

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

October 2017

**Percentage Distribution of All Survey Items**  
Based on a sample of 1,702 student course enrollments

Satisfaction with Overall Experiences at Chabot	Percentage who were satisfied or very satisfied			
	Full time 12+ units (n=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Overall experience at Chabot College	86%	86%	83%	88%
Overall experience with <u>instructors</u>	84%	84%	87%	91%
Overall experience with <u>other college staff</u>	74%	67%	69%	75%
Progress towards my educational goal	77%	73%	75%	82%
Preparation for <u>transfer</u> to four-year college or university	65%	57%	54%	63%
Preparation for <u>obtaining employment</u> in my field of study	49%	50%	60%	70%
Satisfaction with College Facilities	Percentage who were satisfied or very satisfied			
	Full time 12+ units (n=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Classroom (lecture or group work)	76%	75%	84%	78%
Science Labs: Bldg. 2100 (Biology, Anatomy, Physio, Micro)	61%	59%	61%	69%
Science Labs: Bldgs. 3900/1800 (Chemistry, Physics, Computer Sci)	66%	62%	61%	70%
Technology labs (Auto, Electronics, Machine Tool, Welding)	62%	62%	62%	62%
Computer labs in library and departments	62%	62%	62%	62%
Availability/working order of equipment in all labs	72%	74%	74%	78%
Art/music/theatre/drama studios and performance areas	66%	66%	62%	68%
Physical Education and Athletes Facilities	72%	74%	66%	67%
Library Bldg. (100 upstairs)	84%	84%	79%	80%
Bldg. 100 downstairs (lobby, tutoring, study rooms, etc.)	80%	72%	69%	69%
Bldg. 700 downstairs (A&R, Fin Aid, Online Servs, Assesment)	74%	74%	71%	77%
Bldg. 700 upstairs (Counseling, Career/Trnsfr Ctr, Special Progs)	73%	70%	66%	68%
Cafeteria	61%	56%	58%	59%
Parking Facilities	40%	46%	54%	63%
Maintenance/cleanliness of building and grounds	63%	66%	74%	69%

Percentages can be +/- for:

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

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

Campus climate		Percentage who agree or strongly agree			
		Full time 12+ units (n=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
I feel welcome at Chabot.		81%	83%	83%	86%
I am treated with respect by instructors, administrators, and other staff.		88%	91%	88%	92%
At Chabot, there is general respect for differences in:					
	race-ethnicity	88%	90%	88%	87%
	gender	87%	90%	86%	88%
	physical disability	86%	88%	87%	86%
	transgender/queer identities	80%	81%	80%	82%
	age	87%	88%	86%	86%
	sexual orientation	83%	85%	81%	85%
	native language	83%	86%	82%	86%
	religion	81%	83%	82%	84%
Overall, I feel safe at Chabot.		82%	85%	85%	87%
At Chabot, there is a college-wide commitment to student learning.		77%	78%	80%	78%
I would encourage others to attend this college.		81%	82%	85%	86%
Diversity		Percentage who agree or strongly agree			
		Full time 12+ units (n=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Chabot College promotes positive interactions among different ethnic/cultural groups.		82%	79%	80%	78%
My classes teach me to work w/ people from diverse groups (cultures, sexualities, ages).		80%	74%	82%	82%
Campus activities increase my understanding of people of diverse groups.		68%	65%	68%	64%
I value making friends with students of other cultural or ethnic groups.		85%	81%	77%	82%

