

Report of Community Survey

Spring 2007

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Office of Research**

Introduction and Methodology

In order to assist Oakton in developing and delivering desired credit and non-credit courses, the College conducted a survey of community members in Spring 2007. Specifically, a printed survey with prepaid return postage was included in the Oakton class schedule distributed to nearly 190,000 households and businesses in March 2007. An online version of the survey was also available, with the URL included in the survey itself.

To encourage participating in the survey, the College conducted a raffle; respondents who identified themselves were entered into a raffle for a \$50 gift certificate to a popular area restaurant. Participants knew that ten such awards would be made.

The College received only 480 completed surveys, a reduction of more than half compared to a similar survey conducted in 2002. Of the 480 surveys, 434 were returned by mail and 46 were completed online. Not all respondents answered every question. Unless otherwise noted, percentages are based on the number of respondents who answered that question. Percentages may not sum to 100% due to rounding.

Respondents were primarily female (75%), Caucasian (83%), and 40 years of age or older (72%).

What Did We Learn?

Many respondents had some connection with Oakton, primarily through taking a credit course or attending an event at the College.

1. In the past three years (2005, 2006, 2007) have you or any member of your household:		
	<i>Yes</i>	<i>No</i>
<i>Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.</i>		
Taken a credit course at Oakton?	205 44%	263 56%
Taken a noncredit course or Oakton Alliance for Lifelong Learning (ALL) course?	94 21%	360 79%
Taken a course, workshop or seminar through Oakton's Business Institute?	22 5%	422 95%
Attended a program, art exhibit or other event at Oakton?	176 39%	274 61%
Been employed by Oakton Community College?	11 2%	433 98%

Respondents who had taken an Oakton course, or who had a household member take a course, were very satisfied. On a five point scale, with 5 = very satisfied, the mean rating was 4.4. Put another way, 86% of respondents gave satisfaction ratings of 4 or 5.

2. If you or a member of your household has taken a course at Oakton, how satisfied was the person with the course? Circle the number that best reflects the answer.

	<i>Number</i>	<i>Percent</i>
1. Not at all satisfied	5	2%
2.	5	2%
3.	33	11%
4.	89	29%
5. Very satisfied	177	57%
Total	309	101%

Respondents gave a number of reasons about why they or the person about whom they were thinking were satisfied or dissatisfied with their Oakton course. Appendix A lists the reasons.

3. Why were you or the person satisfied or dissatisfied?

Respondents gave a number of reasons, which are presented in Appendix A. Many comments related to the quality of courses and instructors, and relatively few expressed criticisms.

Most respondents who would be likely to enroll at Oakton indicated they would do so for personal interest; given that the majority of respondents were age 40 or more, this is not surprising.

4. Which one statement reflects the primary reason you would be likely to enroll in a college course or program at Oakton? Check just one box.

	<i>Number</i>	<i>Percent</i>
Pursue personal interests	191	45%
Improve your present occupational skills	97	23%
Prepare for transfer to a four-year college/university	59	13%
Prepare for a new or first career	57	13%
Explore courses to decide on a career	11	2%
Prepare for a high school diploma equivalency	1	0%
Other, please specify - Yoga, take general education classes in the summer, strengthen medical school application, retirement interests, prerequisites for nursing, obtain licensing, just learn more in general, get extra credits while saving money, general knowledge, fulfill requirements for another college while at home, ESL, enjoyment or music on state productions, closer to my job than current college, a class Harper might not offer	9	3%

Respondents were asked to indicate the likelihood of they themselves, or people they know, taking courses in a variety of program areas. Programs that received the greatest interest were those associated with small business and entrepreneurship, and with physical exercise, massage therapy, medical imaging, sign language/interpreting, and environmental sciences and horticulture. It should be noted here that expressing interest in a field does not mean a person will actually enroll in courses, so these data must be treated with caution. It should also be noted that in a number of these fields interest is as great or greater in non-credit than in credit offerings. Appendix C presents other program ideas suggested by respondents, some of which are already offered at Oakton and some of which were actually in the survey itself but overlooked.

5. Oakton is exploring new programs in a number of areas and wants to gauge the potential interest of community members in these programs. The College offers two-year associate degrees as well as shorter-term certificates. Think about yourself or the people you know who might be interested in beginning or continuing their college studies, including those who already have college degrees but may be interested in new areas. Please indicate on a scale of 1-7 how interested you or they might be in these programs, with 7 meaning very interested and 1 meaning not interested at all.

&

6. Would you prefer these to be for credit or noncredit?

	<i>Number of respondents giving this a rating of 5, 6 or 7</i>	<i>Number saying prefer credit</i>	<i>Number saying prefer non-credit</i>
Small business management	183	157	97
Entrepreneurship	173	127	130
Exercise/physical trainer	153	140	90
Massage therapy	140	135	90
Medical imaging	138	166	65
Sign language / interpreting	137	124	117
Environmental science	134	149	80
Horticulture	134	115	128
Paralegal	116	153	66
Landscape management	110	116	111
Veterinary technology (assist veterinarians)	106	141	70
Chiropractic assistant	93	137	70
Dental office management	91	129	85
Coaching (sports)	90	93	126
Dental assistant	90	147	62
Nanotechnology	89	141	68
Biotechnology	87	141	77
Animal grooming	77	76	141
Aesthetic laser procedure specialist	71	118	90
Technical theater	71	101	100
Other – list specific program ideas please – see Appendix C			

Survey respondents do not show a distinct preference for one campus over another, assuming they were actually to enroll in credit courses. While 48 percent said they preferred Des Plaines and 34 percent said they preferred Skokie, 18 percent had no preference.

7. Oakton offers courses for college credit at its campus in Des Plaines and the Ray Hartstein Campus in Skokie. If you or a member of your household were interested in taking an Oakton credit course, do you prefer one of these locations?

	<i>Number</i>	<i>Percent</i>
Prefer Des Plaines	221	48
Prefer Skokie	160	34
Have no preference	84	18

Next, respondents were asked to list one word or phrase that comes to mind when you think about Oakton. Word most often used are depicted below; the number in parentheses indicates how often the word was used. The full list of words and phrases given by respondents is in Appendix D. Many that were cited three or fewer times still relate to convenience and affordability.

