



HIGHER LEARNING COMMISSION

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February 8, 2022

Dear Visiting Team,

This letter is accompanied by a report of the responses received from Kansas City Kansas Community College's student body through a survey conducted by the Higher Learning Commission in January/February 2022. The survey was intended to give all students an opportunity to participate in the accreditation process. Their responses may help you identify possible questions for your meetings with faculty, staff and students during your visit.

HLC staff has redacted the responses to remove personally identifiable information (with the exception of the institution's chief executive officer) or information not essential to the evaluation team's work.

A copy of the report is also being sent to the institution's chief executive officer and accreditation liaison officer. Per HLC policy, prior to the visit the institution may provide the evaluation team and HLC additional information or other data in response to the student survey.

If you have any questions or comments regarding the student survey report, please contact the institution's staff liaison, John Marr.

Sincerely,

Higher Learning Commission

CC: Dr. Greg Mosier, President
Dr. Jerry Pope, ALO

**Higher Learning Commission
Student Survey Results**

Kansas City Kansas Community College
(N=307)

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	11	11	25	133	119	4.13	299
I received clear information as to how much my education would cost	13	13	29	123	111	4.06	289
A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	18	39	53	77	57	3.48	244
The school worked with me to identify an academic program that met my goals	15	20	49	94	96	3.86	274
An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	11	12	35	101	122	4.11	281
An academic advisor was available to help me with questions about my course of study	9	12	29	101	128	4.17	279
I was placed at the appropriate course level that matched my academic preparation	7	9	26	110	132	4.24	284
I am satisfied with the progress I am making toward completing my degree	6	12	31	107	129	4.20	285
Course content is appropriately challenging for my program of study	10	12	37	121	113	4.08	293
Courses required to complete my degree are available when I need to take them	15	18	31	108	108	3.99	280
Faculty who teach provide helpful instruction	10	12	32	121	119	4.11	294
Faculty are available when I need help	9	7	40	103	126	4.16	285
Faculty who teach are knowledgeable about their subject areas	8	7	19	111	144	4.30	289
When I have non-academic questions, I can reach someone who can help me in a timely way	11	13	52	112	92	3.93	280
Overall, I am satisfied with my experience at the school	7	10	29	103	136	4.23	285

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

I am very thankful KCKCC can provide fully online degree options at an affordable cost. Many online universities costs exceeded my budget, and would have left me with the only option of pulling out additional loans. Every staff member I encounter has been absolutely wonderful. You really cannot ask for better help when you reach out to anyone to assist your educational needs. Even though I don't frequent courses on campus; the times that I must are pleasant trips. Teachers are always quick to respond to questions about material as well as any other matter that I might require assistance. Counselors are always positive individuals. Financial aid is always happy to explain financial aid for each semester. I look forward to graduation!

Requiring College Algebra for my Lib Arts degree is questionable. I also would like to see a more personalized opportunity to fulfill required course study to suite my personal goals and pursuits. I have had a couple instructors whom seem to struggle with teaching to a diverse spectrum of learners.

I am glad il choose KCKCC to get my degree. It's one of the best places to be for furthering your education. I have the best Teachers and all the staff is kind, generous, and helpful. I am glad I choose KCKCC.

I completed a certificate at KCKCC years ago and when it was time to pursue further education I knew I would come back. I have nothing but good stuff to say about KCKCC.

I am enrolled in the Licensed addiction certification program. I am still unsure of exactly how many credits I have to complete. I was told one of my classes from my bachelor's Program may be considered. I was told in the very beginning that I needed less credits. I am very disappointed.

KCKCC is an extraordinary community college. My reasoning for saying this is my professors are extremely knowledgeable about their subjects. The professors do a really good job of having students write utilizing critical thinking and reasoning.

I was told by my teacher to use a certain classroom. While doing so, another teach came in and aggressively yelled at me for being in her classroom because she had a class there soon. I told her to talk to my professor and she yelled and told me to get out again. I reinstructed her to see my teacher on the matter and she did so. I was within a group using the classroom.

Everyone at KCKCC is so nice and very helpful. They are absolutely amazing! Thank you so much KCKCC!!

