Harper College
Results of 2009 Career Graduate Survey

Prepared by the Office of Research
Teaming to serve research needs of the College
July 6, 2010
Executive Summary

This report presents the results of the Career Graduate Survey of all 2009 graduates of Harper College career programs.

Similar to graduates in 2008, the overall responses were positive. Nearly 70 percent reported that their main objective in attending Harper was to obtain skills needed for a new job, while 20 percent reported taking coursework for transferring to another institution. Thirty-three percent of the 2009 graduate respondents have been enrolled in another college or university since leaving Harper.

More than 70 percent of the respondents reported being employed at least part-time, with nearly 50 percent of those respondents employed full-time. Of those not seeking employment, 61 percent stated that they were full-time students and 10 percent indicated being a full-time homemakers. In terms of job experience, more than 60 percent of the employed respondents were working in a job related to their Harper major, and employed graduates reported working an average of 31.72 hours per week with an average wage of $18.54 per hour. Both the average number of hours worked and average wage are slightly lower than reported by 2008 graduates. The majority of 2009 respondents, 80% reported being “satisfied” or “very satisfied” with their jobs, which is consistent with 2008 graduates. Slightly more than 40 percent reported finding their jobs after leaving Harper; similarly 43 percent were employed before enrolling at Harper.

Graduates in 2009 were satisfied with their educational experiences at Harper. Approximately 90 percent of the respondents were either “satisfied” or “very satisfied” with 4 out of 5 categories involving their major program of study. Seventy percent were “satisfied” or “very satisfied” with information on current employment opportunities.

When respondents were asked to rate facets of Harper instruction, at least 90 percent of the respondents were “satisfied” or “very satisfied” with 3 out of 5 of the categories involving courses outside their major program. More than 80 percent were at least “satisfied” with their preparation for further education. Similarly, 76 percent were “satisfied” or “very satisfied” with the job preparation. This shows very positive outcomes for 2009 graduates.

In general, recent graduates of Harper’s career programs appear to be employed, satisfied in their job experience, and satisfied with the services and instruction that Harper provides. For most of the items in the table that asked about the use of various services provided by Harper, most students indicated “did not use”. This seems to be an expected trended with the Career program students based on data from previous years.
Introduction

The Harper College Career Graduate Survey was conducted via mail during the fall 2009 semester. Harper alumni who graduated in fiscal year 2008 with A.A.S. degrees and various career program certificates were asked to participate. The questions on the survey are largely based on the Occupational Follow-Up Survey, which is required by ICCB for career programs under review. For those graduates whom did not return the mailed survey, the Career Graduate Survey was conducted via telephone\(^1\) in the spring 2010 semester.

The report is organized into four sections: Executive Summary, Introduction, Results and Discussion, and Summary. The Executive Summary presents a synopsis of the overall results. The Introduction provides an overview of the report, specifically the process and basic organization of the data. The Results and Discussion Section displays the data in tabular format. The Summary section highlights results of interest. The Appendix presents contains a copy of the survey instrument.

Results and Discussion

Table 1 presents the demographic characteristics (racial/ethnic group, gender, and age group) for all 2128 graduates in 2009, as well as the demographic characteristics of the graduates from the previous year.

<table>
<thead>
<tr>
<th>Racial/Ethnic Group</th>
<th>Graduates 2008</th>
<th>Graduates 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>205</td>
<td>9%</td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>5</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>African American</td>
<td>83</td>
<td>4%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>225</td>
<td>10%</td>
</tr>
<tr>
<td>White</td>
<td>1602</td>
<td>69%</td>
</tr>
<tr>
<td>Other/Unknown</td>
<td>210</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Graduates 2008</th>
<th>Graduates 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Female</td>
<td>1453</td>
<td>62%</td>
</tr>
<tr>
<td>Male</td>
<td>877</td>
<td>38%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Graduates 2008</th>
<th>Graduates 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 and Under</td>
<td>83</td>
<td>4%</td>
</tr>
<tr>
<td>19 to 24</td>
<td>1079</td>
<td>46%</td>
</tr>
<tr>
<td>25 to 40</td>
<td>800</td>
<td>34%</td>
</tr>
</tbody>
</table>

\(^1\) Beginning in 2005 with the survey of 2004 graduates, the survey was administered by telephone in an effort to increase response rate and shorten cycle time.
The number of graduates who self identified within specific ethnic groups remained consistent between both the 2008 and 2009 cohorts; with white being the overwhelming majority at 69 percent. Similarly, the majority (64%) of graduates were female. In terms of age, the largest proportion graduates were between 19 and 24 years old (45%).

The first question of the survey asks respondents for their main objective in attending Harper College. The following outlines the outcomes related data as reported by the respondents. For the purpose of comparison data, each table shows responses from both the 2008 and 2009 graduates.

Table 2: Question 1 – Main Objective in Attending Harper

<table>
<thead>
<tr>
<th>What was your main objective in attending Harper College?</th>
<th>2008 (N=718)</th>
<th>2009 (N=425)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Obtain skills needed for entry into new or different job</td>
<td>345</td>
<td>48.1%</td>
</tr>
<tr>
<td>Improve skills needed in present job</td>
<td>101</td>
<td>14.1%</td>
</tr>
<tr>
<td>Explore courses to decide on a career</td>
<td>25</td>
<td>3.5%</td>
</tr>
<tr>
<td>Take coursework for transfer to another college</td>
<td>199</td>
<td>27.7%</td>
</tr>
<tr>
<td>Personal interest or self-improvement</td>
<td>48</td>
<td>6.7%</td>
</tr>
</tbody>
</table>

More than half of the respondents indicated that their main objective at Harper was to obtain skills needed for entry into a new job, while approximately 20% (n=81) reported that they were taking coursework in order to transfer to another college. Only 7% (n=30) reported that they were attending Harper to improve skills needed in their present jobs.

