Chabot College
Student Satisfaction Survey: Student Responses by Full-time, Part-time, and Evening/Sat Students
October 2011
Percentage Distribution of All Survey Items
Based on a sample of 1,597 student course enrollments

Satisfaction with Overall Experiences at Chabot	Percentage who were satisfied or very satisfied			
	Full-time 12+ units (n=894)	Part-time 6-11.5 units (n=489)	Part-time .5-5.5 units (n=143)	Evening/ Saturday (n=151)
Overall experience at Chabot College	78%	76%	84%	85%
Overall experience with instructors	80%	82%	88%	92%
Overall experience with counselors *	54%	51%	60%	53%
Overall experience with admissions and records staff	61%	57%	64%	67%
Overall experience with other college staff	59%	59%	55%	55%
Progress towards my educational goal	73%	68%	72%	73%
Preparation for transfer to four-year college or university	59%	48%	48%	51%
Preparation for obtaining employment in my field of study	42%	38%	54%	45%
Satisfaction with College Facilities	Percentage who were satisfied or very satisfied			
	Full-time 12+ units (n=894)	Part-time 6-11.5 units (n=489)	Part-time .5-5.5 units (n=143)	Evening/ Saturday (n=151)
Classroom (lecture) facilities	77%	78%	81%	82%
Science laboratories (biology, chemistry, geology, physics)	62%	56%	55%	52%
Technology laboratories (auto, electronics, drafting, welding)	58%	51%	58%	56%
Tutoring areas (WRAC, PATH, Language Ctr., Math Lab, etc.)	64%	64%	76%	67%
Computer laboratories in library and departments	72%	72%	78%	74%
Availability/working order of equipment in labs	63%	64%	65%	62%
Art/music/theatre/drama studios and performance areas	69%	66%	69%	56%
Library	77%	81%	84%	77%
Physical Education Facilities	68%	68%	74%	70%
Cafeteria	59%	61%	71%	56%
Bookstore	70%	71%	76%	78%
Parking Facilities	45%	45%	55%	67%
Maintenance/cleanliness of buildings and grounds	62%	66%	75%	65%

Note: * Satisfaction with counseling may not necessarily reflect satisfaction with counselors, but with the overall process, which includes interacting with 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.

NOTE: Percentages can be plus or minus for:
FT (12+ units): 3%; PT (6-11.5 units): 5%;
PT (0.5-5.5 units) and Eve/Sat: 8%

Chabot College Fall 2011 Student Satisfaction Survey: By Full-time, Part-time and Evening/Saturday students

Campus climate	Percentage who agree or strongly agree			
	Full-time 12+ units (n=894)	Part-time 6-11.5 units (n=489)	Part-time .5-5.5 units (n=143)	Evening/ Saturday (n=151)
I feel welcome at Chabot.	74%	75%	76%	78%
I am treated with respect by faculty, administrators, and other college staff.	85%	87%	86%	86%
At Chabot, there is general respect for differences in:				
race-ethnicity	83%	79%	84%	87%
gender	84%	81%	85%	86%
physical disability	83%	78%	83%	80%
age	84%	81%	87%	86%
sexual orientation	80%	77%	83%	82%
native language	79%	77%	82%	82%
religion	77%	76%	79%	79%
Overall, I feel safe at Chabot.	68%	73%	79%	71%
At Chabot, there is a college-wide commitment to student learning.	63%	65%	72%	70%
I would encourage others to attend this college.	67%	70%	78%	78%

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FT (12+ units): 3%; PT (6-11.5 units): 5%;
PT (0.5-5.5 units) and Eve/Sat: 8%

Chabot College Fall 2011 Student Satisfaction Survey: By Full-time, Part-time and Evening/Saturday students

