



June 7, 2021

Dear Visiting Team,

This letter is accompanied by a report of the responses received from Kellogg Community College's student body through a survey conducted by the Higher Learning Commission in April 2021. 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. Adrien Bennings, President
Dr. Paul Watson, ALO

**Higher Learning Commission
Student Survey Results**

Kellogg Community College
(N=117)

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	11	15	46	38	3.93	113
I received clear information as to how much my education would cost	3	18	16	40	35	3.77	112
A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	7	16	32	21	23	3.37	99
The school worked with me to identify an academic program that met my goals	7	10	13	40	34	3.81	104
An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	4	11	9	37	51	4.07	112
An academic advisor was available to help me with questions about my course of study	4	5	13	38	48	4.12	108
I was placed at the appropriate course level that matched my academic preparation	2	2	13	46	44	4.20	107
I am satisfied with the progress I am making toward completing my degree	5	11	10	42	39	3.93	107
Course content is appropriately challenging for my program of study	6	8	11	50	36	3.92	111
Courses required to complete my degree are available when I need to take them	9	8	18	41	36	3.78	112
Faculty who teach provide helpful instruction	14	8	16	30	39	3.67	107
Faculty are available when I need help	8	10	18	30	43	3.83	109
Faculty who teach are knowledgeable about their subject areas	7	6	10	33	50	4.07	106
When I have non-academic questions, I can reach someone who can help me in a timely way	4	10	22	39	30	3.77	105
Overall, I am satisfied with my experience at the school	6	11	10	42	42	3.93	111

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

The fall semester has been so dramatically different than this semester. This semester my instructor has been very communicative and helpful. He has even answered my emails on the weekend. I am so thankful for having [...] as my instructor.

The financial aid department is difficult to deal with. They rarely answer the phone and seem to want all questions via email. Response time is poor.

College was intimidating for me whether it was a community college or a university, and my previous community college wasn't the greatest experience, but this particular school helped me more than I can reasonably express. They do what I'd hoped they would; they met me at my level and brought me up to theirs. Whenever I've needed help, I've been able to find it, and that's been a major factor in my success so far.

I'm struggling with my professor not grading any assignments until the very end of the semester. It makes it hard to know where I am at in the learning process and to know what I could improve on. After multiple attempts to reach out to her, and the department head, I still have not received any graded assignments or communication from the professor.

I find it to be very disturbing that it still costs as much to attend while I'm sitting here teaching myself the program I'm in. Nothing has been done to offer any type of leeway for grades and the program is super strict.

When students have medical emergencies they should be able to reschedule test that week and also have time to heal a student felt harassed by professor after only having emergency surgery 3 days before the test that should never happen doctor also had student on restrictions also student should not be required to show medical documents that has what the operation was for that is very personal information. Professor stated he would not grade the test until he saw proof of document

KCC is the best community College in this area! They are more affordable and truly care and help their students academically, personally and socially. I would 1000% recommend to any/ every one.

Do not expect help from the advisors at KCC, they will tell you things so you can spend more money for the school. Nursing instructors are NOT knowledgeable in the slightest of the content, if I had a dollar for every time I had a question on content and was told they would get back to me, I would be a millionaire. They read from the book line for line and don't teach. When I finish my program at KCC for nursing I won't be thanking the staff, I will be thanking the YOUTUBE VIDEOS that taught me!

My teachers do not respond to emails (or at the very least, reply very late) and ignore my calls and do not return calls. This has been very frustrating since all of my classes are online and I have an irregular schedule due to personal implications. There is no communication between my professors and I.

The financial aid office is very hard to contact. I've been unable to reach anyone by phone. Most business was conducted by email and in a very non-personal way. I do not feel as if I received adequate attention from the financial aid office. They appear aloof.

0 communion about the enrolled classes along the lines of where to log in. After paying tuition I heard nothing and even after reach out by email the class was still being worked out. Each and every instance I bring up staff blames covid rather than fixing the problem or stating the problems will be resolved.

I would like to see more subjects. I would like the option to take Spanish in the summer.

The nursing program needs to be revamped. [...] is awful. Does not provide effective communication. Very rude to the students, nothing is set in stone with her.

