



HIGHER LEARNING COMMISSION

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July 21, 2017

Dear Visiting Team,

This letter is accompanied by a report of the responses received from Oakton Community College's student body through a survey conducted by the Higher Learning Commission in April 2017. 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.

A copy of the results is also being sent to the institution's president 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, Steph Brzuzy.

Sincerely,

Higher Learning Commission

CC: Dr. Joianne Smith, President
Dr. Maya Evans, ALO

**Higher Learning Commission
Student Survey Results**

**Oakton Community College
(N=533)**

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
The communication I received from the school about the overall enrollment process was clear	18	32	74	188	209	4.03	521
I received clear information as to how much my education would cost	21	36	76	185	201	3.98	519
A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	66	68	75	69	70	3.03	348
The school worked with me to identify an academic program that met my goals	40	60	95	116	127	3.53	438
An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	36	54	73	117	160	3.71	440
An academic advisor was available to help me with questions about my course of study	27	34	72	131	181	3.91	445
I was placed at the appropriate course level that matched my academic preparation	37	27	64	172	187	3.91	487
I am satisfied with the progress I am making toward completing my degree	30	28	68	150	207	3.99	483
Course content is appropriately challenging for my program of study	21	31	63	187	211	4.04	513
Courses required to complete my degree are available when I need to take them	36	53	72	170	154	3.73	485
Faculty who teach provide helpful instruction	25	27	59	166	240	4.10	517
Faculty are available when I need help	23	25	59	174	226	4.09	507
Faculty who teach are knowledgeable about their subject areas	16	13	50	158	276	4.30	513
When I have non-academic questions, I can reach someone who can help me in a timely way	35	44	85	130	155	3.73	449
Overall, I am satisfied with my experience at the school	30	27	72	150	240	4.05	519

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

I did not know that I was not only going to like my Drama class but I LOVE it which is being ran by [PROFESSOR]. I am now re-considering my degree because of her. Also Oakton is a great college and I would recommend it in a heart beat. Not only to young adults but adults returning to school as myself. -Thanks

Chemistry science department is simply not passionate about their students

I am currently taking courses online, I'm not sure if my experience would be different toward some of the questions asked if I was taking courses on campus

I am an older student returning to pursue an academic interest. I am also a volunteer in the ESL program. I appreciate the inclusiveness and respectfulness of the school community from the administration all the way through to the way that the students treat each other. It is an amazing opportunity to get to know and form friendships with such a diverse group of people.

I took a CLEP exam for English in 2010 which I received credit for at the university I attended. It took Oakton seven years to give me credit for the test which I took at their school. Even as I was receiving credit someone tried to come and delay the process. After seven years.

OCC is top notch! Classes are challenging/same level of difficulty as university level. Students who transfer out should be more than prepared to handle university level courses.

The advisors need to be more knowledgeable about tech degrees in order to better aid students in selecting an appropriate degree. The first advisor I met with upon enrolling at Oakton either didn't understand what I wanted, or just gave poor advise which led me to enroll in a program that was not what I wanted. By the time I figured out that I was in the wrong degree program, it would require me to take several additional classes to switch to the degree program that actually fits what I wanted. Also, too many classes are only available as online classes. This has made my time much more difficult since I learn from lectures much better than from reading. Many students I have talked to at Oakton agree with my dislike for online classes.

Why do feminine products in dispensers located towards the end of the school cost 25 cents, while products in the center bathrooms cost 50 cents. Twice as much. that seems to be taking advantage of students.

One thing I'd like to recommend is that the academic advisors be more aware of the military course enrollment process and better able to help distance military students if they have questions pertaining to remote test taking on their base. I was able to get the answers I needed eventually, but took a while after talking to both Oakton staff and the base education office.

All oakton college wants my money, and the Advicers

Overall my experience at Oakton has been positive, the teachers I've had were mostly friendly and knowledgeable on their subject. They've also been very willing to help students who have questions or need extra help. The convenience and ease of attending community college and night class availability is also a plus. One thing that could be improved would be the usability of the online registration and learning interfaces as well as the wifi on campus.

There are some fantastic teachers out there that truly should be teaching more.

I wish there were more options for the first summer interim session. I need to complete 7 SHs for a master's program I have been accepted into and I cannot find any courses that fit the timeframe that I have not taken

already. Is an independent study available? Where would I find out about that?

I felt completely unprepared in my Physics class. My goal for the semester was to actually learn physics and the theories behind them, rather than "plug in" numbers and formulas and slide by. However, during this course I once again had to fake it. I earned an okay grade, but my professor did not really answer any of my questions or teach me anything. I had to use youtube links and clips to teach myself physics. The anatomy and physiology classes are pretty challenging, but compared to my undergraduate institution they were extremely basic and did not cover everything. Students who earn an A in the Oakton Anatomy & Physiology classes would probably earn a C in a 4-year institution.

The teachers have not lost any hope. If they see a student that is passionate at learning, they too, will be driven to help that student. I am very observant about my instructors interaction with the class. :)

Had better experiences with classes where you do not see the teacher again afterward...at an associate's program where you are seeing the same teacher's over and over it's difficult if you do not get along. You feel at the mercy of them being harder on you b/c they don't like you.

The professors were liaisons to my experience with academic and non academic questions and resources. I believe that the academic advisers should work with the professors in regards to any resource. My experience, the professors are going above and beyond their work duties, and I have never heard them complain with giving the extra help that does not require or involve their field of work.

Oakton is great about giving money for scholarships to help pay for tuition and books. The scholarship I got really made a huge difference for me.

No estoy de acuerdo que Oakton no tenga el curso de escritura en las noches, es el más importante para las personas que quieren tomar ESL.

Some of the instructors in the nursing program at Oakton Community College are so disrespectful. I saw several times when the instructors yelled at their students in front of the other students. They seem like their hate their job. Also, I have observed and experienced discrimination in the nursing program. That's reason why I am going to another school to complete my nursing program.

