

**Chabot College**  
**Student Satisfaction Survey: Student Sample**  
**October 2015**

**Percentage Distribution of All Survey Items**  
 Based on a sample of 1,667 student course enrollments

Satisfaction with Overall Experiences at Chabot	Percentage who were	Percentage of those responding					Responses to each question		Margin of Error
	Satisfied or Very Satisfied	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,667	
Overall experience at Chabot College	83%	1%	3%	14%	61%	22%	1,661	100%	2%
Overall experience with <u>instructors</u>	81%	1%	3%	16%	55%	26%	1,657	99%	2%
Overall experience with <u>other college staff</u>	65%	1%	5%	29%	49%	16%	1,554	93%	3%
Progress towards my educational goal	70%	1%	7%	22%	50%	20%	1,629	98%	3%
Preparation for <u>transfer to four-year college or university</u>	55%	3%	11%	32%	41%	14%	1,420	85%	3%
Preparation for <u>obtaining employment in my field of study</u>	43%	5%	10%	42%	31%	12%	1,421	85%	3%
Satisfaction with College Facilities	Satisfied or Very Satisfied	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,667	Margin of Error
Classroom (lecture or group work)	77%	1%	4%	18%	58%	19%	1,559	94%	3%
Science Labs: Bldg. 2100 (Biology, Anatomy, Physio, Micro)	59%	2%	7%	32%	43%	16%	825	49%	4%
Science Labs: Bldgs. 3900/1800 (Chemistry, Physics, Computer Sci)	62%	1%	4%	32%	44%	19%	820	49%	4%
<i>Technology labs (Auto, Electronics, Machine Tool, Welding)</i> <i>Computer labs in library and departments</i>	<i>Not available this year</i>								
Availability/working order of equipment in all labs	74%	1%	3%	22%	52%	23%	1,271	76%	3%
Art/music/theatre/drama studios and performance areas	69%	1%	3%	27%	48%	21%	940	56%	4%
Physical Education and Athletes Facilities	73%	1%	3%	23%	46%	27%	1,002	60%	4%
Bldg. 100 downstairs (lobby, tutoring, study rooms, etc.)	73%	1%	3%	24%	48%	25%	1,175	70%	3%
Bldg. 700 downstairs (A&R, Fin Aid, Online Servs, Assesment)	74%	2%	4%	20%	49%	25%	1,401	84%	3%
Bldg. 700 upstairs (Counseling, Career/Trnsfr Ctr, Special Progs)	70%	2%	5%	22%	47%	23%	1,410	85%	3%
Library	80%	1%	3%	16%	50%	30%	1,519	91%	3%
Cafeteria	54%	6%	14%	26%	40%	15%	1,461	88%	3%
Parking Facilities	46%	11%	18%	25%	35%	11%	1,496	90%	3%
Maintenance/cleanliness of building and grounds	69%	4%	8%	19%	50%	19%	1,615	97%	3%

Chabot College Fall 2015 Student Satisfaction Survey: All Students

Campus climate	Percentage who	Percentage of those responding					Responses to each question		Margin of Error
	Agree or Strongly Agree	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	Number	Pct. of 1,667	
I feel welcome at Chabot.	76%	1%	3%	20%	56%	19%	1,661	99%	3%
I am treated with respect by instructors, administrators, and other staff.	87%	1%	2%	10%	61%	26%	1,644	99%	2%
At Chabot, there is general respect for differences in:									
race-ethnicity	87%	0%	2%	11%	59%	28%	1,642	99%	2%
gender	87%	0%	1%	11%	60%	27%	1,644	99%	2%
physical disability	86%	1%	1%	12%	57%	29%	1,642	99%	2%
transgender/queer identities	76%	0%	1%	22%	53%	24%	1,637	98%	3%
age	85%	0%	2%	13%	58%	27%	1,647	99%	2%
sexual orientation	80%	0%	1%	18%	55%	25%	1,645	99%	3%
native language	81%	0%	2%	17%	55%	25%	1,650	99%	3%
religion	78%	1%	3%	18%	54%	24%	1,645	99%	3%
Overall, I feel safe at Chabot.	78%	1%	3%	17%	57%	22%	1,658	99%	3%
At Chabot, there is a college-wide commitment to student learning.	72%	1%	4%	23%	54%	18%	1,652	99%	3%
I would encourage others to attend this college.	75%	2%	3%	20%	51%	24%	1,657	99%	3%

