

Chabot College Student Accreditation Survey: Fall 2013

Highlights

Registration and Services

The Fall 2013 Student Accreditation Survey asked students about their experience with registration and services. Most students felt that it was easy to complete Chabot's application for admission, register for classes, and pay fees.

However, as shown in the graph below, the percentage of students who felt it was easy to register for classes online dropped to 77 percent from a high of 88 percent in Fall 2007. This could be related to the fact that only half of the students reported that the courses they needed were usually available. Just over half of the students were clear on what they needed to do to complete their program or how to obtain student support services if they needed them. Most used the online class schedule; half used the paper one. Two thirds of the students felt that the college protected their privacy.

The Student Accreditation Survey was conducted in October 2013 in a representative sample of seventy-seven on-campus course sections and was completed by 1,720 students (57% full time and 43% part time).

Overall Experience with Registration and Services

	Percentage of all students		
	Agree or strongly agree	Neither agree nor disagree	Disagree or strongly disagree
NOTE: All percentages have a margin of error of 3 to 4 percentage points.			
My Chabot on-line application was easy to complete.	80%	15%	5%
It was easy to register for classes on-line (CLASS-WEB).	77%	13%	10%
The fee payment process is easy to follow.	74%	19%	7%
I use the paper class schedule for info on course times and services	53%	23%	24%
I use the on-line class schedule for info on course times and services.	79%	14%	7%
I use the college catalog for info on program and transfer requirements.	57%	25%	18%
It is clear to me what I need to do to complete my program (degr/cert/transfer)	56%	23%	21%
The courses I need are usually available during the semester I need them.	46%	26%	28%
I know how to obtain student support services if I need them.	55%	27%	18%
Email communications from the college have been useful to me.	50%	31%	19%
I use the Student Zone mail for my Chabot business.	41%	24%	35%
The college protects the privacy of my student records.	66%	31%	3%