Oakton Community College has an exceptional faculty. The professors are great and really care about their students. On that note- the advisors do not really help, I tend to go towards my professors for that type of help simply due to the fact that the advisors (at least my advisor) is not the best. Never in a good mood, kind of bossy, and will tell me one thing then someone else will tell me another thing. Also, it took a very long time for me to set up a STEM project that in no way needed that much time to set up due to the political side of the school. Overall, professors are fantastic at Oakton, the higher ups are not. Also, the Pearson math program is not helpful and the contend learned in class does not reflect the program used for HW.

Advisors are seriously incompetent, they act like you are begging them to help you figure out what classes to take especially for transfer students as myself. If it wasn't for [PROFESSOR] in trio I would be completely lost and taking unnecessary classes. The enrollment center staff is even worse, they never know what you are talking about. The overall experience just sucks but it's what I have to do for now since I don't live in Chicago to attend Truman.

The school makes it very difficult to voice complaints and problems. After weeks of zero information from a professor, I emailed who I thought could help. The dean of the department reprimanded me for emailing the wrong person and was in no way helpful or respectful.

The website should be updated to be more user friendly,

You are providing less evening classes while many students are working full time and can only attend evening classes.

Everyone is entitled to their opinion but one comment really stuck out; I overheard [PROFESSOR], the [...] of the [...] program, telling one of my professors "I don't understand why people are bitching about trump winning the election, just get over it". It was an insensitive thing to say especially when you run a program full of diverse students some with & some w/o papers. My jaw dropped, she could have at least gone into her office & closed the door instead of saying that in the hallway where people like me, a Hispanic student can hear. About a week later I got an email from oakton saying that the school is unified & stand together regarding the election. I'm afraid to have a voice after hearing her comment, her being my superior.

I have no idea what class to take and how to optimize my schedule. Also half of the classes i need to take are given at the same time, making it impossible to actually take enough classes. overall its pretty hard to succeed at this school. its just poorly design and set up.

Only problem I had was that I was placed in the wrong math class after I took my placement test that took me only 20 minutes and was really easy. When I asked if my results were good and if I should take another test, I was told that I did great and that they can see that I am skilled in Math. I did not know that math 110 is such a low level math class and that the credits do not count for my Associate's degree till i was already halfway in the semester. I finished that class 3 weeks before everyone else and got a perfect 100 score. I think I should've started with at least a Calc.1 class even tho I wouldn't face problems in a Calc.2 or 3 either. Also they did not look at my math ACT score beacuse I graduated at a small private school.

The Skokie campus is filthy. The keyboards are covered in grime, the cloth computer chairs are stained and smell, and the bathrooms are always dirty.

I already hold a bachelor's degree for a 4-year University. I was taking an extra course to fulfill a graduate program requirement. Speaking as someone with a degree already, I feel as if Oakton's process is rather confusing and information is difficult to find and understand. I think it would suit your younger, new students and your organization better to provide better, clearer, and more organized information that is easy to access and understand, especially in regards to class registration.

Despite receiving financial aid all students who are still at oakton should be getting some type of grant because some people are in a financial problem at home. They should help the students out instead of spending millions on building new areas of the school

No one is willing to help you with anything at this school. I feel lost despite asking for help and stupid for wanting to learn.

Oakton's advisors had me sign up for classes that I didn't need and when I confronted them about this I was told I "should have know better." The teacher do NOT want to meet with students during office hours. I have been told that no one at Oakton will help me at all in anyway with my academic goals, nor would Oakton help me in anyway with figuring what I am week in. The access office wouldn't help me with my disability and told me to look into private schools if I had any trouble learning. I have found Oakton to be totally unwelcoming. I don't recommend this school to anyone at all!

I work using my own schedule. I payed for my books, course material, courses, and classes. I am also paying for my own completion of the projects. If the school cannot accommodate my needs, they will no longer get my business.

Oakton is great start. Not a final program. Valuable and integral component in higher learning. Excellent facility and top quality resources. No snob appeal and should not be selected as a place where Greek Life is the ultimate goal.

Academics and performance really matter here.

The online bookstore website does not work properly.

The education at Oakton is the of the highest caliber and the best value ever.

Everything to do with oakton is so complicated, borderline impossible, and they provide no guidelines. They take money from their students. They don't offer classes that people need for graduation. I cannot wait until I am done with this school and never have to endure this torture again.

Some instructors aren't available for when I needed assistance to understand class material. It forced me to drop classes in order to save my GPA from being affected. An Advisor had shared a list of classes of what I needed but, failed to mention that there are other courses that are fundamentals of that class which would then help understand the curriculum.

I really like the online program at Oakton.

School cut down on Calc 2 251 classes and Physics 222 classes. I really need a night physics class but it is no longer available like it was until this point. I cannot take all of the required classes I have to because there is a scheduling conflict. Calc and physics are at exactly the same time so I have to choose one or the other. Some of us also work and need night classes. Honestly if I knew Physics 222 would no longer be available at night I would have transferred to Harper. Whoever came up with the scheduling for math and physics clearly did not put much thought into it. Very disappointed.

Oakton could serve some of its nontraditional students better. Support services geared toward older students who are preparing for a career change would be a nice start.

I've had very different experiences with different professors, it's hard to answer generally when my experiences have been from both ends of the spectrum

This school was a disappointment. It shouldn't even be called a college - more like high school 2.0. Professors need to get off their high horse thinking they're teaching at Yale and be a little more respectful towards their students whenever having questions. Professors shouldn't email a student about how trash their paper was when the student asked them to elaborate on a comment they put on the paper. Professors shouldn't yell at students and embarrass them in front of the entire class for asking a question about the lab. Professors shouldn't blame the students when the test average is below a 50 and maybe figure out a different teaching method. All in all, going to oakton was the worst decision of my life and truly ruined my future.

i have been studying in another college before oakton, but oakton is best school and have a helpfull and respectfull faculty who are always happy to help.

The school should EXTEND the TUITION REFUND period when a student drop a course. The school should give any student the opportunity to see if he or she believes that this course is not for him or her due to the difficult course or professor. Students should be allow to drop any courses that they are not happy and should receive their FULL TUITION REFUND on the fourth or fifth week of the school semester. The Des Plaines campus needs to enforce the traffic safety laws when driving in and out of the school campus, especially in the school parking lot. I have witness a lot of drivers not obeying the school's speed limits & stop signs. I see drivers speeding like lunatics in the parking lot & ALMOST causing a collision! Where are the cops?

