because of them i chose an entirely different field
i was very disappointed with my chemistry teacher
i wish i could have went for my bachelors at harper
I would argue that Harper requires a bit more time for some classes; too often it felt like I was back in high school.
Increase the difficulty and try to parallel content with other 4 year institutions
Instruction was generally good, though at times homework and papers were assigned on various websites, requiring more effort than was necessary for those tasks.
It made me be a better writer.
It should be teaching more about graphing and statistics when it comes to the sciences. I came to Lake Forest and all they do in bio is presentations and lab reports, which I was not taught how to do or use statistics to analyze or support evidence.
[name] not a very effective instructor
Keep it how it is
Let go of some instructors who've been there for quite some AND don't know how to teach anymore. One of the number one reason why some students drop out of classes after a couple of weeks is usually because some of the instructors are not fully capable of engaging their students.
make it a 4 year college
make it a four year college
Make it more interactive with students?
Mandatory advisory meetings
math department lots of teachers with language barriers hard to learn that way
monitoring teachers and getting rid of those especially in the economics department
more classes for evening physiology
more evaluation on teachers i noticed it in the manufacturing area especially
More frequent evaluations of professors
More full time professors/staff
more indepth following up with students know why your students are coming back make sure they are set before they leave again
More interactive
more one on one with students smaller classes

Table 25: How can the College improve in its instruction?

more online classes
more options for computer classes more daytime hours and online i work at night
More out of classroom work would definitely in equipping students with vision and insight into solving real life scenarios.
More time in class to do homework.
move the third section of a to d it is extremely noisy
multiple phd teachers dont have a teaching background they lack teaching ability and are very rude one in particular i dropped that class instantly as well as several other students no respect from that professor that was professor i forget his name the most difficult person to deal with he ridiculed people he taught business law accounting 211
need more doctorate professors part time teachers not as good
need some better math professors
Newer professors need to be monitored or checked up on.
nothing
Nothing I can think of at this time. I thought the instructors as well as the assignments provided for a very well rounded class content.
offer an internship for business classes
offer an occupational therapy assistant program there doesnt seem to be much of that available around here
Offer classes on Fridays and Saturdays only
Offer more classes that fit with a working professionals career. Have more classes available on weekends.
Offer more theme based classes
Offer more times in more classes.
one teahcer a little older and out of it math
Parking
Perhaps integrating class content with experiences at local businesses.
Priorities: 1) Parking decks 2) Instructor resources 3) More buildings
professors should be more available for online courses theater philosophy and some business courses
Refine its English Department. Both the instructors I had for ENG101 and ENG102, were inadequate in their area of expertise.
[name] opened up to me and i decided not to give up and i ended up getting my degree thank you [name]
[name] sociology he would be a lot better teaching with a smaller class room his teaching in a lecture hall was not for him
Some classes are only offered in the fall and not in spring which can make it difficult for some students
some classes were at innoppurtune times offer traditional hours for computer courses especially
Some of my professors used the "read directly off of the powerpoint" approach, which I found very disengaging. I much preferred classes that utilized hands-on or discussion-based approaches. I was slightly frustrated that I wasn't able to take classes like anatomy because I wasn't a nursing student, even though that particular class would have been extremely helpful for my major. I will probably end up taking at my current institution to fulfill a lab requirement.
some of teachers didnt know to teach (stat teacher) didnt show up or lacked passion
some of the classes in fastrak /marketing sb 8-10 weeks instead of 6 statistics sb 8-10 weeks
some professors showed no interest in students there collecting paycheck head of department used profanity(felt didn't care about me)
some teachers require you to devote eight hours to their class thats hard when you are taking more than one class and working full and part time try to work something out there it was very intense
some teachers should be looked into because alot of students drop classes my finance teacher couldnt share her knowledge well with the students
Stress a good GPA and make course work more difficult
tailor the students needs to what their plans are for the future
teachers engineering we only have one or two in the entire building and one of them doesnt know anything

Table 25: How can the College improve in its instruction?

