Chabot College
Student Satisfaction Survey: Student Responses by Race-Ethnicity
October 2011
Percentage Distribution of All Survey Items
Based on a sample of 1,597 student course enrollments

Satisfaction with Overall Experiences at Chabot	Percentage who were satisfied or very satisfied				
	African American (n=172)	Asian American/ Pacific Islander (n=290)	Filipino (n=137)	Latino (n=337)	White (n=234)
Overall experience at Chabot College	82%	76%	72%	84%	80%
Overall experience with instructors	89%	74%	79%	84%	86%
Overall experience with counselors *	66%	53%	52%	54%	53%
Overall experience with admissions and records staff	67%	64%	59%	58%	57%
Overall experience with other college staff	63%	58%	55%	60%	60%
Progress towards my educational goal	81%	68%	72%	71%	72%
Preparation for transfer to four-year college or university	68%	56%	53%	52%	52%
Preparation for obtaining employment in my field of study	46%	39%	38%	43%	45%

Satisfaction with College Facilities	Percentage who were satisfied or very satisfied				
	African American (n=172)	Asian American/ Pacific Islander (n=290)	Filipino (n=137)	Latino (n=337)	White (n=234)
Classroom (lecture) facilities	86%	78%	76%	78%	78%
Science laboratories (biology, chemistry, geology, physics)	54%	63%	68%	51%	62%
Technology laboratories (auto, electronics, drafting, welding)	49%	58%	51%	52%	60%
Tutoring areas (WRAC, PATH, Language Ctr., Math Lab, etc.)	73%	66%	62%	61%	64%
Computer laboratories in library and departments	80%	69%	67%	75%	74%
Availability/working order of equipment in labs	73%	60%	66%	64%	67%
Art/music/theatre/drama studios and performance areas	82%	66%	71%	63%	65%
Library	84%	79%	78%	80%	75%
Physical Education Facilities	79%	65%	61%	70%	68%
Cafeteria	72%	57%	59%	61%	58%
Bookstore	79%	63%	76%	76%	73%
Parking Facilities	56%	43%	46%	47%	45%
Maintenance/cleanliness of buildings and grounds	70%	59%	60%	68%	69%

Note: * Satisfaction with counseling may not necessarily reflect satisfaction with counselors, but with the overall process, which includes interacting with 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.

NOTE: Percentages can be plus or minus for:
African Am: 7%; Asian Am: 5%
Filipino: 8%; Latino: 5%; White: 6%

Campus climate	Percentage who agree or strongly disagree				
	African American (n=172)	Asian American/ Pacific Islander (n=290)	Filipino (n=137)	Latino (n=337)	White (n=234)
I feel welcome at Chabot.	86%	69%	76%	77%	79%
I am treated with respect by faculty, administrators, and other college staff.	88%	82%	90%	88%	88%
At Chabot, there is general respect for differences in:					
race-ethnicity	83%	77%	85%	86%	86%
gender	88%	77%	84%	84%	89%
physical disability	85%	73%	82%	86%	85%
age	88%	77%	87%	87%	87%
sexual orientation	82%	70%	83%	83%	85%
native language	83%	69%	83%	84%	84%
religion	82%	68%	79%	81%	80%
Overall, I feel safe at Chabot.	79%	68%	65%	74%	72%
At Chabot, there is a college-wide commitment to student learning.	75%	61%	64%	69%	61%
I would encourage others to attend this college.	79%	64%	62%	77%	69%

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Chabot College Fall 2011 Student Satisfaction Survey: By Race-Ethnicity