KCC has been my family since I joined. My teachers and other staffs have been of great help .A Good number of them have walked with me in my personal life struggles to ensure I get the most essential needs. and worked an extra mile to ensure that I get more than just academics. Am always humbled when i come home from school or work and see my two children they always remind me how much KCC faculty members care. They supported to ensure my children have joined me in USA from Africa.

I am currently enrolled in the nursing program at KCC and am extremely disappointed with how the program is being handled during COVID. While other schools are making in person learning and instruction a priority for the nursing programs, KCC is allowing a slow process and remaining online with no clear end in sight. My grades have suffered, my want to be in this program have suffered as well as the way I speak about KCC to those looking into options. I am extremely disappointed in the communication and the lack of prioritizing a hands on education for nursing students while maintaining regular prices and standards combined with less teaching.

Certain classes are only available during fall. It took me over a year to get a class because it filled up so fast. All classes should be year round. Especially basic general study classes

When a professor can not show me in our textbooks where to locate information that is on a exam it's a problem. How can they support the exam questions when it's no where to be studied.

I would like to say that majority of my professors are very helpful. There are some, that I am not going to name, that absolutely do not care to help a student succeed in their class even when they are trying their best and are struggling with school and everyday life AND with a pandemic going on.

The Nursing Program at KCC has declined since COVID. The lack of support from staff in the department is detrimental to my success in the program. We are not receiving the class time we are supposed to get each week. We started the program receiving 16 hours of clinical per week and 12+ hours of class per week. We barely receive 5 hours a week of class now and have been pulled from our clinical rotations. I reach out to department staff and instructors on a regular basis and it takes days/weeks to receive responses. There is so much unknown at all times in this program and this program has been 100% self taught since COVID started, which is setting students up to fail. KCC needs to do better for their students.

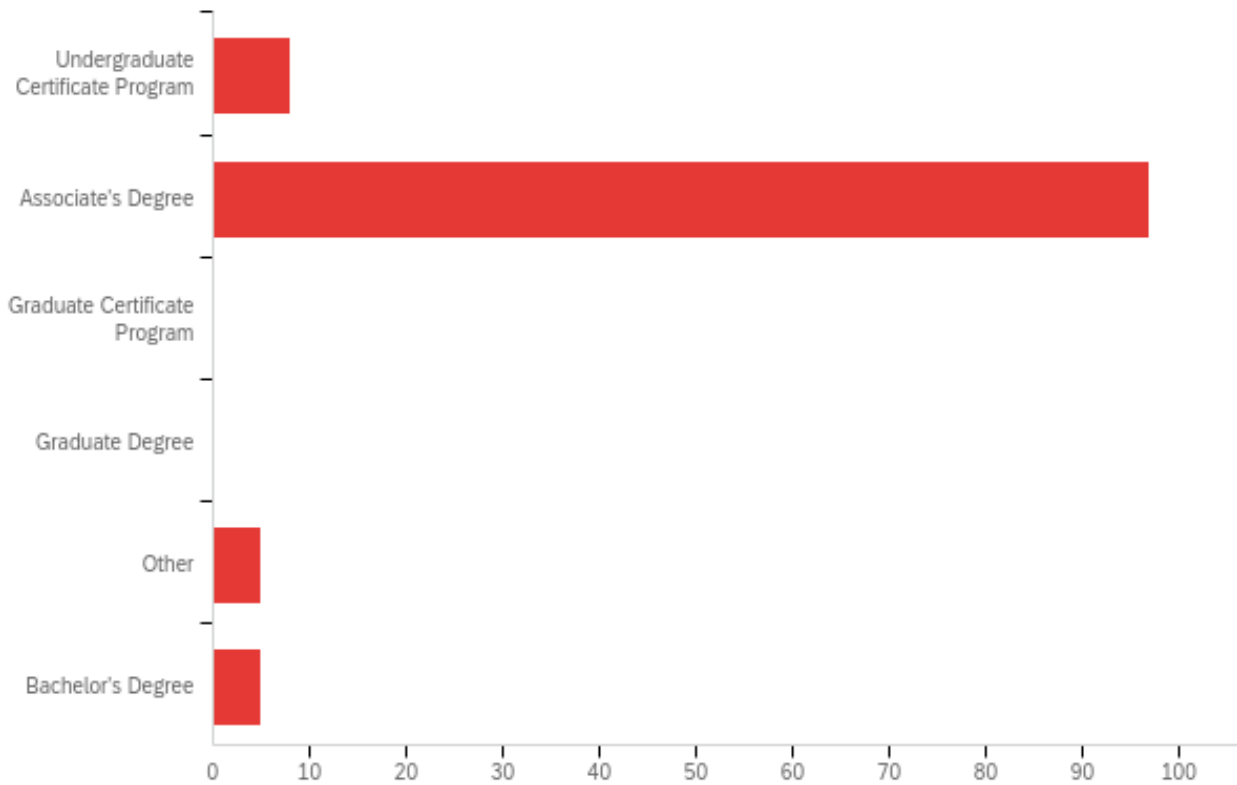
[...] completely stopped all communication with the class, and stopped grading things for 8 WEEKS. That is ridiculous. The only reason we got him to respond and grade is by going to the higherups....maybe you should have something set in stone making sure they can not do that.

