



# HIGHER LEARNING COMMISSION

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September 16, 2022

Dear Visiting Team,

This letter is accompanied by a report of the responses received from Parkland College's student body through a survey conducted by the Higher Learning Commission in September 2022. 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, Karen J. Solomon.

Sincerely,

Higher Learning Commission

CC: Dr. Thomas Ramage, President  
Mr. Kevin Knott, ALO

# **Higher Learning Commission Student Survey Results**

Parkland College  
(N=200)

**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	8	14	13	71	85	4.10	191
I received clear information as to how much my education would cost	7	15	20	63	86	4.08	191
A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	21	29	25	28	33	3.17	136
The school worked with me to identify an academic program that met my goals	11	16	23	59	67	3.88	176
An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	9	10	19	46	103	4.20	187
An academic advisor was available to help me with questions about my course of study	9	5	14	64	94	4.23	186
I was placed at the appropriate course level that matched my academic preparation	7	6	20	62	94	4.22	189
I am satisfied with the progress I am making toward completing my degree	9	7	15	63	87	4.17	181
Course content is appropriately challenging for my program of study	5	9	19	74	82	4.16	189
Courses required to complete my degree are available when I need to take them	10	11	16	68	79	4.06	184
Faculty who teach provide helpful instruction	6	2	12	77	92	4.31	189
Faculty are available when I need help	5	2	15	60	110	4.40	192
Faculty who teach are knowledgeable about their subject areas	5	1	5	63	117	4.50	191
When I have non-academic questions, I can reach someone who can help me in a timely way	6	8	23	59	71	4.08	167
Overall, I am satisfied with my experience at the school	7	5	14	74	90	4.24	190

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

[...] and [...] make it a pleasure to learn. Their courses are well planned and outlined with clear expectations. It is still fairly confusing when registering for classes, however between the toggling of classes, planning calendar and registration; my suggestion would be to work on streamlining this process to make it more user-friendly to students.

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I have been coming to Parkland College on and off since summer 2013 and overall it has been a good experience and I would definitely recommend others come to Parkland. A lot has changed over the years, so that takes some getting used to, but I still like Parkland a lot.

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I absolutely love the experience and would recommend Parkland to anyone looking to further their education! Go Cobra's!

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Parkland College gave me the opportunity to be a valuable member of our society. After finishing the program here, I look forward to working as a dental hygienist.

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You no longer have evening courses for adult students. I find this frustrating as I am forced to take classes online where a large majority of the coursework is teaching myself materials. I completely feel, that if you require students to take math courses in order to graduate you should have a variety of options available for them to choose from not just this is all we have, you can wait until next semester and TRY to find a course that works with your full-time work position and/or schedule.

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Dear Parkland, Parkland should use the following way. After parkland got transfer credit from another college for a student, the parkland admission office or whoever took in charge for matching the classes from different colleges or Registrar will give the student credit for the same classes (ESL 101 and ENG 101), (SPE 103 and COM 103) (MAT 102 and MAT electives) are the same. Please do not send the student from department to department. Advisor should give credit ESL 101 as ENG 101 if parkland will allow for student as a rule or policy. For business MAT 110, We need only basic Math (adding, subtracting, dividing and multiplication) only. (High School level only) MAT - 059 and 060 level.

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I came to Parkland with an uncertainty on how to continue my secondary education due to person challenges and conflicts. Parkland College and my specific department allowed me to create a course plan that was catered specifically to my needs and gave incredible support. Parkland College gave me a safe space to figure out my career plan while making progress towards my degrees. I probably wouldn't have been able to continue my secondary education without this institution.

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There are some overwhelmingly high expectation from the math and sciences departments. While I realize that Parkland takes great pride in their nursing program, a 3 credit biology class for someone that just needs to complete a life science course should not be as in depth as a 4 credit course with a lab designed for students that are pursuing a medical profession. Parkland needs a life science course for those that are just trying to reach their requirements. In regards to math, I feel like the placement test is designed to make students have to take non-credit courses so the college can get more money from enrollment. I was not able to test into college algebra, so I took it at another school and got an "A". I was clearly prepared.

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I'm not sure how this would work, but I would greatly appreciate more in person classes. I wanted to register for all in person classes, but in the end, only one was available to me. I feel like there should be an incentive for students to enroll in more in person classes. That way not as many classes will get canceled.