8. Please list one word or phrase that comes to mind when you think about Oakton.

Convenient (58)	Good school (7)
Affordable (30)	Opportunity (7)
Close (14)	Quality (6)
Diverse (12)	Excellent (5)
Education (11)	Accessible (5)
Good (11)	Local (4)
Quality education (10)	Inexpensive (4)
Community (9)	Start here go anywhere (4)
Community college (7)	Variety (4)

Respondents were next given a list of characteristics that might describe a community college and asked to indicate which reflected Oakton. Characteristics that received the most “yes” ratings are consistent with the words and phrases respondents noted in Question 8: convenience and affordability. It is interesting to note that one third of respondents were not sure whether high quality faculty and academic strength are Oakton characteristics.

9. The following list includes characteristics that might describe a community college. Please indicate which of these, in your opinion, characterizes Oakton. Please note there are no right or wrong answers; we are interested in your perceptions about the College.

	<i>Yes</i>	<i>Not sure</i>	<i>No</i>
<i>Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.</i>			
Convenient	443 94%	24 5%	5 1%
Affordable	432 92%	31 7%	9 2%
Evening and week-end courses	407 87%	49 10%	11 2%
Courses to upgrade employment skills	359 78%	88 19%	11 2%
Friendly	353 77%	93 20%	14 3%
Courses transfer to 4-year schools	341 74%	102 22%	16 4%
Occupational programs	341 75%	103 23%	13 3%
High quality faculty	292 64%	151 33%	16 3%
Academically strong	282 61%	162 35%	19 4%
Online courses	267 59%	171 38%	16 4%
Freshman-sophomore courses for transfer	263 58%	166 37%	25 6%
Support services to help students succeed	240 52%	207 43%	14 3%
Innovative	233 52%	200 44%	17 4%
User-friendly Web site	222 49%	207 45%	26 6%
Financial aid and scholarships	184 40%	233 51%	42 9%
Extracurricular activities	178 39%	229 51%	45 10%

Respondents continue to rely heavily on mailings sent to their homes to learn about Oakton, although use of the website is also an important way they learn about Oakton. Reliance on mail is reflected even more strongly in responses to Question 11, where respondents overwhelmingly said they prefer to get Oakton’s class schedule in print.

10. These days people get information in a variety of ways. If you were interested in learning more about Oakton, how would you get your information? Please check all that apply.

<i>Source of information</i>	<i>Number</i>
Read mailings sent to your home	358
Go the College’s Website	321
Call the College	248
Visit the College on your own	230
Attend an Open House, Information Session or Visit Day at the College	206
Ask friends, relatives or co-workers	134
Email the College	124
Rely on information in suburban newspapers	61
Ask a high school counselor	44
Rely on information in Chicago newspapers	24
Other, please specify	

11. Currently Oakton mails a schedule of classes to all homes in the district three times a year (for the fall, spring, and summer terms). Some colleges have eliminated this printed schedule and ask students to go to the Web site to find out which courses are being offered and to register. How would you like to receive Oakton’s schedule of classes?

	<i>Number</i>	<i>Percent</i>
Prefer printed schedule	326	77%
Prefer accessing the Web	40	9%
Have no preference	57	13%

Respondents read the Chicago Tribune (73%) and to a lesser extent the Pioneer Press (45%). Relatively regularly read other newspapers.

12. Which newspapers are regularly read in your household? Check all that apply.

	<i>Number</i>
Chicago Tribune	348
Pioneer Press	218
Chicago Sun-Times	122
Daily Herald	56
New York Times	30
Other, please specify	
Wall Street Journal (16), Des Plaines Journal (6), Evanston Roundtable (5)	
Other papers received 1-2 references.	

Respondents listen to a variety of radio stations. Recall again that the majority of respondents were aged 40 or above, which may account for the lower numbers listening to some stations to which younger adults listen.

13. Which radio stations do members of your household listen to regularly? Check all that apply.

	Number
WBBM-AM Newsradio 780	182
WGN (720 AM)	136
The Lite (WLIT-FM 93.9)	132
The Mix (WTMX-FM 101.9)	101
Smooth Jazz (WNUA-FM 95.5)	96
The Drive (WDRV-FM 97.1)	89
WXRT-FM 93.1	81
The Zone (WZZN-FM 94.7)	42
KISS 103.5	27
Satellite (Sirius, XM)	23
Other, please specify See Appendix D	

Nearly one-quarter of respondents noted they had seen Oakton ads on buses; fewer recalled having seen ads on billboards or in movie theaters.

14. Have you seen Oakton ads in any of these places?

	Number
Buses	111
Billboards	75
Movie theaters	43

Finally, respondents were asked “What suggestions would you make to President Lee about what programs and events the College might offer to educate and entertain you?” Appendix E presents verbatim comments. Many suggestions were given, some of which indicate respondents are unaware of what Oakton already provides.

Final Comments

Was this community survey valuable? While it was disappointing to receive fewer than 500 responses, by reaching out to the community to seek input, Oakton demonstrated by this effort

its strong commitment to responding to community interests and needs. Results also affirmed that Oakton is perceived by community residents to be convenient, affordable, and generally high in quality. Moreover, respondents who had taken courses at Oakton, or whose household members had taken courses, offered many positive comments about their experiences.

No single outreach approach will provide a college with specific information about what programs and courses to offer, particularly if the institution is seeking assurance that a new offering will draw enrollments. By combining results of this community survey with other research, Oakton will continue to stay in touch with the residents of the district and use their input to help shape Oakton's future.

Appendix A

Responses to Question 3: If respondent or a member of the household took an Oakton course, "why were you or the person satisfied or dissatisfied?"