Oakton CC is an institutional gem, that serves a diverse population.

I would like to say that our academic advisor need to be more active about students and their goals to achieve them.

I feel like academic advisors are not giving straight information to students to get out of Oakton which makes students to take extra courses that are not related to their Bachelor degree.

I have had some wonderful teachers a Oakton but I have been very unhappy with the teacher in the Computer Science Program. They seem less willing and able to really teach and classes are online or evenings. Perhaps hiring professors with a teaching or some education in their background would help. I have changed my major to Business because I have been so unhappy with the Computer Science Department. It was a real waste of my time and money.

During my third semester at Oakton, I discovered the ANDALE program which has motivated me to continue my education. This program has been the best out of my experience and time here. I really value the opportunity I have had to be part of ANDALE and hope it continues to help other Latino students.

There is a natural feel good environment in Oakton Community College. One that provides students with plenty of opportunities for extracurriculars, and plenty of tutoring for classes.

I am a student as well as a staff employee. It saddens me to say that the administrators do not respect the staff as they should. They treat us as if we do not matter. We are not co-workers in their eyes. In my experience the staff helped me achieve my school goals more than the faculty and administrators.

Oakton has not been will to work with me at all. I have been given wrong information from the advisor that has led me to taking classes I didn't need. I have been sold books for classes that came with other books that where not needed for the class. The book store did not take make another books available. I have been seeking help with learning disability at Oakton and I have been told there is nothing oakton would do and I should just "drop out" of school all together. The "online classes" are not classes in any sense of the word, My "classes" had no lectures, no explanation of any kind and the teacher did not want to meet with students. I wouldn't recommend this school to anyone who wants to learn and needs to ask questions.

I'm a international student and I was transferred from another college in Washington state. I thought the international services are the same in every college in the country but It's not. I am sorry to say that the international services in Oakton is bad compared to my old school. In my old school, they supported me very well on the Visa renewal process and they all supported Visa paperworks for my parents to visit me in the US. Whenever I came back to renew my F1-Visa the old school also sent a kindly letter to support the process. But in this school, when I asked them how they'll help me on this, and they just said I need the transcript. It made me feel zero help in here. And for support my parents's Visa, they just said use my I-20 to do.

OCC is outstanding in almost every way. The great thought and care for the students, faculty, and staff are seen and felt at both campuses.

The cost of tuition and fees is unclear in the catalog and on the web for an out-of-district internet-only student, as I am. It was not until direct conversation with someone in enrollment, and after expecting to pay a whole lot more than I later was charged, that I learned how affordable and efficient the online programs are for my needs.

The Skokie Campus needs another Biology Lab, so more classes of Microbiology could be available at this campus

I have felt that sometimes you get instructors that are not all in line with helping you succeed. More of well if you don't know it, it's your fault, when maybe it was the material was unclear or not taught at all. Or included in any of the other information given. I think every teacher should be helping students exceed, instead they get defensive.

I was highly impressed with the instruction I received from an adjunct art instructor and very disappointed with the lack of instruction I am receiving from a full-time art professor. It seems like there are no standards or ways to evaluate the instructors.

The Nursing program at Oakton is totally inflexible with scheduling of classes. They have a strict policy of fail two classes and you are out of the nursing program and cannot return to it. The nursing department has the attitude that if you don't like their policies or scheduling or attitude go somewhere else for your education.

more financial programs or guidance on how to sign up for financial programs. Affordable books. more tutors in the tutoring center

Excellent school, worth coming to. Very reliable very cheap it's a great way to start your academic and ways to earn one degree. Great teacher and staff members with help.

All the good teachers I wished to take more courses with are unfortunately always placed on Des Plaines, rarely Skokie. Also, all the Academic Advisors I visited but one were of no help.

The college might not offer all the classes you are looking for at a convenient time for you and some of the major specific classes aren't the best as they have professionals of those fields who aren't exactly good at teaching but overall difficulty of such classes and subjects a person might struggle at are curbed by the services Oakton offers outside of class such as the learning center and it's helpful tutors as well as the schools overall commitment to supporting every student.

The enrollment center and advising staff at the Des Plaines campus are problematic and were obstacles in achieving my academic goals. Had I not registered myself for the right classes (i.e had I not met George Lungu by luck) I would not have known about the honors program I was eligible for, I would not have known about the WGS concentration, and I would not have been directed to a helpful advisor (who advises on the Skokie campus). The most concerning issue is that the students working in the enrollment center seem to be more knowledgeable and helpful in answering my questions than the staff (advisors and front desk staff).

I am in the process of a mid-life career change. Oakton Community College has been a Gold Mine for me as I work to develop new skills in the graphic arts. I investigated all of the Chicago Land University programs and HANDS DOWN Oakton provided me with the best face to face advisement, career counseling and financial support. Within hours of contacting your Graphic Arts program, a professor called me and talked with me for over an hour about my options. This was followed by a face to face meeting and my enrollment. I have found the lab assistants just as proficient as the professors. The last bonus of OCC is the fact that the tuition is utterly reasonable. I can pay tuition and pay my other bills as well. Gold Mine!!!!

This is my first online class. I was surprised that there is zero interaction with the instructor. Maybe this is normal for an online class? I currently have a bachelors degree, and am enrolled in the HTC program at via Oakton.

The department that is taking care of transferring credits from others schools to occ is horrible. I did submit document at the beginning of fall semester. Just in the middle of spring semester they finally send me a letter of courses that they transfer, but they did it, for the totally wrong certificate (and I did marked what certification I am going toward)

I've taken two online courses through the school as well as courses in the classroom. While I felt the material was comparable in volume and complexity, one of my two course instructors went above and beyond to make herself available and communicated great. While the other was not as available as needed and seemed to be technically unsavvy, disorganized and unprepared.

