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April 20, 2023

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 (HLC) in April 2023. 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. Quri Wygonik, ALO

**Higher Learning Commission
Student Survey Results**

Monroe County Community College
(N=152)

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	Neither Agree nor Disagree	Agree	Strongly Agree	Mean	Total
The communication I received from the school about the overall enrollment process was clear	3	9	7	66	64	4.20	149
I received clear information as to how much my education would cost	4	7	18	59	59	4.10	147
A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	9	14	24	41	26	3.54	114
The school worked with me to identify an academic program that met my goals	7	15	26	50	42	3.75	140
An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	10	7	19	51	52	3.92	139
An academic advisor was available to help me with questions about my course of study	8	5	16	59	53	4.02	141
I was placed at the appropriate course level that matched my academic preparation	6	5	14	61	58	4.11	144
I am satisfied with the progress I am making toward completing my degree	4	3	11	64	68	4.26	150
Course content is appropriately challenging for my program of study	4	4	14	70	58	4.16	150
Courses required to complete my degree are available when I need to take them	9	14	19	60	47	3.82	149
Faculty who teach provide helpful instruction	5	7	21	60	56	4.04	149
Faculty are available when I need help	6	5	20	61	57	4.06	149
Faculty who teach are knowledgeable about their subject areas	3	1	13	53	79	4.37	149
When I have non-academic questions, I can reach someone who can help me in a timely way	6	8	25	53	39	3.85	131
Overall, I am satisfied with my experience at the school	3	8	15	60	65	4.17	151

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

While I believe That Monroe county community College is great with the programs they offer, I really wish that like other colleges in the state such as Lansing Community college or Washtinaw Community college, that there was a program offered in Music production or digital music production. The college offers a lot of media courses, but this isn't one of them. I'll need to transfer to another college to achieve the degree, even though they've brought in a lab for electronics and other areas in the arts.

Financial aid is always screwed up and wrong. This has been an ongoing issue all semester and It is very frustrating

I had the most horrible experience with my instructor [...] and [...]. Both were not helpful both were unapproachable. Both had me terrified of them. I reported both of them to [...]. I inquest she defended both of them . [...] grew frustrated with me when I couldn't get a math problem corrected. [...] harrassed me until I dropped the nursing program. [...] went as far as saying she wish she could give me a minute some students by the time the second semester starts because she didn't want to have a big class.

Monroe Community College has been a wonderful experience. The Staff is very helpful and accommodating to all my needs. They help me become the most successful nurse that I can be. It has been a privilege to go to this school.

Regrettably, I struggled during the third semester of the nursing program. I experienced what I perceived as hostility and harassment from certain instructors, causing me to feel intimidated and hesitant to seek assistance. Despite attempting to ask for help, I was often met with dismissal or public humiliation in the classroom and clinical settings. As a result, I began documenting these incidents, noting dates, times, and witnesses involved.

My main issue is I was charged for 6 credit hours for one of my courses and only received 4 towards my degree and when I asked about it I was told it was because "credit hours are determined by the amount of time you are in contact with an instructor" but when I reached out to this particular instructor they were unhelpful. Another issue I have is that I am being charged for the class and then need to buy the access codes for the class work for online classes which I feel should be included.

A & P II, Pharmacology, Medical Terminology, and ENGL II should have ALL been prerequisites

I dropped out of three classes. One i took outside my associate's degree, [...] because the teacher wasn't teaching the course very well. Two of the classes I needed for my degree I dropped (1) [...], the teacher was too tough and (2) [...] because the teacher for that was a terrible teacher that left me in the weeds and did not break down the material and did not test me on the proper materia. I retook English 1 and CIS 130 and receive an "A" in English and "B" in CIS 130.

A lot of the "professors" at this community college are too advanced for a community college level. Most believe they're entitled to teach difficult courses and wonder why most of their students fail. Additionally, the staff is, for the most part, not useful to students. If anything, the staff has created more challenges and difficulties, in term of accessibility, reliability and bias. Some building heads have a clear bias over the instructors in their building, specifically the male department heads and professors. Typically, women are under-appreciated, as students and as staff. Their school claims to be great, but it's subpar, at best.