There are issues with not being able to view financial aid award information. I get notice that I have an award but when logging in to view the award amount there's no tab or link to select. It only shows the drop down tab for the year of the award. Also student self service always says no access to menus when I log in.

I find that some faculty organize their classes in understandable format while others formats are disorganized (in ways I assume make sense to them as the professor). These discrepancies are hard to face as a student because I cannot be successful if the format is confusing.

This survey doesn't apply to KCKCC pcc students

Teachers should use email to send information about class not only course messages

My program director made time to meet with me and assisted in deciding on future majors and work opportunities.

The evening nail technical program lack in efficient implementation of program curricula and the facilitating of

instruction.

I have had a very good experience with KCKCC. Both the advisors and the teachers will help you work hard if you are willing to put in the effort.

Sometimes it is very unorganized. I didn't know a lot of the information I needed to until the week or even the day before I had to do them. I'm in the RN program and nursing school is already hard, them being unorganized made it a little harder.

KCKCC Advisors are always SO helpful. I've changed my degree program twice & advisors have truly helped me make sure I'm on track. Additionally, my instructors are responsive to messages I send, & available to help me understand course content. I feel as though everyone at KCKCC sincerely cares about me--both about my academic goals & me as an individual. I'm so glad I chose this school!

I think it's time to make the transitions from blackboard to canvas.

I don't like the website, it's not user friendly and half the time it kicks you out. Need a better website. Also you should be able to enroll yourself even without a certain amount of credits. We're adults not children.

I personally like the zoom classes. I feel like KCKCC has done really well with adapting. I know that the college is in the process of cutting back on zoom classes, however, I will say that my only zoom class this semester, Spanish, is very well run even with a large class group. It is very active and engaging and gives people enrolled in Spanish who can't make it to the campus a great opportunity! There are a good amount of teachers who have really excelled at zoom teaching. No, it isn't for everyone, teachers or students, but the college has done amazing for such a huge change.

[...] has been amazing in helping me get started on my degree journey. Your help have been more valuable than I can thank her for.

I would like to add that at the beginning of every semester (in every class I have taken) I have been informed of where and how to find the area of help if ever needed. For example where to go if I need tutoring.

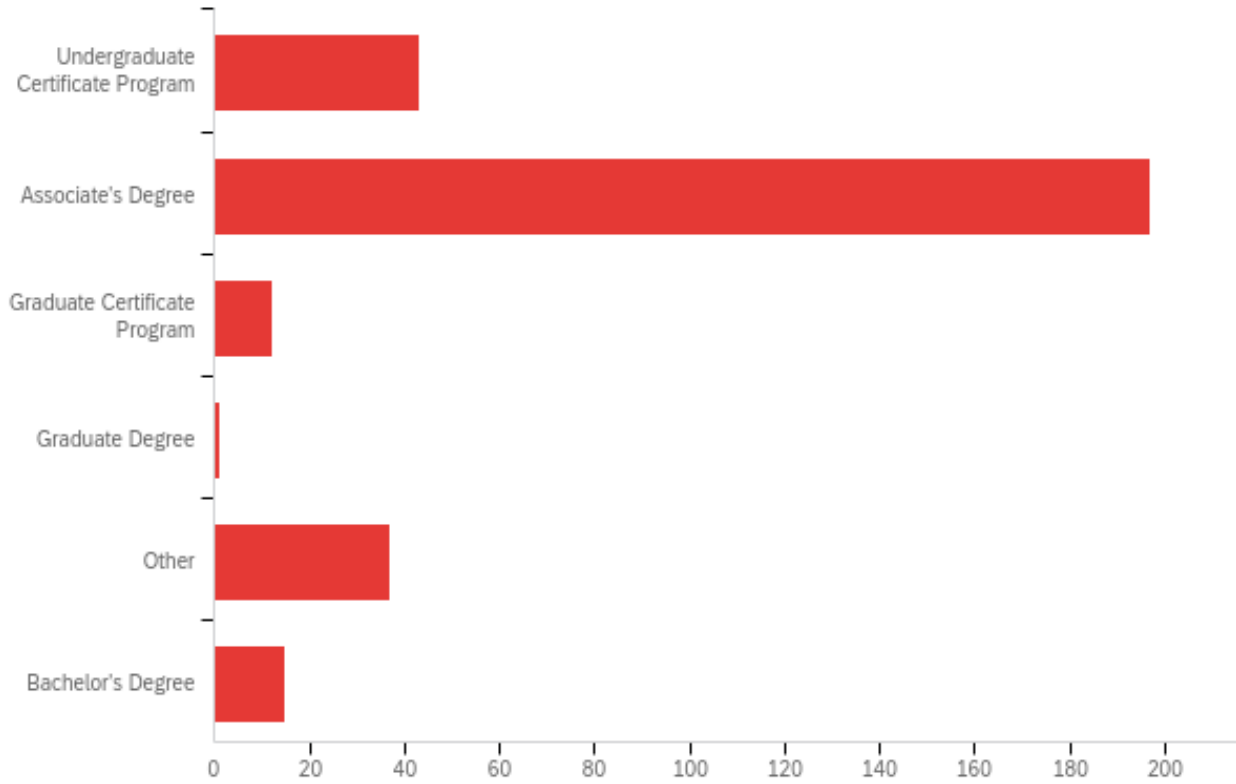
The LPN nursing and pharmacology instructors are excellent. They hold high standards while providing the individualism to each student. Very impressed!

