

Chabot College Student Satisfaction Survey: Fall 2019

Highlights: Overall Student Satisfaction with Chabot

Overall, students' satisfaction with their experiences at Chabot College remain at high levels over the past ten-year period. About 85% of Chabot students are satisfied with the college, and 84% are satisfied with their overall experiences with instructors. Satisfaction with other college staff increased by 12% over the last ten years.

In Fall 2019, students are asked 8 new questions about their experiences at Chabot. Most students are satisfied with the overall quality of instruction (79%), overall instructional experience with Canvas and other online platforms (79%), class timing (72%), experience with the paper class schedule (73%), and online class schedule (71%).

Areas in which there were less than 60% student satisfaction include: preparation for transfer to four-year college or university (57%) preparation for obtaining employment in my field of study (48%), and convenience of getting a counseling appointment (41%).

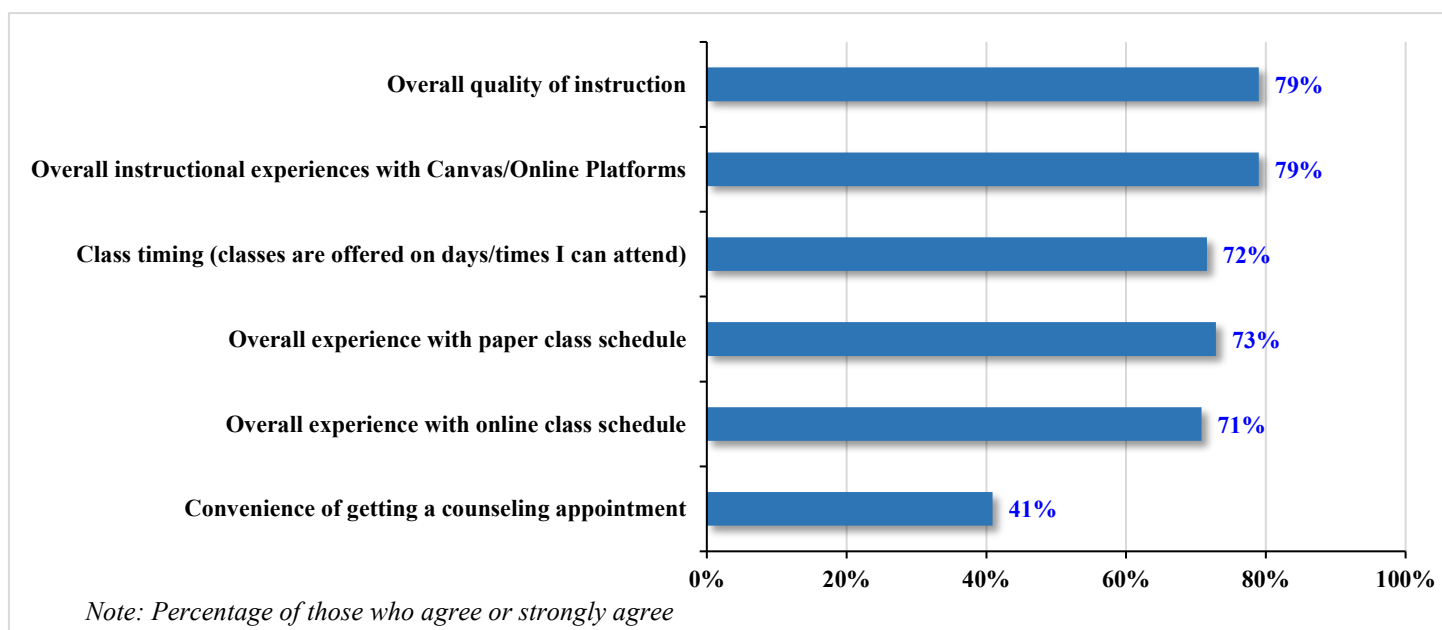
See Page 2 for the findings on students' satisfaction with academic services, support services and learning support programs, and Page 3 for students' satisfaction with campus facilities.

The Student Satisfaction Survey was conducted in October 2019 in a representative sample of 79 on-campus course sections. Surveys were completed by 1,544 students (59% full-time; 41% part-time).

Chabot College Students' Overall Satisfaction: 2009 - 2019 Trend

Statements about overall experience at Chabot:	Percentages of those who agree or strongly agree						
	2009	2011	2013	2015	2017	2019	Trend
• Overall experience at Chabot College	78%	78%	81%	83%	86%	85%	
• Overall experience with instructors	81%	81%	84%	81%	84%	84%	
• Overall experience with other college staff	60%	59%	65%	65%	71%	72%	
• Progress towards my educational goal	-	-	70%	70%	76%	73%	
• Preparation for transfer to four-year college or university	53%	54%	56%	55%	61%	57%	
• Preparation for obtaining employment in my field of study	42%	42%	48%	43%	51%	48%	
• Class availability (getting into classes in semester I need them)	-	-	46%	-	-	66%	
• Efficiency of course registration over the Internet (Class-Web)	-	-	80%	-	-	77%	

Chabot College Students' Overall Satisfaction: 2019 (New Questions)



Note: All percentages have a margin of error of 2 to 3 percentage points.

Students' Satisfaction with Academic Services, Student Services & Learning Support Programs

Students' satisfaction with most academic services, student services and learning support programs at Chabot remain at high levels over the past 10-year period. Many services received 80% or more satisfaction rate by students who used these services and programs. Services that are rated satisfied or very satisfied by 90% or more of students who used them are student online services, tutoring and WRAC at Bldg 100, El Centro and College Bookstore. While counseling services received the lowest satisfaction rate, it was still a respectable rating of 70% satisfaction.

