

Chabot College Student Satisfaction Survey: Fall 2017

Highlights

Overall Satisfaction with Chabot

Most Chabot students are satisfied with their overall experience at Chabot, their instructors, student services, the campus climate and the physical condition of Chabot, according to the Fall 2017 Student Satisfaction Survey.

The Student Satisfaction Survey was conducted in October 2017 in a representative sample of 77 on-campus course sections and was completed by 1,702 students (59% full-time and 41% part-time).

Highest Levels of Overall Satisfaction

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

	Percentage of all students		
	Satisfied or very satisfied	Neither dissatisfied nor satisfied	Dissatisfied or very dissatisfied
Overall experience with:			
Chabot College	86%	13%	1%
Instructors	84%	13%	3%
Physical condition of:			
Library	83%	13%	4%
Classrooms (lecture or group work)	76%	20%	4%
Building 100 downstairs (lobby, tutoring, study)	76%	21%	3%
Bldg. 700 downstairs (A&R, FA, Online, Assess)	74%	21%	5%
Availability/working order of lab equipment	72%	23%	5%
Physical Education and Athletics facilities	72%	25%	3%

NOTE
Percentages out of all students have a margin of error of 2 to 4 percentage points.

Satisfaction with Major Student Services

Over two thirds of all students used the following services, and most were satisfied or very satisfied.

	Of those who used service, percentage who were satisfied or very satisfied			
	All Students	Full-time students	Part-time (1-5 units)	Evening
Admissions and Records	89%	87%	94%	91%
Assessment Testing Center	93%	93%	--	93%
Campus Safety and Security	86%	87%	--	--
College Bookstore	89%	89%	87%	87%
Counseling Appointments*	75%	74%	82%	79%
Financial Aid Office	81%	82%	--	85%
Food Services	79%	78%	--	--
Front Desk Counseling (quick questions)	85%	85%	--	81%
Library	95%	96%	93%	97%
Online Orientation	91%	92%	91%	92%

NOTE
-- means less than 66% used this service

*Satisfaction with counseling appointments is influenced by a variety of factors, including the process of obtaining appointments during chronic counselor shortages, the amount of information that can be covered in one appointment, and student interpretation of the advice.

Campus Climate

Most students described a positive campus climate at Chabot.

