Chabot College
Online Student Satisfaction Survey
October 2010
Summary Responses to All Survey Items, by Online Student Type and Comparison to the Fall 2009 On-campus Survey
Based on 1,125 online students, representative of the divisions with online sections

Satisfaction with Overall Experiences at Chabot	Percentage who were 'satisfied' or 'very satisfied'			
	All On-campus Fall 2009** n = 1,630	All Online Fall 2010* n = 1,125	Only Online or Hybrid* n = 503	Both Online & On-campus* n = 569
Overall experience at Chabot College	78%	**89%**	89%	90%
Progress towards your educational goal	72%	**85%**	86%	85%
Preparation for TRANSFER to four-year college or university	53%	**72%**	72%	71%
Preparation for OBTAINING EMPLOYMENT in my field of study	42%	**63%**	63%	62%

Your Overall Experience with Online Services & Education	Percentage who were 'satisfied' or 'very satisfied'		
	All Online Fall 2010*	Only Online or Hybrid*	Both Online & On-campus*
The Chabot College Website	**90%**	90%	90%
CLASS-web	**89%**	89%	90%
The Zone (web portal)	**72%**	74%	71%
Zone-mail	**64%**	63%	65%
Chabot Library website	**68%**	68%	68%
Online Learning website	**81%**	83%	81%
Blackboard	**89%**	89%	88%
Blackboard support services (web form, email, etc)	**76%**	77%	76%
Online Learning Orientation: Online	**73%**	76%	71%
Online Learning Orientation: Drop-in on campus	**65%**	65%	65%
WRAC online (online writing tutorial)	**63%**	60%	64%
Overall experience with ONLINE/HYBRID INSTRUCTORS	**89%**	90%	88%
Overall experience with ONLINE education at Chabot	**90%**	91%	89%

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**The Fall 2009 Student Satisfaction Survey included students in a representative sample of on-campus courses.

Overall Online Climate	Percentage who 'agree' or 'strongly agree'			
	All On-campus Fall 2009**	**All Online Fall 2010***	Only Online or Hybrid*	Both Online & On-campus*
Overall, I feel COMFORTABLE as an online student	—	**89%**	92%	87%
Overall, I feel SUPPORTED as an online student	—	**78%**	81%	76%
Overall, I feel that my privacy is SECURE online	—	**82%**	81%	82%
I would encourage others to take online courses at this college	—	**87%**	90%	84%
(CAMPUS CLIMATE) I would encourage others to attend this college.	73%	—	—	—

Campus climate	Percentage who 'agree' or 'strongly agree'			
	All On-campus Fall 2009**	**All Online Fall 2010***	Only Online or Hybrid*	Both Online & On-campus*
I feel welcome at Chabot	74%	**79%**	76%	82%
I am treated with respect by instructors, administrators, and other staff	84%	**86%**	84%	87%
At Chabot, there is general respect for differences in:				
race-ethnicity	80%	**76%**	72%	80%
physical disability	80%	**74%**	69%	78%
age	81%	**78%**	74%	81%
sexual orientation	77%	**71%**	68%	74%
native language	77%	**70%**	68%	72%
religion	75%	**68%**	65%	71%
At Chabot, there is a college-wide commitment to student learning	66%	**76%**	75%	77%

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Online Student Satisfaction Survey by On-campus, All On-line, Online-only, and mixed Online/On-campus