I have had multiple instances in which faculty does not contact me back. I know many other students are having the same issues, as well.

Some of the professors are prenominal (like the three I have this semester). Online courses need to be fully opened to where you can work ahead in the courses if you please that is the purpose of taking an online course is to better accommodate yourself. I cannot seem to reach anyone from the offices though. I gave up on academic advisors and the financial aid office. I do not understand what is going on with that most the time, but I cannot ever reach someone and when I started here they had me as a dual enrolled student or something else but it was wrong.

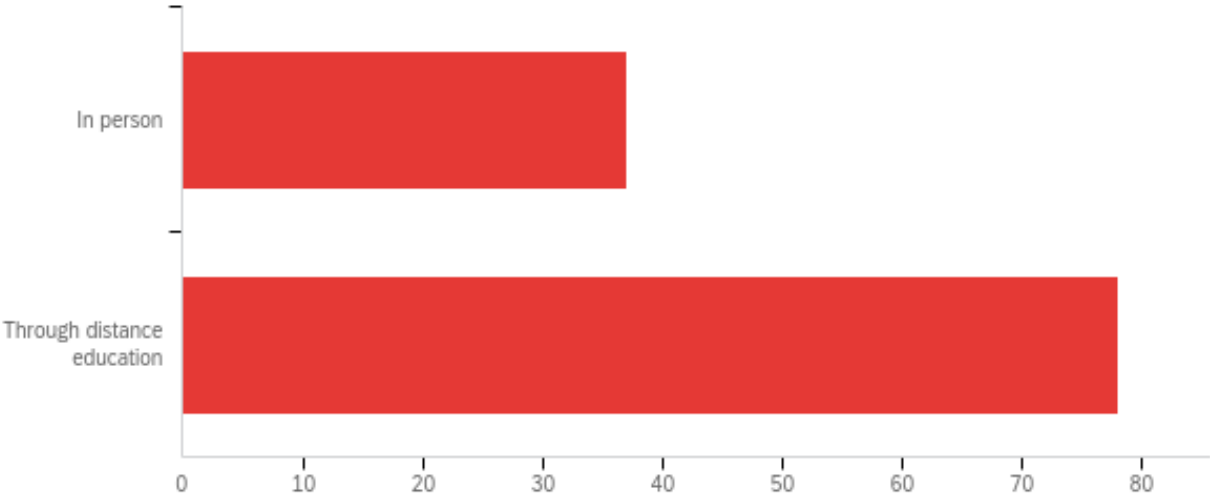
I am older than most traditional students. I graduated from high school over forty years ago. So I haven't done school for a long time.

What academic program are you currently enrolled in?



