



# HIGHER LEARNING COMMISSION

230 South LaSalle Street, Suite 7-500  
Chicago, IL 60604-1411  
312.263.0456 | 800.621.7440  
Fax: 312.263.7462 | [hlcommission.org](http://hlcommission.org)

September 25, 2019

Dear Visiting Team,

This letter is accompanied by a report of the responses received from Monroe County Community College's student body through a survey conducted by the Higher Learning Commission in September 2019. The survey was intended to give all students an opportunity to participate in the accreditation process. Their responses may help you identify possible questions for your meetings with faculty, staff and students during your visit.

HLC staff has redacted the responses to remove personally identifiable information (with the exception of the institution's chief executive officer) or information not essential to the evaluation team's work.

A copy of the report is also being sent to the institution's chief executive officer and accreditation liaison officer. Per HLC policy, prior to the visit the institution may provide the evaluation team and HLC additional information or other data in response to the student survey.

If you have any questions or comments regarding the student survey report, please contact the institution's staff liaison, John Marr.

Sincerely,

Higher Learning Commission

CC: Dr. Kojo Quartey, President  
Dr. Grace Yackee, ALO

**Higher Learning Commission  
Student Survey Results**

Monroe County Community College  
(N=73)

**Please rate your level of agreement with the following statements. If the statement does not apply to you, please mark the "Not Applicable" button.**

#	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Total
1	The communication I received from the school about the overall enrollment process was clear	2	6	11	28	26	3.96	73
2	I received clear information as to how much my education would cost	3	4	13	24	25	3.93	69
3	A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	5	7	12	13	16	3.53	53
4	The school worked with me to identify an academic program that met my goals	2	5	13	19	21	3.87	60
5	An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	1	8	13	24	22	3.85	68
6	An academic advisor was available to help me with questions about my course of study	2	1	10	31	26	4.11	70
7	I was placed at the appropriate course level that matched my academic preparation	0	2	9	29	29	4.23	69
8	I am satisfied with the progress I am making toward completing my degree	1	2	9	29	29	4.19	70
9	Course content is appropriately challenging for my program of study	0	2	8	35	25	4.19	70
10	Courses required to complete my degree are available when I need to take them	1	11	10	25	21	3.79	68
11	Faculty who teach provide helpful instruction	2	3	11	31	24	4.01	71
12	Faculty are available when I need help	2	1	13	29	26	4.07	71
13	Faculty who teach are knowledgeable about their subject areas	1	0	3	32	33	4.39	69
14	When I have non-academic questions, I can reach someone who can help me in a timely way	1	4	15	20	19	3.88	59
15	Overall, I am satisfied with my experience at the school	1	3	10	34	24	4.07	72

**Please use the space below to provide your comments. Be sure not to include identifying information for yourself or individuals at your school.**

IN PARTICULAR THERE WAS ONE DEAN THAT WAS NOT A PLEASANT PERSON. I DID NOT FEEL COMFORTABLE AROUND HIM BECAUSE HE WAS FAR TOO AGGRESSIVE.

---

My experience has been overall really well however, I think the beginning mathematics courses (090,092, and 151) should be available online rather than basically still taking an online class but also required to go into class twice a week, which is how all three classes are currently operated. I am also disappointed that the only two options for taking statistics (162) this fall was 9 AM and 7:30 PM OR, drive to temperance which is inconvenient for me as I live in town and much closer to campus. Lastly, is an odd but relevant complaint. The seating in the classes are terrible, quite uncomfortable while sitting through a lecture.

---

The only problem that I have encountered at the college is that they had conflicting information about what books I needed. An instructor was telling me I needed one book while the bookstore said that it was not required for the course. Eventually I had to purchase the book anyway, but it put me slightly behind and it was an additional 200 dollars that I had to spend. I am currently caught up in the class and all is well. I just wanted to put this out there so others did not have the same problem.