I am a new transfer from JCCC for the year of 2022. My initial acceptance email did not include my student ID number, which caused technical problems going forward. I was notified on the first day of classes that I needed to have a parking permit to be on campus, none of which was listed anywhere within the introductory information. The overall process seems inconsistent and often left to the individual to seek information on their own, even though that individual may not even know they need to ask.

The advisors suck and they act like they hate their lives. They treated me like garbage and I don't like them.

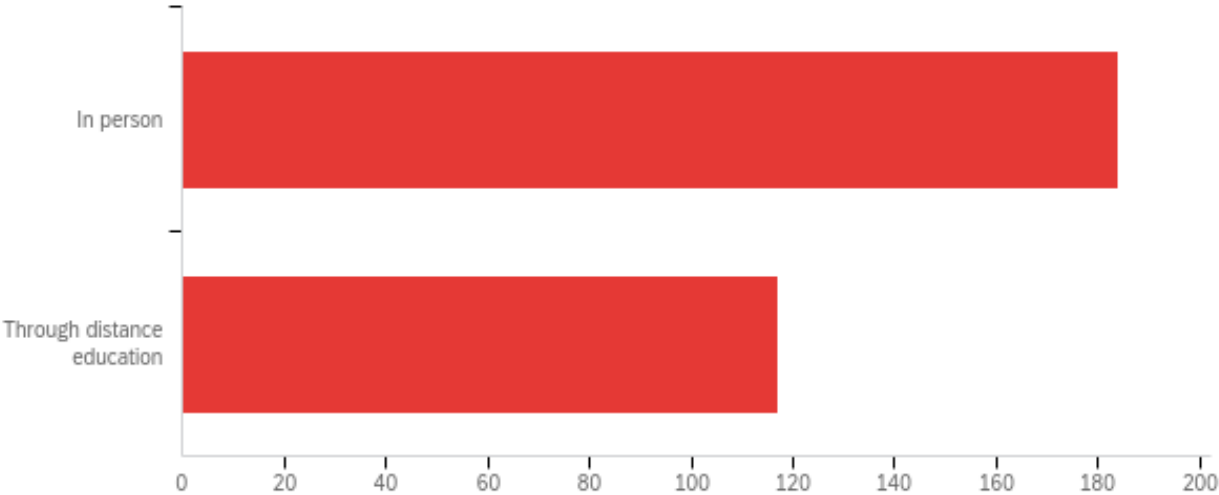
The teachers here at the college, act like they don't care about the minority community. They are not helpful, and they are not here to help us succeed.

What academic program are you currently enrolled in?