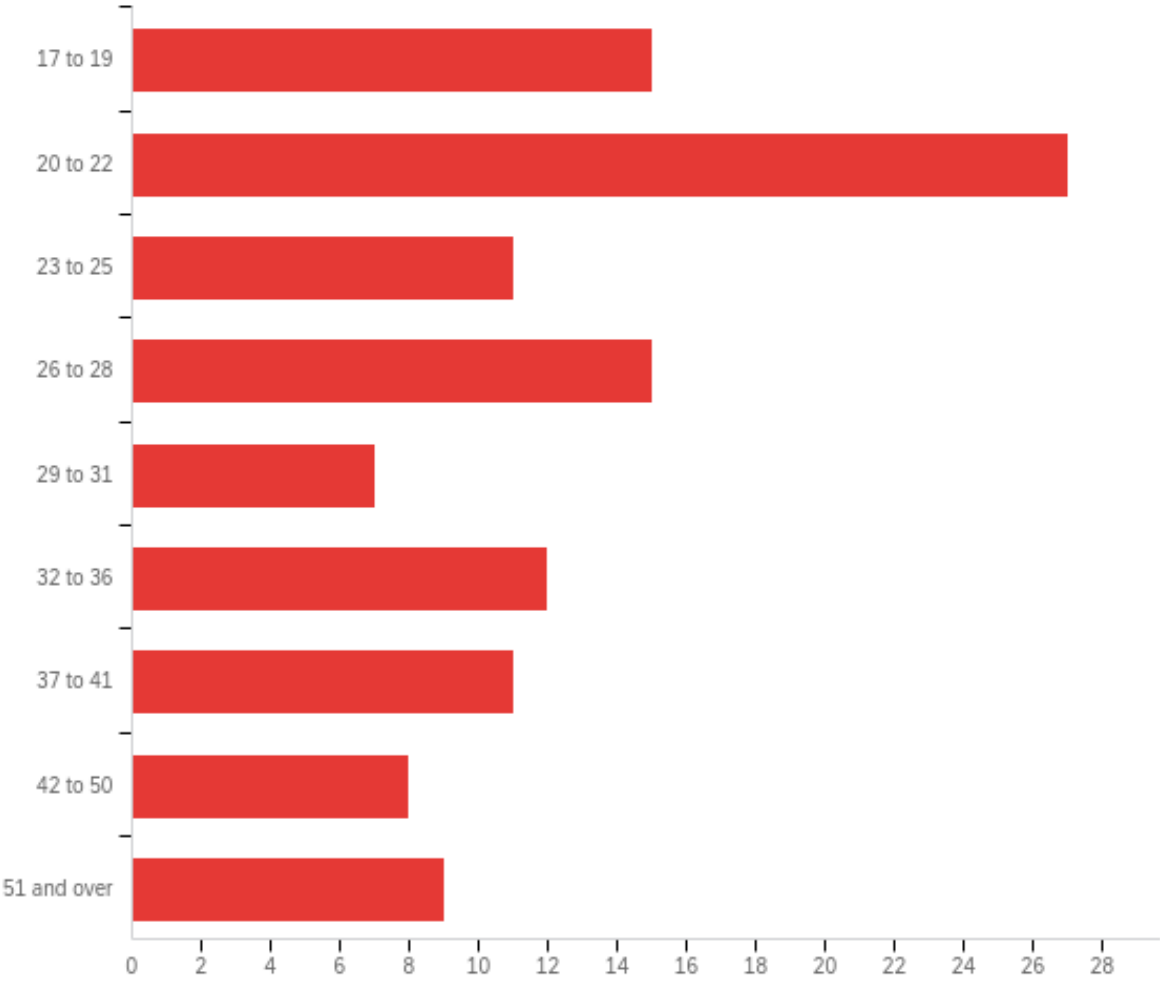
Answer	%	Count
Undergraduate Certificate Program	6.96%	8
Associate's Degree	84.35%	97
Graduate Certificate Program	0.00%	0
Graduate Degree	0.00%	0
Other	4.35%	5
Bachelor's Degree	4.35%	5
Total	100%	115

How do you primarily take classes at your school?