The academic advising needs the most work. A lot of people that I talk to including myself, had problems with it.
the course requirements being different at different colleges and universities
The Diversity class needs some revamping. But that may have been the (ironically) closed minded way of instructing by my particular instructors.
The fire science program would benefit greatly if it could get the funding to provide students with more field trips relevant to each class or at least some practical hands on learning. For the building construction class, we took a trip out to the renaissance hotel and I took away a much more immersive experience.
the foreign language building was completely away from the campus over by the garbage difficult to find lack of professors and not a nice building
the general education courses were not appealing like philosophy and biology if they were more engaging it may have been more interesting
the nursing program at harper is excellent so much knowlege and preparation but other classes not so great
the professors the quality of their teaching and being more involved with the students
the statistics part i dont know how but they have to improve
the teacher student relationship more focus on student individually than constantly putting stuff out there for them to do on their own
the teachers are outstanding they care about their students more than at four year universities but in the same instance when a student is struggling in a certain area you have to run all over looking for help and it is not always available especially math tutoring
the teachers concern for student i saw other students that needed more attention from professors
the text books are incredibly expensive and they dont buy them back that was the worst part of my experience at harper
The use of a formula sheet on chemistry exams would be beneficial. A professional would be able to reference formulas and constants. The course should be about understanding the concepts and being able to apply the appropriate procedure to solve the problem, not memorization. Also it doesn't make sense that there is a standardized final exam for chemistry 122 only for the spring semester.
there was one teacher he made it clear to us that he would much rather be somewhere else and had better things to do and he made us write a paper once a week and never read them we didnt know where we stood
there were a handful of professors that didnt have the compassion for teaching all the did was go on and on lecturing
use one log-in for blackboard and the internet for harper i didnt like signing off and back on to get from one to the other
use real teachers not instructors, who care little for students, and lots for their salary, whereas "true" teachers have a different mode of teaching and are more in-touch with students and their needs.
Very good professors. Can't think of any improvements.
Well, assigning tutors to the higher level classes for sure will made a difference.
Well, there were professors there do need to be checked on like [name] because I think their main purpose was to fail the students.
work on communication in the nursing program and organization

Table 26: How can the College improve in its services?

become a four year institution if possible, that be great.
better parking system, the amount of classes, maybe have more availabilty because they fill up fast.
bigger parking lots afternoonish
devote more money towards faculty so they dont use the excuse to teach better
diversity, reaching out being more aware of whats going on.
finding parking before class could be horrible, mid day
haviing the counseling be more available and not such specific hours, the fast track is from 6-10, and the counselors leave at 6
it took me along time to graduate in anatomy and physiology, they were always filled and it was hard to get those particular pre reqs done.
[name] i graduated with two degrees, she was in the [identifying department] she is the coordinator. she needs to retire

Table 26: How can the College improve in its services?

