

Chabot College Student Satisfaction Survey: Fall 2011 Highlights

Overall Satisfaction with Chabot

The Student Satisfaction Survey was conducted in October 2011 in a representative sample of sixty-eight course sections and was completed by 1,597 students (59% full-time and 41% part-time). The main purpose of the survey was to collect student feedback about satisfaction with Chabot academic and student services and campus climate.

Most students are satisfied with their overall experience at Chabot, the physical condition of Chabot, student services, and the campus climate. Students had the highest satisfaction with instructors, Admissions and Records, the Assessment Center, the Bookstore, Campus Safety and Security, and Food Services, and over 70 percent were satisfied with the major student services listed here.

Highest Levels of Overall Satisfaction

Students reported the highest levels of satisfaction with the following aspects of Chabot.

| | Percentage of all students | | |
|--|-----------------------------|------------------------------------|-----------------------------------|
| | Satisfied or very satisfied | Neither dissatisfied nor satisfied | Dissatisfied or very dissatisfied |
| Overall experience with: | | | |
| Chabot College | 78% | 19% | 4% |
| Instructors | 81% | 15% | 4% |
| Progress toward educational goal | 71% | 19% | 10% |
| Physical condition of: | | | |
| Library | 78% | 15% | 7% |
| Classroom (lecture) facilities | 77% | 16% | 7% |
| Computer labs in library and departments | 71% | 19% | 10% |
| Bookstore | 71% | 18% | 11% |

NOTE:
All percentages have a margin of error of 3 to 4 percentage points.

Satisfaction with Major Student Services*

Over 60 percent of all students used the following services, and most were satisfied or very satisfied with them.

| | Percentage of those who used service | |
|----------------------------|--------------------------------------|---------------|
| | Satisfied or very satisfied | Not satisfied |
| Admissions and Records | 88% | 12% |
| Assessment Testing Center | 89% | 11% |
| Counseling | 75% | 25% |
| College Bookstore | 85% | 15% |
| Campus Safety and Security | 86% | 14% |
| Food Services | 80% | 20% |

*Note: Satisfaction with student services may not necessarily reflect satisfaction with the staff or the core service, but with the overall process.

For instance, in the case of Counseling, this includes contacting the front desk, making an appointment, trying to get in for drop-in counseling, and attending the actual counseling appointment under conditions of counselor shortages.

Campus climate

The majority of students described a positive campus climate at Chabot.

| Chabot College Student Satisfaction Survey, Fall 2011 | | | | | | |
|---|-------------------------|--|----------------------------|--|-------------------------------|--|
| Students' experience of campus climate | Agree or strongly agree | | Neither agree nor disagree | | Disagree or strongly disagree | |
| | | | | | | |
| I feel welcome at Chabot | 75% | | 21% | | 5% | |
| I am treated with respect by college staff | 86% | | 11% | | 4% | |
| Overall, I feel safe at Chabot | 71% | | 21% | | 8% | |
| I would encourage others to attend this college | 69% | | 23% | | 8% | |