Table 3: Question 2 – Educational Status

<table>
<thead>
<tr>
<th>What is your educational status?</th>
<th>2008 (N=716)</th>
<th>2009 (N=425)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Have not been enrolled in a college/university since leaving Harper</td>
<td>477</td>
<td>66.6%</td>
</tr>
<tr>
<td>Have been enrolled in another college/university since leaving this college but not currently enrolled</td>
<td>22</td>
<td>3.1%</td>
</tr>
<tr>
<td>Currently enrolled in a field of study related to previous community college program</td>
<td>176</td>
<td>24.6%</td>
</tr>
<tr>
<td>Currently enrolled in a field of study unrelated to previous community college program</td>
<td>41</td>
<td>5.7%</td>
</tr>
</tbody>
</table>

- Slightly more than 60 percent of respondents reported that they have not been enrolled in another college since leaving Harper.
- One-third of the surveyed graduates reported that they are currently enrolled in a field related to their previous program at Harper.
Table 4: Question 3 – Employment Status

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>2008 (N=714)</th>
<th>2009 (N=425)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Employed full-time – 30 hours or more per week</td>
<td>427</td>
<td>59.8%</td>
</tr>
<tr>
<td>Employed part-time – less than 30 hours per week</td>
<td>165</td>
<td>23.1%</td>
</tr>
<tr>
<td>Full-time military service</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Unemployed, seeking employment</td>
<td>71</td>
<td>9.9%</td>
</tr>
<tr>
<td>Unemployed, not seeking employment</td>
<td>51</td>
<td>7.1%</td>
</tr>
</tbody>
</table>

Of those unemployed and not seeking employment:

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>2008 (N=79)</th>
<th>2009 (N=49)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Full-time student</td>
<td>36</td>
<td>36%</td>
</tr>
<tr>
<td>Full-time homemaker</td>
<td>14</td>
<td>14%</td>
</tr>
<tr>
<td>Health disability</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td>Family responsibilities</td>
<td>6</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>20</td>
<td>20%</td>
</tr>
</tbody>
</table>

Nearly three-fourths of the respondents indicated that they were employed at least part-time, with 60% (n=200) having full-time jobs. Of the 11% of respondents who stated that they were unemployed and not seeking employment 61% (n=30) were full-time students. This is nearly double the percent of those whom responded to the same question in 2008.

The respondents who were employed were asked to complete questions 4 through 9. Those not currently employed were asked to go directly to question 10. Data tables 5 through 9 report results for the employed respondents only.

Table 5: Question 4 and 4-1 – Relationship of Current Job to College Program

<table>
<thead>
<tr>
<th>How closely is your present job related to your former community college program?</th>
<th>2008 (N=594)</th>
<th>2008 (N=308)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Related</td>
<td>422</td>
<td>71.0%</td>
</tr>
<tr>
<td>Not related (please mark the one best reason why)</td>
<td>172</td>
<td>29.0%</td>
</tr>
</tbody>
</table>

Of those present jobs not related:

<table>
<thead>
<tr>
<th>Present job not related</th>
<th>2008 (N=166)</th>
<th>2008 (N=100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred to work in another field</td>
<td>12</td>
<td>7.2%</td>
</tr>
<tr>
<td>Found better paying job in another field</td>
<td>12</td>
<td>7.2%</td>
</tr>
<tr>
<td>Could not find a job in my field of preparation</td>
<td>43</td>
<td>25.9%</td>
</tr>
<tr>
<td>Worked previously in my field of preparation, but changed</td>
<td>1</td>
<td>0.6%</td>
</tr>
<tr>
<td>Preferred not to move to new locality</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Temporary job while in transition – either in college, between jobs, or summer employment</td>
<td>63</td>
<td>38.0%</td>
</tr>
<tr>
<td>Took job in order to get preferred working hours</td>
<td>3</td>
<td>1.8%</td>
</tr>
<tr>
<td>Did not complete program or pass licensing test to be eligible to work in my field of preparation</td>
<td>4</td>
<td>2.4%</td>
</tr>
<tr>
<td>Health problems prevented me from working in my field of preparation</td>
<td>0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
• A clear majority of respondents 63% (195) indicated that their present job was related to their former program at Harper.
• Of the respondents that indicated that their jobs were not related, 57 percent did not complete program or pass licensing test to be eligible to work in my field.

Table 6: Questions 5 and 6 – Hours Worked and Salary

<table>
<thead>
<tr>
<th>Question Text</th>
<th>2008 (N=589)</th>
<th>2009 (N=308)</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the average, how many hours do you work each week? Do not include overtime hours.</td>
<td>35.33</td>
<td>31.72</td>
</tr>
<tr>
<td>What is your present hourly salary before deductions? Include commission but not overtime pay.</td>
<td>$19.22</td>
<td>$18.54</td>
</tr>
</tbody>
</table>

• Harper graduates in 2009 reported working an average of 31.72 hours per week and earned an average hourly salary of $18.54.
• The salary earned and hours worked are slightly lower than those reported by the 2008 graduates.