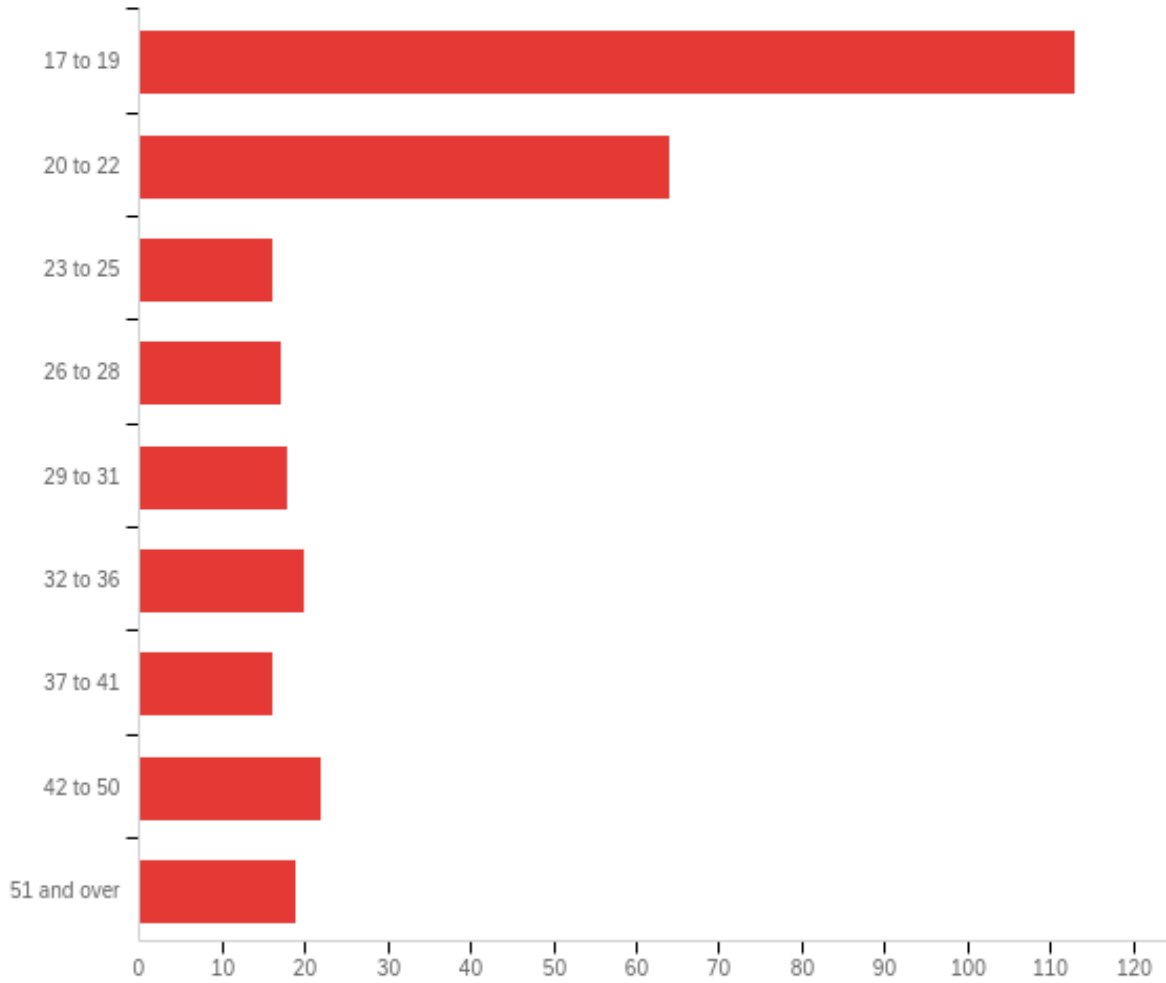
Answer	%	Count
Undergraduate Certificate Program	14.10%	43
Associate's Degree	64.59%	197
Graduate Certificate Program	3.93%	12
Graduate Degree	0.33%	1
Other	12.13%	37
Bachelor's Degree	4.92%	15
Total	100%	305

How do you primarily take classes at your school?