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parkland college is really good about helping first generation college students

I returned to college last semester, and it's been hard because the professors aren't actually teaching. We have digital everything, so rather than teaching us, we are given the assignment to complete online and test. To understand the lesson, I have to devote hours to self-teaching. In my opinion, they are relying too heavily on the online software and basically not teaching. When I asked questions in class, I've been told they are too busy with too many classes to slow down. Even when I was pointing out a math mistake on the board. That just made everyone else NEVER ask another question. I feel like I'm really struggling and the only help I get is being told to go to the learning resource center. What's the point of having a professor?

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I am starting here at an unusual point in my life. The staff at Parkland have been most helpful, from my first meeting with an advisor to meetings to select courses and any tests needed.

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I have been very impressed with the academic faculty and administrative staff at Parkland College. My overall experience as a student has been positive and fruitful to my academic career. As well, my experience as a student worker has been surrounded by professional, compassionate, and supportive staff members who truly care about the success of students and a positive work environment for their colleagues.

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I like Parkland College a lot. It's a great college.

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Some educators at the school are excellent- while others are harsh, unhelpful, rude, and/or unwilling to work with students who require flexibility. Also, Respondus Lockdown Browser is legitimately unsafe Spyware. It should NOT be used at Parkland, or in general. When a student uses this Lockdown Browser, it has access to every single file in their computer as well as any information linked to any email or account used on that computer. It is unsafe, able to be hacked, and a violation of student privacy and trust. Get rid of it.

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Relating to these questions, I feel that the Engineering Pathways program is too strict in its cohort model. I know it isn't just Parkland's decision but also UIUC's, but a few years ago you didn't have to retake so many courses to get credit.

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The placement exams (math) were not a good experience, we are provided with only a small sheet of plastic and a marker to write with, but no eraser it's a hassle to get up and leave the room during testing to get another sheet to write on (you end up writing a lot for a math test) so, many resort to using their hands and fingers as erasers and it's just very unpleasant.

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Parkland is doing a really good job of focusing on the support of its students. It cares that you are there and wants you to succeed. So I am overall very happy with Parkland. I am disappointed in the school's growing use of Cengage online learning which I have found to be an embarrassingly and frustratingly poor educational tool.

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The online registration process seemed obtuse and the process of paying for the classes I had registered for was probably the worst experience I have had paying for anything electronically.

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Communication has been an issue with parkland since I started, nothing was ever clear, registration is difficult, and constant changes have gotten on my nerves

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Very disappointed how the college treated the unvaccinated students especially now that actual facts are coming out about how the vaccinated could spread the virus yet the unvaccinated were discriminated for their choice to not take the EUA vaccination as the FDA approved vaccination was never available.

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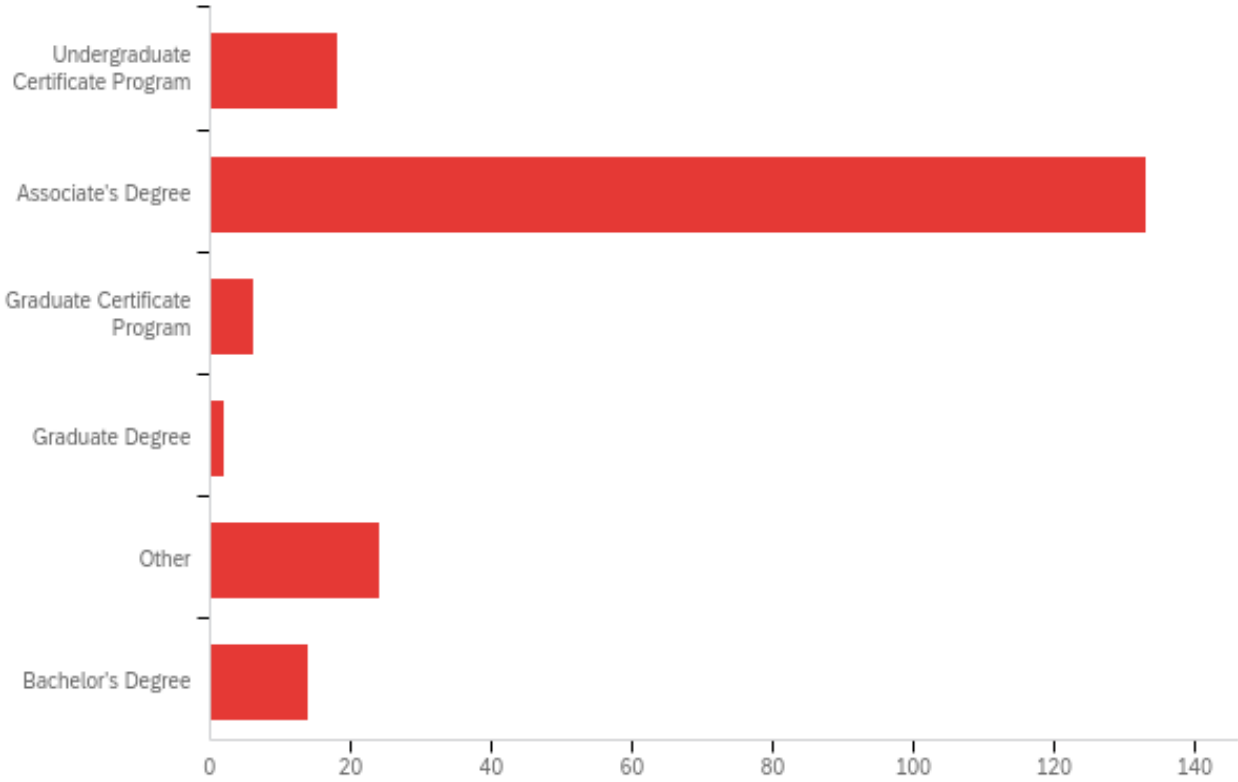
The Radiology program is definitely not big enough. Needs more than 18 spots.

