• 75% of the students surveyed said that Harper College was their first choice of colleges.

• 70% of students said that they plan to transfer.

• 80% replied that they do not belong to any college organizations.

• 40% said that financial aid is the source of their tuition while 34% said that they were paying for their own tuition. Only 20% said that their family was contributing.
<table>
<thead>
<tr>
<th>Importance</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: not important at all</td>
<td>1: not satisfied at all</td>
</tr>
<tr>
<td>2: not very important</td>
<td>2: not very satisfied</td>
</tr>
<tr>
<td>3: somewhat important</td>
<td>3: somewhat dissatisfied</td>
</tr>
<tr>
<td>4: neutral</td>
<td>4: neutral</td>
</tr>
<tr>
<td>5: somewhat important</td>
<td>5: somewhat satisfied</td>
</tr>
<tr>
<td>6: important</td>
<td>6: satisfied</td>
</tr>
<tr>
<td>7: very important</td>
<td>7: very satisfied</td>
</tr>
</tbody>
</table>
Gap Analysis

Average Importance Score – Average Satisfaction Score = Gap
Items of most importance to Harper students

- The quality of instruction I receive in most of my classes is excellent. (6.69)

- Classes are scheduled at times that are convenient for me. (6.64)

- Tuition paid is a worthwhile investment. (6.63)

- I am able to register for classes I need with few conflicts. (6.61)

- There are sufficient courses within my program of study available each term. (6.61)
Items of greatest satisfaction for Harper students:

• On the whole, the campus is well-maintained. (6.40)

• This campus provides online access to services I need. (6.20)

• The campus is safe and secure for all students. (6.18)

• Computer labs are adequate and accessible. (6.17)

• The equipment in the lab facilities is kept up to date. (6.12)
Harper’s Strengths

• The campus is safe and secure for all students.
• Registration processes and procedures are convenient.
• There are convenient ways of paying my school bill.
• Faculty are usually available to students outside of class (during office hours, by phone, or by email).
• This campus provides online access to services I need.
• Students are made to feel welcome here.
• The equipment in the lab facilities is kept up to date.
• Computer labs are adequate and accessible.
• On the whole, the campus is well-maintained.
Harper’s Challenges

• The amount of student parking space on campus is adequate.

• This institution helps me identify resources to finance my education.

• There are sufficient courses within my program of study available each term.

• I receive ongoing feedback about progress toward my academic goals.

• Classes are scheduled at times that are convenient for me.

• I am able to register for the classes I need with few conflicts.
Summary Items

1. So far, how has your college experience met your expectations?

   Quite a bit or much better than expected: Harper 62% National 54%

2. Rate your overall satisfaction with your experience here thus far.

   Satisfied or very satisfied: 72% 64%

3. All in all, if you had to do it over, would you enroll here again?

   Probably or definitely yes: 83% 73%
Questions?