Table 7: Question 7 – Job Satisfaction

<table>
<thead>
<tr>
<th>In general, how satisfied are you with your present job?</th>
<th>2008 (N=591)</th>
<th>2009 (N=311)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>316</td>
<td>53.5%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>203</td>
<td>34.3%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>40</td>
<td>6.8%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>32</td>
<td>5.4%</td>
</tr>
</tbody>
</table>

• Respondents reported a high level of job satisfaction with 80 percent being with “satisfied” or “very satisfied”.
• By comparison to last year data, slightly more graduates indicated that they were “somewhat dissatisfied” with their present job.

Table 8: Question 8 – Time in Present Job

<table>
<thead>
<tr>
<th>When did you begin working in your present job?</th>
<th>2008 (N=593)</th>
<th>2009 (N=311)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Before entering the college program</td>
<td>226</td>
<td>38.1%</td>
</tr>
<tr>
<td>While enrolled in the college program</td>
<td>129</td>
<td>21.8%</td>
</tr>
<tr>
<td>After leaving the college program</td>
<td>238</td>
<td>40.1%</td>
</tr>
</tbody>
</table>

• The largest group of Harper graduates, 43 percent reported finding their job before leaving Harper.
• Similarly, 40 percent began working after enrolling in their college program.
Table 9: Question 9 – Location of Employment

<table>
<thead>
<tr>
<th>Where is the location of your primary place of employment?</th>
<th>2008 (N=584)</th>
<th>2008 (N=311)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Within Harper College district</td>
<td>329</td>
<td>56.3%</td>
</tr>
<tr>
<td>Outside Harper College district, but in Illinois</td>
<td>236</td>
<td>40.4%</td>
</tr>
<tr>
<td>Outside Illinois</td>
<td>19</td>
<td>3.3%</td>
</tr>
</tbody>
</table>

- A majority of respondents 57 percent indicated that they are employed within the Harper district.
- On the other hand, 40 percent indicated being employed outside Harper’s district though in Illinois.

Questions 10, 11, and 14 ask respondents to report on their satisfaction with their experience at Harper: coursework in their major field of study, coursework outside their major field, and Harper’s support services.

Table 10: Question 10 – Satisfaction with Major Program of Study

<table>
<thead>
<tr>
<th>Rate your satisfaction with the following items as they pertain to skill courses in your major program of study.</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Content of courses in your program (N=714)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>439</td>
<td>61.5%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>236</td>
<td>33.1%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>34</td>
<td>4.8%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>5</td>
<td>0.7%</td>
</tr>
<tr>
<td>Lectures, lab experiences, and group and individual projects (N=706)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>412</td>
<td>58.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>239</td>
<td>33.9%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>46</td>
<td>6.5%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>9</td>
<td>1.3%</td>
</tr>
</tbody>
</table>
Table 10: Continued

<table>
<thead>
<tr>
<th>Rate your satisfaction with the following items as they pertain to skill courses in your major program of study.</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Equipment, facilities, and materials</td>
<td>(N=706)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>455</td>
<td>64.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>191</td>
<td>27.1%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>49</td>
<td>6.9%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>11</td>
<td>1.6%</td>
</tr>
<tr>
<td>Job preparation</td>
<td>(N=649)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>342</td>
<td>52.7%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>217</td>
<td>33.4%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>68</td>
<td>10.5%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>22</td>
<td>3.4%</td>
</tr>
<tr>
<td>Preparation for further education</td>
<td>(N=656)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>384</td>
<td>58.5%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>215</td>
<td>32.8%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>49</td>
<td>7.5%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>8</td>
<td>1.2%</td>
</tr>
<tr>
<td>Information on current employment opportunities and trends</td>
<td>(N=607)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>241</td>
<td>39.7%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>190</td>
<td>31.3%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>119</td>
<td>19.6%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>57</td>
<td>9.4%</td>
</tr>
<tr>
<td>Overall, how satisfied are you that your program provided you with the skills for your job?</td>
<td>(N=630)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>361</td>
<td>57.3%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>219</td>
<td>34.8%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>37</td>
<td>5.9%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>13</td>
<td>2.1%</td>
</tr>
</tbody>
</table>

- Approximately 90 percent of the respondents were either “satisfied” or “very satisfied” with 4 out of 5 categories involving their major program of study.
- Seventy percent were “satisfied” or “very satisfied” with information on current employment opportunities.
Table 11: Question 11 – Satisfaction with General Education

<table>
<thead>
<tr>
<th>Rate your satisfaction with the following items as they pertain to skill courses outside your major program of study.</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Content of courses outside your program (N=322)</td>
<td>(N=130)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>192</td>
<td>59.6%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>113</td>
<td>35.1%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>13</td>
<td>4.0%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4</td>
<td>1.2%</td>
</tr>
<tr>
<td>Lectures, lab experiences, and group and individual projects (N=318)</td>
<td>(N=127)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>187</td>
<td>58.8%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>115</td>
<td>36.2%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>14</td>
<td>4.4%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>2</td>
<td>0.6%</td>
</tr>
<tr>
<td>Equipment, facilities, and materials (N=321)</td>
<td>(N=128)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>195</td>
<td>60.7%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>110</td>
<td>34.3%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>14</td>
<td>4.4%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>2</td>
<td>0.6%</td>
</tr>
<tr>
<td>Job preparation (N=250)</td>
<td>(N=74)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>131</td>
<td>52.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>86</td>
<td>34.4%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>23</td>
<td>9.2%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>10</td>
<td>4.0%</td>
</tr>
<tr>
<td>Preparation for further education (N=302)</td>
<td>(N=91)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>179</td>
<td>59.3%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>105</td>
<td>34.8%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>13</td>
<td>4.3%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>5</td>
<td>1.7%</td>
</tr>
</tbody>
</table>

At least 90 percent of the respondents were “satisfied” or “very satisfied” with 3 out of 5 of the categories involving courses outside their major program. More than 80 percent were at least “satisfied” with their preparation for further education. Similarly, 76 percent were “satisfied” or “very satisfied” with the job preparation. The data in the above table displays very positive outcomes for both the 2008 and 2009 graduates.
Questions 12 and 13 ask respondents to report on the instruction and convenience of Harper’s various locations, respectively. Table 12 displays the results of how graduates rated the instruction at Harper College. For each item listed below, 90 percent of the respondents rate that aspect of instruction as either “excellent” or “good”.

