

CHABOT COLLEGE FACULTY/STAFF ACCREDITATION SURVEY: SPRING 2008

Highlights

Standard IIB: Learning Programs and Services: Student Support Services

Student Support Services are well-used and highly regarded. In addition, major increases in satisfaction with counseling services have occurred during the last two accreditation cycles.

The Faculty/Staff Accreditation Survey was sent to all Chabot staff and District staff at Chabot in March 2008. The overall response rate was 62 percent, with 77 percent of full-time faculty, 84 percent of full-time classified, and 100% of administrators represented. Almost half of adjunct faculty and one third of hourly staff responded.

Statements about Student Services

	Agree	Neither	Disagree
Student Services staff are dedicated to supporting student access, learning, and success.	81%	17%	2%
Student Support Services make effective contributions to student learning and success.	82%	17%	1%
Overall, Chabot provides high quality student support services.	78%	19%	3%

Satisfaction with Referrals to and Use of Student Services

There was a high level of satisfaction with student services at Chabot. All the student services listed on the survey had over 80 percent satisfaction from staff who referred students there and knew the outcome. The services with the highest satisfaction levels are listed below. For services that staff used themselves, all had over 83 percent satisfaction levels; all are listed below.

Of Chabot staff who referred students to services, knowledge and satisfaction with outcomes			Of Chabot staff who used following services themselves, percentage who were satisfied with the service		
Student Services (top 11)	Known Outcome	If outcome is known, percentage satisfied	Student Services (all)	Used Service	Of those who used it, percentage satisfied
Campus Safety/Security	82%	97%	Admissions and Records	89%	98%
Disabled Students Prog&Servs	76%	97%	Children's Center	27%	97%
Children's Center	58%	96%	Student Health Center	48%	97%
Student Health Center	59%	96%	Campus Safety/Security	96%	96%
PACE for working adults	59%	95%	College Bookstore	91%	94%
PATH Peer Academic Tutoring	61%	95%	Instructional Technology	53%	95%
Student computers in library	66%	95%	Office of Student Life	40%	89%
Admissions and Records	84%	94%	Food Services/Cafeteria	91%	84%
Student Online Services	55%	94%			
WRAC Center	68%	94%			
Language Center	50%	94%			

Chabot College

Increases in staff satisfaction with Counseling

Percent agreed or satisfied

1995-2008