Percentages can be +/- for:  
 FT (12+ units): 4%; PT (6-11.5 units): 5%;  
 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=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Admissions and Records Office	87%	91%	94%	91%
Online Orientation	92%	90%	91%	92%
Assessment Testing Center	93%	93%	89%	93%
Counseling Appointments	74%	75%	82%	79%
Front Desk Counseling (quick question)	85%	85%	84%	81%
Financial Aid Office	82%	80%	88%	85%
Student Online Services in Bldg. 700	94%	96%	95%	93%
Career and Transfer Center	91%	89%	89%	87%
Office of Student Life (Clubs, Activities, Events)	92%	93%	91%	95%
Student Government (Student Senate of Chabot College)	91%	87%	93%	93%
Student Health Center	95%	92%	91%	92%
Library	96%	96%	93%	97%
Tutoring in Bldg 100 (Learning Connection, WRAC, ESL)	95%	92%	87%	94%
Tutoring in Room 3906 (STEM Center)	94%	91%	86%	92%
Communication Lab in Rm 803	92%	89%	90%	87%
Disabled Students Programs and Services (DSPS)	91%	93%	83%	88%
Extended Opportunity Programs and Services (EOPS)	91%	89%	89%	86%
PACE Degree and Transfer Program for Working Adults	91%	87%	85%	93%
Veteran's Office	93%	87%	76%	83%
Children's Center	92%	91%	88%	92%
Intercollegiate Athletics	90%	91%	96%	93%
College Bookstore	89%	89%	87%	87%
Food Services	78%	79%	81%	75%
Campus Safety and Security	87%	86%	89%	82%
Wireless access on campus	61%	62%	70%	74%

\* 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=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
<b>Averaging all your classes over all your semesters at Chabot, how often have you or your instructor done the following activities?</b>				
<b>In my classes my instructors have:</b>				
• made me feel respected...	88%	86%	93%	89%
• made me feel included in the class...	86%	83%	90%	89%
• encouraged me to participate in class...	83%	80%	87%	86%
• communicated to me that I have the ability to do the work...	79%	74%	83%	80%
• communicated to me that I can succeed in college...	76%	69%	74%	73%
<b>In my classes I have:</b>				
• asked questions...	62%	60%	60%	67%
• participated in large class discussions...	63%	60%	56%	60%
• participated in small in-class discussions or projects...	77%	70%	65%	65%
• made a presentation to the class...	59%	50%	36%	43%
<b>Outside of class time I have:</b>				
• discussed class topics or assignments with other students from my classes...	54%	44%	39%	36%
• met as a study group with other students from my classes...	38%	29%	19%	21%
• talked about class topics with family, friends, and others...	55%	52%	51%	52%
• used <u>Email</u> , <u>Blackboard</u> , <u>Canvas</u> or other electronic means to communicate w/ an instructor	69%	64%	55%	64%
• met with my instructor to discuss assignments or my progress...	42%	36%	25%	27%
• volunteered in a community organization as part of a regular course...	25%	18%	13%	16%
<b>On campus I have:</b>				
• tutored or taught other students (paid or voluntary)...	20%	11%	10%	11%
• participated in campus clubs, student government, or intercollegiate sports...	27%	15%	7%	10%
• connected with people, groups, or programs to help me stay engaged so I can reach my goals	17%	17%	17%	17%
• had serious conversations with students of different religious beliefs or political opinions...	23%	14%	13%	12%

Percentages can be +/- for:

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

College-wide Learning Goals	Percentage who responded some or a lot			
	Full time 12+ units (n=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
<b>As a result of being at Chabot, how much progress have you made in the following areas?</b>				
<b>Communication:</b>				
• Reading effectively..	83%	82%	70%	75%
• Writing effectively..	86%	86%	74%	82%
• Speaking effectively..	83%	84%	72%	80%
• Communicating with respect for the views of others..	87%	88%	83%	85%
• Using computer technology to communicate..	77%	79%	71%	77%
<b>Critical Thinking:</b>				
• Recognizing valid research information on the Internet	83%	84%	71%	80%
• Critical thinking (evaluating, analyzing, questioning)..	88%	87%	74%	85%
• Problem-solving (applying knowledge to new situations)..	86%	86%	74%	84%
• Mathematical skills..	77%	71%	64%	71%
• Thinking for myself..	87%	87%	80%	86%
<b>Global and Cultural Involvement &amp; Responsibility:</b>				
• Understanding diverse philosophies, cultures, and ways of life..	78%	78%	73%	75%
• Becoming informed about current issues affecting the US and the world..	79%	79%	67%	74%
• Understanding how I can make a positive contribution to my community..	75%	72%	67%	74%
• Developing a personal code of values and ethics..	76%	76%	70%	79%
<b>Development of the whole person:</b>				
• Balancing the health of my mind, body, and spirit..	69%	71%	65%	70%
• Discovering my own potential..	76%	76%	72%	76%
• Developing my creative abilities..	71%	74%	68%	73%
• Developing clear educational or career goals..	81%	75%	65%	76%
• Developing a love of learning..	74%	74%	66%	79%