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Experience and Satisfaction with:	Percentages of those who used services and are satisfied or very satisfied						
	2009	2011	2013	2015	2017	2019	Trend
Admissions and Records Office	89%	88%	87%	88%	89%	88%	
Online Orientation	-	-	89%	86%	91%	89%	
Assessment Center	88%	89%	90%	89%	93%	87%	
Counseling Appointments (scheduled 30 min - 1 hr appointments)*	73%	75%	69%	69%	75%	70%	
Drop-in Counseling (quick sessions)	<i>First asked in 2019</i>					70%	
Financial Aid Office	79%	74%	78%	79%	81%	83%	
Student Online Services in Bldg. 700 (assistance to apply, register, etc. online)	91%	92%	90%	92%	95%	91%	
Career and Transfer Center	76%	82%	83%	83%	90%	82%	
Office of Student Life (Clubs, Activities, Events)	85%	82%	82%	85%	92%	83%	
Student Government (Student Senate of Chabot College)	80%	80%	80%	79%	90%	84%	
Student Health Center: Medical Services (exclud.mental health)	<i>First asked in 2019</i>					83%	
Student Health Center: Mental Health Services	<i>First asked in 2019</i>					83%	
Library (overall)	-	-	-	93%	95%	95%	
Library online and print resources (books, magazines, online journal articles, etc.)	<i>First asked in 2019</i>					90%	
Research help by librarians	-	-	-	86%	88%	90%	
Chabot library website	-	-	-	87%	89%	90%	
Library Open Hours (M-Th 7:30 am - 8:00pm; F 8am - 2 pm, Sat 8:30am - 2:00pm)	-	-	-	88%	92%	91%	
Tutoring in Bldg 100 (Learning Connection)*	86%	87%	86%	90%	94%	90%	
WRAC Center in Bldg100 (reading/writing drop-in tutoring)	-	-	-	90%	89%	91%	
Tutoring in Room 3906 (STEM Center)	-	87%	86%	87%	92%	88%	
Communications Lab in Rm 803	-	-	86%	87%	91%	87%	
Disabled Students Programs and Services (DSPS)	86%	89%	85%	89%	91%	87%	
Special Programs (e.g., EOPS, TRiO, ASPIRE, CalWORKs)	<i>First asked in 2019</i>					88%	
Learning Communities (CIN, FYE, PACE, Puente, Umoja)	<i>First asked in 2019</i>					86%	
El Centro (One-stop bilingual resource center)	<i>First asked in 2019</i>					90%	
Veteran's Center	-	-	84%	86%	90%	89%	
Children's Center	-	84%	85%	84%	91%	84%	
Intercollegiate Athletics	87%	86%	88%	89%	91%	85%	
College Bookstore	85%	85%	86%	84%	89%	91%	
Cafeteria (Bldg 2300, 1st floor)	80%	80%	78%	70%	79%	82%	
Campus Safety and Security	84%	86%	86%	85%	86%	88%	
Wireless access on campus	-	-	-	55%	63%	82%	

Note: All percentages have a margin of error of 2 to 6 percentage points.

Highlights: Changes in Overall Student Satisfaction with Chabot

Students' satisfaction with the maintenance and cleanliness of building and grounds at Chabot is at 64%. About 3 out of 4 students are satisfied with classroom facilities, Building 100 and Building 700. In 2019, two large increases in satisfaction stood out — satisfaction with Science Labs (Bldg. 2100) rose 18% since Fall 2013 and satisfaction with Science Labs (Bldg 3900) rose 8% since Fall 2013. About 4 out of 5 students (77-83%) were satisfied with the Library over the last ten years.

Smaller percentages of students (about 60%) are satisfied with the cafeteria, technology labs (auto, electronics, etc), and parking facilities (50%).

Chabot College Students' Satisfaction with Campus Facilities: 2009 -2019 Trend

Statements about the overall experience:	Percentages of those who agree or strongly agree						
	2009	2011	2013	2015	2017	2019	Trend
• Maintenance/cleanliness of building and grounds	64%	65%	65%	69%	65%	64%	
• Classroom facilities	70%	77%	75%	77%	76%	73%	
• Science Labs: Bldg. 2100 (Biology, Anatomy, Physio, Micro)	-	-	45%	59%	59%	63%	
• Science Labs: Bldgs. 3900/1800 (Chemistry, Physics, Computer Science)	-	-	57%	62%	64%	65%	
• Technology labs (Auto, Electronics, Machine Tool, Welding)	51%	55%	-	49%	62%	60%	
• Computer labs in library	<i>First asked in 2019</i>					76%	
• Computer labs in departments	<i>First asked in 2019</i>					72%	
• Art/music/theatre/drama studios and performance areas	68%	67%	69%	69%	66%	68%	
• Physical Education and Athletics Facilities	68%	68%	71%	73%	72%	70%	
• Library (Bldg. 100 upstairs)	78%	78%	77%	80%	83%	83%	
• Bldg. 100 downstairs (lobby, tutoring, study rooms, etc.)	-	-	-	73%	76%	76%	
• Bldg. 700 downstairs (A&R, Fin Aid, Online Servs, Assesment)	-	-	72%	74%	74%	74%	
• Bldg. 700 upstairs (Counseling, Career/Trnsfr Ctr, Special Progs)	-	-	69%	70%	71%	70%	
• Cafeteria (Bldg. 2300)	63%	61%	56%	54%	59%	60%	
• Parking Facilities	50%	46%	48%	46%	43%	50%	
• STEM Center	<i>First asked in 2019</i>					68%	