---

When I signed up at the end of senior year they told me I needed certain classes for my degree in ECE. I tested out of the math class I was placed in and showed that to whom I was told would fix it. Turns out no one did and what they signed me up for didn't go towards my early childhood education degree and they (without my consent) switched my degree program to Applied Science. Along with that they have some very rude teachers that don't like to hear when their wrong. Even if you can find proof. Other then all that I have enjoyed my time here.

---

I believe that the cost of tuition is unfair for online classes. Most of my classes are only available online and I have to pay an additional \$75 for each class strictly because they're online. Seeing as online classes are mostly self motivated and there is limited contact with the instructor I don't understand why I b should have to pay an additional fee.

---

I prefer online classes but thus far every online class I have taken has had stressful technical issues with the book, software, or website it uses. When the problems come up it is difficult to get help and once I had to seek the Dean of Students because my professor was never available to meet at her office scheduled times nor would she reply to my emails within 48 -72 hours.

---

In other schools such as WCC they offer more online classes for people like me who have to work full time. I unfortunately will have to switch to WCC and leave MCCC because of the availability of online courses.

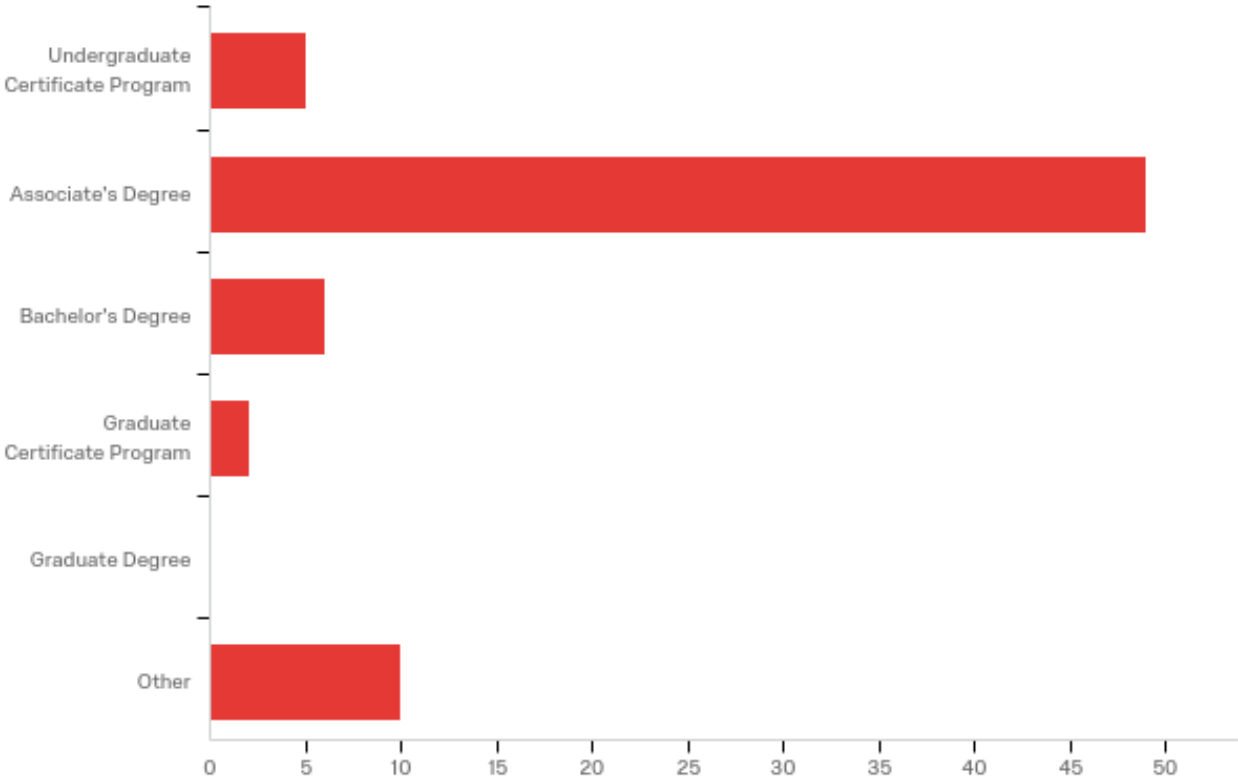
---

I have been attending MCCC for almost five years now, and I am proud to have been able to participate in their academics. The campus feels like a second home to me. It's been refreshing to see all the new changes as the college updates the website, architecture, and course schedules. I'm very grateful to everything they've given me and all the earned opportunities.