  

Diversity	Percentage who	Percentage of those responding					Responses to each question		Margin of Error
	Agree or Strongly Agree	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	Number	Pct. of 1,667	
Chabot College promotes positive interactions among different ethnic/cultural groups.	72%	1%	2%	25%	53%	19%	1,647	99%	3%
My classes teach me to work w/ people from diverse groups (cultures, sexualities, ages).	74%	1%	3%	22%	52%	21%	1,641	98%	3%
Campus activities increase my understanding of people of diverse groups.	57%	1%	5%	37%	43%	14%	1,634	98%	3%
The cultural background and ethnicity of instructors makes a difference for my success.	52%	3%	9%	36%	38%	14%	1,642	99%	3%
I value making friends with students of other cultural or ethnic groups.	77%	1%	1%	21%	50%	27%	1,642	99%	3%

Chabot College Fall 2015 Student Satisfaction Survey: All Students

Experience and Satisfaction with Student Services*	Percent who USED service	Of those who USED it:	Percentage of those responding who:					Responses to each question		Margin of Error
		Satisfied or Very Satisfied	Never Heard of Service	Heard of, but Never Used	Of those who USED service:			Number	Pct. of 1,667	
					Not Satisfied	Satisfied	Very Satisfied			
Admissions and Records Office	80%	88%	3%	18%	12%	72%	16%	1,641	98%	2%
Online Orientation	74%	86%	6%	20%	14%	72%	14%	1,637	98%	3%
Assessment Testing Center	76%	89%	5%	19%	11%	73%	16%	1,630	98%	2%
Counseling Appointments	73%	69%	2%	24%	31%	52%	17%	1,638	98%	3%
Front Desk Counseling (quick question)	69%	82%	5%	26%	18%	63%	19%	1,629	98%	3%
Financial Aid Office	68%	79%	2%	30%	21%	60%	19%	1,628	98%	3%
Student Online Services in Bldg. 700	54%	92%	11%	35%	8%	71%	22%	1,627	98%	2%
Career and Transfer Center	33%	83%	12%	55%	17%	64%	19%	1,632	98%	4%
Office of Student Life (Clubs, Activities, Events)	28%	85%	20%	52%	15%	67%	19%	1,640	98%	4%
Student Government (Student Senate of Chabot College)	21%	79%	23%	55%	21%	60%	18%	1,638	98%	6%
Student Health Center	29%	87%	14%	57%	13%	63%	25%	1,636	98%	4%
Library	86%	93%	1%	13%	7%	63%	30%	1,635	98%	2%
Tutoring in Bldg 100 (Learning Connection, WRAC, ESL)	34%	90%	12%	54%	10%	64%	26%	1,632	98%	3%
Tutoring in Room 3906 (Math, STEM)	33%	87%	16%	52%	13%	60%	27%	1,636	98%	4%
Communication Lab in Rm 803	24%	87%	31%	45%	13%	63%	25%	1,633	98%	4%
Disabled Students Programs and Services (DSPS)	18%	89%	27%	54%	11%	58%	31%	1,638	98%	5%
Extended Opportunity Programs and Services (EOPS)	18%	85%	31%	51%	15%	54%	31%	1,639	98%	5%
PACE Degree and Transfer Program for Working Adults	13%	84%	37%	49%	16%	63%	21%	1,635	98%	6%
Veteran's Office	13%	86%	40%	47%	14%	57%	29%	1,640	98%	6%
Children's Center	14%	84%	29%	58%	16%	60%	24%	1,638	98%	6%
Intercollegiate Athletics	20%	89%	33%	46%	11%	62%	26%	1,626	98%	5%
College Bookstore	89%	84%	2%	9%	16%	62%	22%	1,629	98%	2%
Food Services	72%	70%	6%	22%	30%	58%	12%	1,637	98%	3%
Campus Safety and Security	74%	85%	4%	22%	15%	68%	17%	1,637	98%	3%
Wireless access on campus	85%	55%	5%	10%	45%	42%	13%	1,643	99%	3%