A class Harper might not offer
Add additional education to enhance my knowledge in my career & self improvements
Closer to my job than current college
Either to prepare for transfer or explore careers
Enjoyment or music on stage productions
ESL
Fulfill reqs for another college while at home
Gen knowledge
Get extra credits, while saving money
Just learn more in general
Obtain license
Personal enrichment
Prerequisite for nursing
Retirement interests
Strengthen my medical school application
Take general education classes during the summer.
To take general courses then choose what major
Transfer for a degree
Yoga classes
Good programs

Because the teacher couldn't control the class, the learning was a joke
AA degree, very happy
Accomplished objective
Adequately covered course material
Alliance program was great!
A lot of class choice-eve classes, accommodate work schedule. Convenient most teachers excellent.
Attended night courses at Oakton & enjoyed every class.
Average no comment
Awesome it courses & instructors
Because it helped the person overcome stage fright by enrolling in a speech class. It helped her to speak in front of people and gain some confidence.
Because I've received a lot of help from everyone at Oakton.
Because the teacher is really nice
Catered to her.
Challenging
Class instructors that were not good, others were very good
Class was informative
Class was very good. Language lab was excellent
Class when and where I wanted
Classes were small
Classroom environment nicely relaxed
Clear instructions
CNA-horrible
Computer course years ago that was a waste of time & \$
Computer equipment
Computer software course gave training very much need

Content

Content was not really capable to complete in a seven week semester

Convenient

Convenient location

Convenient location, good program

Course instructors were great

Course material relevant to life-work

Course was competently taught.

Daughter-problems w/class

Disappointed in style & manner of teaching by the instructor

Due to the excellent teacher

Easy to register & convenient times to go to classes

Enjoyed classes registered

Enjoyed instructors

Enjoyed the staff & atmosphere

Enjoying the class just begun

Enthusiasm for subject/teaching

Excellent entertainment

Excellent instructor

Excellent instructor

Excellent instructor

Excellent instructor & teaching style

Excellent instructors

Excellent instructors & nice environment

Excellent presentations low costs

Excellent professor

Excellent profs

Excellent school

Excellent standards

Excellent teacher

Excellent teacher

Excellent teacher

Excellent teacher, patient and enthusiastic.

Excellent teacher-Dr. X

Excellent teachers

Excellent teaching.

Expected none

Exposed to several great teachers & pertinent topics

Fabulous speaker informational program

Felt less like a college, far away from home-commute long

Few teachers were poorly prepared

Filled my expectations

For teachers professional

Fun atmosphere/good teacher

Fun classes, and very nice teachers!

Good academic staff & affordable

Good class

Good content

Good content good value

Good course content

Good course, nice instructor
Good curriculum
Good faculty
Good information-my mom goes to an all course
Good instruction/course
Good instructors
Good location-convenient time for class. Good instructors
Good options
Good performance
Good performance
Good programs/discussions
Good quality of teachers
Good subject & teacher
Good subjects and teachers
Good teacher
Good teacher
Good teacher & lab presentation
Good teacher, good students
Good teacher, ok book but lousy online computer requirements way too much work required for a
undergrad course
Good teachers
Good teachers, good course skill offerings
Good teachers, low prices
Good teaching staff
Good topic, instruction not extraordinary
Good value, good professor
Great and committed professors. Always willing to help. And the course itself was helpful for future career options.
Great instructor
Great instructor & class participants
Great instructors and courses
Great professor
Great professors
Great teacher
Great teacher-good info
Great teachers & resources
Great teachers with good attitudes towards students.
Great teachers, great classes
Great teachers, high quality learning environment.
Had a very excellent teacher
Hard accounting course
He found it difficult but was pleased to say he had the experience
Helped build her confidence was she did go off and leave home
-High quality faculty - -Classes are taught by faculty members
I appreciate the opportunity to take a class with XXX very much
I could not finish the course
I feel that I learned a lot from the course.
I gained much knowledge
I graduated
I had a very good teacher
I had/have excellent teachers

I learn a lot.
I learned
I learned the self-massage well
I learned what I needed to & got good grades
I like the classes routine and how the teacher was preparing and teaching
I received a good education
I received a good education.
I think it is well-organized
I was satisfied because the classes I took provided me with information for future courses.
I was satisfied with the level of professionalism that the class room and instructor had.
I was very satisfied with the course because the teacher was very very helpful. Always answered questions the best to his ability. Always want to help the students out with any problems with homework, and any questions or concerns that student had.
Instructor
Instructor clear in delivery of material
Instructor good
Instructor showed lack of knowledge
Instructor spoke broken English
Instructor was knowledgeable and interesting
Instructor was not prepared on time.
Instructor was very professional-always ready to help-convenient location
Instructor was wonderful
Instructor well-prepared-knowledgeable
Instructor's competence
Instructors still achieving or in practice
Instructors were motivated and explained material clearly
Intellectual professors and a great college atmosphere.
Interesting topics-opportunity to meet with people different than myself.
Interesting syllabus but could be more challenging
It depends on the instructor some are not prepared, show late, etc, bad notes
It enhanced my knowledge about the field I want to pursue
It fully met my expectations.
It is helpful in returning to my career
It met my expectations
It was a great experience with teachers who are qualified and intelligent.
It was a real estate class in preparation to take a state license exam it prepared me well
It was an okay course.
Its just school
Just how the other students were distracting and not letting the ones who paid let them want to get moneys worth
Just ok
Knowledge of person
Knowledgeable instructors
Learned a lot! Good communication, very pleasant
Learned a lot, convenient
Learned what they came to learn
Level of teacher very good/content well presented
Like some teachers/had some that did not know material
Location, great school, school has a lot to offer considering the cost.
Lock of professionalism
Low cost, convenient-small

XXX is a great instructor
Material learned
Me
Members of my family have taken many courses-some better taught than others
Met requirements for college, available pm
My expectations are usually exceeded.
My son grad from Oakton and all his classes transferred
Nice teacher, organized lessons
Nice variety of classes that fit w/my schedule & finances
Not very rigorous
Oakton excels (usually) in the courses I care about, art, computers, music, poetry.
Oakton has a lot of help available
One of the teaches was hard to understand (language barrier)
One on one attention
Passed it
Poor instructor
Poor professor
Poorly organized teacher, no materials
Positive overall experience!
Prior to 2005 I have taken courses ACC 1 & ACC 2, English, & BUS 101, CS 101-professor for 4 of the
5 courses was of the highest caliber (5th was ok-not so interesting) as good profs at OCC better than
NIU-higher expectations of students.
Prof always made time for me
Prof/speakers were very interesting & appeared to be very knowledgeable
Professor I have had are willing to work with you to be successful
Professors are nice
Provided my needs/interests
Qualified staff, affordable and friendly
Qualified teacher
Quality
Quality
Quality of course work, convenient location
Quality of instructors
Quality of teachers/professors
Quality of teaching, course content
Received a good education
Satisfied
Satisfied
Satisfied
Satisfied
She got a good grade
She got As
Short, sweet, organized, informative
Skills/classes/need
Small class size & quality of faculty.
Small class size, dedicated & well organized instructors
Small class size, great instructors
Small classes are good
Some teachers cancelled class so many some teachers are not good energy or teaching methods.
Some teachers don't put enough effort into teaching

