## 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.

	P			
	Satisfied or very satisfied	Neither dissatisfied nor satisfied	Dissatisfied or very dissatisfied	NOTE
Overall experience with:				Percentages out of all
Chabot College	86%	13%	1%	students
Instructors	84%	13%	3%	have
Physical condition of:				a margin
Library	83%	13%	4%	of error
Classrooms (lecture or group work)	76%	20%	4%	of 2 to 4
Building 100 downstairs (lobby, tutoring, study)	76%	21%	3%	percentage
Bldg. 700 downstairs (A&R, FA, Online, Assess)	74%	21%	5%	points.
Availability/working order of lab equipment	72%	23%	5%	
Physical Education and Athletics facilities	72%	25%	3%	

## Satisfaction with Major Student Services

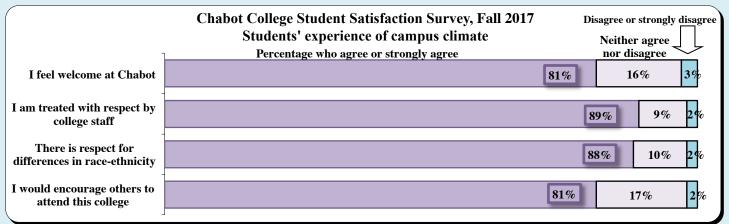
Over two thirds of all students used the following services, and most were satisfied or very satisfied.

	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%	NOTE
Assessment Testing Center	93%	93%		93%	NOTE
Campus Safety and Security	86%	87%			means
College Bookstore	89%	89%	87%	87%	less
Counseling Appointments*	75%	74%	82%	<b>79%</b>	than
Financial Aid Office	81%	82%		85%	66%
Food Services	79%	78%			used this
Front Desk Counseling (quick questions)	85%	85%		81%	service
Library	95%	96%	93%	97%	
Online Orientation	91%	92%	91%	92%	

\*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.



Chabot College Office of Institutional Research

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