Experience and Satisfaction with Student Services*	Percentage who were satisfied or very satisfied				
	African American (n=172)	Asian American/ Pacific Islander (n=290)	Filipino (n=137)	Latino (n=337)	White (n=234)
Admissions and Records	92%	87%	87%	89%	92%
Orientation sessions	87%	81%	90%	91%	85%
Assessment Testing Center	91%	84%	89%	93%	95%
Counseling	80%	72%	83%	76%	75%
Financial Aid Office	71%	77%	77%	75%	71%
Transfer, Employment, and Career Services Center (TECS)	71%	80%	89%	88%	88%
Office of Student Life (Clubs, Activities, Events)	83%	77%	84%	85%	91%
Student Government (ASCC)	83%	77%	80%	80%	93%
Student Health Center	90%	84%	100%	88%	94%
Student Online Services in Bldg. 700	97%	91%	93%	92%	96%
Peer Academic Tutoring Help (PATH) Bldg 2300	89%	87%	96%	90%	93%
Language Center, Bldg 2300	86%	80%	90%	90%	95%
World Language Lab, Library Mezzanine B and Rm 2256	93%	81%	95%	82%	96%
WRAC Center, Library Mezzanine	90%	93%	93%	90%	92%
Math Lab, Rm 3906	86%	86%	88%	83%	94%
Student computer lab in Library Mezzanine	88%	86%	82%	88%	85%
Student computer labs in other departments	89%	83%	91%	92%	93%
Disabled Students Programs and Services (DSPS)	93%	85%	91%	91%	97%
Extended Opportunity Programs and Services (EOP&S)	80%	82%	78%	84%	95%
PACE Degree amd Transfer Program for Working Adults	89%	89%	93%	84%	91%
Children's Center	79%	84%	90%	88%	88%
Intercollegiate Athletics	84%	76%	100%	90%	92%
College Bookstore	89%	83%	90%	86%	87%
Food Services	80%	72%	82%	84%	84%
Campus Safety and Security	92%	85%	89%	83%	89%

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.

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Chabot College Fall 2011 Student Satisfaction Survey: By Race-Ethnicity

Engagement in Learning	Percentage who responded "Often" or "Very Often"				
	African American (n=172)	Asian American/ Pacific Islander (n=290)	Filipino (n=137)	Latino (n=337)	White (n=234)
In my classes I have:					
• asked questions...	53%	33%	39%	44%	61%
• participated in large class discussions...	58%	39%	50%	46%	63%
• participated in small in-class discussions or projects...	62%	60%	74%	62%	68%
• made a presentation to the class...	38%	35%	38%	36%	36%
Outside of classe time I have:					
• discussed class topics or assignments with other students from my classes...	36%	36%	40%	41%	37%
• met as a study group with other students from my classes...	23%	26%	21%	24%	24%
• talked about class topics with family, friends, and others...	47%	37%	42%	47%	48%
• used Email, Blackboard or other electronic means to communicate with an instructor.	50%	45%	50%	41%	40%
• met with my instructor to discuss assignments or my progress...	28%	24%	26%	23%	26%
For my classes I have:					
• come to class without my readings or assignments completed...	12%	17%	13%	11%	13%
• prepared two or more drafts of a paper or assignment before the final draft...	45%	42%	43%	43%	35%
• worked on a paper that required integrating ideas/information from various sources...	56%	54%	58%	52%	53%
• produced original works (i.e., artwork, designs, music, objects, etc.)...	32%	33%	34%	30%	37%
• done work that was not assigned to improve my skills in classes...	21%	28%	22%	22%	26%
• worked harder than I thought I could to meet an instructor's expectations...	43%	45%	47%	45%	39%
• volunteered in a community organization as part of a regular course...	16%	15%	11%	13%	11%
On campus I have:					
• tutored or taught other students (paid or voluntary)...	10%	13%	12%	9%	8%
• participated in campus clubs, student government, or intercollegiate sports...	19%	14%	10%	14%	17%
• had serious conversations with students of different religious beliefs or political opinions...	16%	13%	14%	14%	13%

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College-wide Learning Goals **As a result of being at Chabot,** **how much progress have you made in the following areas?**	Percentage who responded "Some" or "A Lot"				
	African American (n=172)	Asian American/ Pacific Islander (n=290)	Filipino (n=137)	Latino (n=337)	White (n=234)
Communication:					
• Reading effectively..	83%	75%	83%	80%	66%
• Writing effectively..	81%	75%	84%	81%	71%
• Speaking effectively..	79%	77%	84%	82%	68%
• Communicating with respect for the views of others..	82%	81%	89%	87%	70%
• Using computers and other technology effectively..	82%	75%	83%	76%	60%
Critical Thinking:					
• Recognizing valid research information on the Internet	83%	76%	86%	81%	70%
• Critical thinking (evaluating, analyzing, questioning)..	82%	80%	86%	85%	78%
• Problem-solving (applying knowledge to new situations)..	80%	79%	84%	84%	76%
• Mathematical skills and abilities..	66%	72%	76%	72%	63%
• Thinking for myself..	87%	78%	89%	89%	76%
Global and Cultural Involvement & Responsibility:					
• Understanding diverse philosophies, cultures, and ways of life..	69%	75%	80%	74%	70%
• Becoming informed about current issues affecting the US and the world..	75%	70%	76%	74%	67%
• Ability to make a positive contribution to my community..	62%	63%	72%	68%	56%
• Developing a personal code of values and ethics..	74%	69%	75%	74%	61%
Development of the whole person:					
• Balancing the health of my mind, body, and spirit..	73%	71%	82%	76%	61%
• Discovering my own potential..	84%	78%	78%	82%	70%
• Developing my own creative abilities..	83%	71%	80%	81%	66%
• Developing clear educational or career goals..	84%	79%	83%	84%	73%
• Developing a love of learning..	81%	73%	77%	77%	66%