Experience and Satisfaction with Student Services*	Percentage who used the service				Of those who used the service, percentage who were 'satisfied' or 'very satisfied'				
	All On-campus Fall 2009**	All Online Fall 2010*	Only Online or Hybrid*	Both Online & Campus*	All On-campus Fall 2009**	All Online Fall 2010*	Only Online or Hybrid*	Both Online & Campus*	
Admissions and Records	84%	**85%**	82%	88%	89%	**89%**	87%	90%	
College Orientation Sessions	47%	**41%**	34%	47%	86%	**91%**	91%	91%	
Assessment Testing Center	66%	**60%**	51%	68%	88%	**90%**	91%	90%	
Counseling	74%	**71%**	62%	80%	73%	**73%**	71%	76%	
Financial Aid	55%	**56%**	50%	62%	79%	**78%**	79%	78%	
Transfer, Employment, and Career Services Center (TECS)	22%	**22%**	21%	24%	76%	**82%**	82%	84%	
Office of Student Life (CLUBS, Activities, Events)	19%	**14%**	12%	16%	85%	**86%**	75%	93%	
Student Health Center	28%	**18%**	15%	21%	87%	**85%**	81%	89%	
{Combined} Tutoring labs on campus	—	**29%**	21%	36%	—	**86%**	81%	89%	
Peer Academic Tutoring Help (PATH) Bldg 2300		—	—	—	86%	—	—	—	On-campus
Language Center, Bldg 2300	19%	—	—	—	91%	—	—	—	On-campus
WRAC Center, Library Mezzanine	45%	—	—	—	92%	—	—	—	On-campus
Math Lab, Rm 3906	36%	—	—	—	91%	—	—	—	On-campus
{Combined} Student computer labs on campus	—	**49%**	36%	60%	—	**87%**	88%	87%	
Student computer lab in Library Mezzanine	51%	—	—	—	89%	—	—	—	On-campus
Student computer labs in other departments	43%	—	—	—	90%	—	—	—	On-campus
Disabled Students Programs and Services (DSPS)	16%	**11%**	10%	12%	86%	**85%**	82%	87%	
Extended Opportunity Programs and Services (EOP&S)	17%	**13%**	14%	12%	82%	**85%**	84%	84%	
PACE Degree and Transfer Program for Working Adults	14%	**22%**	20%	24%	89%	**88%**	85%	90%	

Services you would like to have ONLINE	Percentage of those responding								
	All Online Fall 2010*			Only Online or Hybrid*			Both Online & On-campus*		
I would USE this service MORE if it were online...	No	Maybe	Yes	No	Maybe	Yes	No	Maybe	Yes
Admissions and Records	**5%**	**26%**	**69%**	5%	23%	72%	6%	28%	66%
College Orientation Sessions	**14%**	**33%**	**52%**	14%	31%	55%	14%	36%	50%
Assessment Testing	**10%**	**21%**	**69%**	10%	20%	70%	9%	22%	69%
Counseling	**15%**	**22%**	**63%**	13%	21%	66%	16%	22%	61%
Financial Aid	**11%**	**22%**	**67%**	13%	22%	65%	10%	22%	68%
Transfer, Employment, and Career Services (TECS)	**10%**	**28%**	**61%**	10%	27%	62%	10%	29%	61%
Office of Student Life (CLUBS, Activities, Events)	**21%**	**38%**	**40%**	22%	35%	43%	20%	41%	38%
Student Health Center	**29%**	**35%**	**36%**	29%	33%	39%	29%	38%	33%
Tutoring	**18%**	**29%**	**54%**	17%	28%	56%	18%	30%	52%
Disabled Students Programs and Services (DSPS)	**38%**	**38%**	**24%**	39%	34%	27%	38%	42%	20%
Extended Opportunity Programs and Services (EOP&S)	**26%**	**39%**	**36%**	26%	35%	39%	25%	42%	34%
PACE Degree and Transfer Program for Working Adults	**18%**	**35%**	**47%**	17%	33%	50%	18%	38%	44%

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	Percentage who responded 'often' or 'very often				
Engagement in Learning Averaging all your classes over all your semesters at Chabot, how often have you done the following activities?	**All** **On-campus** **Fall 2009****	**All** **Online** **Fall 2010***	Only Online or Hybrid*	Both Online & Campus*	
In my online/hybrid classes I have (in person, voice, or Blackboard):					
• asked questions	49%	**49%**	51%	46%	
• participated in LARGE ALL-CLASS DISCUSSIONS	55%	**68%**	71%	66%	
• participated in SMALL-GROUP DISCUSSIONS or projects	66%	**57%**	56%	58%	
• made a presentation to the class	42%	**26%**	26%	27%	
Outside of the instructor's requirements for the online/hybrid class I have (in person, phone, or online):					
• discussed class topics or assignments with other students from this class	41%	**37%**	34%	39%	
• met as a STUDY GROUP with other students from this class	24%	**17%**	14%	18%	
• talked about class topics WITH FAMILY, FRIENDS AND OTHERS	50%	**48%**	47%	49%	
• had serious discussions with students of DIFFERENT RELIGIOUS BELIEFS OR POLITICAL OPINIONS	—	**24%**	21%	27%	
On Campus I have: • had serious conversations with students of different religious beliefs or political opinions...	14%	—	—	—	On-campus
For my online/hybrid classes I have:					
• worked on a paper that required integrating ideas/information from various sources	57%	**59%**	58%	61%	
• done work that was NOT assigned to improve my skills in class	23%	**29%**	33%	25%	
• worked harder than I thought I could to meet an instructor's expectations	45%	**58%**	61%	56%	
• initiated individual contact with my instructor (via EMAIL, phone, or in-person)	—	**53%**	53%	52%	
Outside of class time I have: • used Email, Blackboard or other electronic means to communicate with	49%	—	—	—	On-campus
• received individualized feedback from my instructor about assignments or my progress	—	**54%**	56%	52%	
Outside of class time I have: • met with my instructor to discuss assignments or my progress...	28%	—	—	—	On-campus