making appointment for and talking to a counselor and academic advisor, it was really hard to, i was working and going to work at the same time
maybe expand nursing program, i believe there is a wait list for people, either eliminate it or minimize
maybe more online classes or weekend classes
more computers in the library, sometimes they are not available due to usage.
more events on campus to provide a greater social environment for the community, including possibly entertainment such as music and food.
more hours in the computer labs, and weekends
more online classes, it be cool if i can take creative writing class online, convenient.
parking from 9-12 was difficult to get a spot
parking, some of the parking gets full instantly.
parking, the afternoon hard to find a spot
providing more office hours for the adjunct
quieter study/work areas would be great
some of the books are over-priced and sometimes hard to obtain depending on the course, once in awhile i did find myself enrolled in a course that was pretty large, typically that was a lecture course but the faculty member seemed kind of busy and it was hard to meet with the faculty member one on one.
the academic advisors, when i met with two, and neither of them seemed to have any expectations for the students, and they seemed like they had no idea what they were doing.
the parking is always an issue more clearer definition for financial aid, and the amount of credit hours.
they were full on the waiting list, nursing program, day classes, a lot of the counselors in the registers office, nobody wanted to help me i had to pry for information, i had to jump through these hoops, more friendlier, giving as much information as possible and not making the students ask 20 questions just to get 1 answer.
when i had night classes, commuting to the college was kind of inaccessible for me, maybe have some public transportation for the college during night classes, that would be great.
a better walking path from parking lot to building
academic advising incorrect information on nursing program. delayed my getting into program for 1 1/2 yrs.
academic advising i was the first in my family to attend college i was pretty clueless they made me take additional classes that were not necessary it held me back a bit they should be more compassionate and knowledgeable
academic advising they need to be more attentive and actually care about the information they are providing it affects everyones future
academic advising program is not very concerned about whether students are taking to the proper classes to transfer and they should check up with us like every six months to be certain we are on the right track
academic advising should have mapped out way for associates spent extra year taking classes
academic advisors not as consistent need to do better
Academic and career counseling could be expanded and midterm initial enrollment students could be given a better idea of the lay of the land.
academic counselors not organized nobody knew you because you always had a different advisor and would have to start over with your questions each time sort of misguided and different responses from each individual
academic needs to have more appointments far in future not helpful
add more computers for out of class use
add a parking garage
adding arabic classes weekdays mornings
advising poor they directed me with the wrong classes when they knew where i was planning to transfer
advising should be more helpful the career center wasnt much help and transferring was horrible
advising should be more personal so they know exactly what you need financial aid should be more understanding i could not get any help because i was under 24 and have been living on my own since i was 18 no help from my family they would not give me a grant a loan nothing i can only take one class at a time because that is all i can afford thats holding me back from starting my career

Table 26: How can the College improve in its services?

all the available resources
an assigned adviser is much better than having someone different to speak to each time
Become a four year university
Better advertisement of all services provided
better advising i was given false information on what classes i needed that would or would not apply towards my degree
better advising as far as what credits harper will accept so many of friends didnt think that certain classes were transferable i actually transferred a yoga class for credit
better communication getting information out about extra curricular activities
better communication skills for the academic advisors
Better counsellors
Better financial aid services
better lab resources
better parking, more convenient parking for "commuting students, students workers need to be fully trained in whatever office, mainly registration office."
By providing proper CE training training to the faculty. Also by providing free or very inexpensive on-site childcare to make sure that parents can get an education while knowing that their children are being cared for in a secure, convenient and positive environment.
Change the career center completely
Consider the expense when choosing the text books.
counseling to be more accurate i had to take an extra year at harper when i was all ready with my plans to go to niu and start my career path
credit transfer advising i was on my own basically they are not very knowledgeable same with academic advising if you arent sure of what youre doing it is a big mess
dont tell people to take the wrong math classes
earlier hours for they library the books are way too expensive then when you try to return them the professors change their program and you get nothing thats a scam you have to buy them and where i go now they let you rent books
Emphasize its availability to every student (usually for free?) even more than it is already advertised around campus.
Every service that I used was great.
financial aid is so difficult i had to fight tooth and nail communication skills are horrible at uic its one two three
financial aid should be easier to receive/ more competent people working there/answering questions/ clear on instructions. more printing/copy stations around campus. add a dunkin donuts or starbucks
For non credit course registration Harper shouldn't drop a class so quickly. People are lazy and wait to the last min. to sign up.
Funneling relevant information to students
getting into certain classes could be a challenge but then again they were good at letting you know when classes became available
Great Services. No improvement needed!
Harper College can improve its services by accepting all students across campus; a step towards this is to install gender neutral bathrooms in each building.
harper definitely needs more parking
Have a computer lab at the Schaumburg location for off-class hours.
Have counseling for returning adult students different from the high school graduates. They have valuable life and work experience that us not being considered. Case in point my math story. It took in an extra year to graduate because of your system I almost gave up.
Having more math tutors would be helpful, as well as making the counseling (especially career) services more obvious and promoting them more than Harper did.
heard trying to change cafeteria as it is was best and quality the best
Help more students transfer after Harper College with different types of services or courses or events to promote success!
help the students when they are sick in the hospital so that they can still succeed and not feel like they have to drop or just fail the class because the instructors are not willing to help

Table 26: How can the College improve in its services?