I am not a nontraditional student, returning to complete an associates degree. There are not enough options for summer classes to fulfil the degree requirements and since my platform is online it seems that this would be more

accessible. I am going to school and working FT and it seems that the classes fill up quickly and it is taking much longer to complete than I thought due to having to wait to get into things that re required.

There are some great teachers, but more than not the teachers do nothing but rely on 3rd party applications to teach.

I think Professor [...] could do better at communicating with her students and actually teaching her class.

It's about the quality, not the quantity. You allow so many instructors to literally phone in their classes while others almost break their backs to help. Stop worrying as much about getting the classes full and help the ones who are there. It is very apparent that MANY students cannot handle the online format causing some instructors to constantly extend due dates, reduce workloads, change assignment parameters, etc. just to make sure students don't fail. In the end this is doing so much more harm than good. If I wanted to get an online education, I would have gone to an online school. Why am I paying for an instructor AND a 3rd party service (Cengage, TestOut, etc.) when only one does any of the teaching? And no, it isn't your staff.

Some of the business classes that I am interested in taking are not available online or in the evening or Saturday. This makes it very hard for someone working full-time to get the benefit of the class.

Professors should have to provide a recorded lecture even if the course is completely online. Some students benefit from hearing the information along with reading it. Not all classes have an in person option. What are we paying for if we are teaching ourselves the material?

The school meets and exceeds my expectations with excellent staffing and instructors

The teachers at times seem to have conflicting information than what they give in class and from what the book says as well as what they have on their tests at times.

I ordered books online and it arrived 6 weeks later. I also have complaints about financial aid, they weren't helpful when I ask questions about my need.

As a former Monroe County Community College graduate, I am dissatisfied with some of the recent instructors in my degree area ([...]). Particularly, the recent online classes I am having to take since I am a non-traditional student. I have always been a strong student. I received a 9.875 GPA for my Master's degree. I had to drop a class due to a lack of communication with the instructor. I am having a similar problem with the current online class I am taking. I am very disappointed in the quality of instructors for the past two classes I have taken. I doubt that I will be able to complete my second associate's degree at MCCC due to these instructors. I cannot move forward to complete my degree without the classes they teach.

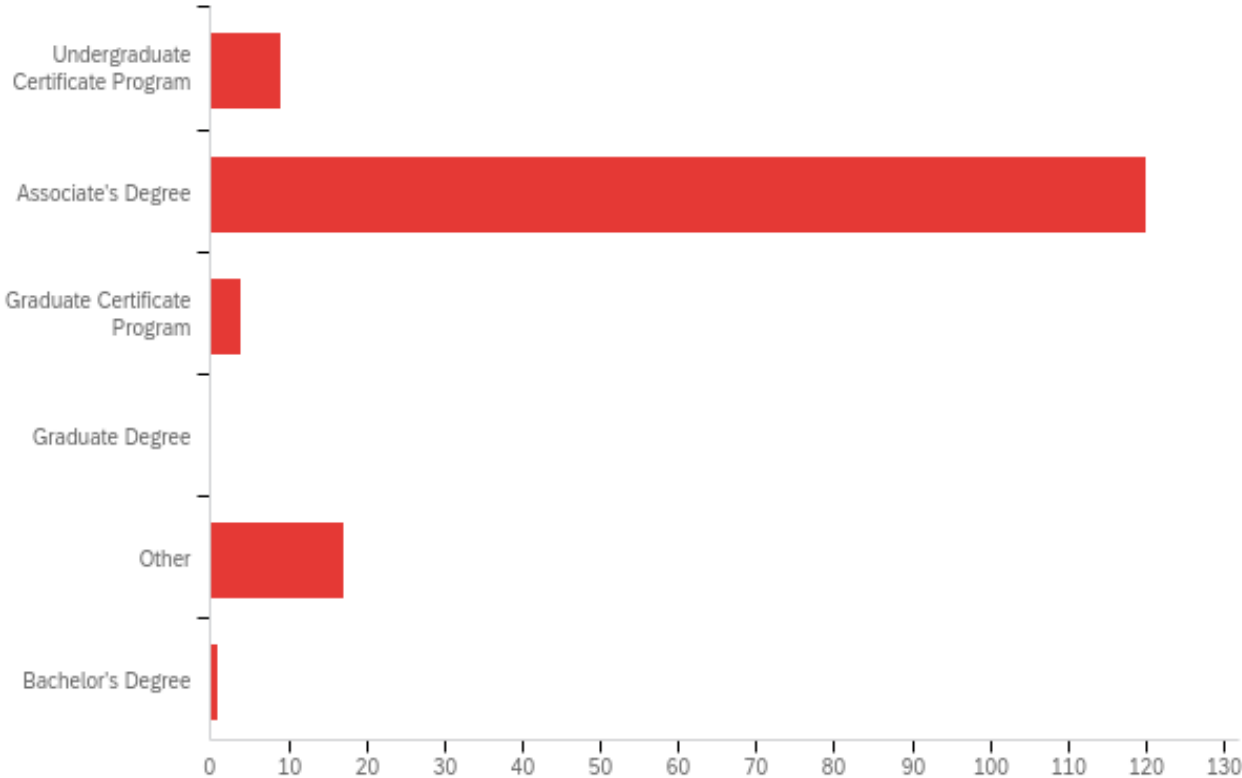
Please open the college on weekends for students to do homework. especially students who are in full time jobs Monday through Friday. That would be awesome.