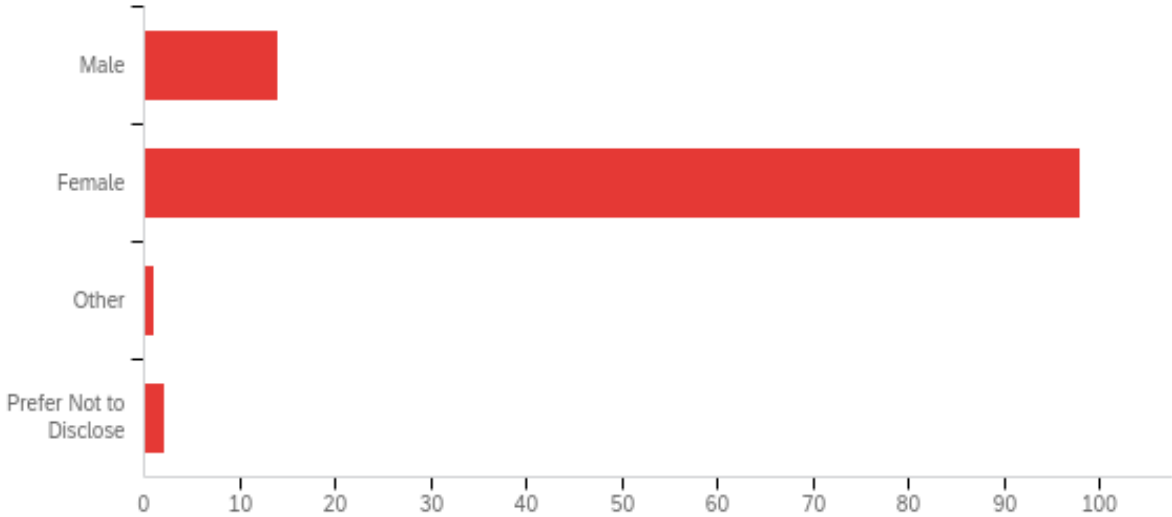
Answer	%	Count
In person	32.17%	37
Through distance education	67.83%	78
Total	100%	115

What is your current age?



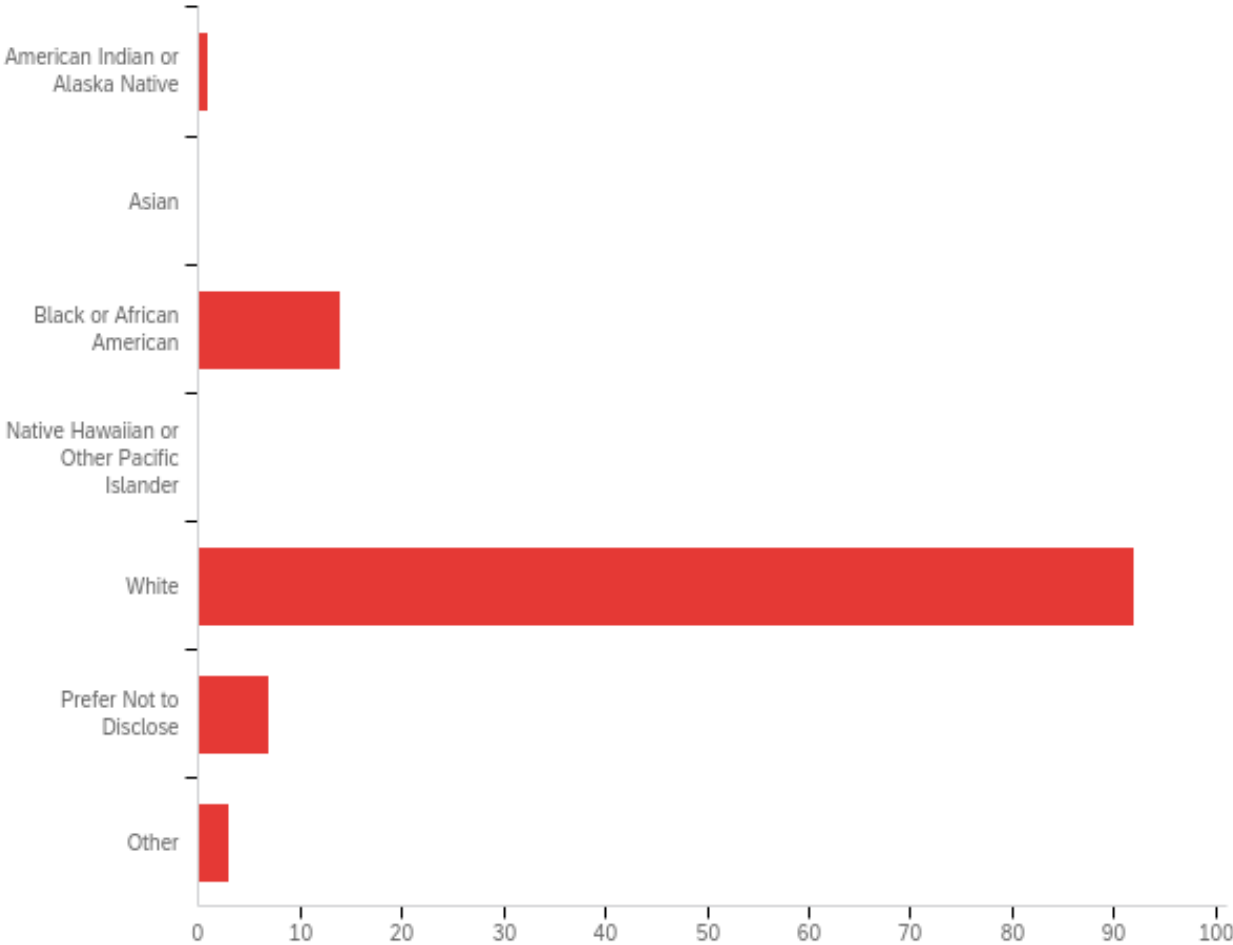
Answer	%	Count
17 to 19	13.04%	15
20 to 22	23.48%	27
23 to 25	9.57%	11
26 to 28	13.04%	15
29 to 31	6.09%	7
32 to 36	10.43%	12
37 to 41	9.57%	11
42 to 50	6.96%	8
51 and over	7.83%	9
Total	100%	115