It took me longer than it should have to get my Associate Degree because not all courses are available every semester. Also, the printout of what courses I needed for my degree were very confusing. Also, the school doesn't make it clear that when you even sign up for just one class, you should see a counselor. If you don't know what you're doing when you come here, you end up taking classes that don't even go towards your degree.

I believe that more effort should be made in holding a larger variety of online courses. Other than that, I am very happy with D2L.

Books are too expensive. There are a couple of very rude, unprofessional teachers and department staff that gossip about students and treat some badly. Have had some very good teachers here too. Whites are treated poorer than non-whites sometimes. Non-whites put on pedestal by some teachers. Too many politics taking away from education. Don't feel the new student lounge was necessary. Hate the tvs around campus. The cops don't make me feel any safer. I think you take too many surveys and want to change more than really needs changing. Leave well enough alone. Don't bring in so many inner city and foreign people. You have a lot of good services and good employees. Computer labs are great. Don't make everything always have to be done online

Basically, I love Oakton College. Oakton College considered a second home, and I am really looking forward to achieving my goals there.

I've attended post grad classes at another community college in another state and Oakton completely exceeded my expectations. The faculty in anatomy and physiology especially are outstanding, but all of my professors have been knowledgeable, skilled educators, dedicated to helping students succeed. I'm so grateful for my science coursework at Oakton as I move on to a graduate program

There needs to be someone at the facility who strongly stands for the students in all of the classes and programs

Enrolling in this school and using my GI Bill was a horrible experience. I was given wrong information on numerous occasions by the enrollment office, once my situation was figured out by the only staff member that knew what was going on it was a smooth process.

For people like myself that work Monday through Saturday 9-6pm it is hard trying to go to the learning center with the hours. I wish they had more extended hours on certain days for people that work full time and pay out of pocket to attend Oakton but yet we can't use the resources due to lack of hours that work with our busy schedules.

I do not feel the written feedback regarding why a grade was given for subjective written assignments is clear. The feedback ideally should help students improve on future assignments with clear examples of how to do so rather than short cryptic critical responses.

Although Oakton Community College is a great school, there are discrepancies that make the learning process a bit more challenging. Some of the school's practices are disorganized, teachers are teaching classes with another teacher's materials that they themselves do not agree with and are unfamiliar with, and there are books/manuals that are listed as required, only to find out after purchasing that these manuals/books are not required. Also, registration can be difficult because once registration opens, many classes don't list the instructor teaching the class, so if a student wants to take a class taught by a certain professor, it's impossible to do so and by the time names are listed, registration may be closed.

In my 2 year experience at OCC I have had a horrible time with teachers in the math department. I have an idea how some of them got a job teaching here. Very disappointing.

I'm not a strong student and the staff and teachers at Oakton have been so helpful to allow me to see the beginning of my success.

Oakton has really gone downhill on the customer service level. People are rude at any level of job (from reception to directors). All that is cared for is the money that is taken.

I recently broke my right arm over spring break and thought I would have to drop my courses. But working with the

Oakton staff, we have found a way to work/study around this temporary handicap. Now that the arm is feeling better, I can now concentrate more effectively with my courses, and will complete them happily this semester.

I've been studied at Oakton community college since 2013. I'm glad to continue to study at the oakton since then. I slowly understand how to get advice from teachers and librarian after 2years. I'm a non native student so I could not communicate clearly at school. I think that many ESL students need adviser to find their direction. I believe that many international students and ESL students will happy to have adviser to talk.

I am a student aide at the school, and have been for some time. I am incredibly disappointed at the complete lack of advancement opportunity available to student aides.

The faculty member teaching my class does not have an organized way of presenting his lessons. When he is in class, he merely reads a line or two from the textbook, but does not explain properly what he just read. His lectures are really lacking in any depth. His exam questions do not match what he teaches the class, so the class members end up self-taught. Might as well self-study than sit in his lifeless, meaningless class. Oakton must have plucked him from retirement to fill in a class. I want my money's worth and would like a faculty member who has teacher training and certification. Thank you for taking note of this comment.

When I compare my anatomy and microbiology classes with others who attend other universities or colleges, it seems that my classes are harder and more informative and will have prepared me appropriately for either the MCAT or HESI. So, thank you.

I am over 65. Oakton is a very good school. However, because I am out of district, I had to pay \$1007 for a 3 credit class. I think it is excessive. Perhaps some accommodations could be made for people taking classes who are my age. Thank you.

Oakton has been truly wonderful experience for me, advising and counseling is well organized.

At Oakton Community College, there is a welcoming spirit throughout the college. I noticed that Student life department is always surprising us students with something new each month. You will never know what's next to expect. Sometimes it's delicious food, mugs or tshirts printing. It's amazing. After a challenging exam or even class time, you can be sure there is a movie showing that you can sit, relax, and unwind for the next exam, as you enjoy the movie. There is so much more wonderful things at Oakton, not to mention the wonderful faculty and staff. Oakton is the best. You are challenged to perform your best. There are tutors and faculty office hours that's so very helpful on a one and one basis.

I would like to think [PROFESSOR] for his help.

Your requirements for a medical drop force a student to divulge all of their personal health information in a way that is shameful and violates the entire purpose of health privacy. Oakton should be ashamed of itself and change it's policies to accept a doctor's letter for significant issues, including trauma, as soon as possible.

the college counselors arent as helpful as they should be. it seems they dont give you the most efficient path of courses to take so that you will stay and pay longer

The school needs clearly marked, easily accessible, gender neutral bathrooms.

instructors personal political opinion has no place in the college

I appreciate that there is a space for study groups now when there was none before. Thanks for making it easier for students to meet and discuss group projects

School was very accommodating to my needs. Very responsive and caring.

There needs to be a better system for vetting faculty and staff. I had one academic advisor who pretty much told me not to take classes at Oakton and that it was not worth my time. I found this extremely discouraging--luckily, I worked with two others who were supportive. Similarly, I had one faculty member who was the worst instructor I had ever encountered. My attempts at reaching out for assistance seemed to fall on empty ears. I feel bad that students are paying for poor quality. She is still teaching this semester. That being said, I have also had extremely POSITIVE experiences--I wish there were a more consistent way of sharing these and holding people accountable.

