

Student Satisfaction Survey: Students by Full Time, Part Time, Evening/Saturday Status

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 satisfied or very satisfied			
	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Overall experience at Chabot College	82%	85%	86%	91%
Overall experience with <u>instructors</u>	78%	84%	90%	92%
Overall experience with <u>other college staff</u>	65%	64%	67%	66%
Progress towards my educational goal	71%	67%	71%	78%
Preparation for <u>transfer</u> to four-year college or university	60%	49%	49%	55%
Preparation for <u>obtaining employment</u> in my field of study	42%	43%	49%	61%
Satisfaction with College Facilities	Percentage who were satisfied or very satisfied			
	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Classroom (lecture or group work)	76%	79%	78%	84%
Science Labs: Bldg. 2100 (Biology, Anatomy, Physio, Micro)	58%	62%	51%	66%
Science Labs: Bldgs. 3900/1800 (Chemistry, Physics, Computer Sci)	63%	62%	53%	70%
<i>Technology labs (Auto, Electronics, Machine Tool, Welding)</i> <i>Computer labs in library and departments</i>	<i>Not Available</i>			
Availability/working order of equipment in all labs	73%	79%	71%	70%
Art/music/theatre/drama studios and performance areas	68%	71%	66%	67%
Physical Education and Athletes Facilities	73%	74%	74%	73%
Bldg. 100 downstairs (lobby, tutoring, study rooms, etc.)	72%	75%	70%	78%
Bldg. 700 downstairs (A&R, Fin Aid, Online Servs, Assessment)	75%	76%	70%	78%
Bldg. 700 upstairs (Counseling, Career/Trnsfr Ctr, Special Progs)	70%	73%	64%	71%
Library	79%	82%	77%	84%
Cafeteria	52%	56%	64%	63%
Parking Facilities	43%	49%	54%	64%
Maintenance/cleanliness of building and grounds	43%	49%	54%	64%

Percentages can be +/- for:

FT (12+ units): 4%; PT (6-11.5 units): 5%;

PT (< 6 units); Eve/Sat: 9%

Campus climate		Percentage who agree or strongly agree			
		Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
I feel welcome at Chabot.		73%	78%	81%	85%
I am treated with respect by instructors, administrators, and other staff.		85%	88%	94%	92%
At Chabot, there is general respect for differences in:					
	race-ethnicity	87%	87%	88%	83%
	gender	88%	86%	87%	84%
	physical disability	87%	84%	87%	84%
	transgender/queer identities	77%	76%	78%	77%
	age	86%	84%	85%	83%
	sexual orientation	81%	78%	81%	81%
	native language	82%	80%	80%	78%
	religion	79%	77%	80%	79%
Overall, I feel safe at Chabot.		76%	79%	87%	79%
At Chabot, there is a college-wide commitment to student learning.		70%	73%	81%	81%
I would encourage others to attend this college.		74%	75%	83%	82%
Diversity		Percentage who agree or strongly agree			
		Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Chabot College promotes positive interactions among different ethnic/cultural groups.		72%	71%	74%	71%
My classes teach me to work w/ people from diverse groups (cultures, sexualities, ages).		72%	75%	75%	77%
Campus activities increase my understanding of people of diverse groups.		57%	56%	56%	58%
The cultural background and ethnicity of instructors makes a difference for my success.		51%	52%	59%	59%
I value making friends with students of other cultural or ethnic groups.		77%	77%	76%	80%

Percentages can be +/- for:
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 PT (< 6 units); Eve/Sat: 9%

Experience and Satisfaction with Student Services*	Percentage of those who used it who were satisfied or very satisfied			
	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Admissions and Records Office	88%	87%	89%	90%
Online Orientation	85%	87%	90%	90%
Assessment Testing Center	88%	91%	96%	91%
Counseling Appointments	69%	68%	71%	70%
Front Desk Counseling (quick question)	82%	82%	83%	77%
Financial Aid Office	80%	77%	78%	80%
Student Online Services in Bldg. 700	92%	93%	92%	93%
Career and Transfer Center	83%	83%	87%	80%
Office of Student Life (Clubs, Activities, Events)	82%	91%	93%	85%
Student Government (Student Senate of Chabot College)	73%	84%	97%	85%
Student Health Center	85%	89%	93%	96%
Library	93%	95%	93%	93%
Tutoring in Bldg 100 (Learning Connection, WRAC, ESL)	90%	89%	95%	88%
Tutoring in Room 3906 (Math, STEM)	85%	91%	87%	95%
Communication Lab in Rm 803	86%	86%	95%	94%
Disabled Students Programs and Services (DSPS)	88%	86%	93%	90%
Extended Opportunity Programs and Services (EOPS)	84%	83%	97%	94%
PACE Degree and Transfer Program for Working Adults	81%	84%	90%	91%
Veteran's Office	84%	85%	96%	90%
Children's Center	82%	83%	91%	93%
Intercollegiate Athletics	88%	88%	95%	87%
College Bookstore	84%	83%	89%	88%
Food Services	78%	71%	85%	69%
Campus Safety and Security	84%	85%	89%	91%
Wireless access on campus	53%	56%	65%	73%

* 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 C includes contacting the front desk, making an appointment, trying to get in for drop-in counseling, and attending the actual counseling appointment under conditic shortages.