Hiring people or training the people to do their job properly.
hold time entirely too long to reach anyone shorten hold time
how about more parking
I did not find counselors very helpful. Harper needs professional counselors who care about students and who can direct the students on the right pathways.
I didn't like at our graduation ceremony so many students who were in programs receiving certificates, being along with graduate students who had received their associate degrees. However, they had achieved but they should have their own accomondations.
i didn't like to drive everyday maybe a shuttle or more green transportation
i disliked having small fees that i didn't expect that was in appropriate
i dont care
I had to withdraw from one of my math classes (after the refund date), but I was not able to attend lecture because it was a "liability" and against policy. This seems impractical; I paid for the class, and it would have given me a better understanding of the material when I had to take it again.
I really hope that one day Harper College can go from a two year community college to a 4 year university so that Palatine can have a university really close and I would finish my career there.
I think the parking lot issue needs to be fixed.
i worked on campus where they process scholarships try to collect money [name] that might be her name she would say horrible things about me no reason for her to say anything if she had an issue i feel she should have came to me not went around saying mean things about me no one else has ever had a problem with me
implement some sort of class or activity to promote better social interaction
In my opinion they seem fine to me.
in the math tutoring theres a bunch of students running around trying to help everyone maybe they should have appointments set up to meet one on one
In the writing courses, prepare students for 300 and 400 level writing class. Go in depth with how to write in both APA and MLA.
Increase number of parking places for students.
it was a hassle transferring credits into harper
it was very hard to get an appointment to see an advisor
its hard to be involved in extra curricular maybe they can arrange it so its more convenient for commuters to be more involved
Later class starts, weekend classes
learn how to work together
library could be expanded
math tutoring can be difficult to receive lack of tutors
more access for computers library especailly
More careers fair and exposure for students in order for them to get more internship and co-op.
more community outreach
more computers in the library
more computers in the library especially ariound finals printing was almost impossible
more computers needed work on the parking availability i dont think the garage idea is going to work
more correspondence and communication with universities i found out i could have taken certain classes at harper instead of waiting until i transferred
more lighting in the parking area
more parking by the library
more parking spaces
More parking!
More tutoring centers and more volunteer tutors.
more tutoring for math and physiology

Table 26: How can the College improve in its services?

more tutors to be available
music and arts program advisors are not educated on the fact that we have needs for different gen ed classes the poor advising has held me back
need the more parking
need to improve parking
never knew some of the services were available. should have done a better job
No suggestions
not sure, graduate in 2009, too much time has passed to say
Not sure..all seemed pretty good.
Nothing
Offer more classes at the Northeast center.
offer more extra curricular activities theres like 22000 students at harper and not nearly enough activities
offer more online classes such as humanities
on the snow days parking is dangerous and the lot is very full all the time
one of the academic advisors flipped out but no biggie
Overhaul the tutoring department. Whatever agendas the head of that department ([name]) has, I don't feel she has the interest of all the students in mind.
parking
parking more computer labs
parking there is alot of constrction going on over there
parking garages more parking
parking is a mess
parking is bad i am old and have to walk a mile and a half
parking is so horrible
parking is the first thing that comes to mind for anything that needs improvement
parking lot
parking lot can be a hassle
parking lot needs to be bigger
parking was a big issue but i drive by now and see that there have been some changes
parking was always a problem while i was there i have heard that they are making progress with improving the conditions
parking was horrible
parking, during the day
parking, mornings
Parking. I don't have to go into this: I'm sure you know what I mean.
phi beta capa should have better hours for their meetings they held them at 330 in the afternoon i am a full time working adult
Please, please, please lower food prices. I did not have access to a car most days I was on campus, and I'd often be there from eight in the morning to five or six p.m., which meant I had to eat a couple times. The food was good, but I feel it was very over-priced. I understand that the College needs revenue, but between tuition hikes, books, and food, there seemed to be a significant decline in the cost-advantage of attending a two-year institution. It would also be helpful if students were assigned one particular counselor to do their academic/post-graduation planning with, but I understand that this might not be plausible because of the sheer amount and variety of students at Harper.
poor information from advising when i left i realized i was missing several classes i didnt even know they had a career center be sure what classes will transfer
Promote science, technology and engineering as subjects to embrace in the ever changing world. People can love art and still pursue a more technical majors that this world demands.

