



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

September 2, 2015

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 April 2015. 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.

The institution's president and accreditation liaison officer are copied on this message. 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 your staff liaison, Barbara Johnson.

Sincerely,

Higher Learning Commission

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

**Higher Learning Commission
Student Survey Results**

**Monroe County Community College
(N=184)**

1. Please rate your level of agreement with the following statements:

#	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total Responses	Mean
1	I am satisfied with the progress I am making toward completing my degree	10	13	11	71	77	182	4.05
2	Faculty who teach provide helpful instruction	10	10	19	76	68	183	3.99
3	Faculty are available when I need help	9	5	21	67	78	180	4.11
4	Course content is appropriately challenging for my program of study	11	6	16	78	71	182	4.05
5	Faculty who teach are knowledgeable about their subject areas	9	6	10	56	100	181	4.28
6	The school worked with me to identify an academic program that met my goals	11	23	26	47	49	156	3.64
7	An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	16	15	28	55	53	167	3.68
8	An academic advisor was available to help me with questions about my course of study	13	11	19	67	60	170	3.88
9	I was placed at the appropriate course level that matched my academic preparation	10	5	15	80	65	175	4.06
10	When I have non-academic questions, I can reach someone who can help me in a timely way	9	7	36	57	44	153	3.78
11	Courses required to complete my degree are available when I need to take them	20	30	33	58	41	182	3.38
12	The communication I received from the school about the overall enrollment process was clear	12	10	18	72	68	180	3.97
13	Prior to enrollment, I received clear information as to how much my education would cost	10	14	24	63	57	168	3.85
14	Prior to enrollment, a school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	17	32	27	29	39	144	3.28
15	Overall, I am satisfied with my experience at the school	11	9	18	68	74	180	4.03

2. Is there anything else you would like for us to know about your experience at Monroe County Community College? Please use the space below to write your answer:

- The math program here isn't good at all and the instructors need to teach it
- My experience at MCCC has been rewarding and fulfilling. The teachers were fantastic and tuition was reasonable. I would highly recommend this institution to anyone wishing to complete an associate degree.
- I love the school and education that I'm receiving at the college but I wish all semesters were 8 weeks like they are at other colleges.
- The administration was a complete joke and had many clerical errors with my personal and financial paperwork. Over all my teachers were fine but the school itself was awful.
- During my enrollment in a health sciences program, I have experienced unsupportive attitudes from instructors, lack of professionalism, witnessed favoritism towards certain students, judgement that doesn't relate to my academics, and instructors' lack of availability to help students when asked. I am not impressed with MCCC and feel completely out of control of my own education.
- RN nursing program cannot be completed in two years with all the prerequisites. Very frustrating for an associates degree
- Courses that are required for my degree only run once a year (ELEC-200, 144.) Due to a low amount of students signing up these courses were cancelled. This has pushed my graduation back ONE FULL YEAR. I would like to see these courses run if there are 5 or more students signed up for them. In addition, I would like for the cause of the low enrollment for these courses to be determined so that a solution can be presented.
- I would like to see more course selection at the Whitman center.
- I feel the college needs a larger and more dedicated "career center" where students can ask questions and find answers regarding jobs and careers in their particular field of study.
- The only issue that I have had while attending this school is that few of my classes are not offered until the following year. This was a pretty big issue as I only had one class for my degree. But while deciding what I should do while waiting, I did decide to get a different degree. Although this is a good thing, I was still faced with a rather big problem when I was first trying to decide.
- Class availability differs from fall, winter and the spring/summer. In my search for class sections, the fall has the best selection with winter having limited classes and spring and summer having no classes available that I need.
- My experience at MCCC has always been excellent.
- Most people think community college is for those who are lazy or aren't cool. Well, I have had a wonderful 2 years at MCCC and have learned incredible amounts of information! It is a helpful and friendly environment for learning, and I will never regret going here for my first 2 years of college.
- I absolutely love this community college. Every one of my instructors has been great! [PROFESSOR] in administration led me in the right direction and was always there to answer any questions. One more year until I am an RN and I owe it in part to the amazing staff of MCCC.
- My biggest complaint/problem would be the lack of enough classes to take to fulfill the requirements for my chosen degree. In every class I have I hear other students with the same issue. I was planning on taking spring/summer classes but, wasn't able to make it worth while as only 1 single class was an option. Unfortunately, it was only at main campus and 3 evenings a week. If I could change anything, it would be more classes offered and better utilization of the Whitman Center location