<table>
<thead>
<tr>
<th>Rate the instruction at Harper College.</th>
<th>2008 Number</th>
<th>2008 Percent</th>
<th>2009 Number</th>
<th>2009 Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Size (N=710)</td>
<td>(N=425)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>410</td>
<td>57.7%</td>
<td>270</td>
<td>63.5%</td>
</tr>
<tr>
<td>Good</td>
<td>236</td>
<td>33.2%</td>
<td>117</td>
<td>27.5%</td>
</tr>
<tr>
<td>Average</td>
<td>60</td>
<td>8.5%</td>
<td>34</td>
<td>8.0%</td>
</tr>
<tr>
<td>Poor</td>
<td>4</td>
<td>0.6%</td>
<td>3</td>
<td>0.7%</td>
</tr>
<tr>
<td>Not applicable</td>
<td></td>
<td></td>
<td>1</td>
<td>0.2%</td>
</tr>
<tr>
<td>Quality of instruction (N=714) (N=425)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>377</td>
<td>52.8%</td>
<td>245</td>
<td>57.6%</td>
</tr>
<tr>
<td>Good</td>
<td>259</td>
<td>36.3%</td>
<td>140</td>
<td>32.9%</td>
</tr>
<tr>
<td>Average</td>
<td>73</td>
<td>10.2%</td>
<td>33</td>
<td>7.8%</td>
</tr>
<tr>
<td>Poor</td>
<td>5</td>
<td>0.7%</td>
<td>5</td>
<td>1.2%</td>
</tr>
<tr>
<td>Not applicable</td>
<td></td>
<td></td>
<td>2</td>
<td>0.5%</td>
</tr>
<tr>
<td>Course content (N=714) (N=424)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>370</td>
<td>51.8%</td>
<td>252</td>
<td>59.4%</td>
</tr>
<tr>
<td>Good</td>
<td>299</td>
<td>41.9%</td>
<td>151</td>
<td>35.6%</td>
</tr>
<tr>
<td>Average</td>
<td>41</td>
<td>5.7%</td>
<td>20</td>
<td>4.8%</td>
</tr>
<tr>
<td>Poor</td>
<td>4</td>
<td>0.6%</td>
<td>1</td>
<td>0.2%</td>
</tr>
<tr>
<td>Not applicable</td>
<td></td>
<td></td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Fairness of grading (N=710) (N=425)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>401</td>
<td>56.5%</td>
<td>254</td>
<td>59.8%</td>
</tr>
<tr>
<td>Good</td>
<td>250</td>
<td>35.2%</td>
<td>141</td>
<td>33.2%</td>
</tr>
<tr>
<td>Average</td>
<td>50</td>
<td>7.0%</td>
<td>27</td>
<td>6.4%</td>
</tr>
<tr>
<td>Poor</td>
<td>9</td>
<td>1.3%</td>
<td>3</td>
<td>0.6%</td>
</tr>
<tr>
<td>Not applicable</td>
<td></td>
<td></td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Faculty teaching ability (N=712) (N=425)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>390</td>
<td>54.8%</td>
<td>247</td>
<td>58.1%</td>
</tr>
<tr>
<td>Good</td>
<td>242</td>
<td>34.0%</td>
<td>141</td>
<td>33.2%</td>
</tr>
<tr>
<td>Average</td>
<td>71</td>
<td>10.0%</td>
<td>32</td>
<td>7.5%</td>
</tr>
<tr>
<td>Poor</td>
<td>9</td>
<td>1.3%</td>
<td>5</td>
<td>1.2%</td>
</tr>
<tr>
<td>Not applicable</td>
<td></td>
<td></td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Faculty concern for students (N=710) (N=425)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>377</td>
<td>53.1%</td>
<td>256</td>
<td>60.2%</td>
</tr>
<tr>
<td>Good</td>
<td>236</td>
<td>33.2%</td>
<td>127</td>
<td>29.9%</td>
</tr>
<tr>
<td>Average</td>
<td>77</td>
<td>10.8%</td>
<td>32</td>
<td>7.5%</td>
</tr>
<tr>
<td>Poor</td>
<td>20</td>
<td>2.8%</td>
<td>10</td>
<td>2.4%</td>
</tr>
<tr>
<td>Not applicable</td>
<td></td>
<td></td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Faculty availability (N=708) (N=425)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>394</td>
<td>55.6%</td>
<td>260</td>
<td>61.2%</td>
</tr>
<tr>
<td>Good</td>
<td>232</td>
<td>32.8%</td>
<td>126</td>
<td>29.6%</td>
</tr>
<tr>
<td>Average</td>
<td>66</td>
<td>9.3%</td>
<td>31</td>
<td>7.3%</td>
</tr>
<tr>
<td>Poor</td>
<td>16</td>
<td>2.3%</td>
<td>6</td>
<td>1.4%</td>
</tr>
<tr>
<td>Not applicable</td>
<td></td>
<td></td>
<td>2</td>
<td>0.5%</td>
</tr>
</tbody>
</table>
### Table 13: Question 13 – Rating Course Convenience of Harper Locations