Pertaining to Biol-151, the labs do not coincide with the lectures, that would help many students in my opinion.

The advisors need better knowledge of programs and courses. My schooling was deferred a year because of the lack of information I received at first.

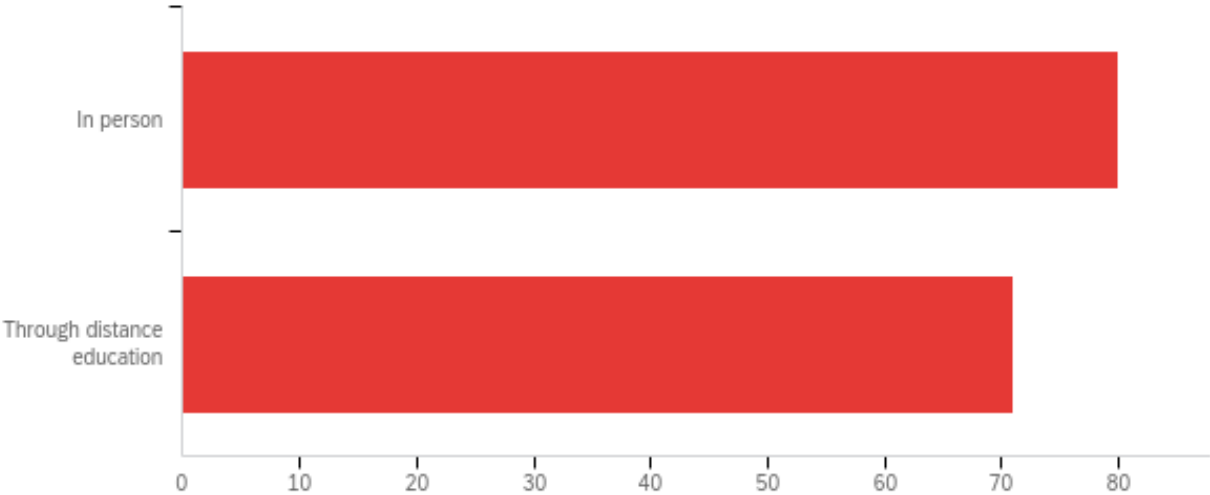
Very toxic culture here. When addressing issues such as instructors issues or dishonesty, the deans/instructors of the programs punish you academically along with mental and emotional abuse.

What academic program are you currently enrolled in?