When I first applied, one little thing made the process much more difficult than it needed to be. I received an e-mail with a numbered list of next steps. Number 6 was "register for classes" and number 7 was "prove residency." Since you need to prove residency to get in-district tuition rates and depending on when you register must pay the same day that you sign up for classes, I ended up calling the school in a tizzy and dropping the course until I could prove residency and try again. These two numbered items, if simply flipped in the admission e-mail, would save a lot of people a lot of headaches.

My first semester at Oakton is overall going absolutely fantastic. The professors I am currently working with are wonderful. I have been to 2 different colleges throughout my college experience and this community college has been my best experience by far. The environment at the Skokie Campus is beautiful and the parking is convenient. The best part of this college is the professors I'm working with.

The main website is a little unclear. It sometimes takes me a long time to access certain areas I may need to look at. Also the myOakton website is a bit outdated. Not the D2L, that is fine, but when I first access the website. Also when I applied for a job, the areas where I needed to fill in to explain about myself. they were just rectangles that didn't expand. They should be large enough squares for us to write out what we need to say.

I am a person with a BA taking courses for prerequisites for a masters in nursing. That I, having a higher degree than Oakton actually offers, am held to the same academic prerequisites of an undergrad is offensive. I am an adult. If I take a class I'm not prepared for, I understand that's my problem. I shouldn't have to waste time, money and energy taking pre reqs for my Pre reqs. The length of time I have been at oakton has been significantly longer than desired because I had to take several classes not required by my program to get into ones that are. Also there needs to be support in the evenings for people who are studying at night- I can't make it to oakton for counseling because I work.

Terrible school. The enrollment center is full of student workers who know nothing and have huge attitudes. Faculty here is sub par.

I am taking paralegal courses which I believed it will lead to a certificate. DuPage Community college and College of Lake County confer certificates when they finished the paralegal course, which is approved by American Bar Association. But this is not the case for Oakton. Why? Please investigate and improve as DuPage and CLC.

This school lacks structure to inform new students on exactly what steps you should take to get a certain degree. ALSO the ban of water bottles is literally insane. You take away water from every vending machine and cafe BUT keep flavored water and pop? how is this eco friendly nor healthy? sounds insane to me and future health problems for Oakton. Students are forced to leave school to buy water else where because the water fountains are out dated and taste and smell horrid. I'm assuming that idea of someones was not thought out clearly. I suggest selling boxed water if you are truly trying to make an eco friendly change, plus students wont be upset and dehydrated as often. HOPEFULLY that changes asap. Love, a thirsty Oakton student.

Over all the classes and teachers seem to be realistic and appropriate. However, advising services are the opposite. I have found it nearly impossible to get straight answers on how to reach my goals and what courses to take. I have

met with mutiple advisors and spoke to the enrollment center many times over the years and was either lead in the wrong direction or not given a straight answer. This is very disappointing because oakton seems like it has potential to help people like me get a good education, they just don't provide the help and resources needed to get there.

First off, because of your system, you addressed me by the wrong name in the email for this survey. However, because of your system I am not allowed to remedy this. My name is [...], not [...]. Your system will always call me [...], though, because you have yet to fix it. Get gayer.

I've run into MANY issues with registering for courses. Right now I'm in a position where I've been told that I am not allowed to take a statistics course unless I take MAT 110 or a placement test. I have already taken and PASSED statistics at my four year university. In other words, the math coordinator is not allowing me to take a class I've already taken and passed and now just want to retake to receive a higher grade. That is absolutely ABSURD and disappointing. I've had similar issues registering for chemistry and biology courses. If you have an undergrad degree and had the courses from high school, it shouldn't be this big of a hassle. If I sign up for a course I'm not capable of, that's my own choice. Very poor reflection on Oakton.

The enrollment office needs help. There are 2 people behind the counter that know what they are doing and communicate effectively and politely. Either they do not understand what needs to be done or fixed or are extremely curt and rude with those they are helping. They lose paperwork, process forms incorrectly and blame the student. This office needs to focus on helping the student and being able to admit fault rather than blaming them until they recognize their mistake. I have at least one huge issue every semester that arises from the enrollment office and it is usually a very unpleasent experience correcting their mistakes. Please find a way to increase efficiency and accuracy, surely present and future students would appreciate it.

I would like to have an MIC club here in okaton, also the website needs updating

Some advisers take a long time to respond.

As more adults may be entering your school to either start or finish degrees it would nice for the school to be able to offer special services to adults, working full time and have children. Adult time is not as flexible as a typical student and it would be appreciated is some meetings/advising could be done over the phone. Also, some other local colleges have accelerated adult degree programs. It would be nice to see this offered at Oakton.

I am proud to be a student of Oakton Community College ! Oakton has great teachers who want to see their students succeed. I am very pleased with the education i am receiving!

I find the faculty at Oakton to be extremely professional, respectful and knowledgable. They will go out of their way to help you achieve your goals. I am not working towards a degree, but take degree level courses in the photography department to gain technical expertise for professional development. I also really appreciate the diversity of the students and faculty of Oakton. Overall, I find Oakton an inviting and challenging environment to grow.

Any class should not be canceled due to low enrollment. Instead, instructor can do it as an independent class with the students who desire to take that class. Cancelling the classes will cause a delay in our graduation plus make our good instructors to leave Oakton Community College. Please communicate with us with a better way to make the class and not to cancel it. Thanks

Apparently, grades were entered incorrectly during the fall for multiple classes in a certain subject. I was told to reach out to the teacher in which I did multiple times. There was no response, and there was no response from the subject division office. It's been about 5 months and still no answer. This frustrating experience does not reflect on my entire experience.