<table>
<thead>
<tr>
<th>Rate the location of the courses taken in terms of convenience.</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Harper main campus – Palatine</td>
<td>554</td>
<td>80.9%</td>
</tr>
<tr>
<td></td>
<td>111</td>
<td>16.2%</td>
</tr>
<tr>
<td></td>
<td>20</td>
<td>2.9%</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>2.4%</td>
</tr>
<tr>
<td>Northeast Center – Wheeling</td>
<td>55</td>
<td>59.1%</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td>17.2%</td>
</tr>
<tr>
<td></td>
<td>22</td>
<td>23.7%</td>
</tr>
<tr>
<td>WEB or Internet based – from home or office</td>
<td>204</td>
<td>72.3%</td>
</tr>
<tr>
<td></td>
<td>62</td>
<td>22.0%</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td>5.7%</td>
</tr>
<tr>
<td></td>
<td>222</td>
<td>52.2%</td>
</tr>
<tr>
<td>Harper Professional Center – Schaumburg</td>
<td>43</td>
<td>60.6%</td>
</tr>
<tr>
<td></td>
<td>18</td>
<td>25.4%</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>14.1%</td>
</tr>
<tr>
<td></td>
<td>412</td>
<td>97%</td>
</tr>
<tr>
<td>Other</td>
<td>20</td>
<td>69.0%</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>27.6%</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>3.4%</td>
</tr>
<tr>
<td></td>
<td>413</td>
<td>97.5%</td>
</tr>
</tbody>
</table>

- In rating the course convenience of Harper locations 4 of the 5 items were identified as “not applicable” by the 2009 graduates.
- More than 90 percent rated the Harper main campus as “convenient “or “very convenient”.
Table 14: Question 14 – Satisfaction with College Services

<table>
<thead>
<tr>
<th>Service</th>
<th>2008</th>
<th>2009</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Financial Aid services</td>
<td>(N=195)</td>
<td></td>
<td>(N=425)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>116</td>
<td>59.5%</td>
<td>78</td>
<td>18.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>47</td>
<td>24.1%</td>
<td>35</td>
<td>8.2%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>19</td>
<td>9.7%</td>
<td>19</td>
<td>4.5%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>13</td>
<td>6.7%</td>
<td>14</td>
<td>3.3%</td>
</tr>
<tr>
<td>Did not use</td>
<td>518</td>
<td>n/a</td>
<td>279</td>
<td>65.6%</td>
</tr>
<tr>
<td>Career planning</td>
<td>(N=214)</td>
<td></td>
<td>(N=425)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>95</td>
<td>44.4%</td>
<td>63</td>
<td>14.8%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>72</td>
<td>33.6%</td>
<td>38</td>
<td>8.9%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>30</td>
<td>14.0%</td>
<td>9</td>
<td>2.1%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>17</td>
<td>7.9%</td>
<td>11</td>
<td>2.7%</td>
</tr>
<tr>
<td>Did not use</td>
<td>497</td>
<td>n/a</td>
<td>304</td>
<td>71.5%</td>
</tr>
<tr>
<td>College transfer planning</td>
<td>(N=153)</td>
<td></td>
<td>(N=425)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>69</td>
<td>45.1%</td>
<td>52</td>
<td>12.2%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>53</td>
<td>34.6%</td>
<td>29</td>
<td>6.8%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>19</td>
<td>12.7%</td>
<td>13</td>
<td>3.1%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>12</td>
<td>7.8%</td>
<td>6</td>
<td>1.4%</td>
</tr>
<tr>
<td>Did not use</td>
<td>556</td>
<td>n/a</td>
<td>325</td>
<td>76.5%</td>
</tr>
<tr>
<td>Counseling</td>
<td>(N=221)</td>
<td></td>
<td>(N=425)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>111</td>
<td>50.2%</td>
<td>55</td>
<td>12.9%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>69</td>
<td>31.2%</td>
<td>28</td>
<td>6.6%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>28</td>
<td>12.7%</td>
<td>6</td>
<td>1.4%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>13</td>
<td>5.9%</td>
<td>5</td>
<td>1.2%</td>
</tr>
<tr>
<td>Did not use</td>
<td>488</td>
<td>n/a</td>
<td>331</td>
<td>77.9%</td>
</tr>
<tr>
<td>Tutoring</td>
<td>(N=201)</td>
<td></td>
<td>(N=425)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>114</td>
<td>56.7%</td>
<td>61</td>
<td>14.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>61</td>
<td>30.3%</td>
<td>36</td>
<td>8.5%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>18</td>
<td>9.0%</td>
<td>7</td>
<td>1.6%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>8</td>
<td>4.0%</td>
<td>7</td>
<td>1.6%</td>
</tr>
<tr>
<td>Did not use</td>
<td>509</td>
<td>n/a</td>
<td>314</td>
<td>73.9%</td>
</tr>
<tr>
<td>Library/audio visual services</td>
<td>(N=466)</td>
<td></td>
<td>(N=425)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>331</td>
<td>71.0%</td>
<td>206</td>
<td>48.5%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>110</td>
<td>23.6%</td>
<td>57</td>
<td>13.4%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>17</td>
<td>3.6%</td>
<td>8</td>
<td>1.9%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>8</td>
<td>1.7%</td>
<td>1</td>
<td>0.2%</td>
</tr>
<tr>
<td>Did not use</td>
<td>248</td>
<td>n/a</td>
<td>153</td>
<td>36.0%</td>
</tr>
<tr>
<td>Student activities</td>
<td>(N=155)</td>
<td></td>
<td>(N=423)</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>85</td>
<td>54.8%</td>
<td>44</td>
<td>10.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>54</td>
<td>34.8%</td>
<td>22</td>
<td>5.2%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>12</td>
<td>7.7%</td>
<td>5</td>
<td>1.2%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4</td>
<td>2.6%</td>
<td>2</td>
<td>0.5%</td>
</tr>
<tr>
<td>Did not use</td>
<td>557</td>
<td>n/a</td>
<td>350</td>
<td>82.7%</td>
</tr>
</tbody>
</table>
## Table 14: Continued