---

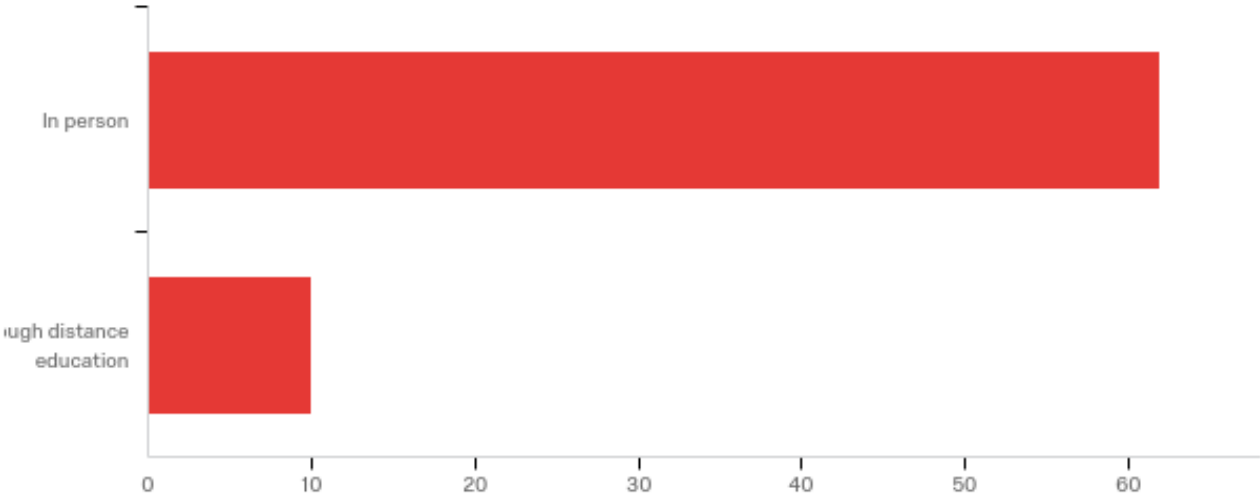
If you disagree with some professor's views, it seems that they discriminate toward you even if you prefer not to have conversations about those subjects. Most of the time their views are forced onto you rather than just making the class about what we are there to learn. Very disappointing.