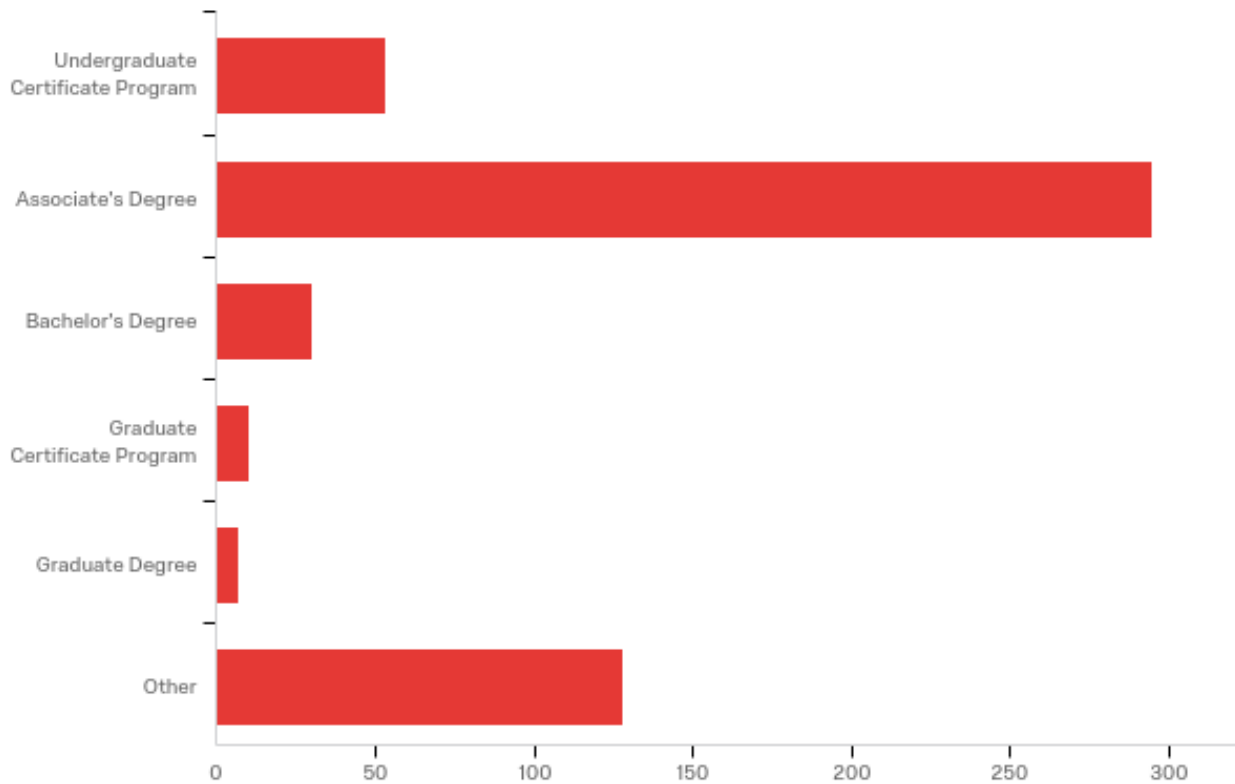
They need to vet new teachers better. Just because someone is active in their industry doesn't mean the person is a

good teacher. The new [...] instructor is ineffective and has no idea what he's doing.

I am in the PTA program, so some responses regarding availability are skewed

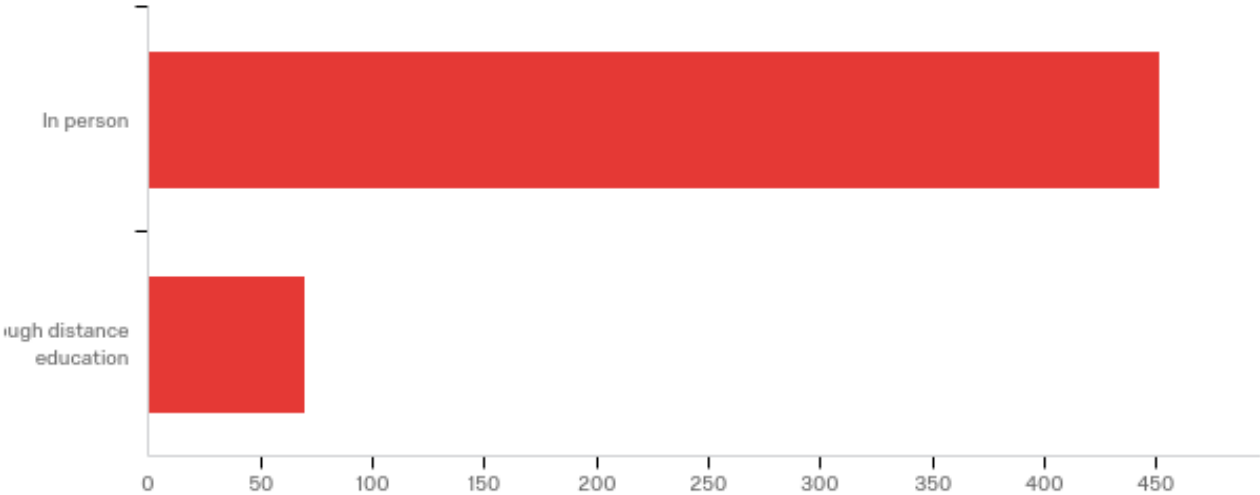
Oakton community college is a very fine institution with an amazing faculty and student body.

What academic program are you currently enrolled in?