What is your gender?



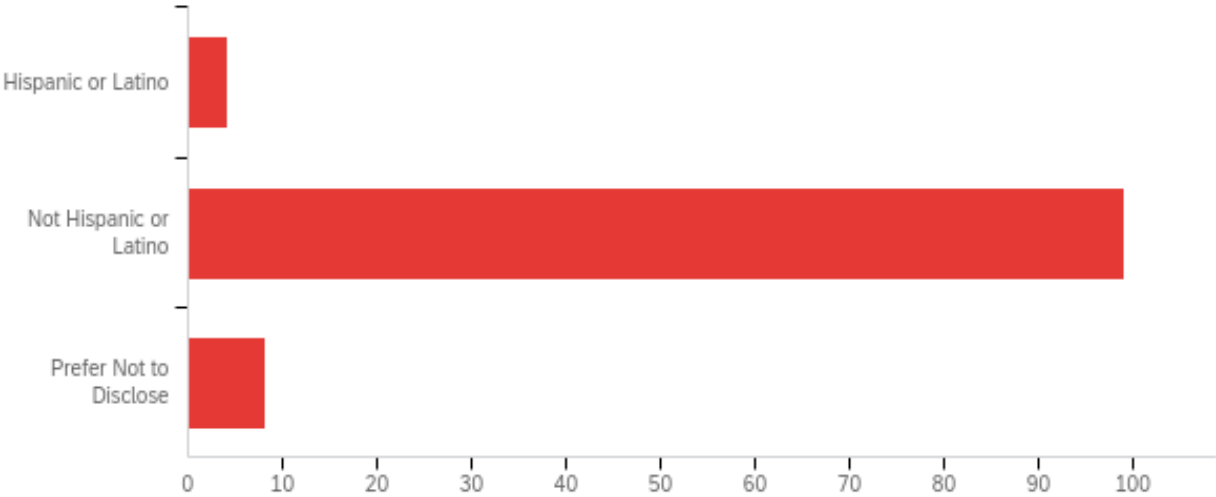
Answer	%	Count
Male	12.17%	14
Female	85.22%	98
Other	0.87%	1
Prefer Not to Disclose	1.74%	2
Total	100%	115

What is your race? (choose all that apply)



Answer	%	Count
American Indian or Alaska Native	0.85%	1
Asian	0.00%	0
Black or African American	11.97%	14
Native Hawaiian or Other Pacific Islander	0.00%	0
White	78.63%	92
Prefer Not to Disclose	5.98%	7
Other	2.56%	3
Total	100%	117

What is your ethnicity?



Answer	%	Count
Hispanic or Latino	3.60%	4
Not Hispanic or Latino	89.19%	99
Prefer Not to Disclose	7.21%	8
Total	100%	111