Percentages can be +/- for:

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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=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Study	79%	73%	54%	54%
Do research	47%	47%	32%	31%
Use Computer Lab	61%	55%	40%	37%
Satisfaction with Library Resources	Percentage of those who were satisfied or very satisfied			
	Full time 12+ units (n=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Library hours	93%	94%	86%	89%
Chabot Library website	90%	89%	81%	89%
Research help by librarians	89%	87%	82%	85%
Transportation	Percentage of all			
<u>To get to Chabot, I usually:</u>	Full time 12+ units (n=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Walk	5%	9%	5%	3%
Bicycle	3%	3%	3%	1%
Bus	19%	17%	14%	6%
Bart	5%	4%	8%	3%
Drive Myself	78%	74%	79%	93%
Have a regular ride	13%	15%	11%	5%
Get different rides	11%	11%	8%	4%
Dependability of Transportation	Percentage can depend on always			
<u>To get to Chabot, I usually:</u>	Full time 12+ units (n=966)	Part time 6-11 units (n=510)	Part time 1-5 units (n=178)	Evening/ Saturday (n=130)
Of all responding	99%	99%	98%	99%

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<b>Challenges to Progress</b>	<b>Percent challenges affected some or a lot</b>			
	<b>Full time 12+ units (n=966)</b>	<b>Part time 6-11 units (n=510)</b>	<b>Part time 1-5 units (n=178)</b>	<b>Evening/ Saturday (n=130)</b>
<b>How much of these issues slow your progress?</b>				
Job Issues (hours, schedules, responsibilities)	67%	71%	73%	75%
Financial Pressures (money for college/living)	70%	67%	68%	70%
Family pressures or responsibilities	70%	67%	68%	70%
Health or personal problems	45%	47%	43%	35%
Citizenship Issues	14%	11%	12%	9%
Classes: length, start times, days of week	56%	53%	50%	59%
Lack of access to campus services	26%	28%	25%	33%
<b>Financial Hardships</b>	<b>Percentage of all students</b>			
	<b>Full time 12+ units (n=966)</b>	<b>Part time 6-11 units (n=510)</b>	<b>Part time 1-5 units (n=178)</b>	<b>Evening/ Saturday (n=130)</b>
<b>This semester, I'm having a hard time paying for:</b>				
Transportation	22%	17%	19%	14%
Housing	16%	16%	13%	13%
Books	52%	50%	37%	47%
Food	24%	17%	13%	13%
Fees	31%	34%	35%	30%
<b>Effects of Financial Hardships on Success</b>	<b>How much success is affected Percentage affected some or a lot</b>			
	<b>Full time 12+ units (n=966)</b>	<b>Part time 6-11 units (n=510)</b>	<b>Part time 1-5 units (n=178)</b>	<b>Evening/ Saturday (n=130)</b>
<b>Financial Hardships</b>				
Student with at least one hardship	73%	76%	74%	72%
<b>Number of financial hardships</b>				
One	72%	75%	80%	80%
Two	84%	93%	91%	93%
Three	95%	89%	89%	78%
Four - Five	95%	100%	100%	100%

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