

**Chabot College**  
**Student Satisfaction Survey: Student Sample**  
**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	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 1,702	
Overall experience at Chabot College	86%	0%	1%	13%	62%	24%	1,689	99%	2%
Overall experience with <u>instructors</u>	84%	0%	2%	13%	58%	26%	1,688	99%	2%
Overall experience with <u>other college staff</u>	71%	1%	3%	25%	54%	17%	1,598	94%	3%
Progress towards my educational goal	76%	1%	4%	20%	53%	23%	1,674	98%	3%
Preparation for <u>transfer</u> to four-year college or university	61%	1%	7%	30%	44%	18%	1,497	88%	3%
Preparation for <u>obtaining employment</u> in my field of study	51%	2%	9%	38%	35%	15%	1,486	87%	3%
Satisfaction with College Facilities	Satisfied or Very Satisfied	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,702	Margin of Error
Classroom (lecture or group work)	76%	1%	3%	20%	57%	19%	1,616	95%	3%
Science Labs: Bldg. 2100 (Biology, Anatomy, Physio, Micro)	59%	2%	6%	33%	43%	16%	849	50%	4%
Science Labs: Bldgs. 3900/1800 (Chemistry, Physics, Computer Sci)	64%	2%	5%	29%	46%	18%	880	52%	4%
Technology labs (Auto, Electronics, Machine Tool, Welding)	62%	1%	4%	32%	44%	19%	710	49%	4%
Computer labs in library and departments	62%	1%	4%	32%	44%	19%	1,408	49%	4%
Availability/working order of equipment in all labs	72%	1%	4%	23%	50%	23%	1,306	77%	3%
Art/music/theatre/drama studios and performance areas	66%	1%	2%	31%	42%	24%	930	55%	4%
Physical Education and Athletes Facilities	72%	1%	2%	25%	45%	27%	990	58%	4%
Library Bldg. (100 upstairs)	83%	1%	3%	13%	50%	33%	1,521	89%	2%
Bldg. 100 downstairs (lobby, tutoring, study rooms, etc.)	76%	1%	2%	21%	51%	26%	1,341	79%	3%
Bldg. 700 downstairs (A&R, Fin Aid, Online Servs, Assesment)	74%	1%	4%	21%	49%	24%	1,489	87%	3%
Bldg. 700 upstairs (Counseling, Career/Trnsfr Ctr, Special Progs)	71%	2%	6%	21%	46%	25%	1,488	87%	3%
Cafeteria	59%	3%	10%	27%	41%	18%	1,428	84%	3%
Parking Facilities	43%	12%	20%	24%	31%	12%	1,524	90%	3%
Maintenance/cleanliness of building and grounds	65%	3%	9%	23%	46%	19%	1,655	97%	3%

Chabot College Fall 2017 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 1,702	
I feel welcome at Chabot.	81%	1%	2%	16%	59%	23%	1,694	99%	2%
I am treated with respect by instructors, administrators, and other staff.	89%	0%	2%	9%	60%	29%	1,667	98%	2%
At Chabot, there is general respect for differences in:	88%	0%	2%	10%	56%	32%	1,675	98%	2%
gender	87%	1%	1%	11%	57%	31%	1,669	98%	2%
physical disability	86%	0%	1%	12%	55%	31%	1,673	98%	2%
transgender/queer identities	80%	1%	2%	18%	52%	28%	1,664	98%	3%
age	87%	0%	1%	12%	56%	31%	1,673	98%	2%
sexual orientation	83%	0%	1%	15%	54%	30%	1,668	98%	2%
native language	84%	1%	1%	15%	54%	29%	1,670	98%	2%
religion	81%	1%	2%	16%	54%	28%	1,663	98%	2%
Overall, I feel safe at Chabot.	83%	1%	3%	14%	57%	26%	1,691	99%	2%
At Chabot, there is a college-wide commitment to student learning.	77%	0%	3%	20%	54%	23%	1,683	99%	3%
I would encourage others to attend this college.	81%	1%	2%	17%	51%	30%	1,687	99%	2%

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 1,702	
Chabot College promotes positive interactions among different ethnic/cultural groups.	81%	1%	2%	17%	58%	23%	1,664	99%	2%
My classes teach me to work w/ people from diverse groups - cultures, sexualities, ages, etc.	78%	1%	3%	18%	53%	25%	1,658	97%	3%
Campus activities increase my understanding of people of diverse groups.	67%	1%	3%	29%	46%	20%	1,651	97%	3%
I value making friends with students of other cultural or ethnic groups.	82%	1%	1%	15%	50%	33%	1,651	97%	2%