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I've only ever had one instructor who wasn't willing to help me. All of my other instructors have been incredibly helpful and willing to set aside time for me.

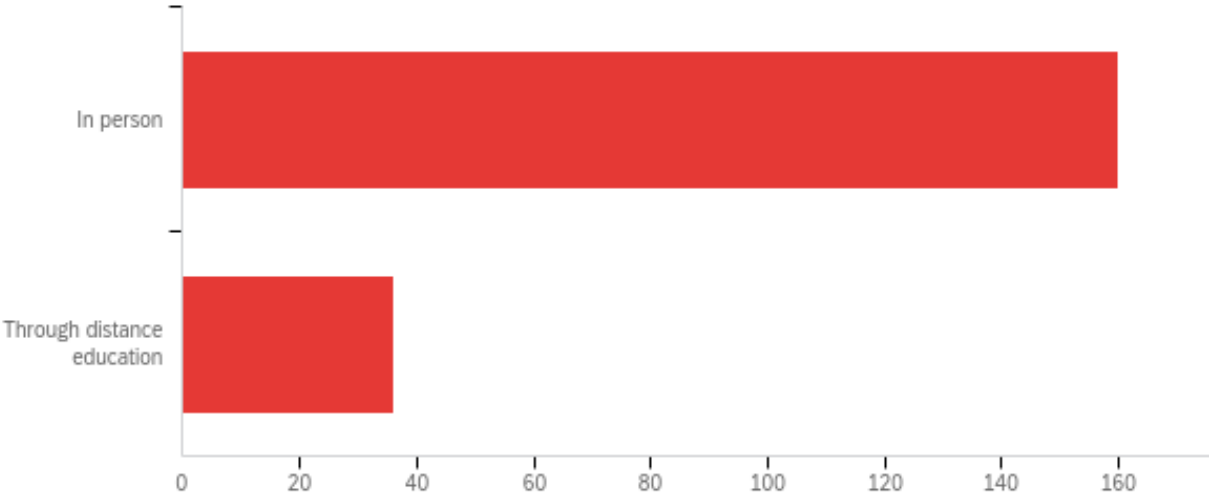
Health Professions advisors need to be updated and pay more attention to student questions. Especially when it comes to courses that need taken. I've been told I don't have to take classes one semester and then come in the next semester to be told I'm behind and need to take extra courses. The Veterinary Technology program needs to be more forth coming and clear about when applications are due, and should announce it or send an email letting prospective students know when applications need to be submitted. They should also update their course requirements and page. Instructors have said different biology courses are needed, and they are not on the list of classes given by advisors.