\* Satisfaction with student services may not necessarily reflect satisfaction with the staff or the 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.

Chabot College Fall 2015 Student Satisfaction Survey: All Students

<b>Engagement in Learning</b>		<b>Percentage who responded</b>				<b>Percentage of those responding</b>			<b>Responses to each question</b>		<b>Margin of Error</b>
<b>Averaging all your classes over all your semesters at Chabot, how often have you done the following activities?</b>		<b>Often or Very Often</b>	<b>Never</b>	<b>Sometimes</b>	<b>Often</b>	<b>Very Often</b>	<b>Number</b>	<b>Pct. of 1,667</b>			
<b>In my classes my instructors have:</b>											
• made me feel respected...		83%	1%	16%	45%	38%	1,632	98%	2%		
• made me feel included in the class...		83%	1%	16%	47%	36%	1,632	98%	2%		
• encouraged me to participate in class...		80%	2%	17%	44%	37%	1,632	98%	3%		
• communicated to me that I have the ability to do the work...		73%	8%	19%	40%	33%	1,629	98%	3%		
• communicated to me that I can succeed in college...		68%	11%	21%	37%	31%	1,619	97%	3%		
• communicated to me that I belong at this college...		57%	22%	21%	32%	26%	1,624	97%	3%		
<b>In my classes I have:</b>											
• asked questions...		61%	5%	34%	35%	26%	1,632	98%	3%		
• participated in large class discussions...		62%	7%	32%	35%	26%	1,626	98%	3%		
• participated in small in-class discussions or projects...		74%	2%	23%	44%	30%	1,628	98%	3%		
• made a presentation to the class...		54%	17%	29%	31%	23%	1,622	97%	3%		
<b>Outside of class time I have:</b>											
• discussed class topics or assignments with other students from my classes...		46%	15%	39%	29%	17%	1,624	97%	3%		
• met as a study group with other students from my classes...		29%	38%	33%	19%	10%	1,621	97%	3%		
• talked about class topics with family, friends, and others...		54%	12%	34%	33%	21%	1,622	97%	3%		
• used Email, Blackboard or other electronic means to communicate w/ an instructor...		64%	9%	27%	35%	29%	1,617	97%	3%		
• met with my instructor to discuss assignments or my progress...		35%	25%	40%	23%	12%	1,620	97%	3%		
• volunteered in a community organization as part of a regular course...		16%	67%	16%	10%	6%	1,617	97%	2%		
<b>On campus I have:</b>											
• tutored or taught other students (paid or voluntary)...		11%	77%	12%	6%	5%	1,606	96%	2%		
• participated in campus clubs, student government, or intercollegiate sports...		17%	73%	11%	9%	8%	1,606	96%	2%		
• had serious conversations with students of different religious beliefs or political opinions...		14%	66%	20%	8%	6%	1,607	96%	2%		