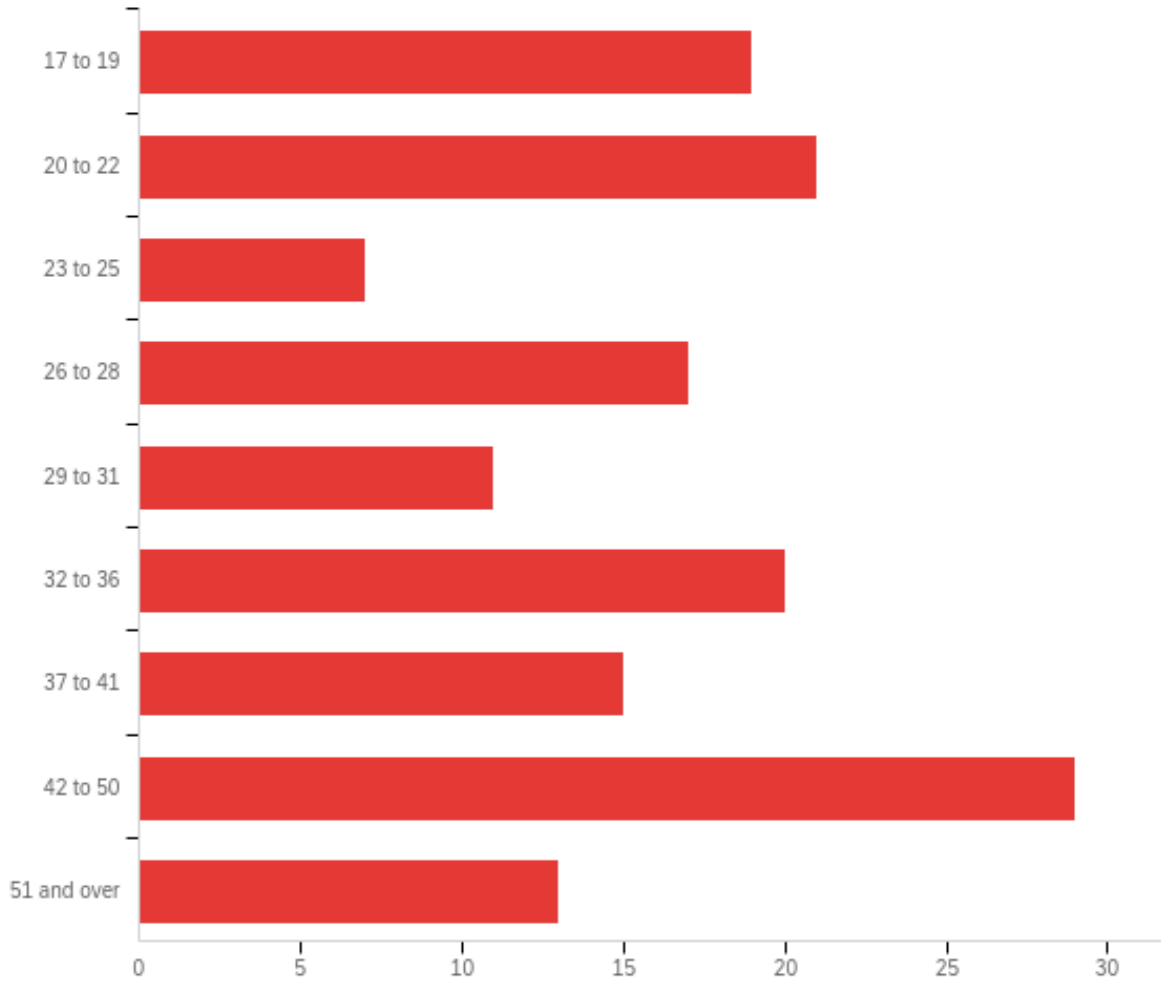
Answer	%	Count
Undergraduate Certificate Program	5.96%	9
Associate's Degree	79.47%	120
Graduate Certificate Program	2.65%	4
Graduate Degree	0.00%	0
Other	11.26%	17
Bachelor's Degree	0.66%	1
Total	100%	151

How do you primarily take classes at your school?