- Coming from the Tech Division, I believe the courses here have helped increase my competence in my field of study. The instructors are very knowledgeable and strive to push students in unique and challenging ways. It's been worth the investment.
- I have always been very impressed with my professors at the college. I have one semester left and feel very thankful for the extremely knowledgeable staff!
- I am really quite pleased with the size of the campus and the classes. It is exactly what I was looking for when I started my college career. I just wish there were more extracurriculars to be involved with.
- I have been going to this school part time for two years now to try and finish my degree. The professors are very helpful, and go above and beyond to help you. I recommend this school to every person I know that is planning on attending college.
- This college is great and I would recommend it to anyone looking for higher education.
- There is no help in obtaining a career of my degree type.
- I feel very fortunate to be able to attend MCCC and have a local college that cares so much about each individual student. Whenever I have any questions or concerns, there is always someone that I can reach out to for help. Having small classroom sizes makes learning from instructors so much more personable and helps tremendously with learning course material.
- MCCC has opened a lot of doors for me. I am grateful for this institution because it helped me discover how to use my passion, which is writing. Because of MCCC, I have gained experience as co-editor of the school newspaper, which will help me tremendously in the future. There are many amazing professors at the college who are more than willing to go out of their way to help you succeed. However, there are a few bad eggs, just like any other college. Overall, my experience has been exciting and challenging. I feel that I am more than equipped to transfer to a University and am proud to have attended MCCC.
- The online course content is repetitive and too time consuming.
- I have completed the CNA course and I am currently waiting to take my state certification test. Unfortunately the wait for an appointment is substantial. It would be nice if the Monroe County Community College became a state testing site. I believe it would be beneficial to the nursing students as well as bring funds to the college.
- I believe my overall experience has been grand thus far. I would like to have a bit more knowledge of the semester calendar; meaning I'd like to receive other ways of receiving this knowledge; aka, mail, e-mail or text. Also, I would like to receive more of a friend relationship between student & professor. I think this would help students confidently ask questions and be more comfortable in the school environment. Thank you.
- I have returned to MCCC. I received my Associates in 2012 and went on to UT where I earned my Bachelors in 2014. The professors I had, and still have, at MCCC are just as well versed in their subject as the Doctors at the university. I have been fortunate in having wonderful teachers in both colleges, but I have retained the information better from the staff at MCCC. I believe their teaching methods are centered more on the personal person (student) they are teaching, more than on the material they are teaching (like at UT). The Writing Center also far excels those at UT. I am honored to be able to come back as both a student (there are many courses I am interested in), and as a writing fellow. MCCC gave me my start, with the lower-cost tuition and the higher-value professors, to continue my education. MCCC is needed for Monroe County, and I thank God for its existence. As a non-traditional student (age 61), I am grateful for the melting pot we have here; gender, age, nationality. I never felt 'out of place' and was therefore able to concentrate on the more important aspect, LEARNING.
- Monroe county community college is a great place to go to school, the staff is always friendly, and always willing to help.

- As a dual enrolled student, I wish that the college would have been more open to helping pay for books and classes for the 2 semesters that the high school will not pay for.
- I work full time and go to school full time. Certain courses are only offered during certain semesters or only at certain times during the day. This makes it difficult to take those courses since I have an inflexible work schedule.
- From my experience at MCCC there was some pro's and con's. When I first started attending MCCC and was ready to enroll in classes the counselors (disability services / LAL counselors) were very helpful and knowledgeable on the specific classes I needed to get into the RRT program. However, when it came to taking my pre-rec classes I had some good and bad experiences with professors. There were a few professors I had that were absolutely wonderful! They were tremendously helpful, would do anything to help us succeed whether it was taking time out of their day to help us or referring us to a tutor. Other professors I had weren't so helpful when it came to a subject that I didn't understand. Students would ask questions, try to get a better understanding and those professors would just look at me or other students blankly, have a rude comment to say, then help us with what we needed, it made us students feel dumb or embarrassed for even asking questions. Sometimes with bad professors it affects students grades and that's not fair to us students. We pay thousands of dollars every semester to enroll in classes, buy books and pay your faculty I would expect to have a nice, caring professor that would want to see us students succeed.
- I like Monroe and I look forward to continuing schooling till I graduate with my associate degree for early childhood development.
- I have had some WONDERFUL instructors and some HORRIBLE instructors. Someone needs to take a REAL CLOSE LOOK at the nursing program. I understand that the nursing program is hard & will prepare me to be an excellent nurse, that is why I CHOSE MCCC's RN program, to prepare to be an excellent nurse. When you ask a FULLTIME instructor a question related to the material (but not pre-printed on her power point) she has to get back to you because she does not know the answer. REALLY??? This is not your 1st year teaching, she should be able to answer these questions for us!!! A good teacher will teach you and you will be able to pass their exams. I do not feel that all of my nursing instructors have a good grasp on the material they teach us. I have witnessed things like: I picked this answer because I studied it this way because you said ... in class and the student plays back the recording and the teacher says sorry that's not what I meant. Very frustrated!!!!!! I wish [PROFESSOR] would come and teach 208 next semester. She teaches in a way that people understand and does not lecture on this and test on that. I know the program is finalizing the changes, but that is NO EXCUSE for what goes on in 4th semester!!!! TAKE A CLOSE LOOK!!!!
- When I needed help knowing what classes to take to transfer for my degree my counselor didn't really help. My degree is a fairly new one so I sort of understood, but it would have been a lot easier if they had some idea and not put it all on me to get back to them.
- Most of my neutral answers were because some classes had better teachers. By this I mean they taught their classes in more than one way. For me I am a visual learner, so when I am handed new information for the first time I need things I can see or work I can follow step by step.
- Having attended another Community College I will say that I am extremely happy with my experience at MCCC.
- I have had some very good teachers. However, there are teachers that cannot teach and don't care to help students. When more than half the students drop a class and students go to the Dean to report the situation and the school does nothing, I believe there is no excuse. The school knows which teachers are effective. If you want to be a quality school, then only keep quality teachers. We are now paying for our education and deserve teachers that know the content and can effectively teach students. I had a math teacher that didn't