Experience and Satisfaction with Student Services	Of those who used the service, Percentage who were satisfied or very satisfied			
	Full-time 12+ units (n=894)	Part-time 6-11.5 units (n=489)	Part-time .5-5.5 units (n=143)	Evening/ Saturday (n=151)
Admissions and Records	89%	88%	90%	86%
Orientation sessions	83%	91%	89%	90%
Assessment Testing Center	88%	91%	92%	92%
Counseling	75%	72%	80%	68%
Financial Aid Office	75%	74%	76%	76%
Transfer, Employment, and Career Services Center (TECS)	82%	80%	88%	71%
Office of Student Life (Clubs, Activities, Events)	79%	85%	93%	93%
Student Government (ASCC)	79%	83%	82%	84%
Student Health Center	88%	87%	94%	92%
Student Online Services in Bldg. 700	93%	93%	91%	92%
Peer Academic Tutoring Help (PATH) Bldg 2300	86%	90%	87%	95%
Language Center, Bldg 2300	85%	85%	89%	91%
World Language Lab, Library Mezzanine B and Rm 2256	88%	84%	86%	100%
WRAC Center, Library Mezzanine	90%	88%	100%	92%
Math Lab, Rm 3906	88%	83%	83%	81%
Student computer lab in Library Mezzanine	86%	84%	93%	78%
Student computer labs in other departments	88%	89%	90%	88%
Disabled Students Programs and Services (DSPS)	90%	87%	95%	86%
Extended Opportunity Programs and Services (EOP&S)	84%	78%	82%	76%
PACE Degree amd Transfer Program for Working Adults	87%	85%	88%	92%
Children's Center	87%	80%	100%	78%
Intercollegiate Athletics	87%	78%	95%	86%
College Bookstore	85%	85%	89%	83%
Food Services	79%	82%	80%	77%
Campus Safety and Security	87%	85%	86%	86%

Note: * Satisfaction with student services may not necessarily reflect satisfaction with the staff or the core 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.

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Engagement in Learning	Percentage who responded often or very often			
	Full-time 12+ units (n=894)	Part-time 6-11.5 units (n=489)	Part-time .5-5.5 units (n=143)	Evening/ Saturday (n=151)
In my classes I have:				
• asked questions...	48%	43%	44%	45%
• participated in large class discussions...	53%	46%	50%	57%
• participated in small in-class discussions or projects...	66%	60%	57%	62%
• made a presentation to the class...	40%	33%	28%	31%
Outside of classe time I have:				
• discussed class topics or assignments with other students from my classes...	41%	35%	27%	28%
• met as a study group with other students from my classes...	25%	21%	20%	16%
• talked about class topics with family, friends, and others...	44%	48%	42%	52%
• used Email, Blackboard or other electronic means to communicate with an instructor.	48%	41%	34%	44%
• met with my instructor to discuss assignments or my progress...	27%	23%	17%	15%
For my classes I have:				
• come to class without my readings or assignments completed...	14%	14%	10%	10%
• prepared two or more drafts of a paper or assignment before the final draft...	44%	42%	38%	33%
• worked on a paper that required integrating ideas/information from various sources...	57%	52%	46%	52%
• produced original works (i.e., artwork, designs, music, objects, etc.)…	35%	33%	33%	26%
• done work that was not assigned to improve my skills in classes...	27%	25%	23%	21%
• worked harder than I thought I could to meet an instructor's expectations...	47%	42%	43%	40%
• volunteered in a community organization as part of a regular course...	13%	15%	13%	10%
On campus I have:				
• tutored or taught other students (paid or voluntary)...	12%	9%	10%	4%
• participated in campus clubs, student government, or intercollegiate sports...	19%	10%	7%	10%
• had serious conversations with students of different religious beliefs or political opinions...	16%	13%	12%	11%

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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			
	Full-time 12+ units (n=894)	Part-time 6-11.5 units (n=489)	Part-time .5-5.5 units (n=143)	Evening/ Saturday (n=151)
Communication:				
• Reading effectively..	76%	78%	75%	84%
• Writing effectively..	79%	77%	76%	83%
• Speaking effectively..	79%	77%	70%	79%
• Communicating with respect for the views of others..	83%	82%	83%	86%
• Using computers and other technology effectively..	74%	78%	75%	77%
Critical Thinking:				
• Recognizing valid research information on the Internet	79%	77%	77%	81%
• Critical thinking (evaluating, analyzing, questioning)..	83%	82%	80%	88%
• Problem-solving (applying knowledge to new situations)..	80%	80%	82%	91%
• Mathematical skills and abilities..	72%	67%	71%	73%
• Thinking for myself..	84%	85%	84%	87%
Global and Cultural Involvement & Responsibility:				
• Understanding diverse philosophies, cultures, and ways of life..	74%	74%	74%	82%
• Becoming informed about current issues affecting the US and the world..	73%	70%	73%	77%
• Ability to make a positive contribution to my community..	65%	65%	68%	69%
• Developing a personal code of values and ethics..	71%	71%	72%	78%
Development of the whole person:				
• Balancing the health of my mind, body, and spirit..	71%	73%	78%	81%
• Discovering my own potential..	79%	75%	83%	80%
• Developing my own creative abilities..	77%	74%	81%	81%
• Developing clear educational or career goals..	82%	76%	80%	82%
• Developing a love of learning..	73%	75%	82%	88%