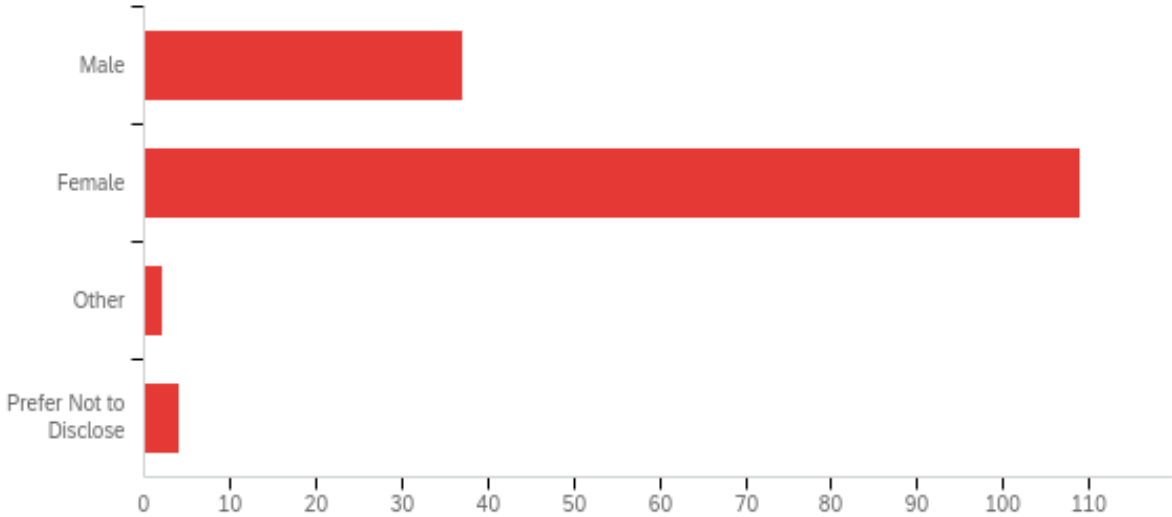
Answer	%	Count
In person	52.98%	80
Through distance education	47.02%	71
Total	100%	151

What is your current age?



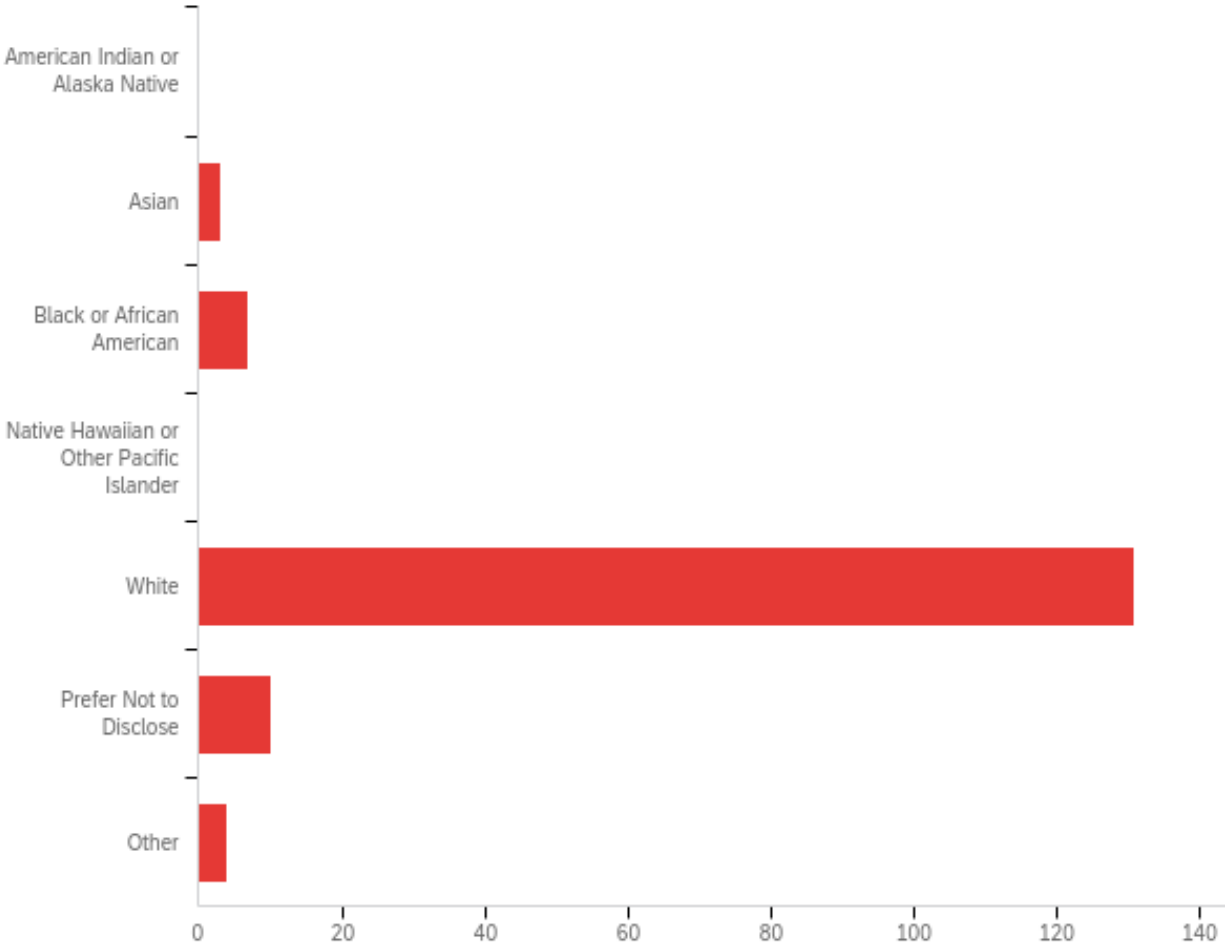
Answer	%	Count
17 to 19	12.50%	19
20 to 22	13.82%	21
23 to 25	4.61%	7
26 to 28	11.18%	17
29 to 31	7.24%	11
32 to 36	13.16%	20
37 to 41	9.87%	15
42 to 50	19.08%	29
51 and over	8.55%	13
Total	100%	152