# What academic program are you currently enrolled in?



Answer	%	Count
Undergraduate Certificate Program	9.14%	18
Associate's Degree	67.51%	133
Graduate Certificate Program	3.05%	6
Graduate Degree	1.02%	2
Other	12.18%	24
Bachelor's Degree	7.11%	14
Total	100%	197

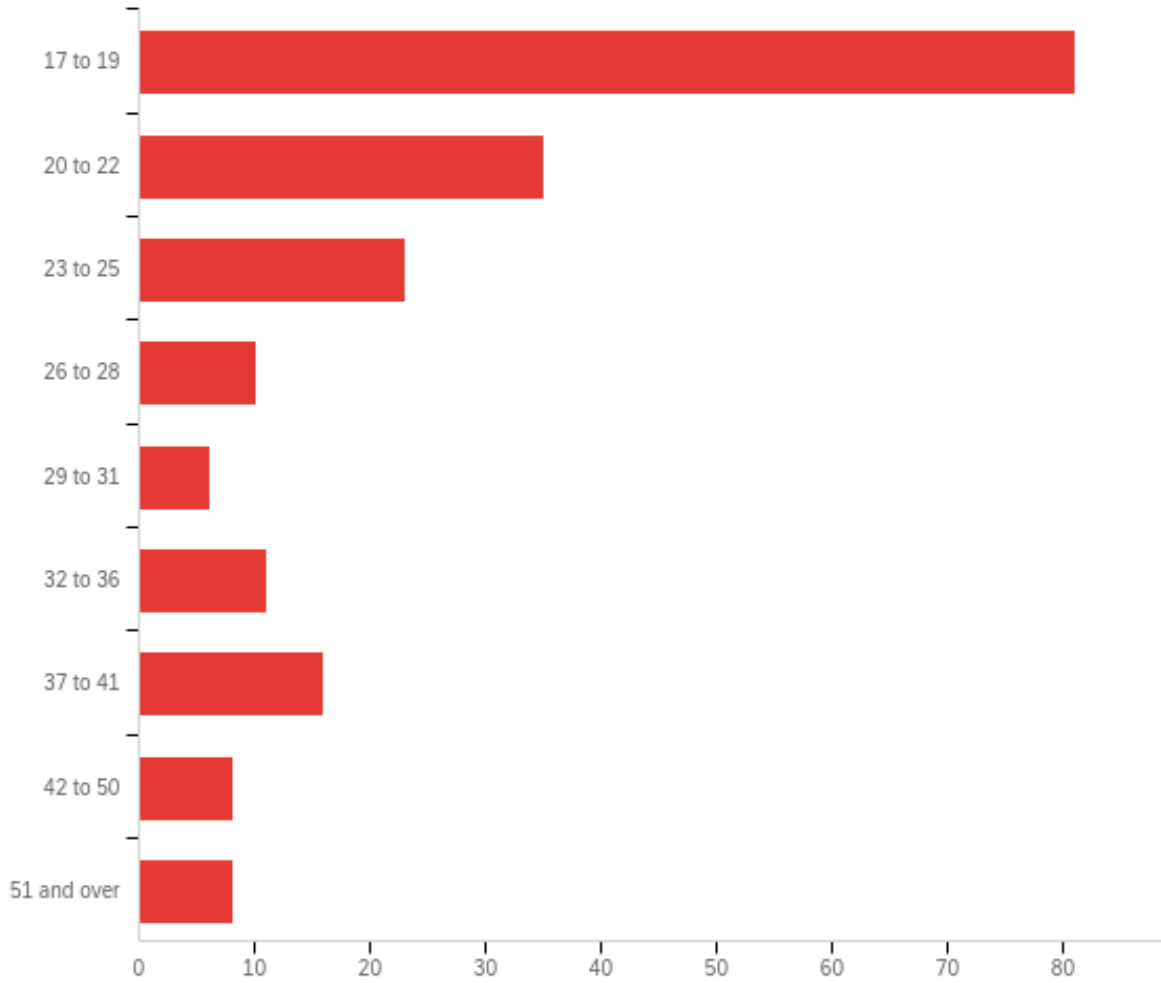
# How do you primarily take classes at your school?