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Access to Technology	Percentage of those responding				
For your coursework or other Chabot business, **which of the following internet services do you use?**	African American (n=172)	Asian American/ Pacific Islander (n=290)	Filipino (n=137)	Latino (n=337)	White (n=234)
Blackboard	83%	88%	92%	81%	84%
Chabot College website	75%	67%	78%	73%	71%
Chabot Library website	30%	32%	51%	32%	34%
CLASS-Web	86%	91%	94%	91%	89%
The Zone	48%	44%	49%	36%	36%
Student Zone Email	38%	36%	42%	23%	31%
Other Internet sites	31%	33%	47%	27%	30%
other Email	34%	37%	48%	33%	38%
Have you ever taken an online or hybrid class? If so, where?					
No	62%	56%	55%	65%	52%
Yes, at Chabot or LPC	38%	42%	41%	35%	43%
Yes, at another college	0%	2%	4%	1%	5%
How likely are you to take an online/hybrid class in the future?					
Not likely	48%	42%	42%	48%	46%
Likely	31%	39%	43%	36%	33%
Very likely	21%	19%	16%	17%	21%

Access to Internet	Percentage of those responding "Sometimes" or "always"				
When you access those internet services, **how often do you use the following devices?**	African American (n=172)	Asian American/ Pacific Islander (n=290)	Filipino (n=137)	Latino (n=337)	White (n=234)
Your own:					
Computer or laptop	87%	90%	89%	90%	91%
iPad, tablet, or eReader	28%	34%	31%	21%	23%
Smartphone	64%	64%	67%	66%	57%
Relative's or friend's					
Computer or laptop	48%	56%	48%	45%	39%
iPad, tablet, or eReader	19%	30%	16%	19%	11%
Campus computers	82%	80%	80%	74%	66%
Campus WiFi	66%	77%	85%	71%	65%

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Classroom Teaching Methods	Percentage of those responding "Some" or "Most"				
Averaging all your class this semester, classroom time has been spent in: How much of your	(n=172)	(n=290)	(n=137)	(n=337)	(n=234)
Lectures: presenting only	89%	95%	91%	89%	87%
Lectures: with interactions	93%	92%	94%	91%	94%
Multi-media presentations	76%	81%	83%	76%	75%
Large all-class discussions	87%	82%	90%	80%	76%
Small group discussions/activities	84%	90%	91%	85%	85%
Active/hands-on (labs, music, art, etc.)	63%	71%	74%	59%	63%
One-on-one w/instructor	54%	61%	59%	46%	50%
Student presentations	62%	66%	61%	58%	58%

Library Resources	Percentage of those responding				
I have used the following library resources	(n=172)	(n=290)	(n=137)	(n=337)	(n=234)
Chabot Library website	54%	57%	71%	64%	51%
Library study space	51%	54%	58%	52%	48%
Wireless internet access	51%	59%	78%	59%	55%
Audio-Visual materials	11%	5%	11%	8%	7%
Books, journals, and magazines	43%	37%	47%	38%	31%

Level of Satisfaction with Resources:	Percentage of those responding "Some" or "Most"				
	(n=161)	(n=269)	(n=162)	(n=364)	(n=280)
Library hours	85%	81%	81%	82%	89%
Chabot Library website	93%	93%	92%	95%	94%
Library study space	92%	85%	87%	89%	92%
Wireless internet access	85%	81%	83%	86%	84%
Audio-Visual materials	79%	80%	79%	83%	92%
Book, journals, and magazines	85%	88%	88%	89%	95%

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