

Chabot College Online Student Satisfaction Survey: Fall 2010

Highlights

Online Students are Satisfied!

Online students are very satisfied with Chabot College and their online education at Chabot, based on an IR survey. The IR Office and the Committee on Online Learning (COOL) collaborated in designing a survey for Chabot online students to replicate the on-campus student satisfaction and learning survey. The biennial on-campus survey does not include online courses, yet there are now over 4,000 students taking online or hybrid courses. About half of them are taking online/hybrid courses exclusively. This survey asked questions about the students' online experiences as well as their overall academic and student services experiences at Chabot. Highlights are below.

The survey was conducted by asking all online instructors to post the survey link on their Blackboard page. The 1,125 student responses were representative of most divisions with online sections, but they did not represent all disciplines with online sections. Compared to on-campus students, these online students were more likely to be older, have a transfer/degree goal, work full-time, attend full-time, or have minor children. Students taking both on-campus and online courses seemed to be using online courses to reach their goals faster.

Satisfaction with Chabot: online and on-campus

Online students reported very high levels of satisfaction with their education at Chabot; even higher than on-campus students.

Overall experience with:	Percentage of students who were 'satisfied' or 'very satisfied'	
	Online students*	On-campus students**
Chabot College	89%	78%
Online education at Chabot	90%	—
Online/hybrid instructors	89%	—
Instructors	—	81%
Progress towards your educational goal	85%	72%
Preparation for transfer to four-year college/university	72%	53%
Preparation for obtaining employment in my field of study	63%	42%

"I am so thankful that I can learn online from good teachers. It is a green way to get a good education."

"I very much enjoy the flexibility of the Hybrid & On-line classes that Chabot offers. As a full-time working adult I would not be able to continue my educational goals if not for this option.."

Campus Climate: online and on-campus

Online students felt welcomed and respected at Chabot as much as on-campus students.

	Percentage of students who 'agree' or 'strongly agree'	
	Online students*	On-campus students**
I feel welcome at Chabot	79%	74%
I am treated with respect by instructors and other staff	86%	84%
I would encourage others to take online courses at this college	87%	—
I would encourage others to attend this college	—	73%

"I have had a lot of good experiences with my online classes. Most of the professors are dedicated to their students, offer feed back, and assign work that is relevant and challenging."

SOURCES: * Fall 2010 Online Student Survey; ** Fall 2009 On-campus Student Survey