Answer	%	Count
In person	81.63%	160
Through distance education	18.37%	36
Total	100%	196

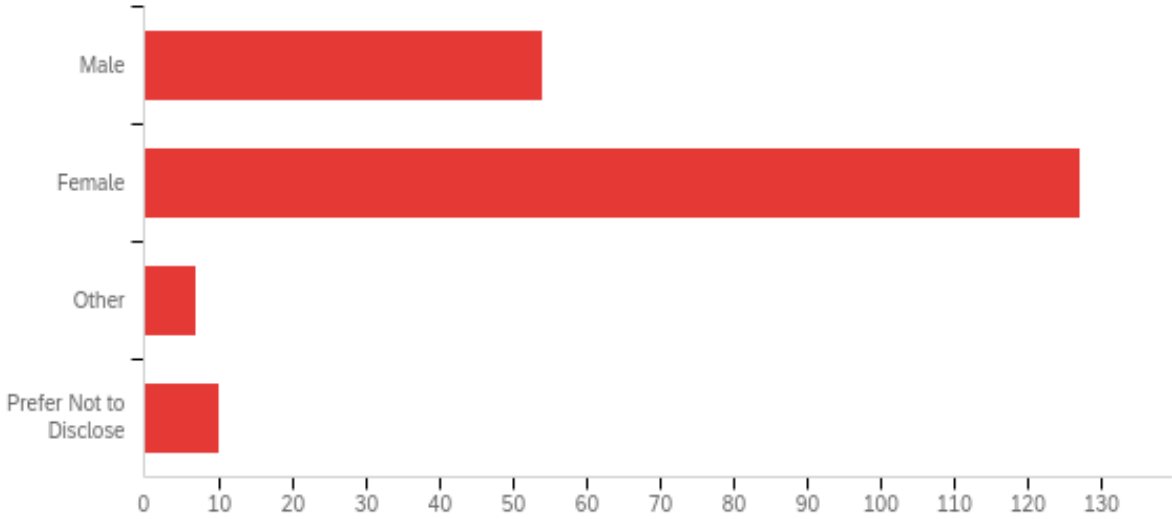


## What is your current age?



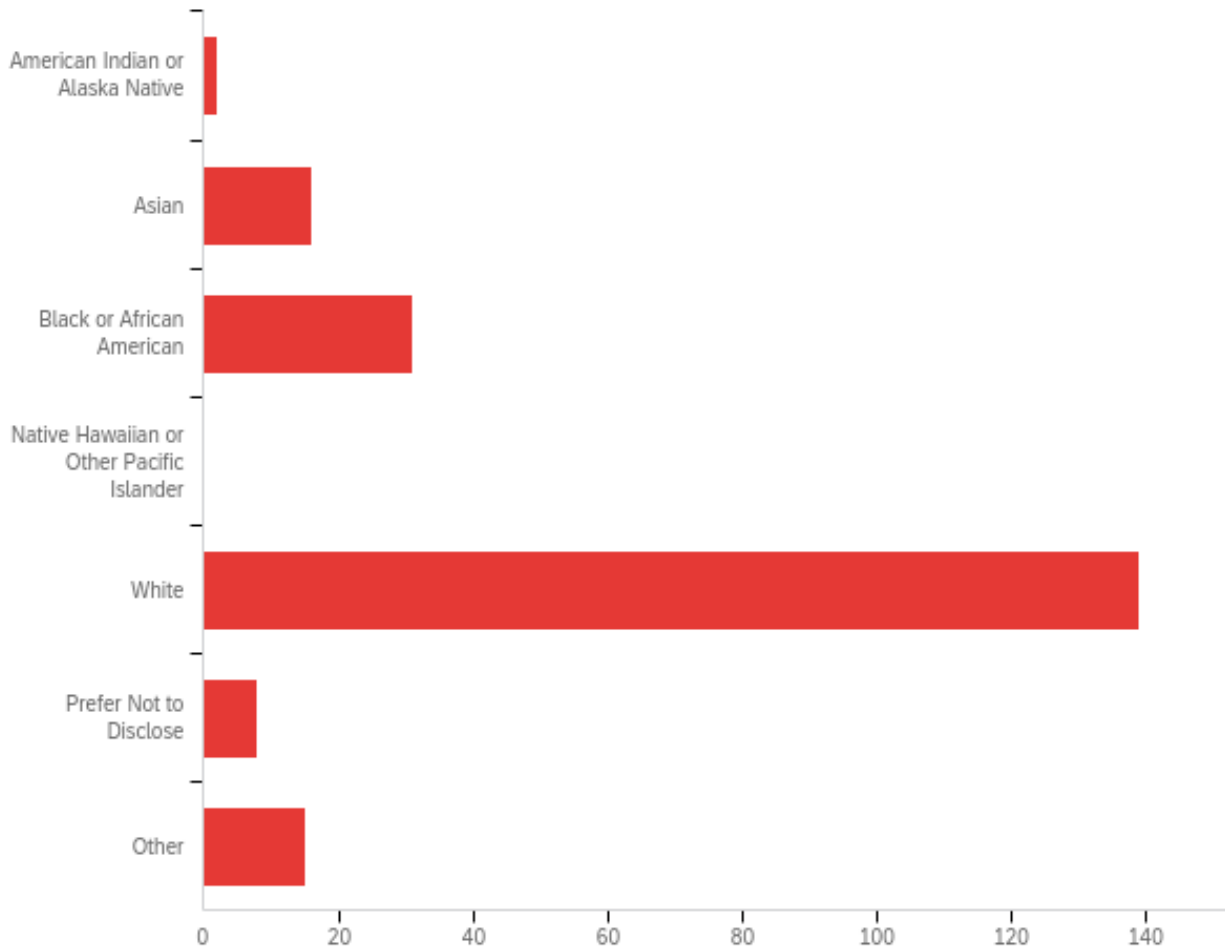
Answer	%	Count
17 to 19	40.91%	81
20 to 22	17.68%	35
23 to 25	11.62%	23
26 to 28	5.05%	10
29 to 31	3.03%	6
32 to 36	5.56%	11
37 to 41	8.08%	16
42 to 50	4.04%	8
51 and over	4.04%	8
Total	100%	198