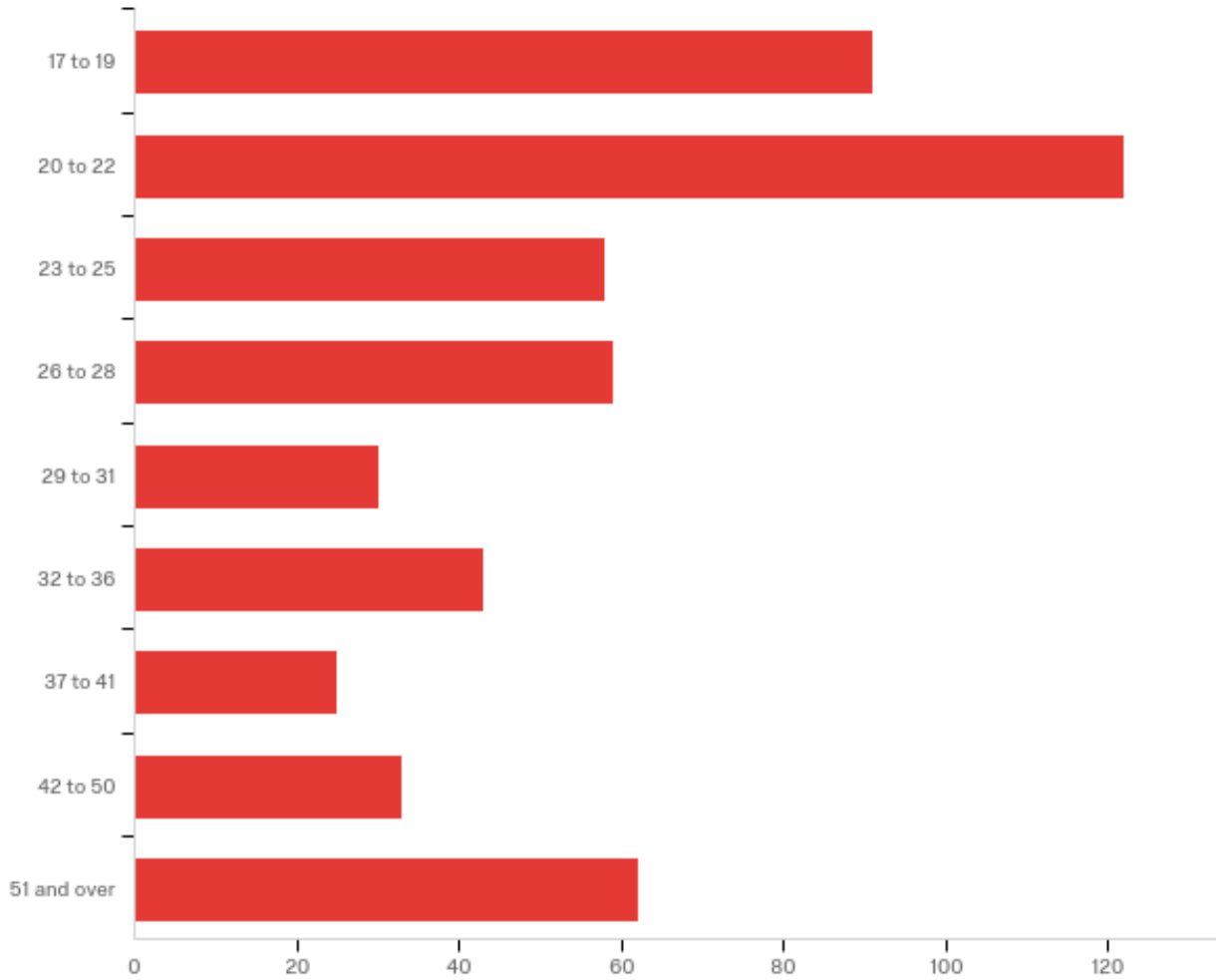
Answer	%	Count
Associate's Degree	56.41%	295
Bachelor's Degree	5.74%	30
Graduate Certificate Program	1.91%	10
Graduate Degree	1.34%	7
Other	24.47%	128
Undergraduate Certificate Program	10.13%	53
Total	100%	523

How do you primarily take classes at your school?



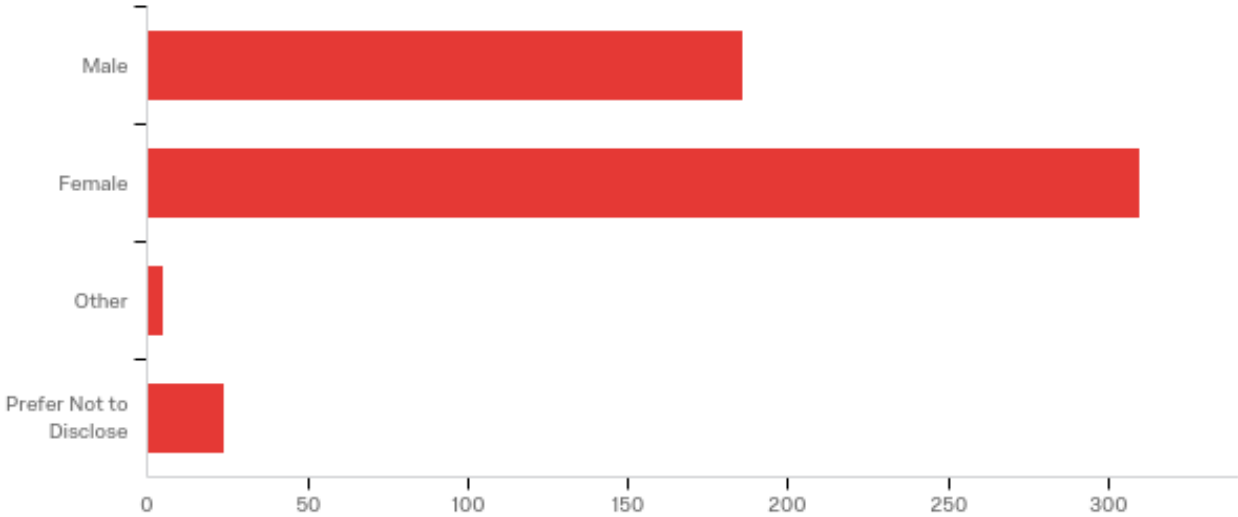
Answer	%	Count
In person	86.59%	452
Through distance education	13.41%	70
Total	100%	522

What is your current age?