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College-wide Learning Goals As a result of being at Chabot, how much progress have you made in the following areas?	Percentage who responded 'some' or 'a lot'			
	All On-campus Fall 2009**	All Online Fall 2010*	Only Online or Hybrid*	Both Online & On-campus*
Communication:				
• Reading effectively	76%	**89%**	91%	87%
• Writing effectively	79%	**90%**	91%	89%
• Speaking effectively	76%	**81%**	81%	81%
• Communicating with respect for the views of others	82%	**89%**	89%	89%
• Using computers and other technology effectively	70%	**86%**	88%	85%
Critical Thinking:				
• Recognizing valid research information on the Internet	75%	**88%**	88%	88%
• Critical thinking (evaluating, analyzing, questioning)	79%	**90%**	90%	90%
• Problem-solving (applying knowledge to new situations)	78%	**90%**	91%	89%
• Mathematical skills and abilities	68%	**79%**	77%	81%
• Thinking for myself	83%	**90%**	89%	91%
Global and Cultural Involvement & Responsibility:				
• Understanding diverse philosophies, cultures, and ways of life	74%	**84%**	82%	85%
• Becoming informed about current issues affecting the U.S. and the world	71%	**82%**	81%	82%
• Ability to make a positive contribution to my community	63%	**79%**	79%	78%
• Developing a personal code of values and ethics	70%	**84%**	83%	84%
Development of the whole person:				
• Balancing the health of my mind, body, and spirit	72%	**81%**	81%	81%
• Discovering my own potential	78%	**88%**	87%	89%
• Developing my own creative abilities	76%	**86%**	85%	86%
• Developing clear educational or career goals	76%	**86%**	86%	87%
• Developing a love of learning	72%	**85%**	86%	85%

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Source of Textbooks

	Percentage of those responding			
Source of Textbooks Where do you get textbooks that are required for your online classes?	**All On-campus** **Fall 2009****	**All Online** **Fall 2010***	Only Online or Hybrid*	Both Online & On-campus*
Buy used/new from Chabot/Bookstore	37%	**36%**	39%	35%
Buy online from Chabot Bookstore	5%	**11%**	14%	9%
Buy online from another source	22%	**26%**	27%	25%
Buy from other students	7%	**7%**	5%	8%
Buy digital or E-book	2%	**5%**	5%	6%
Rent books	3%	—	—	—
Use library reserve copy	7%	**5%**	4%	6%
Borrow/share with a friend	9%	**7%**	4%	8%
Photocopy books	4%	—	—	—
Do not get the books	3%	**1%**	1%	2%
My courses do not use books	1%	**1%**	1%	1%

E-book, would you buy it?

If your textbook was available as an E-book, would you buy it?	Percentage of those responding		
	Yes	No	Maybe
All Online Fall 2010	**34%**	**31%**	**50%**
Online & Hybrid Only	35%	33%	50%
Online & On-campus	34%	30%	51%

Library Resources

	Percentage of those responding		
Library Resources I learn about Chabot Library resources available to me through…	**All Online** **Fall 2010***	Only Online or Hybrid*	Both Online & On-campus*
My Chabot instructor (in this class or another class)	**33%**	32%	33%
Browsing through the Chabot Library web site	**18%**	19%	17%
Searchpath or other tutorials from Chabot Library	**5%**	5%	5%
I don't know what library resources are available	**11%**	14%	8%
Other (please specify)	**2%**	1%	3%

Research Resources

Usually, I use the following sources for my class research assignments:

Public World Wide Web sites	**38%**	42%	35%
Articles and books from online databases (EBSCOhost, LexisNexis, etc.)	**24%**	24%	24%
Physical resources at the Chabot Library (including videos, books, articles on reserve)	**13%**	11%	14%
Physical resources at another library	**12%**	13%	12%
Not Applicable	**5%**	7%	4%
Other (please specify)	**2%**	2%	1%