Chabot College Fall 2017 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	Not Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,702	
Admissions and Records Office	82%	89%	2%	16%	11%	71%	18%	1,676	98%	2%
Online Orientation	80%	91%	4%	16%	9%	75%	16%	1,672	98%	2%
Assessment Testing Center	77%	93%	4%	19%	7%	76%	17%	1,672	98%	2%
Counseling Appointments	77%	75%	1%	22%	25%	56%	19%	1,679	99%	3%
Front Desk Counseling (quick question)	69%	85%	5%	26%	15%	66%	19%	1,671	98%	3%
Financial Aid Office	68%	81%	1%	31%	19%	61%	21%	1,667	98%	3%
Student Online Services in Bldg. 700	57%	95%	11%	33%	5%	70%	24%	1,667	98%	2%
Career and Transfer Center	39%	90%	10%	51%	10%	67%	23%	1,667	98%	3%
Office of Student Life (Clubs, Activities, Events)	33%	92%	18%	50%	8%	67%	25%	1,666	98%	3%
Student Government (Student Senate of Chabot College)	27%	90%	20%	54%	10%	63%	26%	1,669	98%	4%
Student Health Center	35%	94%	12%	53%	6%	65%	29%	1,664	98%	3%
Library	87%	95%	1%	12%	5%	62%	33%	1,670	98%	1%
Tutoring in Bldg 100 (Learning Connection, WRAC, ESL)	40%	94%	10%	50%	6%	63%	31%	1,668	98%	2%
Tutoring in Room 3906 (STEM Center)	41%	92%	11%	48%	8%	61%	31%	1,666	98%	3%
Communication Lab in Rm 803	29%	91%	28%	43%	9%	64%	27%	1,658	97%	3%
Disabled Students Programs and Services (DSPS)	23%	91%	24%	53%	9%	57%	34%	1,667	98%	4%
Extended Opportunity Programs and Services (EOPS)	23%	90%	29%	48%	10%	59%	31%	1,666	98%	4%
PACE Degree and Transfer Program for Working Adults	19%	89%	32%	49%	11%	58%	31%	1,665	98%	5%
Veteran's Office	19%	90%	32%	49%	10%	56%	34%	1,671	98%	4%
Children's Center	19%	91%	29%	53%	9%	58%	32%	1,670	98%	4%
Intercollegiate Athletics	22%	91%	32%	46%	9%	61%	30%	1,664	98%	4%
College Bookstore	89%	89%	1%	10%	11%	66%	23%	1,664	98%	2%
Food Services	72%	79%	6%	23%	21%	62%	17%	1,664	98%	3%
Campus Safety and Security	75%	86%	3%	22%	14%	66%	21%	1,666	98%	3%
Wireless access on campus	87%	63%	4%	9%	38%	47%	16%	1,666	98%	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 2017 Student Satisfaction Survey: All Students

Engagement in Learning		Percentage who responded	Percentage of those responding				Responses to each question		Margin of Error
Averaging all your classes over all your semesters at Chabot, how often have you or your instructor done the following activities?		Often or Very Often	Never	Sometimes	Often	Very Often	Number	Pct. of 1,702	Margin of Error
<b>In my classes my instructors have:</b>									
• made me feel respected...		88%	0%	12%	48%	40%	1,670	98%	2%
• made me feel included in the class...		85%	1%	14%	48%	37%	1,666	98%	2%
• encouraged me to participate in class...		83%	2%	16%	46%	37%	1,666	98%	2%
• communicated to me that I have the ability to do the work...		78%	6%	17%	45%	33%	1,661	98%	3%
• communicated to me that I can succeed in college...		73%	8%	18%	41%	33%	1,663	98%	3%
<b>In my classes I have:</b>		Often or Very Often	Never	Sometimes	Often	Very Often			
• asked questions...		61%	4%	35%	35%	26%	1,664	98%	3%
• participated in large class discussions...		61%	7%	32%	36%	25%	1,659	97%	3%
• participated in small in-class discussions or projects...		74%	3%	23%	45%	29%	1,659	97%	3%
• made a presentation to the class...		54%	16%	30%	31%	23%	1,657	97%	3%
<b>Outside of class time I have:</b>		Often or Very Often	Never	Sometimes	Often	Very Often			
• discussed class topics or assignments with other students from my classes...		49%	12%	38%	31%	18%	1,660	98%	3%
• met as a study group with other students from my classes...		34%	33%	34%	20%	13%	1,656	97%	3%
• talked about class topics with family, friends, and others...		54%	11%	35%	34%	19%	1,659	97%	3%
• used <u>Email</u> , <u>Blackboard</u> , <u>Canvas</u> or other electronic means to communicate w/ an instructor		66%	8%	26%	36%	30%	1,656	97%	3%
• met with my instructor to discuss assignments or my progress...		38%	23%	38%	25%	13%	1,650	97%	3%
• volunteered in a community organization as part of a regular course...		22%	61%	17%	13%	9%	1,646	97%	3%
<b>On campus I have:</b>		Often or Very Often	Never	Sometimes	Often	Very Often			
• tutored or taught other students (paid or voluntary)...		16%	73%	11%	10%	7%	1,636	96%	2%
• participated in campus clubs, student government, or intercollegiate sports...		21%	67%	12%	12%	10%	1,634	96%	3%
• connected with people, groups, or programs to help me stay engaged so I can reach my goal		17%	73%	11%	9%	8%	1,635	96%	2%
• had serious conversations with students of different religious beliefs or political opinions...		20%	57%	23%	12%	8%	1,624	95%	3%