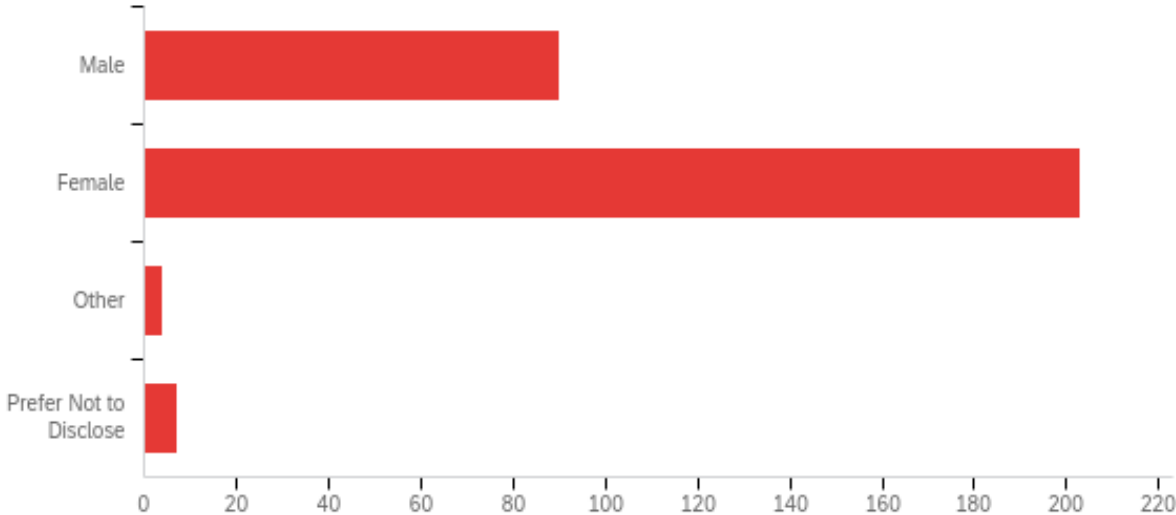
Answer	%	Count
In person	61.13%	184
Through distance education	38.87%	117
Total	100%	301

What is your current age?



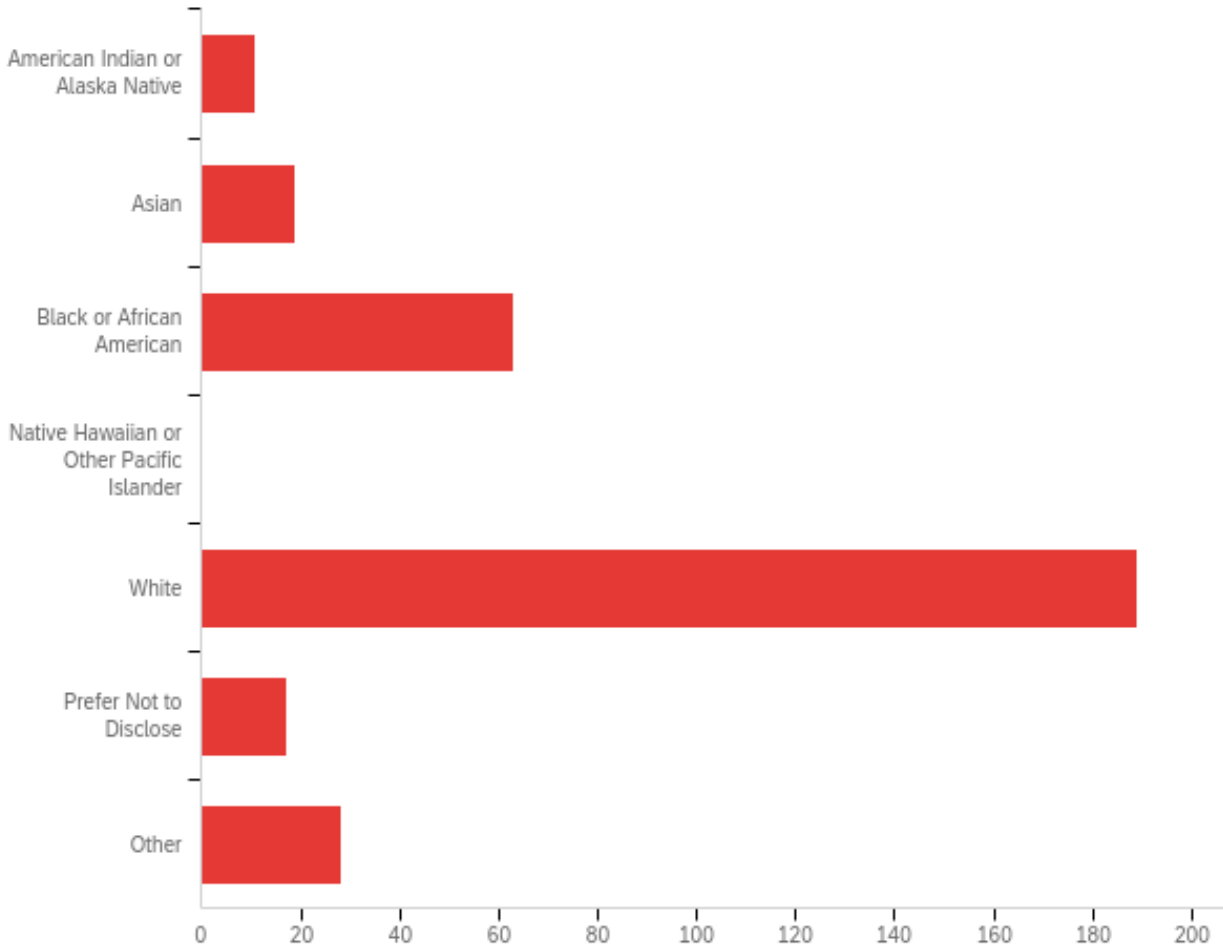
Answer	%	Count
17 to 19	37.05%	113
20 to 22	20.98%	64
23 to 25	5.25%	16
26 to 28	5.57%	17
29 to 31	5.90%	18
32 to 36	6.56%	20
37 to 41	5.25%	16
42 to 50	7.21%	22
51 and over	6.23%	19
Total	100%	305