What is your gender?



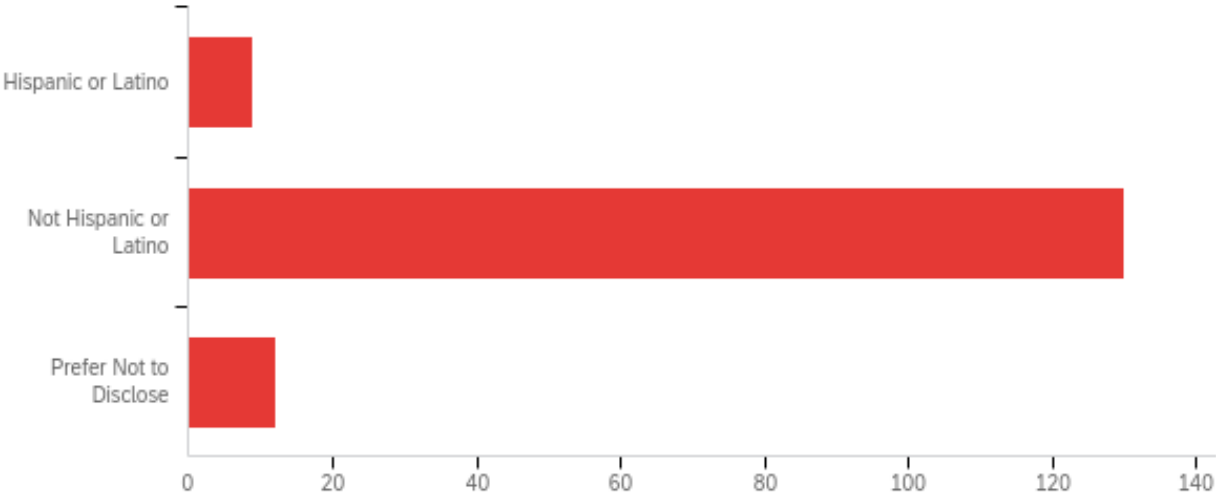
Answer	%	Count
Male	24.34%	37
Female	71.71%	109
Other	1.32%	2
Prefer Not to Disclose	2.63%	4
Total	100%	152

What is your race? (choose all that apply)



Answer	%	Count
American Indian or Alaska Native	0.00%	0
Asian	1.94%	3
Black or African American	4.52%	7
Native Hawaiian or Other Pacific Islander	0.00%	0
White	84.52%	131
Prefer Not to Disclose	6.45%	10
Other	2.58%	4
Total	100%	155

What is your ethnicity?



Answer	%	Count
Hispanic or Latino	5.96%	9
Not Hispanic or Latino	86.09%	130
Prefer Not to Disclose	7.95%	12
Total	100%	151