understand the material and laughed when I asked questions as if I was stupid because he could not explain. I had an English teacher that believed her way of writing was the only "correct way" and she refused to give examples of the "correct way" so I could even learn that. Then I had the next English course and received an A. Was she right and he wrong? I had an accounting teacher that was racist and never explained how to do anything. In fact, when you asked questions, she was rude and indignant. My mom is an educator and thankfully with her help and my relentless search for helpful resources, I accomplished my goal. Some of the teachers were excellent, but those few spoil the experience.

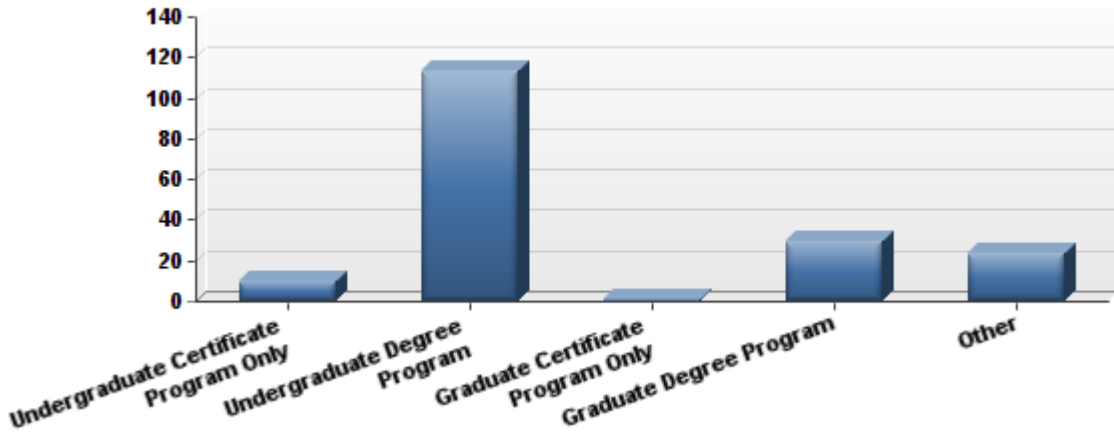
- great school to get a start in life at
- Most of my professors have been very helpful, approachable, and encouraging. They provide a great atmosphere and learning environment. The only downside to MCCC is that there does not seem to be much of an established health and nutrition program, or lunch options outside of the cafeteria.
- Monroe County Community College Is awesome.
- It's a little aggravating that tuition goes up so often. I know it's still one of the cheapest tuition costs, but when paying tuition yourself, it hurts the wallet a bit.
- I was over billed for two and a half years based on a clerical error. Apparently the employees the school had hired could not tell my area code from another area code. Even though it was abundantly clear I was in county but the school billed me for out of county. That kind of negligence is just embarrassing for this kind of establishment. The school's student aid positions are so poorly managed that it is almost a farce to try to work for any other department other than administration. While administration had at least 4 students working for them, all they did was work on their Facebook status or some sort of phone app, all the while the culinary arts student assistant was working their hardest and then denied hours worked.
- Metrology classes are constantly canceled. It took me 2.5 yrs to get the intro class and now I'm fighting to get the last one along with Gage and calibration r&r. My degree is in metrology and these classes are crucial. I've been offered a sub for the r&r class and have already taken it with a poor instructor that is no longer with MCCC along with intro to metrology and don't feel I learned anything. Am I supposed to take these again with a new instructor? Dimensional metrology is all about gaging and calibration. I'm ready to find another college that can give me what was promised.
- More classes should be offered in spring or summer.
- I met the love of my life.
- They stop offering a lot of classes and very little night classes, NO, NO computer classes or classes like, geography, speech, in the summer time this will put off my graduation date by 4 to 5 months this college is going down hill as far as I am concerned if they would only hire Teachers who really want to work, they have teacher who are on staff for a long time and got comfortable in dictating when they want to teach THAT IS WHY THEY CAN NOT GET MANY LOCAL KIDS TO STAY, THEY DONT OFFER THE CLASSES NEEDED TO FINISH AND DEGREE LIKE AN ASSOCIATES I REALLY DONT WANT TO LEAVE AND FINISH SOME PLACE ELSE BUT WILL HAVE TO IF THINGS DONT CHANGE
- I am very discouraged regarding being able to sign up for classes that I need to finish my degree. I am even more upset and disgusted really now that I have seen the Fall semester selections. I have begun to wonder if picking MCCC was the right choice. I do not want to spend 4 years trying to complete a 2 year degree. I would be more than happy to hand over more money if they would just offer the classes I need. Also, I am increasingly angered by the fact that each semester they seem to offer fewer and fewer classes for the Whitman center. I have also heard students in every class I had had, both in fall and winter semesters, voicing the same thoughts about the lack of classes offered that they need and not enough being offered at the Whitman center. You have the building, please use it! I had at least 10 people tell me they will not go to