# What academic program are you currently enrolled in?



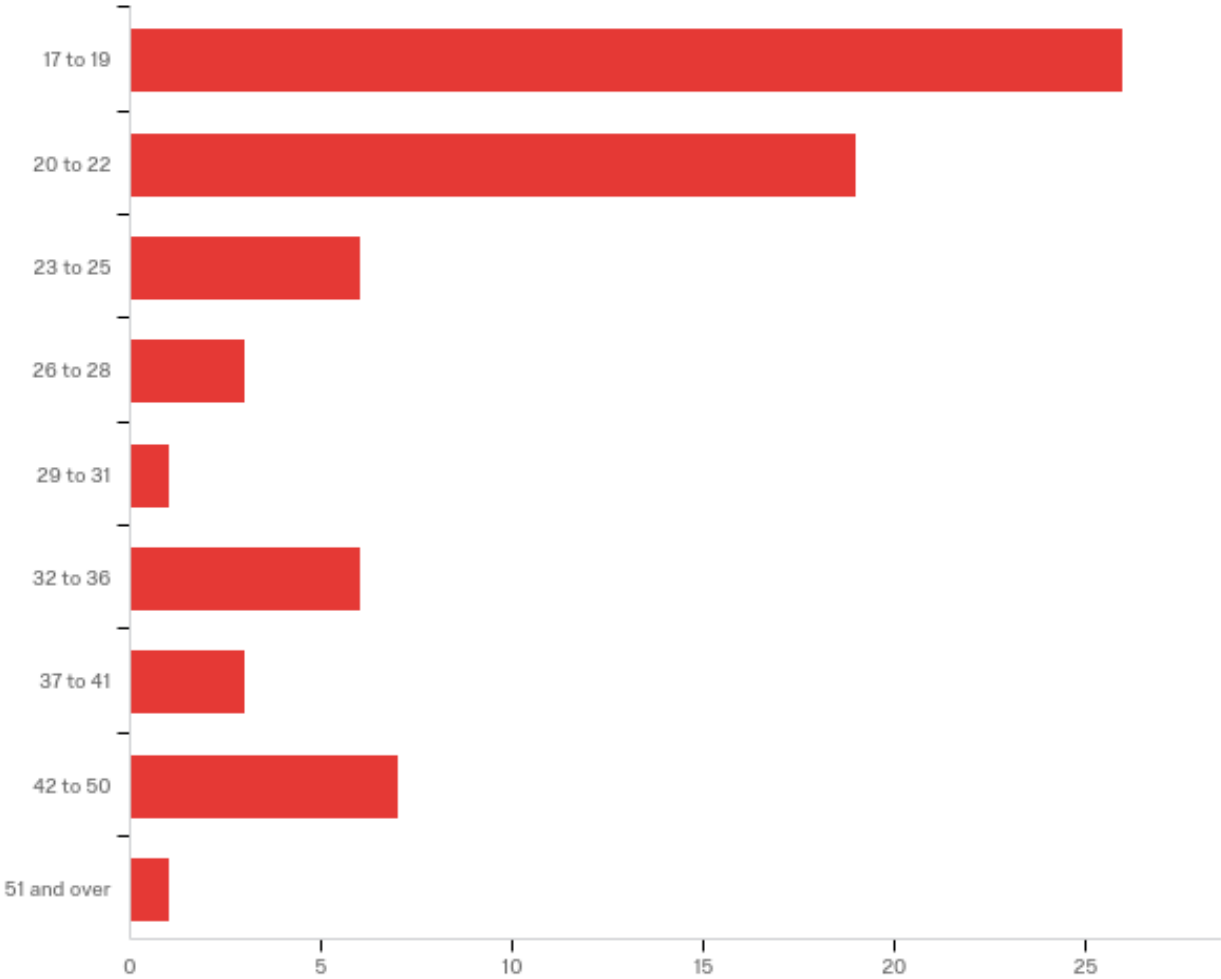
Answer	%	Count
Undergraduate Certificate Program	6.94%	5
Other	13.89%	10
Graduate Degree	0.00%	0
Graduate Certificate Program	2.78%	2
Bachelor's Degree	8.33%	6
Associate's Degree	68.06%	49
Total	100%	72