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Engagement in Learning	Percentage who responded often or very often			
	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Averaging all your classes over all your semesters at Chabot, how often have you or your instructor done the following activities?				
In my classes my instructors have:				
• made me feel respected...	82%	85%	87%	87%
• made me feel included in the class...	82%	84%	87%	91%
• encouraged me to participate in class...	79%	79%	88%	88%
• communicated to me that I have the ability to do the work...	71%	72%	84%	84%
• communicated to me that I can succeed in college...	67%	68%	75%	75%
• communicated to me that I belong at this college...	56%	56%	68%	69%
In my classes I have:				
• asked questions...	61%	60%	65%	72%
• participated in large class discussions...	61%	59%	70%	74%
• participated in small in-class discussions or projects...	75%	73%	73%	76%
• made a presentation to the class...	55%	52%	49%	53%
Outside of class time I have:				
• discussed class topics or assignments with other students from my classes...	48%	44%	43%	43%
• met as a study group with other students from my classes...	32%	26%	26%	21%
• talked about class topics with family, friends, and others...	55%	52%	53%	50%
• used <u>Email</u> , <u>Blackboard</u> or other electronic means to communicate w/ an instructor	65%	62%	61%	69%
• met with my instructor to discuss assignments or my progress...	37%	32%	35%	28%
• volunteered in a community organization as part of a regular course...	17%	14%	18%	14%
On campus I have:				
• tutored or taught other students (paid or voluntary)...	14%	8%	11%	6%
• participated in campus clubs, student government, or intercollegiate sports...	21%	11%	10%	6%
• had serious conversations with students of different religious beliefs or political opinions...	16%	11%	12%	8%

Percentages can be +/- for:

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College-wide Learning Goals	Percentage who responded some or a lot			
	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
As a result of being at Chabot, how much progress have you made in the following areas?				
Communication:				
• Reading effectively..	79%	82%	76%	80%
• Writing effectively..	81%	83%	79%	83%
• Speaking effectively..	79%	78%	78%	83%
• Communicating with respect for the views of others..	84%	84%	82%	83%
• Using computer technology to communicate..	73%	76%	68%	72%
Critical Thinking:				
• Recognizing valid research information on the Internet	79%	78%	78%	81%
• Critical thinking (evaluating, analyzing, questioning)..	84%	80%	80%	84%
• Problem-solving (applying knowledge to new situations)..	82%	80%	81%	86%
• Mathematical skills..	74%	65%	69%	78%
• Thinking for myself..	86%	83%	81%	85%
Global and Cultural Involvement & Responsibility:				
• Understanding diverse philosophies, cultures, and ways of life..	71%	75%	73%	69%
• Becoming informed about current issues affecting the US and the world..	68%	71%	68%	69%
• Ability to make a positive contribution to my community..	63%	64%	66%	67%
• Developing a personal code of values and ethics..	68%	72%	71%	72%
Development of the whole person:				
• Balancing the health of my mind, body, and spirit..	67%	70%	70%	73%
• Discovering my own potential..	75%	75%	78%	80%
• Developing my creative abilities..	70%	73%	73%	78%
• Developing clear educational or career goals..	73%	75%	73%	76%
• Developing a love of learning..	70%	73%	77%	76%

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Use of Library Resources	Percentage of all students			
<u>I have used the library to:</u>	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Study	78%	72%	49%	53%
Do research	55%	52%	34%	37%
Use Chabot Library Website	33%	34%	23%	26%
Check out a laptop	5%	4%	2%	1%
Satisfaction with Library Resources	Percentage of those who were satisfied or very satisfied			
	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Library hours	89%	90%	89%	87%
Chabot Library website	91%	92%	93%	96%
Hard copy books & DVDs	85%	88%	90%	87%
Study space	91%	92%	93%	90%
Research help by librarians	87%	89%	88%	88%
Library computer lab	94%	94%	95%	89%
Computers	Percentage who responded sometimes or always			
<u>To complete Chabot class assignments, I use:</u>	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
My own computer/phone	97%	98%	90%	92%
Friend/relative's computer/phone	32%	33%	32%	31%
Chabot College's computers	78%	75%	56%	52%

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Waitlists	Percentage of those responding			
	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Waitlist Status				
Was on one or more waitlist(s)	52%	56%	47%	43%
Got into one or more classes <i>from a waitlist</i>	50%	54%	48%	45%
Financial Hardships	Percentage of all students			
	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
This semester, I'm having a hard time paying for:				
Transportation	28%	23%	28%	20%
Housing	20%	18%	13%	18%
Books	60%	59%	48%	57%
Food	19%	18%	11%	10%
Students with these numbers of financial hardships:				
One	41%	42%	39%	44%
Two	20%	18%	12%	15%
Three	10%	7%	6%	5%
Four	6%	7%	6%	6%
At least one financial hardship	78%	73%	63%	69%
Effects of Financial Hardships on Success	How much success is affected Percentage affected some or a lot			
	Full time 12+ units (n=911)	Part time 6-11 units (n=525)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Financial Hardships				
Student with at least one hardship	85%	84%	71%	80%
Number of financial hardships				
One	78%	77%	58%	74%
Two	91%	89%	81%	83%
Three	94%	100%	100%	100%
Four	95%	100%	100%	100%

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