<table>
<thead>
<tr>
<th>Rate your satisfaction with each office or service listed below.</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Registration procedures (N=686)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>444</td>
<td>64.7%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>178</td>
<td>25.9%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>44</td>
<td>6.4%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>20</td>
<td>2.9%</td>
</tr>
<tr>
<td>Did not use</td>
<td>28</td>
<td>n/a</td>
</tr>
<tr>
<td>Access for disabled on campus (N=93)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>63</td>
<td>67.7%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>22</td>
<td>23.7%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>6</td>
<td>6.5%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>2</td>
<td>2.2%</td>
</tr>
<tr>
<td>Did not use</td>
<td>617</td>
<td>n/a</td>
</tr>
<tr>
<td>Availability of computers for out-of-class use (N=492)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>363</td>
<td>73.8%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>110</td>
<td>22.4%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>14</td>
<td>2.8%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>5</td>
<td>1.0%</td>
</tr>
<tr>
<td>Did not use</td>
<td>221</td>
<td>n/a</td>
</tr>
<tr>
<td>Career Center (N=213)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>133</td>
<td>62.4%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>57</td>
<td>26.8%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>16</td>
<td>7.5%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>7</td>
<td>3.3%</td>
</tr>
<tr>
<td>Did not use</td>
<td>498</td>
<td>n/a</td>
</tr>
<tr>
<td>Academic Advising (N=379)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>208</td>
<td>54.9%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>112</td>
<td>29.6%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>42</td>
<td>11.1%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>17</td>
<td>4.5%</td>
</tr>
<tr>
<td>Did not use</td>
<td>335</td>
<td>n/a</td>
</tr>
</tbody>
</table>

- For most of the items in the above table, students indicated “did not use” as related to the varying services listed.
- With the exception of “registration procedures” all services listed above were rated noticeably lower by the 2009 graduates than the 2008 graduates.
Question 15 asks about the respondents’ appreciation for diversity and varying cultures and Harper.

Table 15: Question 15 – Diversity at Harper

<table>
<thead>
<tr>
<th>As a result of my experiences at Harper, I have a better appreciation for diversity and different cultures and values?</th>
<th>2008 (N=703)</th>
<th>2009 (N=421)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Definitely yes</td>
<td>154</td>
<td>21.9%</td>
</tr>
<tr>
<td>Yes</td>
<td>419</td>
<td>59.6%</td>
</tr>
<tr>
<td>No</td>
<td>115</td>
<td>16.4%</td>
</tr>
<tr>
<td>Definitely no</td>
<td>15</td>
<td>2.1%</td>
</tr>
</tbody>
</table>

- Most respondents indicated that they had a better appreciation for diversity and different cultures as a result of their experiences at Harper.
- Nearly 20 percent (n=77) of the participants indicated that they did not have a better appreciation for diversity and different cultures as a result of their experiences at Harper.

Questions 16 and 17 ask respondents if they would recommend Harper to others and return themselves

Table 16: Question 16 – Student Recommendation of Harper

<table>
<thead>
<tr>
<th>Would you recommend Harper College to your friends and family?</th>
<th>2008 (N=713)</th>
<th>2009 (N=424)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Definitely yes</td>
<td>394</td>
<td>55.3%</td>
</tr>
<tr>
<td>Yes</td>
<td>300</td>
<td>42.1%</td>
</tr>
<tr>
<td>No</td>
<td>11</td>
<td>1.5%</td>
</tr>
<tr>
<td>Definitely no</td>
<td>8</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

Ninety-seven percent of Harper graduates would recommend Harper to their friends and family. This is consistent with the responses of the 2008 graduates.

Table 17: Question 17 – Future Educational Plans at Harper

<table>
<thead>
<tr>
<th>Would you return to Harper for educational or personal enrichment courses in the near future?</th>
<th>2008 (N=713)</th>
<th>2009 (N=425)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>Definitely yes</td>
<td>301</td>
<td>42.2%</td>
</tr>
<tr>
<td>Yes</td>
<td>353</td>
<td>49.5%</td>
</tr>
<tr>
<td>No</td>
<td>45</td>
<td>6.3%</td>
</tr>
<tr>
<td>Definitely no</td>
<td>14</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

Approximately 92 percent of Harper graduates would return for educational or personal enrichment courses in the near future. This is consistent with the responses of the 2008 graduates.
The following tables for questions 18 through 20 involve open-ended questions regarding what respondents liked best about Harper and ways for Harper to improve its instruction and services, respectively. Tables for these questions include the most prevalent comments made by respondents and involve the total number of comments stated by respondents to each question. In some instances respondents provided more than one comment per question. Similarly, some respondents opted not to provide comments to specific questions.