main campus and 4 or 5 say they were thinking about taking classes elsewhere if they can't get their degree in a timely manner.

- Offer elective classes.
- [PROFESSOR] is the only reason I stayed in this course. The teachers are knowledgeable but [PROFESSOR] and [PROFESSOR] really put a bad spin on this program. [PROFESSOR] is a poor teacher and does not make up a proper course plan and his tests do not cover what is gone over in lecture. [PROFESSOR] does not seem to know how to handle the position he is currently filling. The courses are out of wack and the required courses for degrees are not offered or cancelled. With little or no regard for the repercussions to a student trying to graduate! I feel if [PROFESSOR] was replaced there would be a better run technology building. And I know that I am not the only one in this mindset.

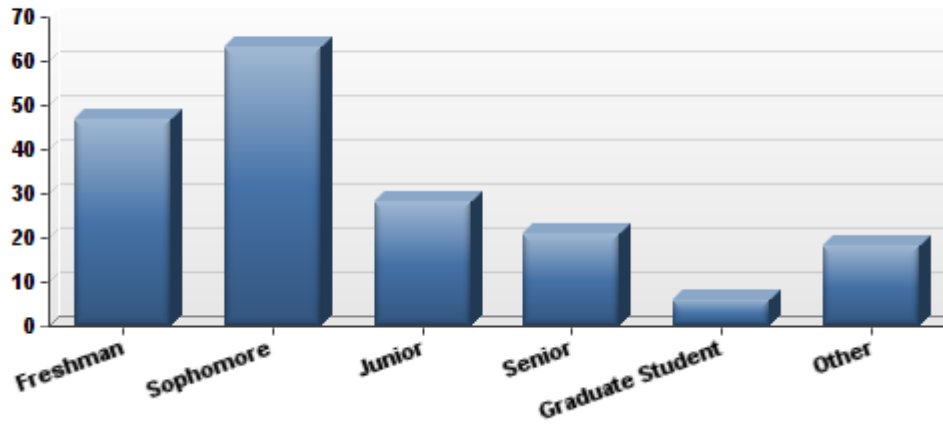
3. What academic program are you currently enrolled in?

Answer	Response	%
Undergraduate Certificate Program Only	10	6%
Undergraduate Degree Program	113	63%
Graduate Certificate Program Only	1	1%
Graduate Degree Program	30	17%
Other	24	13%
Total	178	100%



