

Chabot College Faculty/Staff Accreditation Survey: Spring 2014

Highlights

Standard IIB: Learning Programs and Services: Student Support Services

Student Support Services are well-used and highly regarded. Most full-time staff know how to obtain information about and refer students to support services. The Faculty/Staff Accreditation Survey was sent to all Chabot staff in March 2014. There were 371 responses for an overall response rate of 64%, with 94% of part-time classified, 83% full-time classified, 46% part-time faculty, 76% full-time faculty, and 86% of administrators represented.

Statements about Student Services	Agree	Neither	Disagree
Student Services staff are dedicated to supporting student access, equity, and success.	86%	13%	2%
Student support services (counseling, financial aid, health services, EOPS, etc.) make effective contributions to student learning and success.	83%	15%	3%
Overall, Chabot provides high quality student support services (e.g., counseling, financial aid, health services, EOPS, etc.).	82%	15%	2%

Satisfaction with Referrals to and Use of Student Services

There was a high level of satisfaction with student services at Chabot. All but five of the student services listed on the survey had over 90 percent satisfaction from staff who referred students there and knew the outcome. The services with the highest satisfaction are listed below. For services that staff used themselves, all had over 85 percent satisfaction levels and are listed below as well.

Of Chabot staff who referred students to services, knowledge and satisfaction with outcomes

Student Services (Top 10)	Known Outcome	If outcome is known, percentage satisfied
Veteran's Office	61%	98%
Library	80%	98%
Extended Opportunity and Servi	68%	97%
WRAC Center (Writing, Reading,	68%	97%
Communications Lab, Rm. 802	51%	96%
Student Health Center	69%	96%
Student Online Services in Bldg	61%	95%
Admissions and Records	83%	95%
Tutoring (Peer Academic Tutorin	76%	95%
Campus Safety and Security	85%	94%

Of Chabot staff who used the following services themselves, percentage who were satisfied with the service

Student Services (All)	Used Service	Of those who used it, percentage satisfied
Admissions and Records	88%	97%
Food-Catering	68%	96%
Student Health Center	59%	96%
Online Teaching/Blackboa	62%	96%
College Bookstore	78%	95%
Campus Safety and Securi	96%	94%
Children's Center	23%	93%
Office of Student Life	38%	88%
Food-Cafeteria	90%	86%

Chabot College Spring 2014 Faculty/Staff Accreditation Survey Knowledge of how to refer students to student support services Percent agreed or strongly agreed