**Table 18: Question 18 – Positive Comments about Harper**

<table>
<thead>
<tr>
<th>What did you like best about Harper? (N=400)</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>117</td>
<td>29.2%</td>
</tr>
<tr>
<td>Affordability/Low Cost</td>
<td>101</td>
<td>25.2%</td>
</tr>
<tr>
<td>Location/Close to Home</td>
<td>93</td>
<td>23.2%</td>
</tr>
<tr>
<td>Campus and Facility Upgrades</td>
<td>32</td>
<td>8.0%</td>
</tr>
<tr>
<td>Variety/Amount of Courses/Curriculum</td>
<td>21</td>
<td>5.3%</td>
</tr>
<tr>
<td>Specific Programs</td>
<td>16</td>
<td>4.0%</td>
</tr>
<tr>
<td>Class Schedule Hours/Availability</td>
<td>13</td>
<td>3.3%</td>
</tr>
<tr>
<td>Other/No General Trend</td>
<td>7</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

Respondents indicated that they most liked the faculty at Harper College. One graduate reported “the teachers are very easy to understand”. Still another simply stated, “the faculty was interested in student progress”. Other prevalent comments involving what respondents liked best about Harper included affordability (25%) and campus location or being close to their homes (23%).

**Table 19: Question 19 – Comments about Instructional Improvements**

<table>
<thead>
<tr>
<th>How can the College improve its instruction? (N=87)</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve Experience/Quality of Teachers</td>
<td>46</td>
<td>52.8%</td>
</tr>
<tr>
<td>Create New Courses/Improve Class Availability</td>
<td>16</td>
<td>18.4%</td>
</tr>
<tr>
<td>Add/Improve Specific Programs</td>
<td>9</td>
<td>10.3%</td>
</tr>
<tr>
<td>Offer Four-Year Degrees</td>
<td>6</td>
<td>7.0%</td>
</tr>
<tr>
<td>Add/Improve Technology/Equipment</td>
<td>4</td>
<td>4.6%</td>
</tr>
<tr>
<td>Other/No General Trend</td>
<td>4</td>
<td>4.6%</td>
</tr>
<tr>
<td>No Change</td>
<td>2</td>
<td>2.3%</td>
</tr>
</tbody>
</table>

Despite the number of positive comments made in response to question 18, many graduates indicated that improving the quality of teachers was most needed (52%). One graduate recalled as an example, “The corporate income tax class I took. I received a B in it but if I were to take a test in it I would receive an F. Because the class was all lecture and no hands on. I couldn’t even do an income tax form. I had a couple of classes like this unfortunately. Teachers need to do hands on so we can retain the knowledge.” Likewise, another respondent stated, “The faculty are very hard on the students and it fosters a “cut-throat” environment”. There were also a number of comments related course availability (18%). Graduates suggested that more online courses be made available.
When asking how Harper can improve its services, the most prevalent comment involved the need to improve the quality of specific offices (41%) for the purposes of this report, no one office will be identified specifically. An additional 19 percent of respondents commented on the need to improve parking.

Table 20: Question 20 – Comments about Service Improvements

<table>
<thead>
<tr>
<th>How can the College improve its services? (N=129)</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve Quality of Specific Office/Personnel</td>
<td>53</td>
<td>41.1%</td>
</tr>
<tr>
<td>Add/Improve Parking</td>
<td>24</td>
<td>18.6%</td>
</tr>
<tr>
<td>Other/No General Trend</td>
<td>20</td>
<td>15.5%</td>
</tr>
<tr>
<td>More Information on Available Services</td>
<td>12</td>
<td>9.4%</td>
</tr>
<tr>
<td>Improve Academic Advisor Access</td>
<td>11</td>
<td>8.5%</td>
</tr>
<tr>
<td>No Changes</td>
<td>9</td>
<td>6.9%</td>
</tr>
</tbody>
</table>
Summary

The 2009 Career program graduates were very positive about their experiences at Harper. The vast majority of graduates indicated that their main objective was to obtain job skills for entry into a new or different job, while the percentage of respondents that indicated taking coursework to transfer to another college increase from 28 percent in 2008 to 20 percent in 2009.

As in previous years, the skills acquired in the Career programs at Harper were beneficial to the graduates in seeking and acquiring employment. Most respondents (70%) reported being employed at least part-time with nearly 50 percent being employed full-time. Additionally, more than 60 percent of the respondents reported working in a field that was related to their college program. The Career graduates of 2009 averaged 31.72 hours per week and earned an average wage of $18.54 per hour. Harper graduates in 2009 were satisfied with their present employment situation (80% satisfied). This is very consistent with the responses of the graduates of both 2007 and 2008.

Consistent with the experiences of graduates in recent years, most respondents in 2009 were satisfied with all aspects of their major program of study and with their general education courses. Also consistent with graduates in previous years, Harper career graduates continued to rate instruction favorably, especially regarding course content and class size.

The graduates’ survey response varied greatly as related to listed college services. For most of the items listed as college services, students indicated they did not use many of them. With the exception of “registration procedures” all services listed were rated noticeably lower by the 2009 graduates than the 2008 graduates. Interestingly, 97 percent stated that they would recommend Harper to family and/or friends. In addition, more that 90 percent indicated that they would return to Harper in order to take educational or personal enrichment courses.