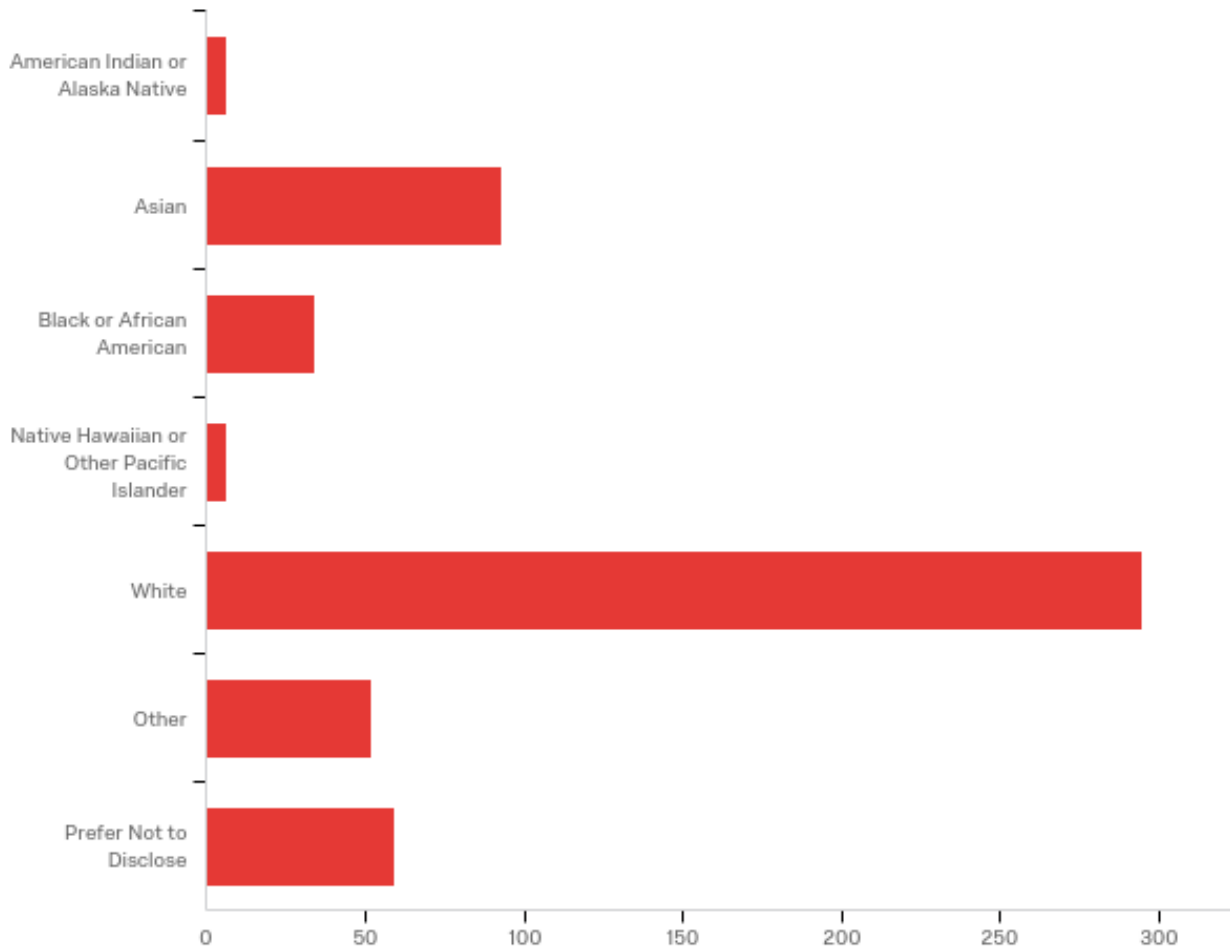
Answer	%	Count
17 to 19	17.40%	91
20 to 22	23.33%	122
23 to 25	11.09%	58
26 to 28	11.28%	59
29 to 31	5.74%	30
32 to 36	8.22%	43
37 to 41	4.78%	25
42 to 50	6.31%	33
51 and over	11.85%	62
Total	100%	523

What is your gender?



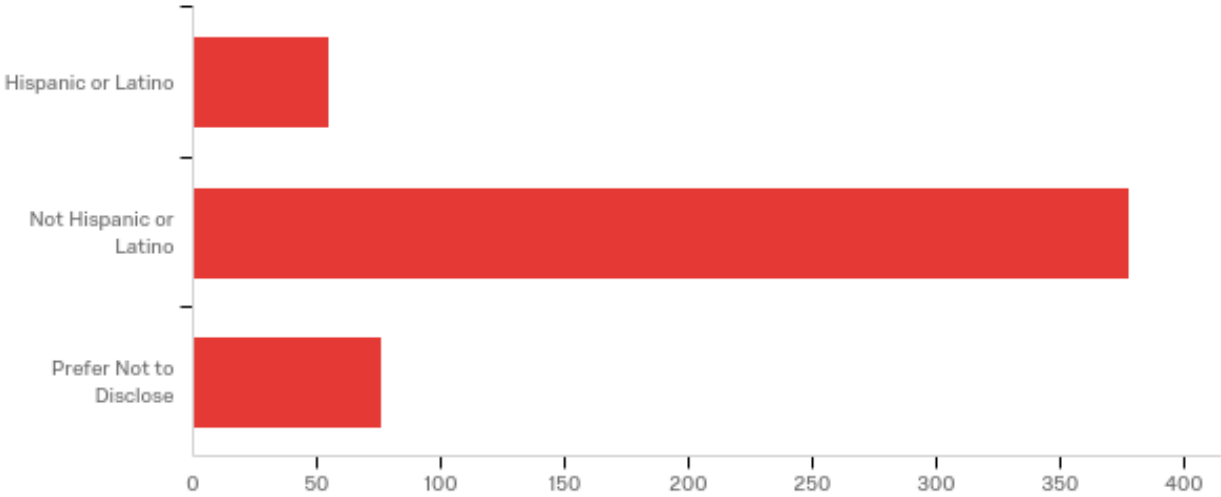
Answer	%	Count
Male	35.43%	186
Female	59.05%	310
Other	0.95%	5
Prefer Not to Disclose	4.57%	24
Total	100%	525

What is your race? (choose all that apply)



Answer	%	Count
American Indian or Alaska Native	1.10%	6
Asian	17.06%	93
Black or African American	6.24%	34
Native Hawaiian or Other Pacific Islander	1.10%	6
White	54.13%	295
Other	9.54%	52
Prefer Not to Disclose	10.83%	59
Total	100%	545

What is your ethnicity?



Answer	%	Count
Hispanic or Latino	10.81%	55
Not Hispanic or Latino	74.26%	378
Prefer Not to Disclose	14.93%	76
Total	100%	509