Table 26: How can the College improve in its services?

Provide more frequent student activities allowing the students to mingle and network
registration wasnt as easy as it could be academic advising wasnt as thorough as they could be
Require more interaction with counselor.
Resources like tutoring really made a difference. It is not about make it easy in students but making sure that everyone understands
SEE 23
See note below.
Services were fantastic. I was lucky enough to get appointments for the advisors when someone else missed their appointments, but to get an appointment a person had to wait week to 14 days. I believe the waiting time could be shortened by hiring more student focused advisers.
somehow find a way to reevaluate the career center so that students can have a better appreciation of their future
Sometimes people didnt know answers about transferring
student activities 2011-2012 clashing with students felt it was students against faculty bad environment
That if it sends out surveys on teachers every semester just like Roosevelt University, then the teachers can improve.
that parking lot needs to be expanded
the ability to reapply if you did not make it through a certain area of study such as the nursing program
The advising center is a mess. they each told me something completely different, and then when i finally met with my advisor from the school i want to go to, i found out that i was still unprepared.
the computers are continuously dirty because of all the usage parking is crazy
the computers are usually tied up in the middle of the day in the library
the euclid entrance is kind of strange with the renovating they have going on it was difficult to navigate
The financial aid office needs to reevaluate the SAP. I used to be on acedemic suspension years ago and have raised my gap since then. Now I didn't qualify for financial aid because of that.
the parking
the parking situation
the parking was always a challenge
the parking was atrocious
the people at the desk in the financial aid office are not very knowledgeable that is frustrating
the process of financial aid wasnt enjoyable problems with missing documents easier way to inform maybe by email dont let us find out when its too late that we dont qualify when the issue can be resolved in time
the rec center was a in need a little of vamping
the school should be more a community feel than a place where someone comes and go make people feel more connected especially alumni offer more events where people come together
there is a need for more tutoring especially for science and math
There needs to be more thins to do on campus, it's very boring as there is nothing to do during free time, break time. Also it would be nice to have some fast food places, restaurants on campus like Quiznos, Chipotle, Mcdonalds etc. etc. maybe in the future with the master plan.
there needs to be more tutors especially around testing
Transfer counselors really aren't that knowledgable. Oftentimes are mistaken on information regarding other schools or programs.
transfer was difficult they told me to do everything at my transfer university and werent so willing to help me
tutor center was very helpful
tutoring center has way too many students who need help and not enough tutors
tutoring for chemistry they have one poor lady in there trying to help 25 people i got one question answered in 45 minutes and its not her fault understaffed
tutors there definitely has to be more tutors and after you get to a certain level the tutors cant help you anymore
Website is difficult to navigate.
parking

Table 26: How can the College improve in its services?

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Table 27: General Comments

add a cheerleading team
become a four year
excellent music program, well prepared for music as a profession.
Keep up the good work
some students on saturdays stayed later, convenient store
academic advising was very misleading not even half of my credits were accepted at my university they have to be certain classes will transfer if affected me greatly and cost me unnecessary costs my friends experienced the same disappointment
aim towards green technology start with blow dryers instead of all that wasted paper towel and toilets that dont self flush they flush like four times when once is enough
artwork needs to be replaced dated and old
become a four university
become a four year school
become a university
being a harper college alumni i would have preferred to have had an a-c schedule to follow
everybody was great very knowledgeable
good all around experience
harper did absolutely nothing for me it was a waste of time and money
harper helped me improve my work ethics
harper was a great experience for me
harpers a great experience i could have finished faster if the academic advising wasnt so poor no clear cut guidance i had to stay an extra semester i was told i was good to go by one academic advisor and then found out by another i was not good to go and a little too late
i also met my boyfriend at harper and we just bought a condo together i am so grateful for harper for so many reasons
i am very satisfied with the education from harper and keep doing what you do best
i cannot be more pleased than i am with the way everything turned out for me at harper