Some wonderful professors; it's all about having a professor who appeals to you.
Taught me exactly what I needed
Teacher knowledgeable & able to present info
Teacher led excellent class discussions & interactions.
Teacher was great-photography in 2003
Teacher was superb
Teachers & friends
Teachers have been friendly & qualified and available
Teachers knowledge material learned and challenged programs organization
Teachers very thorough and friendly
Teachers were not very good especially English teacher
Teaches 1 on 1 with student
Teaches very thorough
Teaching is good
Teaching might have been better
The classes were small & lots of teacher/student interaction.
The course prepared me for state license
The course was taught by a very qualified instructor, someone who was actually employed in the business area which he taught.
The courses are well taught and practical. I have been able to apply my learning to my work environment.
The courses were well organized
The credit program was great
The instructor was marginal
The instructors tend to pick on students a lot
The teacher was great
The teacher was reasonable. The class was not hard to understand.
The teaching was not very condensed. I took a 6 hour course and if the professor hadn't tangented [sic] off to unnecessary topics, we could have very well narrowed the hours down to a half!
Time & location
Time/location/instructor
Took classes 1976-86
Transfer skills medical knowledge or instructor
Very easy to send transcript to U of I. Nice facility.
Very encouraging and a very convenient location
Very good school
Very good teacher-
Very good teachers
Very informative helpful
Very informed & eager to assist
Very interesting
Very knowledgeable instructor
Very knowledgeable instructors
Very nice teachers and very big options of classes
Very professional instructors
Very satisfied
Was interesting, clear, and educating.
We were taught, & understood what we were taught
Well prepared for content
Well prepared, informed
Went to fast-summer 05
Wonderful people work there. Everyone is very helpful.

Appendix B
One word or phrase that comes to mind when you think about Oakton
Complete verbatim list – number of references in parentheses

Convenient (58)	Quality education (10)	Excellent (5)
Affordable (30)	Community (9)	Accessible (5)
Close (14)	Community college (7)	Local (4)
Diverse (12)	Good school (7)	Inexpensive (4)
Education (11)	Opportunity (7)	Start here go anywhere (4)
Good (11)	Quality (6)	Variety (4)

3 each: 2 year college, Available, Excellence, Good reputation, Great school, Interesting, Learning, Location, Oakton is a good college, Reasonable, School, Stepping stone

2 each: Achievement, Asset, Career, Cheap, College, Des Plaines, Easy, Educational, Good education, Good location, Good teachers, Great, Great college, Jr college, Local college, Nearby, Not expensive, Outstanding, Practical, Value, Variety of courses, Wonderful

1 each: 1st level college, 4th of July, A jumpstart for a better future, A street in Niles, Academic support, Advancement, A lot of variety in programs, Always something of interest for seniors, Amazing, Asset to my future & opening doors to amazing opportunity., Basic education, Beautiful campus, Beautiful location, Beginning, Best bang for you buck!, Best college, Better paying job!, Caring, Choices, Clean, Close-knit diverse, Comfortable, Commerce, Community education, Community focused, Competence, Competent

Comprehensive, Consistent, Continuing education lifelong learning, Cost conscious education, Cost effective, Cost-smart, Courses that meet occupational needs, Creative, Current, Disappointment-you took away my major hospitality but if you are in commuters or nursing you are very welcome, Disconnected, Diversity of classes, Ease of access, Easy to approach, Economical, Education & goals, Education/location, Educational excellence, Emeritus programs, Excellent education, Facility near my neighborhood, Excellent faculty, Excellent value, Expanding, Expanding knowledge, Extraordinary, Extraordinary for a community college, Fabulous, Facilities, Fair, Far, Far away, Far away parking especially for seniors especially in winter for theater, Flexible for students, Friendly (staff & students), Friendly organized clean, Friendly personable, Fun, Future, Futuristic, Gateway, Good courses-affordable, Good place to be, Good prep school, Good programs, Good quality education at a low price. Good place to try new courses for a new career, Good stuff, Great, Great for adults, Great place to learn, Great place to start before heading out to university, Great school with affordable prices, Great school/fabulous instructors great deal, Great staff, Great variety to satisfy numerous wants & needs across cultures and generations, Green, Helpful, High value, Huge, Improving speaking in English, Improving the future, In the area, In the neighborhood, Inclusive, Informative, Innovative, Integrity, It rocks!, It sucks, Job placement, Joke on Junior, Junior college, Knowledge, Less expensive, Lifespan learning, Local community college, Long drive, Low cost, Money, More classes, Much appreciated! 2 of my granddaughters attended Oakton for 2 years before going on to a 4 yr college, Multicultural, My future, Near home, Near to house, Necessary, Need more class option at Skokie campus, New, Next career, Nice classes if we had time, Nice environment, Nice facility, Nursing, Ok classes, Open doors, Open to the community, Parallel & perpendicular, Personal attention, Positive atmosphere environment, Possibilities, Potential, Practical learning, Preparing, Professional, Quality for the price, Quality of course work, Relatively close to home, Reputable, Respected, Rewarding, Russians, Satisfaction, Saving money, Secluded hidden not student friendly, Seminars, State of the art facility for post secondary educational choices, Strong academics, Summer, Supportive, Surprisingly nice, Technical program, The best, Theater, Transitional, Utilitarian courses, Variety, Flexible, Versatile, Very approachable, Very nice place, Very useful for me, Welcome, Wholesome, Wide availability programs, Wonderful people, Woodsy campus, Work & think, Workshops & seminars