# What is your gender?



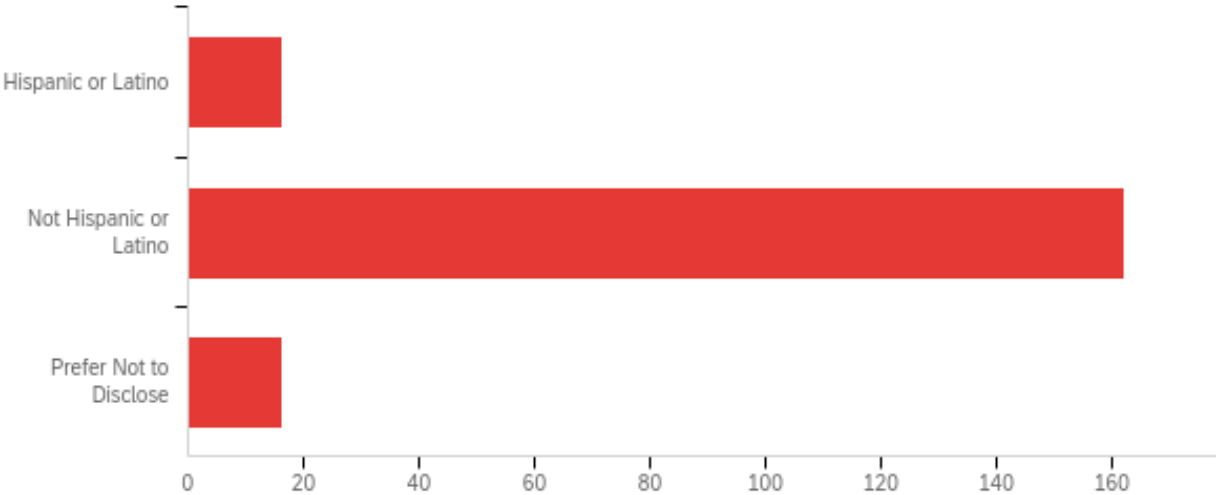
Answer	%	Count
Male	27.27%	54
Female	64.14%	127
Other	3.54%	7
Prefer Not to Disclose	5.05%	10
Total	100%	198

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



Answer	%	Count
American Indian or Alaska Native	0.95%	2
Asian	7.58%	16
Black or African American	14.69%	31
Native Hawaiian or Other Pacific Islander	0.00%	0
White	65.88%	139
Prefer Not to Disclose	3.79%	8
Other	7.11%	15
Total	100%	211

# What is your ethnicity?



Answer	%	Count
Hispanic or Latino	8.25%	16
Not Hispanic or Latino	83.51%	162
Prefer Not to Disclose	8.25%	16
Total	100%	194