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Access to Technology — For your coursework or other Chabot business, which of the following internet services do you use?	Percentage of those responding			
	Full-time 12+ units (n=894)	Part-time 6-11.5 units (n=489)	Part-time .5-5.5 units (n=143)	Evening/ Saturday (n=151)
Blackboard	91%	80%	59%	73%
Chabot College website	74%	67%	68%	71%
Chabot Library website	37%	31%	22%	27%
CLASS-Web	92%	87%	86%	92%
The Zone	43%	35%	25%	42%
Student Zone Email	36%	26%	19%	29%
Other Internet sites	35%	31%	21%	22%
other Email	40%	37%	29%	27%

Access to Internet — When you access those internet services, how often do you use the following devices?	Percentage of those responding "Sometimes" or "always"			
	Full-time 12+ units (n=894)	Part-time 6-11.5 units (n=489)	Part-time .5-5.5 units (n=143)	Evening/ Saturday (n=151)
Your own:				
Computer or laptop	90%	89%	90%	91%
iPad, tablet, or eReader	29%	27%	26%	24%
Smartphone	65%	63%	59%	60%
Relative's or friend's				
Computer or laptop	49%	48%	46%	46%
iPad, tablet, or eReader	23%	18%	17%	16%
Campus computers	80%	74%	58%	52%
Campus WiFi	79%	66%	50%	54%

Have you ever taken an online or hybrid class? If so, where?				
No	55%	62%	68%	54%
Yes, at Chabot or LPC	43%	37%	29%	44%
Yes, at another college	2%	2%	3%	2%

How likely are you to take an online/hybrid class in the future?				
Not likely	47%	44%	42%	29%
Likely	35%	38%	40%	36%
Very likely	18%	18%	17%	35%

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Classroom Teaching Methods	Percentage of those responding "Some" or "Most"			
	Full-time	Part-time	Part-time	Evening/
	12+ units	6-11.5 units	.5-5.5 units	Saturday
Averaging all your class this semester,	(n=894)	(n=489)	(n=143)	(n=151)
how much of your classroom time has been spent in:				
Lectures: presenting only	92%	90%	83%	86%
Lectures: with interactions	94%	94%	82%	89%
Multi-media presentations	82%	76%	64%	73%
Large all-class discussions	84%	81%	73%	77%
Small group discussions/activities	90%	85%	74%	80%
Active/hands-on (labs, music, art, etc.)	68%	63%	62%	51%
One-on-one w/instructor	55%	53%	58%	46%
Student presentations	67%	57%	47%	47%

Library Resources	Percentage of those responding			
	Full-time	Part-time	Part-time	Evening/
	12+ units	6-11.5 units	.5-5.5 units	Saturday
I have used the following library resources	(n=894)	(n=489)	(n=143)	(n=151)
Chabot Library website	61%	57%	43%	48%
Library study space	56%	45%	32%	36%
Wireless internet access	64%	55%	36%	44%
Audio-Visual materials	8%	6%	7%	8%
Books, journals, and magazines	38%	36%	29%	34%

	Percentage of those responding "Some" or "Most"			
	Full-time	Part-time	Part-time	Evening/
	12+ units	6-11.5 units	.5-5.5 units	Saturday
Level of Satisfaction with Resources:	(n=161)	(n=269)	(n=162)	(n=364)
Library hours	84%	81%	86%	71%
Chabot Library website	92%	94%	94%	90%
Library study space	89%	90%	87%	88%
Wireless internet access	82%	85%	88%	84%
Audio-Visual materials	82%	84%	83%	83%
Book, journals, and magazines	88%	92%	88%	87%

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