Appendix C

Question 5. Other Program Ideas

Acting	Electric
Acupuncture training	Electric wiring
Advanced excel	Emeritus programs only
Advertising	EMT course
ALS library certificate	English (not ESL) for adults with poor background in writing, verb/noun agreement & tense problem that I see with my employees-but I don't think they would take an ESL course because they were born here.
Anthropology	English, creative writing, poetry
Art	Exercise & aerobics
Art	Fashion design
Art history	Financial planning (cfp)
Art history	First aid/cpr
Astronomy	Floral design
Auto repair	Foreign language-Russian-Spanish-conversation beg/int
Awareness of global problems	Freight broker
Bakery	Geology/oceanography
Basic dance steps	Geriatric specialist
Beginning German for senior citizens	Gerontology
Bio-infomatics	Getting organized
Body guard	Gourmet cooking
Book discussion adult non credit classes	Graphic pre press tech
Book discussion based on a theme	Graphics
Book discussion class led by a professor	Healing touch
Bridge, chess	Hebrew conversation
Casting director	History
Certified translator for French and Spanish	History
Choreography	Holistic/natural health classes
Code inspections	Home health assistance/elderly help
Computer operation	Home improvement update
Computer skills	Hospitality, tourism management
Computer training	How to open a radio station
Computers	Human services
Computers-you have a good variety of classes	Humanities
Condo board mgmt/problems and handling	I do not know much about their careers
Condominium mgt how to serve as a condo board member	Import-export
Considering this as my next career	Industrial arts programs
Conversational German	Interior design
Conversational Italian-noon time classes	International trade
Conversational Spanish	Job search
Cooking/cuisine/dietician (son's interests)	Just lectures/slides of Victorian era & and culture
Courses for pre-nursing	Law
CPA prep course	Lg scale bus pm
Create art/jewelry	Library endorsement for teachers (no has one in Decal)
Criminal justice	Library science
Cued speech	Life skills
Cultural topics, historical or current day issues	Lighter than aircraft
Design	LPN program
Dialysis tech	
Dietician	
Drawing	
EKG technology	
Elder care giving	

Marketing	Property management
Master gardening	Psychiatric rehabilitation certificate program (prcp)
Med cat school	Psychology
Medical assistant (certified)	Psychology
Medical billing	Psychology/therapist
Medical coding	Radio host (professionally)
Medical coding & billing	Radiology technology program
Modern dance	Real estate inspector
MRI tech	Real estate investments
Museum studies	Refresher course in physical therapy assistant program.
Music	Retired prof of geology, and other physical sciences
Music	Retirement planning
Music	Running a travel website
Music theory-but not in Des Plaines	Sap
N/a	Security guard
News journalism	Slavic languages & literature
Nursing	Spanish conversation
Nursing	Sports entertainment management
Nursing (rn)	Sports medicine
Occupational therapy	Stage plays
Occupational therapy assistant	Start-up inventions & design
Online trader	Supervisory & management
Painting	Surfing the web
Payroll certification	Theatre costume design
Personal computer skills	Theatre programs
Personal trainer for brain & memory improvement	Traditional Chinese medicine
Philosophy	Travel agent computer info & entrepreneurship
Phlebotomy technician	Travel industry
Photo related classes	Travel opportunities-not interested in employment
Physical therapy	Ultrasound tech
Plumbing	Veterinary technician
Plumbing	Video game tech
Product marketing skills	Volunteering
Product sales skills	Wilson reading specialist
Professional	Wines of the world
Professional document writing	X-ray tech
Programming-machine language	
Project management	
Project management (pmi)	

Appendix D

Question 13. Other radio stations listened to regularly

Note: table listings may be repetitive

90.1	91.5 NATL PUBLIC RADIO	Kiss FM
91.5	WFMT	B96, 96.3
91.5	91.5 NPR	Kiss Fm,B96,
93.0	91.5 PUBLIC RADIO NPR	Klove and WFMT
95.1	91.5 WBEZ FM	LOOP 97.9
96.3	94.7, 100.3, 93.5	LUP 97.9, 92.7
97.8	96.3 B96	MBN 90.1 FM CHRISTIAN
100.3	96.3 FM	STATION SOMETIMES 89
100.3	96.3, B-96.3, FM	AM WLS
100.3	97.9 THE LOOP	NPR
100.3	97.9 WLUP	NPR
102.7	97.9 WLUP, Q101 101.1	NPR
103.3	97.9, 104 WMGK,US 99,	NPR
104.3	91.5, PBS/NPR 90.9, WCOD	NPR 91.5
107.5	98.7 FM	NPR 91.5 FM
890	98.7 FM	NPR LOVE FM-100.3
"LA KALLE" 103.1 & 93.5	98.7 FM WMHT	NPR-PUBLIC RADIO
100.3 LOVE FM	98.9 JCK FM	NPR-WBEX WFMT I AM A
100.3 LOVE FM	99.5 100.3	LITTLE SHOCKED A
101.1 88.7	99.5 FM	COLLEGE WOULDN'T
101.1, 103.5	99.5 FM	SUGGEST NPR
101.9, 103.5	99.5, 103.9	OLDIES
103, 102.7 FM	99.9 COUNTY MUSIC	OLDIES
103.0, 94.7, 96.3, 107.5	STATION	OLDIES FM
103.1 LA CALLE	AM 11:60	PBS WBEZ 92.1
103.1, 106.7	AM 670	PBS WFMT
101.1 FM, 96.3 FM 103.5	B96	public radio 91.5 FM
101.1 Q101	B96	PUBLIC RADIO WBEZ
91.5, B96	B96	CLASSICAL WFMT
96.3	B96 (96.3 FM) 99.5 (Country)	Q101
96.3, 99.5	B96 (96.3) WGCI(107.5)	Q101
104.3, 98.7	V103 (103.9)	Q101
1390 AM	B96, 96.3	Q101, WBEZ
740AM WCHO TORONTO	B96, 96.3	RELEVANT RADIO 820
AT NIGHT DURING	B96, 96.3, 94.3	RELEVANT RADIO 820
WINTER & MAY SAT AM	B96, 96.3, 107.5, 100.7, 92.3,	AM, WMBI 901 FM, NPR
GERMAN PROG	103.4, 103.7	95.1
850 AM	CD	SON LISTENS TO B96
890 AM	CD'S	THE LIGHT (93.9)
890 AM, 820 AM, 98.7 FM	CHICAGO PUBLIC RADIO	THE LOOP 97.9 FM
890AM WLS	CHRISTIAN WLLYT	THE SCORE SPORTS
90.1 FM	COUNTRY 99.5	TRUE OLDIES 94.7
90.1, 1160 AM	FM	TRUE OLDIES 97.7, KISS
90.1, AM 1110	FM 98.7 (CLASSICAL)	FM 103.1, B96, 96.3
90.9 FM, 98.7 FM	FMT	US 99
90.9, 91.5, 98.7	JACK FM 106.7, RADIO	US 99
91.5 CHICAGO PUBLIC	PASION WFT	US 99.5
RADIO/NPR	K LOVE 94.3	US99
91.5 FM, 98.7 FM	KISS FM	V103
91.5 FM; 99.5 FM		V103 FM 102.7