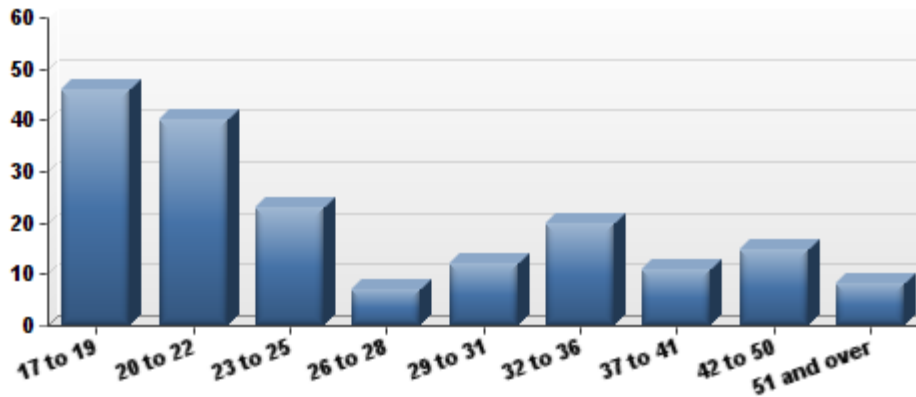
4. What is your student classification?

Answer	Response	%
Freshman	47	26%
Sophomore	63	34%
Junior	28	15%
Senior	21	11%
Graduate Student	6	3%
Other	18	10%
Total	183	100%



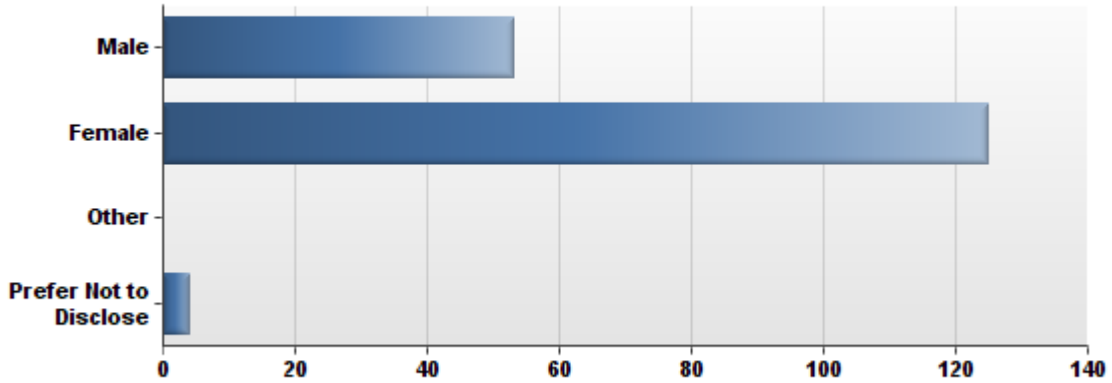
5. What is your current age?

Answer	Response	%
17 to 19	46	25%
20 to 22	40	22%
23 to 25	23	13%
26 to 28	7	4%
29 to 31	12	7%
32 to 36	20	11%
37 to 41	11	6%
42 to 50	15	8%
51 and over	8	4%
Total	182	100%



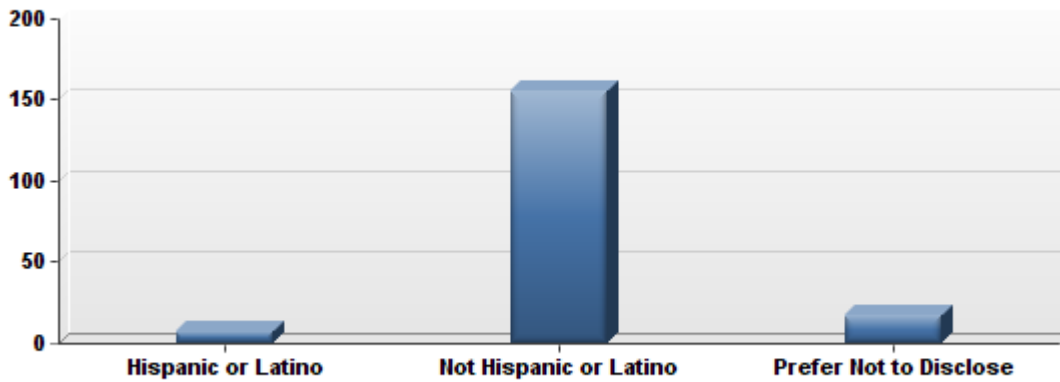
6. What is your gender?

Answer	Response	%
Male	53	29%
Female	125	69%
Other	0	0%
Prefer Not to Disclose	4	2%
Total	182	100%



7. What is your ethnicity?

Answer	Response	%
Hispanic or Latino	7	4%
Not Hispanic or Latino	155	87%
Prefer Not to Disclose	17	9%
Total	179	100%



8. What is your race? (choose all that apply)

Answer	Response	%
American Indian or Alaska Native	4	2%
Asian	2	1%
Black or African American	4	2%
Native Hawaiian or Other Pacific Islander	0	0%
White	160	89%
Prefer Not to Disclose	13	7%