Chabot College Fall 2015 Student Satisfaction Survey: All Students

College-wide Learning Goals	Percentage who responded	Percentage of those responding				Responses to each question		Margin of Error
		None	A little	Some	A lot	Number	Pct. of 1,667	
<b>As a result of being at Chabot, how much progress have you made in the following areas?</b>	<b>Some or A lot</b>							
<b>Communication:</b>								
• Reading effectively..	79%	6%	15%	47%	32%	1,453	87%	3%
• Writing effectively..	81%	4%	14%	44%	37%	1,483	89%	3%
• Speaking effectively..	79%	6%	15%	44%	35%	1,468	88%	3%
• Communicating with respect for the views of others..	84%	4%	12%	38%	45%	1,468	88%	2%
• Using computer technology to communicate..	73%	10%	17%	37%	36%	1,445	87%	3%
<b>Critical Thinking:</b>		None	A little	Some	A lot			
• Recognizing valid research information on the Internet	78%	6%	16%	39%	39%	1,474	88%	3%
• Critical thinking (evaluating, analyzing, questioning)..	82%	4%	15%	40%	42%	1,507	90%	3%
• Problem-solving (applying knowledge to new situations)..	81%	4%	15%	41%	40%	1,506	90%	3%
• Mathematical skills..	71%	12%	18%	39%	32%	1,427	86%	3%
• Thinking for myself..	84%	4%	12%	34%	50%	1,492	90%	2%
<b>Global and Cultural Involvement &amp; Responsibility:</b>		None	A little	Some	A lot			
• Understanding diverse philosophies, cultures, and ways of life..	72%	9%	19%	41%	32%	1,420	85%	3%
• Becoming informed about current issues affecting the US and the world..	69%	10%	21%	38%	32%	1,431	86%	3%
• Ability to make a positive contribution to my community..	64%	13%	23%	38%	26%	1,409	85%	3%
• Developing a personal code of values and ethics..	70%	11%	19%	38%	32%	1,390	83%	3%
<b>Development of the whole person:</b>		None	A little	Some	A lot			
• Balancing the health of my mind, body, and spirit..	68%	12%	20%	37%	32%	1,482	89%	0%
• Discovering my own potential..	75%	8%	17%	38%	38%	1,523	91%	3%
• Developing my creative abilities..	72%	10%	19%	36%	36%	1,500	90%	3%
• Developing clear educational or career goals..	74%	8%	17%	36%	38%	1,523	91%	3%
• Developing a love of learning..	72%	10%	18%	35%	37%	1,512	91%	3%

Use of Library Resources							
I have used the library to:	Percentage of all students	Use & Satisfaction with Library Resources:		Percentage of those responding			
			Percent Satisfied or Very Satis	Not Satisfied	Satisfied	Very Satisfied	
		<i>Percentage of all students reporting on satisfaction:</i>					
Study	73%	Library hours	78%	89%	11%	66%	24%
Do research	52%	Chabot Library website	61%	92%	8%	72%	20%
Use Chabot Library Website	32%	Hard copy books & DVDs	43%	86%	14%	71%	16%
Check out a laptop	5%	Study space	73%	91%	9%	64%	27%
		Research help by librarians	51%	88%	12%	65%	23%
		Library computer lab	66%	94%	6%	64%	30%

Computers				
To complete Chabot class assignments, I use:	Percent Sometimes or Always	Percentage of those responding		
		Never	Sometimes	Always
My own computer/phone	97%	3%	27%	70%
Friend/relative's computer/phone	33%	67%	29%	4%
Chabot College's computers	74%	26%	62%	12%

Waitlists					
Waitlist Status	Pct on one or more waitlist/ got into class	Percentage of those responding			
		Number of waitlists/classes			
		0	1	2	3+
Waitlists I was on this semester	52%	48%	24%	17%	11%
Classes I got into from a waitlist	51%	49%	28%	15%	8%

Financial Hardships		Effects of Financial Hardships on Success					
This semester, I'm having a hard time paying for:	Percentage of all students	Financial Hardships	Pct success affected some or a lot	How much success is affected			
				Not at all	Some	A lot	
Transportation	26%						
Housing	19%						
Books	58%						
Food	18%						
Students with these numbers of financial hardships:		Of students with at least one hardship:		84%	16%	58%	26%
One	41%	Of students with each number of financial hardships:	One	76%	24%	58%	18%
Two	19%		Two	90%	10%	68%	22%
Three	9%		Three	96%	4%	47%	49%
Four	6%		Four	97%	3%	38%	60%
At least one financial hardship	74%						