WBBM FM 96.3, WKSC FM
103.3
WBEZ (17)
WBEZ-NPR
WCDP 90.9
WDCB
WDCB WBEZ
WFMT (24)
WFMT
WFMT 1S 99
WFMT 98.7
WFMT 98.7

WGCI
WGCI 107.5, B96-96.3,
POWER 92.3
wgci 107.5,b96 96.3,v103 102.7
power92,92.3
WLOV
WLS (10)
WMBI
WMBI (MOODY
CHRISTIAN
BROADCASTING)
WMBI 90.1

X

WMBI 98.7 CLASSICAL
WMBI AM & FM
WMBI FM 90.1
WMBI-FM 95.3
WMFT 97.8
WMFT 98.7 WDCB 90.9
WSCR 670 AM
WSFM 98.7 FM
WTRN
WUSN 99.5
WUSN-FM

Appendix E

Question 15. What suggestions would you make to President Lee about what programs and events the College might offer to educate and entertain you?

Don't have any idea now.

"Passports" for seniors great, the administrator is a jewel! She gives great lectures.

1. Can I be my own "financial advisor"? Controlling my retirement savings IRA 401, "required minimum distributions", taxes? 2. Doing the IRS 1040 and IL 1040 going over the forms line by line, (go rege) (can do, can't do), but not filling in individual taxes, in January of the last tax year?

1-2 day mini lectures topics ranging from entrepreneurship to landscape design.

9am to 1pm Sunday sessions-credit one topic/session

A class "how to transfer to a 4 year college/university" move advanced selection of credit/non credit classes.

A program for repeating a course if needed to meet certification either free or at a discounted fee.

Add more theater, music, comedy to your line up of entertainment

Adult day trips to interesting areas/locations/museums, etc in Illinois/Iowa/Indiana/Wisc/Mich with competent escorts

Advertise and have an open house

Advertise market what Oakton already has to offer. Mail ads to all homes in the district and ask if they would like to receive a printed class schedule and/or direct them to the website.

Advertise the extracurricular activities in an open house after the beginning of the semester-wks after bk when that's done during the 1st few wks of semester-students have tons of things on their plate so its hard to commit or remember to go see a meeting

Affordable classes.

All good

An ultrasound technician program would be wonderful

Animal grooming

Any dental related courses like dental assistant or dental office management

Anything new & exciting

Are there actual jobs for someone taking technical courses? How does the school help in this process.

Bands-family

Because I went to Purdue my first year and massage therapy in Chicago my second year I took classes at Oakton my second year too. The classes were not as challenging and were not equivalent academically to the 4 year college or to Chicago school of massage

Because Oakton is viewed as such a low-quality school, maybe investing more in well known professors and higher quality professors who know what they are doing.

Boating

Bring more older adults

Can you condense a 4 yr liberal arts education into 2 years?

Career oriented

Certificate programs for masters & ie. Administrative courses for Illinois state board of education requirements & for licensed clinical professional

Classes on art, history, music

Classes should be in both campuses not one or the other.

Classes should be more affordable for seniors 55 years 3 over

Concerts/plays

Continue emeritus courses and seminars access to regular courses.

Continue good work

Continue the excellent education programs

Continue to excel

Cooking classes

Courses for retirees wanting to pursue a second career travel/education courses-study abroad or language immersion courses.

Courses in art, music, cultures (other than us cultures) theater film

Courses to interest aging "baby boomers"

Current musical groups-cultural/multi cultural

Currently not planning to take any courses at Oakton. I would prefer Northwestern if I need any further education.

Dance, more psychology classes, psychology conferences

Des Plaines campus has outdoor concerts-how about Skokie all that open space to the n might work. It does need snow fences & wind breakers for those of us using the entrances-maybe a new landscape mgt class could attack that .

Discussion-before and after sessions open forum

Doing a great job no suggestions at this time

Email course info. In areas of interest at beginning of each semester.

Europe & or am history-senior cit beginner computer German & translator employment

Event to educate public on human trafficking.

Events, celebrating different cultures in Skokie.

Extend cultures week for one more week. Its very interesting and gets students more involved.

Fashion-dress for success

Follow the changing job market

For the counselors to explain & help more about what classes are actually money worth and not letting us waste our money.

Forensics-dentistry & medical

Free school eve program for seniors

Get more info out about transferability of credits, please.

Go to high schools talk about benefits of Oakton associates degree

Going beyond website design: how to submit a site to search engines & directories, as well as other promotional strategies. No one seems to teach this.

Guest speakers on current issues-e.g. the science of global warming, theories, health care, foreign affairs

Hand on training course

Have a circus come to Oakton.

Have a mailing for events & entertainment that is offered at Oakton.

Have competent employees (faculty excluded, they're already competent) and staff, it will facilitate taking courses for credit card audit.

Have international events and foreign films mornings and afternoons rather than at night

Have more classes in Skokie or some where else east of Des Plaines. I commuted past that campus for 7 years-no way will I drive there for a class it's to far and too much traffic.

Have more selection/courses for a major in human services

Have on campus housing

Have some cultural events in Skokie-perhaps Skokie theater

He should meet and greet potential students during orientations

Health related courses & hands on training, with job placement so students can seek jobs with good health insurance in a permanent health care setting in an area where people need good health care & quality of life from physicians.

Hebrew classes/ballroom dancing

Hire professionals not amateurs

Hire still on more lecturer to do classical music programs other than X for variety

History comic artists & super hero art

History of the nw suburbs, some tour/lecture to inform people of special locations, events, history local who's who?

Host animal related events ie: dog show.

I absolutely need day-time, "during school hours" classes. There are so few that I haven't taken any

classes yet.