As previously stated in this report, recent graduates of Harper’s career programs appear to be employed, satisfied in their job experience, and satisfied with the services and instruction that Harper provides. This is a positive trend which has continued since 2004. As evidence of this, the graduates indicated that they would be willing to recommend Harper to their family and friends. However, it can be argued that many graduates did not receive the full benefit of what Harper has to offer because often the respondents indicated that they did not use many of the services offered to watch. Although it is not uncommon, it may be useful to explore the reasons why graduates do not use many of the Harper service.
Appendix
Responses to Open-Ended Questions
Survey Instrument
Career Graduate Follow-up Survey

Harper College
HARPER COLLEGE 2006 CAREER GRADUATE FOLLOW-UP

Congratulations on your graduation from Harper College. In order to improve programs and services, we need your feedback concerning the time you spent at Harper. Your responses will be kept confidential.

Please take a few moments to complete the survey and return it in the enclosed pre-stamped envelope. Thank you!

Use pencil/black ink

1. What was your main objective in attending Harper College? Mark ONE response.
   - [ ] a. Obtain skills needed for entry into new or different job
   - [ ] b. Improve skills needed in present job
   - [ ] c. Explore courses to decide on a career
   - [ ] d. Take coursework for transfer to another college
   - [ ] e. Personal interest or self-improvement

2. What is your educational status? Mark ONE response.
   - [ ] a. Have not been enrolled in a college/university since leaving Harper
   - [ ] b. Have been enrolled in another college/university since leaving this college but am not currently enrolled
   - [ ] c. Currently enrolled in field of study related to previous community college program
   - [ ] d. Currently enrolled in field of study unrelated to previous community college program

3. What is your present employment status? Mark ONE response a-e.
   - [ ] a. Employed full-time - 30 hours or more per week
   - [ ] b. Employed part-time - less than 30 hours per week
   - [ ] c. Full-time military service
   - [ ] d. Unemployed, seeking employment
   - [ ] e. Unemployed, not seeking employment - mark ONE reason below, if "e" selected.
     - [ ] 1. Full-time student
     - [ ] 2. Part-time homemaker
     - [ ] 3. Health disability
     - [ ] 4. Family responsibilities
     - [ ] 5. Other - specify:__________________________

Continue with questions 4 through 8 only if employed. If not employed skip to question 10.

4. How closely is your present job related to your former community college program?
   - [ ] a. Related - (go directly to question 5)
   - [ ] b. Not related - (answer question below before going to question 5)

   If your present job is NOT related to your college program, what is the ONE BEST reason why?
   - [ ] a. Preferred to work in another field
   - [ ] b. Found better paying job in another field
   - [ ] c. Could not find a job in my field of preparation
   - [ ] d. Worked previously in my field of preparation, but changed
   - [ ] e. Preferred not to move to new locality
   - [ ] f. Temporary job while in transition - either in college, between jobs, or summer employment
   - [ ] g. Took job in order to get preferred working hours
   - [ ] h. Did not complete program or pass licensing test to be eligible to work in my field
   - [ ] i. Health problems prevented me from working in my field of preparation
   - [ ] j. Other - specify:__________________________

Continue on next page
5. On the average, how many hours do you work each week? Do not include overtime hours. 60 hrs. MAXIMUM.

6. What is your present hourly salary before deductions, including commission but not overtime pay.

Dollars Cents

(Note: if employed full time and do not know the hourly salary, use the following guide to convert the salary:
Weekly salary divided by 40 = salary per hour
Monthly salary divided by 173 = salary per hour
Annual salary divided by 2,080 = salary per hour)

7. In general, how satisfied are you with your present job? Mark ONE response.

☐ a. Very dissatisfied
☐ b. Somewhat dissatisfied
☐ c. Somewhat satisfied
☐ d. Very satisfied

8. When did you begin working in your present job?

☐ a. Before entering the college program
☐ b. While enrolled in the college program
☐ c. After leaving the college program

9. Where is the location of your primary place of employment?

☐ a. Within Harper College district
☐ b. Outside Harper College district, but in Illinois
☐ c. Outside Illinois

10. Rate your satisfaction with the following items as they pertain to skill courses in your major program of study: Mark the ONE that most clearly represents the opinion.

a. Content of courses in your program
b. Lectures, lab experiences, and group and individual projects
c. Equipment, facilities, and materials
d. Job preparation
e. Preparation for further education
f. Information on current employment opportunities and trends
g. Overall, how satisfied are you that your program provided you with the skills required for your job?

11. Rate your satisfaction with the following items as they pertain to general education or other courses outside your major program of study: Mark the ONE that most clearly represents the opinion.

a. Content of courses outside of your program
b. Lectures, lab experiences, and group and individual projects
c. Equipment, facilities, and materials
d. Job preparation
e. Preparation for further education
12. Please rate the instruction in general in each of the following:

- Class size
- Quality of instruction
- Course content
- Fairness of grading
- Faculty teaching ability
- Faculty concern for students
- Faculty availability

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

- Harper main campus in Palatine
- Northeast Center in Wheeling
- WEB or Internet based from home or office
- Harper Professional Center in Schaumburg
- Other - specify

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

- Financial Aid services
- Academic advising
- Career planning
- College transfer planning
- Counseling
- Tutoring
- Library/audio visual services
- Student activities
- Registration procedures
- Access for disabled on campus
- Availability of computers for out-of-class use
- Career Center

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

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

17. Would you return to Harper for educational or personal enrichment courses in the near future?
18. What did you like best about Harper?

19. How can the College improve its instruction?

20. How can the College improve its services?

May we have your permission to send your supervisor a questionnaire regarding how well graduates of Harper College perform on the job? Please fill in information below.

Supervisor name:__________________________________________________________

Title:_______________________________________________________________

Name of company:_____________________________________________________

Company address:__________________________________________________________________________

City:_________________________ State: __________ Zip code: ______________

Thank you for completing this survey.