

# Chabot College Student Satisfaction Survey: Fall 2009

## Highlights

### Overall Satisfaction with Chabot

The Student Satisfaction Survey was conducted in October 2009 in a representative sample of seventy course sections and was completed by 1,630 students (58% full-time and 42% part-time). The main purpose of the survey was to collect student feedback about their satisfaction with Chabot. The survey included questions on satisfaction with Chabot academic and student services and campus climate. Students were most satisfied with their overall experience with Chabot, with the instructors, and with their progress toward their educational goal. In addition, most students were satisfied with the physical condition of Chabot, the services that they received from student services, and the campus climate.

### Highest Levels of Overall Satisfaction

Students reported the highest levels of satisfaction with the following aspects of Chabot.

	Percentage of all students		
	Satisfied or very satisfied	Neither dissatisfied nor satisfied	Dissatisfied or very dissatisfied
<b>Overall experience with:</b>			
Chabot College	78%	18%	5%
Instructors	81%	14%	5%
Progress toward educational goal	72%	19%	10%
<b>Physical condition of:</b>			
Library	78%	16%	6%
Computer labs in library and departments	72%	20%	8%
Bookstore	71%	19%	11%
Classroom (lecture) facilities	70%	19%	11%

**NOTE:**  
All percentages have a margin of error of 3 to 4 percentage points.

### Satisfaction with Major Student Services\*

Over 60 percent of all students used the following services, and most were satisfied or very satisfied with them.

	Percentage of those who used service	
	Satisfied or very satisfied	Not satisfied
Admissions and Records	89%	11%
Assessment Testing Center	88%	12%
Campus Safety and Security	84%	16%
College Bookstore	85%	15%
Counseling	73%	27%
Food Services	80%	20%

\*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.

### Campus climate

The majority of students described a positive campus climate at Chabot.