I am a computer nerd pushing 83 yrs old Mrs. X is computer literate but teaching not a strong point. I suspect some old timers would be interested in catching up to the computer age incidentally I have a BCE degree and AMS from northwestern but rusty in time.

I am a stay at home mom who will be returning to work in a few years, am highly educated (MBA) with a strong career background-there are lots of us here in the Glenview-returning soon to work force. I plan on working 3-4 days upon my return. Would like to take classes at Oakton & utilize job search &/placement facility.

I am greatly impressed with Oakton's emeritus programs. I wish I could attend almost all of your courses. Keep up that program!

I don't have any suggestions but I like to let the president X is excellent math tutor in rm 234 in Skokie campus he is a big help with for me he made me have a confident that I will be able to have mat 047 I don't have any suggestions.

I don't remember seeing notices about art exhibits in local papers.

I graduated from Oakton in 1984 and have not been back since, but I would suggest offering more times for the YOGA classes, evenings & weekends.

I haven't really been to much so I don't know what we have and don't have

I heard about international culture events a few weeks ago. I like all those trees at Oakton. I expect a bright future in Oakton.

I like Oakton, when I need training in software I always attend Oakton.

I never studied at Oakton college, no I have no idea.

I really miss the women's day luncheon that used to be held on Saturday. Many who enjoyed that day are not available on weekdays.

I taught at Oakton in the 1980's-on a part-time basis. I attend internationals cultural week and sometimes other events.

I think it would be a great idea to add coursework to help teachers complete additional endorsements to enhance their careers. I am currently looking to complete my health endorsement and more classes in health or teaching would be a great benefit, especially with so many high schools in the area.

I think it would be beneficial if a ballroom dancing cause would be made available. Men need to know how to dance!

I think Oakton does a great job implementing programs focusing on both education & entertainment!

I think she's doing a fine job

I think so far, Oakton has done a great job of entertaining the students and keeping them interested.

I think the people who are interested find you easily

I think you are doing great!

I took a cooking course at David's bistro. It was wonderful! I heard about it from someone else. I got your flier in the mail

I would like more non-credit courses offered in Des Plaines for seniors during daytime hours.

I would like president lee to consider having an associate degree in paralegal and dental hygiene.

I would like to have more medical fields because I really want to go to school for Medical Sonography but your school doesn't offer it.

I would like to pay online by credit card which I used to be able to do and can't any longer.

I would like to see strong academic/occupational development so there are opportunities for my children (when they are old enough) affordable option to take pre reqs prior to transfer to 4 yr university.

I would suggest offering job search workshop

If you had theatre or dance events come through that were open to the public to attend, I'd be interested in going.

I'm not there to be entertained

In my opinion the fees are high (credit course) work on more courses transfer to four year college.

In re: to line #11-to cut costs send a flyer before schedules are ready to have reader request printed schedule or be aware to go to the web schedule.

Increase the publics knowledge of the theatrical-concert and non academic events.

Instead of sending "course schedule" send event flyers & or calendar to households-I never knew about these until I attended classes on campus. (they should be sent by request only not to everyone 3x/yr)

Interior design

It is great to have the emeritus program with reduced fees.
I've taken one class. I like the small class size. Not very rigorous, but just fine for adult learning.
Jazz concert. MRI/x-ray tech-high demand-not many school offer these programs (usually 2 yr) vet area-high demand only specialty colleges offer regular vet program
Keep cultivating your vision, and encourage all of your staff, from custodial to admin to offer their ideas.
Keep it up-it brings in the community having a variety of programs. Promote baseball (and softball) more-as a family event
Keep prices reasonable and there will be volume have the proper size rooms for the amount of people and the type of class. I think the variety of classes are excellent.
Keep the great communication with the community!
Keep up good work. Make available more courses for aging adults.
Keep up the good work!
Keep up the good work.
Keep up the great work. This college is great.
Less expensive classes.
Low cost courses for new immigrants
Low cost courses for the public and immigrants eg computer and English language
Mail post cards ask residents if they want printed schedules. I found 3 emeritus classes to attend, but I would not have gone into a website to look for what's available-like to read the descriptions, etc. On paper.
Make certain you have good teachers to teach them.
Make it a 4 year college
Make sure the instructor has a good syllabus-and sticks to it! Just because he knows his subject does not mean he is a good teacher and can relate the information to his students very imp
Many cultural events & courses are of interest but I do not own a car. Reliance on public transportation would take too much time. Hence, I only go to OCC for specific courses for which I can deduct the expenses for my business.
Maybe more seminar type courses
Maybe more summer classes for middle school age children & high school age children. I haven't heard of any, but I think some are offered, maybe more info can be sent to surrounding schools.
Monthly meeting with new and younger emigrants.
More academic emeritus classes
More ads on theatre presentations.
More adult book courses.
More advanced courses in geology, anthropology & astronomy
More advanced ESL classes ESL on weekends
More apprentice programs-need experience to enter a position-ie, like graphic arts program (in prior years)
More art/music/history/and foreign languages in Skokie campus
More arts & leisure/hobby classes
More availability of general classes (credit) at the Skokie campus especially in the summer semester and at night time (evening classes).
More career workshops
More ceu classes for mental health professionals
More cooking classes non credit.
More courses ECE on line
More courses for aging baby boomers.
More courses for seniors to enrich their knowledge & post retirement employment.
More courses on international relations & current events! Finest teacher we ever had X!
More courses related to the RN program at the Skokie campus.
More craft classes for pleasure.
More exposure to the public. More ads, hand-outs and even booths at malls other public places. More