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College-wide Learning Goals	Percentage who responded	Percentage of those responding				Responses to each question		
As a result of being at Chabot, how much progress have you made in the following areas?	Some or A lot	None	A little	Some	A lot	Pct. of Number	1,702	Margin of Error
<b>Communication:</b>								
• Reading effectively..	81%	4%	14%	48%	34%	1,504	88%	2%
• Writing effectively..	85%	4%	11%	45%	40%	1,527	90%	2%
• Speaking effectively..	82%	5%	13%	44%	38%	1,525	90%	3%
• Communicating with respect for the views of others..	87%	4%	9%	40%	47%	1,503	88%	2%
• Using computer technology to communicate..	77%	9%	14%	40%	37%	1,478	87%	3%
<b>Critical Thinking:</b>	Some or A lot	None	A little	Some	A lot			
• Recognizing valid research information on the Internet	83%	4%	13%	43%	40%	1,538	90%	2%
• Critical thinking (evaluating, analyzing, questioning)..	86%	2%	12%	42%	44%	1,560	92%	2%
• Problem-solving (applying knowledge to new situations)..	85%	3%	12%	44%	41%	1,562	92%	2%
• Mathematical skills..	74%	9%	18%	40%	34%	1,462	86%	3%
• Thinking for myself..	87%	3%	10%	38%	49%	1,542	91%	2%
<b>Global and Cultural Involvement &amp; Responsibility:</b>	Some or A lot	None	A little	Some	A lot			
• Understanding diverse philosophies, cultures, and ways of life..	78%	7%	15%	41%	36%	1,480	87%	3%
• Becoming informed about current issues affecting the US and the world..	77%	7%	15%	42%	36%	1,493	88%	3%
• Understanding how I can make a positive contribution to my community...	74%	9%	17%	41%	33%	1,494	88%	3%
• Developing a personal code of values and ethics..	76%	9%	16%	41%	35%	1,452	85%	3%
<b>Development of the whole person:</b>	Some or A lot	None	A little	Some	A lot			
• Balancing the health of my mind, body, and spirit..	69%	12%	18%	39%	30%	1,517	89%	0%
• Discovering my own potential..	76%	8%	17%	39%	36%	1,545	91%	3%
• Developing my creative abilities..	72%	10%	18%	37%	35%	1,546	91%	3%
• Developing clear educational or career goals..	78%	6%	16%	38%	40%	1,571	92%	3%
• Developing a love of learning..	74%	8%	18%	38%	36%	1,546	91%	3%

### Use of Library Resources

I have used the library to:	Percentage of all students
Study	75%
Do research	46%
Use Computer Lab	57%

Transportation	
How do you usually get to Chabot?	Percentage of all
Walk	7%
Bicycle	3%
Bus	19%
Bart	5%
Drive Myself	76%
Have a regular ride	13%
Get different rides	11%

Challenges to Progress				
How much of these issues slow your progress?	Pct challenges affected some or a lot	Percentage of those responding		
		Not at all	Some	A lot
Job issues (hours, schedule, responsibilities)	69%	31%	46%	23%
Financial Pressures (money for college/living)	69%	31%	42%	27%
Family pressures or responsibilities	69%	31%	42%	27%
Health or personal problems	45%	55%	32%	13%
Citizenship issues	13%	87%	9%	4%
Classes: length, start times, days of week	54%	46%	44%	11%
Lack of access to campus services	27%	73%	21%	5%

Use & Satisfaction with Library Resources:		Percent Satisfied or Very Satisfied	Percentage of those responding		
			Not Satisfied	Satisfied	Very Satisfied
<i>Percentage of all students reporting on satisfaction:</i>					
Library hours	82%	92%	8%	67%	25%
Chabot Library website	71%	89%	11%	66%	23%
Research help by librarians	62%	88%	12%	61%	27%

Dependability of Transportation				
Transportation	Pct can depend on sometimes or always	Can you depend on this?		
		Never	Sometimes	Always
Of all responding	99%	1%	23%	76%

Financial Hardships	
This semester, I'm having a hard time paying for:	Percentage of all students
Transportation	20%
Housing	16%
Books	50%
Food	21%
Fees	33%

Effects of Financial Hardships on Success					
Financial Hardships	Pct success affected somewhat or a lot	How much success is affected			
		Not at all	Some what	A lot	
Of students with at least one hardship:	81%	19%	63%	19%	
Of students with each number of hardships:		Not at All	Some what	A lot	
One	74%	26%	60%	13%	
Two	88%	12%	74%	14%	
Three	93%	7%	58%	36%	
Four	98%	2%	56%	42%	
Five	95%	5%	45%	50%	