# How do you primarily take classes at your school?



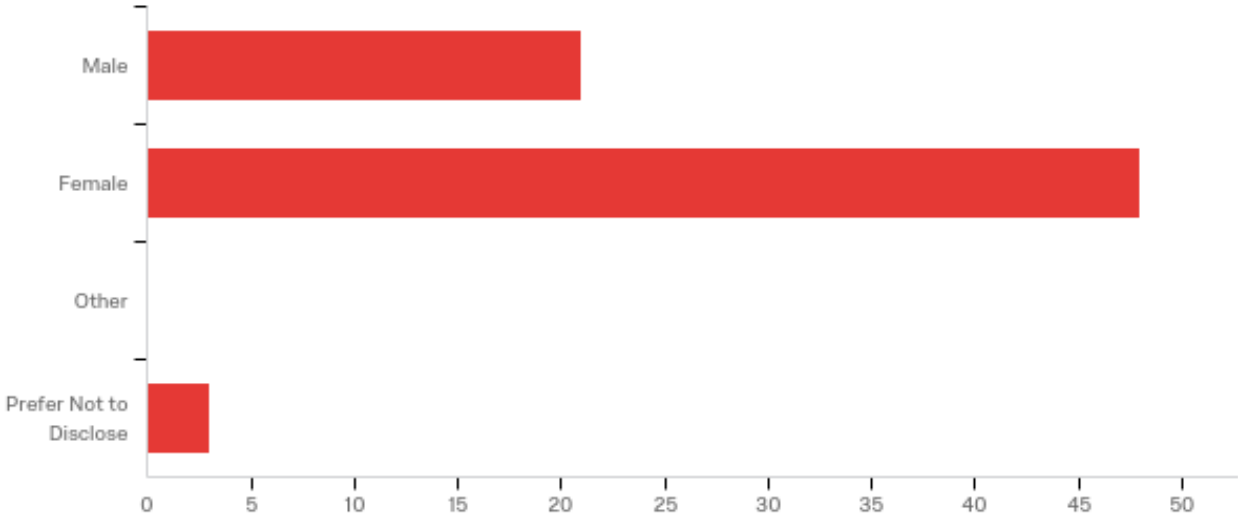
Answer	%	Count
In person	86.11%	62
Through distance education	13.89%	10
Total	100%	72

# What is your current age?



Answer	%	Count
17 to 19	36.11%	26
20 to 22	26.39%	19
23 to 25	8.33%	6
26 to 28	4.17%	3
29 to 31	1.39%	1
32 to 36	8.33%	6
37 to 41	4.17%	3
42 to 50	9.72%	7
51 and over	1.39%	1
Total	100%	72

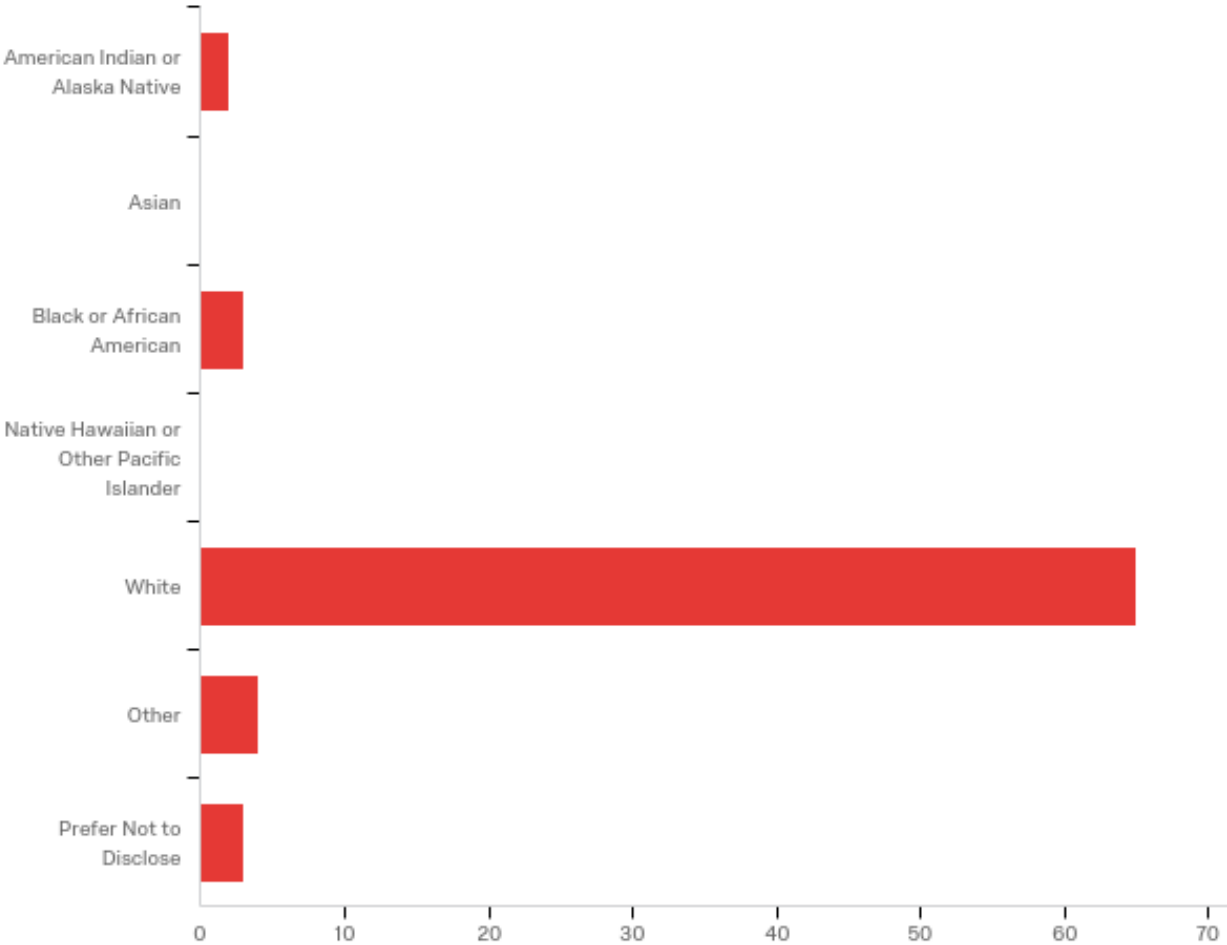
# What is your gender?