What is your gender?



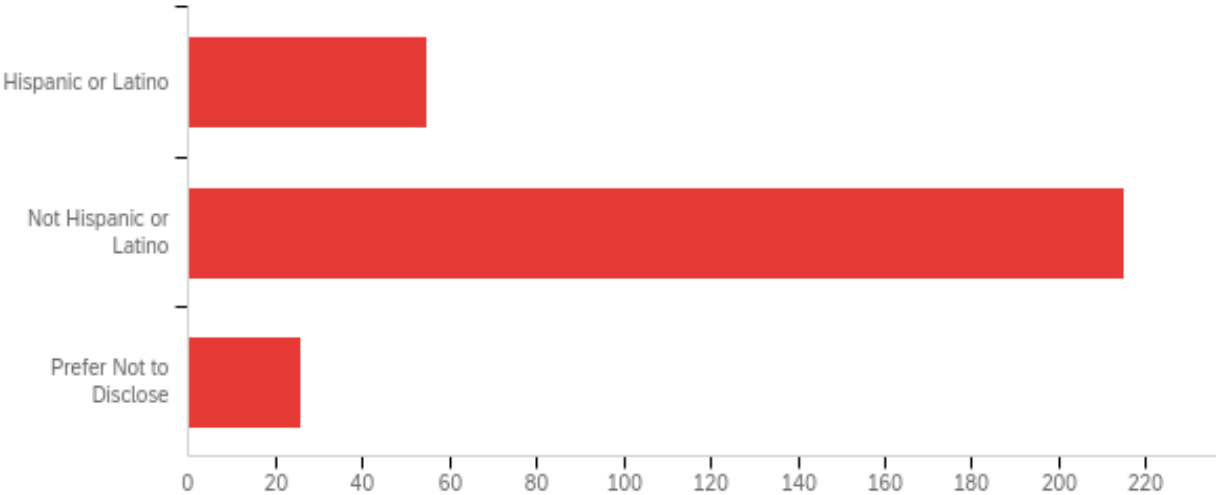
Answer	%	Count
Male	29.61%	90
Female	66.78%	203
Other	1.32%	4
Prefer Not to Disclose	2.30%	7
Total	100%	304

What is your race? (choose all that apply)



Answer	%	Count
American Indian or Alaska Native	3.36%	11
Asian	5.81%	19
Black or African American	19.27%	63
Native Hawaiian or Other Pacific Islander	0.00%	0
White	57.80%	189
Prefer Not to Disclose	5.20%	17
Other	8.56%	28
Total	100%	327

What is your ethnicity?



Answer	%	Count
Hispanic or Latino	18.58%	55
Not Hispanic or Latino	72.64%	215
Prefer Not to Disclose	8.78%	26
Total	100%	296