Table 27: General Comments

i enjoyed going to harper as well as my mom and sister and we all agree that classes at harper are more enjoyable than at the universities that we went onto
i have gone to harper for 20 years and they have never had a minority teacher there are some diversity problems in that area
i havent been there in years but i am still hearing positive things about harper
i heard they were going to become a four year college but that didnt happen i was disappointed because i really wanted to stay there to finish my bachelors
i learned a lot at harper
i like harper alot
i live in pennsylvania now i never would have left if harper was a four year university
i love harper thank you for letting me attend your school keep doing what youre doing
i love harper if i could have stayed there i would have
i love harper so much harper made me who i am its the first college i went to in this country and i am now outspoken and very happy
i loved being at harper i guess thats why i am back
i no longer live in illinois or i would consider going back to harper if needed
i retired three months ago i am moving out of state thats why i cant go back to harper i am going to continue education after moving
i say no definitely for how likely i would to attend harper in the future because i am through with school done no more ever
i still go over to harper to do my homework and i see that there is a lot of renovation going on so i think harper is on the right path
i truly liked that harper offered so many classes to choose from compared to northpark it is a big difference
i was diagnosed with bone cancer harper was kind enough to reimburse my tuition and i plan on coming back after my medical needs are reached
i was pessimistic about attending harper since it is a community college if they could get it out there to the public and make it believeable that they really have as much to offer as a university that would be fantastic i actually got a better education at harper than several of my friends who attended state schools
i was pretty happy at harper
i will never forget my professors from harper i owe so much to them for all their support and concern
i would not return to harper because i have moved out of state i want to make that clear as to why i said no
if harper were a four year i would continue to go there
if i had not moved to colorado i definitely would take more classes at harper
im happy that they are extending the gym as well as the parking lot
im living in germany now thats the only reason i wouldnt return to harper
it is so cold walking from building to building i wish they could build a tunnel other than that everyone was great at harper
it would be great to become a four year college it would be easier for students to stay at the same school for four years
keep pushing to become a four year college
keep tuition costs down as much as possible i know colleges are a business as well but to help the students out in any way possible is a good thing
lower prices on tuition fees and books
lower the prices i might come back
math tutoring [name] was an absotuley wonderful man the patience of a saint he helped me get through two years of math
my experience at harper was great i appreciate what i accomplished
my experience was excellent
my mother is trying to get her ged im hoping she doesnt experience the lack of knowledge from the academic advisors
needs more parking
other schools need to look up to harper take a lesson from harper harper has a very good system harper spoiled me and i missed being away from harper for many months

Table 27: General Comments

overall i had a good experience at harper
parking was always very hectic at harper
please make sure [name] gets the credit he deserves
professor [name] is outstanding he has taught me well and prepared me above and beyond for what i want to do i tell everyone about him and still keep in touch with him
really liked harper
switch to a four year
the only reason i would not attend harper again is because i have moved out of illinois
the people in the tutoring center are also kind helpful and patient
the staff is amazing [names] were just a pleasure to work with supportive responsive very patient they put up with a lot
theres a cap on the music department adjunct be more caring for the teachers that have really built that department up
theres a saying between my friends and i its easy to get into harper but difficult to get out because they really challenge you and that of course is a good thing
very happy with harper
waiting for that one day a week to see my biology teacher improved my motivation for school going on field trips and even by the pond at harper that was a great experience for me
we're under enough stress especially during finals it would be nice if that cop didn't have to sit right by that stop sign and especially with the way parking is
work on parking not enough