Answer	%	Count
Male	29.17%	21
Female	66.67%	48
Other	0.00%	0
Prefer Not to Disclose	4.17%	3
Total	100%	72

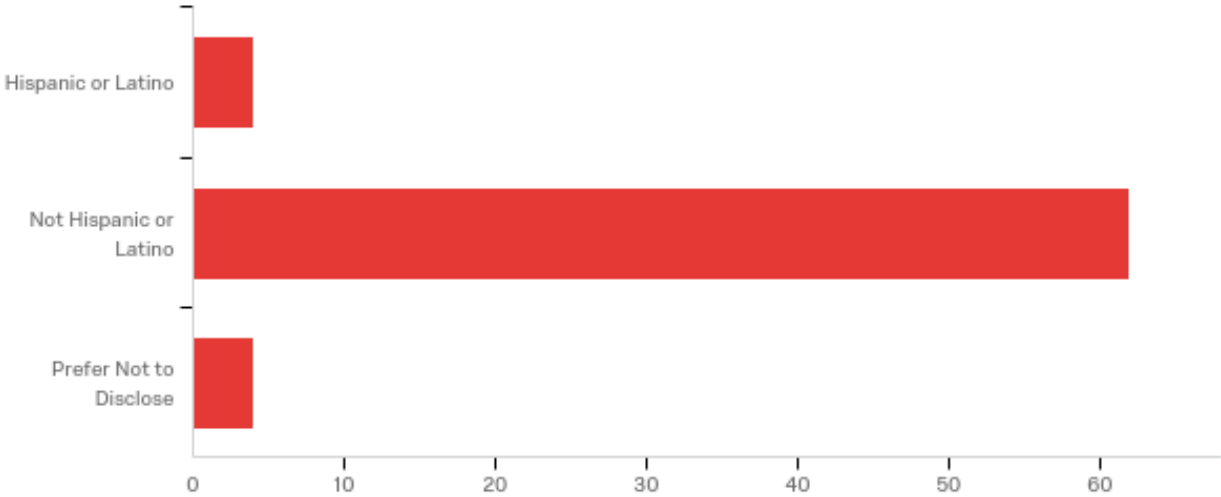


**What is your race? (choose all that apply)**



Answer	%	Count
American Indian or Alaska Native	2.60%	2
Asian	0.00%	0
Black or African American	3.90%	3
Native Hawaiian or Other Pacific Islander	0.00%	0
White	84.42%	65
Other	5.19%	4
Prefer Not to Disclose	3.90%	3
Total	100%	77

# What is your ethnicity?



Answer	%	Count
Hispanic or Latino	5.71%	4
Not Hispanic or Latino	88.57%	62
Prefer Not to Disclose	5.71%	4
Total	100%	70