public events! Draw people there, meet the school!
More hand on courses, more internships (paid)
More hands-on courses for programs offered, an event held in the beginning or ending of each semester where students meet with counselors, or program advisors (perhaps a conference? & students meet the counselors) including financial aid.
More healthcare programs, technology. Parent-child friendly programs also (for entertainment)
More helpful bookstore people & financial aid people offer more scholarships
More lectures on people who already are employed in the fields
More medical programs
More of the same. Advertising-marketing & design
More online
More programs for senior citizens
More psychology-based programs
More social service related and How to convert 2 yr to 4 yr degree with ease
More stage productions or musical entertainment
More than anything, I would suggest you resist the pressure to follow business models in running the college. Educate your audience as to what education really means!
More theatre programs, (student) community art exhibits, guest speakers/lectures, educating the community about the benefits (academic & financial) of attend community college.
More weekend classes please!!
More week-end classes-both credit & non-credit
More weekend courses/courses offered in the late evening. I work till 6!!!
Mr. X, classical guitar teacher and guitarist, gives beautiful programs (847) 692-4180
Multi-cultural themed events & programs that encourage reading.
Music- Because music is a part of life and we relate to it in so many different ways...
My time at Oakton has been excellent.
Need to advertise more
Niles has a shuttle-free bus, maybe there can be funding through Skokie to have one run n & s offering more convenience to make it possible for people it might draw more students like my self because pace-bus does not offer the best times especially evenings & weekends.
No suggestions you are doing excellent.
No suggestions-lee is doing good and will do good
Non-credit foreign language-Italian
None-doing a great job!
None-good programs
Not sure at the moment going to register for classes.
Nothing for now-still learning about what the college offers
Nothing it's a great school, tons of opportunities. Great all around.
Nutritional courses. Weight loss & fitness classes.
Oakton pretty much covers anything I would be interested in/prefer afternoon classes. Thank you!
Occupational therapy & OT assistant programs
Offer a wide variety of course selection as possible. Students should be able to consider & explore many career possibilities.
Offer classes on Sundays! Also classes very early and very late so people who work full time can attend can't ever make a 6:00 pm class due to commute, etc. Think of working person.
Offer continuing education seminars for mental health professionals.
Offer Job Search workshop
Offer more classes at Skokie campus.
Offer more evening/Saturday classes.
Offer more non-credit courses and/or make some credit course which require pre requisite for non-credit applicants.

Offer more on group relations, psychology, interpersonal dynamics, etc.

Offer more programs w/2 yr certificate or less

Offer physical education classes, as well as other science classes at Skokie's campus as well. Mostly because it's hard for some people to go to Oakton's campus in Des Plain. Thank you.

Offer some computer certification programs as pmi, Microsoft, etc. Reach out to area companies to move staff to higher level-I have been trying to do this with some of my staff.

Offer the prcp program at OCC, rather than via charge back at Wright community college.

Offering documentaries, a day event such as going on the Mississippi river, xmas outings-downtown lights, Christmas carol-play Rockettes-weekend.

Once again! When I declared my major-hospitality the college got rid of the whole hospitality curriculum thanks a lot, but if I were doing something in computers or nursing I'd already be graduated from Oakton and in that job in the field but you took it away

One on one help for really slow learners. Basically everything is very good.

Open house

Our children are grown and gone from area, and we have more things to do than we have time or energy to get done.

Our daughter went to jr college years ago. She was average at h s we didn't want to send her to a 4 yr college. She worked hard & made the deans list had 2 very good years. Then went on to Western Mich in Kalamazoo & graduated thank god for junior colleges.

-Outdoor summer concerts at Skokie campus (Ravinia-like artists)

Parent/child offerings

Perhaps a mental health event especially since depression is rampant in colleges (for suicide prevention).

Please add elder home care assistance-should be a growing field

Please make sure that teachers do not push a biased political agenda to the students.

Programs for students that have young children-ie-pumpkin patch for 1-5 yr olds at Halloween.

Hanukkah party costume party-Christmas party Easter bunny free or low cost events to bring together adult students w/others their age w/kids in the community

Programs that aren't too full, I have applied to the nursing school only to learn the waiting list is until 2010. It's very frustrating that I can't start a new career because too many people have applied and that you don't have enough sections of it.

Programs to inform & entertain travel and day trips! Thanks!

Rather invite more new interesting authors, singing music-groups.

Reach out to local schools better and get info out on tuition help

Refresher course in physical therapy assistant program.

Rock the quad charity concert.

Scholarship

Seminars on theatre work acting

Senior citizen avocational courses

Senior, interested in subject to broaden and inform

Single group for seniors

Sorry can't think of anything now. Would there be a place on Oakton.edu to make suggestions in the future, when I think of something? Thank you for serving us!

Strengthen in skills for jobs. Fulltime works need to constantly improve computer skills, supervisory skills & researching companies.

Subjects of interest to senior citizens, but not interested in formal school or credit.

Summer fun classes (non-credit) re: cooking/baking/grilling

Teacher evaluation forms should not be completed by students until end of courses.

Teas with speakers, lectures on politics, literature, innovations

The art studio is completely inadequate!!! We have the least space of any Chicago area community college. Un-believable!

The attendance policies in most classes are very strict some people have other obligations while trying to pursue a degree at Oakton but cannot excel because their grades drop because of their attendance.

The concerts and art exhibits are wonderful.

The Hartstein campus needs a real library.

The problem with the alliance program is notification of lack of enrollment. These courses are valuable to those who are interested.

The school has a good variety of offerings. I am just very far from the Des Plaines campus. I can get to the Skokie campus easily.

The work out facility is not too impressive-otherwise I am a big fan-I have taken credit & alliance courses & my kids have & are taking transfer courses as well. High quality & good value.

Theater productions, cooking classes, cheaper photoshop class.

Theatre, party planning

There is a desperate need in America for affordable, high quality job training, educators sometimes look down at technical skills, and young students don't always understand how much they will need them. I have a bachelors degree from northwestern and the only thing it was good for was applying to graduate school. Oakton has an opportunity to serve a broader community more effectively. People must have good jobs before pursuing knowledge for knowledge's sake.

Thus for my interests (language & art) are well met.

To have a four year college.

To have more courses at Ray Hartstein campus which are comparable to those at the Des Plaines campus.

To invite kids in community, how about Maryville academy kids

Tours of the campus & grounds

Travel-theatre

Try to be current with employers needs. Do not make obsolete courses.

Try to offer more courses at the Skokie campus, and also more on evenings & weekends. I'm interested in many classes that I can't take due to time or location.

Ultrasound, ct tech and mammogram tech all these courses are more welcome.

Upgrade the faculty. Offer special classes at corporate locations.

Very interested in paralegal programs, don't want to go downtown for these courses

Weekend/evening art/drawing/painting classes.

When it comes to cultural events (like foreign movies, for example, at least a small committee of people to agree on whether or not that film/event properly represents a culture. When only one person makes that decision, a lot of people will be affected by that one persons decision.

Who is President Lee?

Workshops for teachers

You're most kindly welcome!
