

Chabot College
Student Satisfaction Survey: Student Responses by Race-Ethnicity
October 2009

Percentage Distribution of All Survey Items
Based on a sample of 1,630 student course enrollments

Satisfaction with Overall Experiences at Chabot	Percentage who were satisfied or very satisfied				
	African American (n=161)	Asian American/ Pacific Islander (n=269)	Filipino (n=162)	Latino (n=364)	White (n=280)
Overall experience at Chabot College	86%	77%	70%	79%	82%
Overall experience with <u>instructors</u>	79%	82%	75%	84%	82%
Overall experience with <u>counselors</u> *	66%	54%	49%	46%	49%
Overall experience with <u>admissions and records staff</u>	69%	61%	56%	60%	62%
Overall experience with <u>other college staff</u>	64%	60%	54%	58%	67%
Progress towards my educational goal	76%	69%	66%	76%	75%
Preparation for <u>transfer</u> to four-year college or university	58%	52%	45%	57%	52%
Preparation for <u>obtaining employment</u> in my field of study	49%	39%	37%	46%	44%
Satisfaction with College Facilities	Percentage who were satisfied or very satisfied				
	African American (n=161)	Asian American/ Pacific Islander (n=269)	Filipino (n=162)	Latino (n=364)	White (n=280)
Classroom (lecture) facilities	71%	72%	66%	71%	74%
Science laboratories (biology, chemistry, geology, physics)	57%	61%	65%	55%	61%
Technology laboratories (auto, electronics, drafting, welding)	51%	55%	40%	52%	57%
Tutoring areas (WRAC, PATH, Language Ctr., Math Lab, etc.)	70%	60%	58%	68%	66%
Computer laboratories in library and departments	79%	73%	65%	74%	73%
Availability/working order of equipment in labs	65%	64%	58%	68%	64%
Art/music/theatre/drama studios and performance areas	70%	69%	58%	68%	69%
Library	86%	78%	74%	83%	75%
Physical Education Facilities	82%	63%	57%	73%	68%
Cafeteria	72%	62%	58%	70%	60%
Bookstore	77%	68%	66%	74%	74%
Parking Facilities	51%	62%	51%	48%	51%
Maintenance/cleanliness of buildings and grounds	70%	63%	57%	70%	64%

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 African Amer Filipino: 10%
for Asian Amer / PI/ White: 8%
for Latino: 6%

Chabot College Fall 2009 Student Satisfaction Survey: Race-Ethnicity

Campus climate	Percentage who agree or strongly disagree				
	African American (n=161)	Asian American/ Pacific Islander (n=269)	Filipino (n=162)	Latino (n=364)	White (n=280)
I feel welcome at Chabot.	80%	72%	68%	77%	75%
I am treated with respect by faculty, administrators, and other college staff.	85%	83%	86%	89%	86%
At Chabot, there is general respect for differences in:					
race-ethnicity	85%	80%	83%	88%	79%
gender	86%	81%	84%	88%	82%
physical disability	84%	77%	82%	87%	77%
age	86%	80%	84%	88%	80%
sexual orientation	81%	73%	79%	85%	76%
native language	79%	75%	80%	85%	75%
religion	77%	77%	78%	81%	71%
Overall, I feel safe at Chabot.	82%	72%	64%	77%	73%
At Chabot, there is a college-wide commitment to student learning.	75%	66%	64%	69%	61%
I would encourage others to attend this college.	82%	72%	66%	81%	69%

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Chabot College Fall 2009 Student Satisfaction Survey: Race-Ethnicity

Experience and Satisfaction with Student Services*	Percentage who were satisfied or very satisfied				
	African American (n=161)	Asian American/ Pacific Islander (n=269)	Filipino (n=162)	Latino (n=364)	White (n=280)
Admissions and Records	90%	84%	89%	86%	80%
Orientation sessions	54%	50%	47%	47%	42%
Assessment Testing Center	76%	70%	76%	63%	57%
Counseling	83%	76%	77%	73%	64%
Financial Aid Office	75%	57%	51%	58%	39%
Children's Center	24%	17%	13%	17%	12%
Transfer, Employment, and Career Services Center	26%	26%	26%	19%	18%
Office of Student Life (Clubs, Activities, Events)	22%	21%	16%	17%	16%
Student Government (ASCC)	20%	18%	12%	12%	12%
Student Health Center	35%	27%	25%	24%	25%
Student Online Services in Bldg. 100	47%	39%	34%	33%	27%
Peer Academic Tutoring Help (PATH) Bldg 2300	35%	28%	21%	22%	17%
Language Center, Bldg 2300	26%	22%	15%	18%	14%
WRAC Center, Library Mezzanine	49%	45%	52%	46%	40%
Math Lab, Rm 3906	42%	39%	35%	31%	32%
Student computer lab in Library Mezzanine	55%	51%	52%	52%	45%
Student computer labs in other departments	54%	42%	45%	41%	40%
Disabled Students Programs and Services (DSPS)	29%	14%	12%	12%	15%
Extended Opportunity Programs and Services (EOP&S)	29%	19%	12%	13%	13%
PACE Degree and Transfer Program for Working Adults	21%	13%	12%	15%	10%
Intercollegiate Athletics	27%	18%	17%	18%	21%
College Bookstore	91%	91%	96%	95%	92%
Food Services	77%	73%	81%	78%	77%
Campus Safety and Security	80%	75%	84%	82%	78%

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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Financial Aid	Percentage who responded "Yes"				
	African American (n=161)	Asian American/ Pacific Islander (n=269)	Filipino (n=162)	Latino (n=364)	White (n=280)
Receiving financial aid	53%	39%	27%	34%	27%
Ever applied for financial aid	79%	61%	54%	60%	44%
If you have <u>never</u> applied for financial aid, why not? (<i>all that apply</i>)					
I never thought about applying	16%	25%	26%	20%	28%
I don't think I qualify	56%	70%	57%	71%	71%
I don't know what Financial Aid can offer me	25%	9%	23%	11%	14%
I don't know the location of the Financial Aid office	9%	3%	4%	5%	6%
I don't know how to apply	22%	10%	23%	17%	12%
I missed the deadline to apply	25%	10%	18%	16%	10%

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Engagement in Learning	Percentage who responded "Often" or "Very Often"				
	African American (n=161)	Asian American/ Pacific Islander (n=269)	Filipino (n=162)	Latino (n=364)	White (n=280)
Averaging all your classes over all your semesters at Chabot, how often have you done the following activities?					
In my classes I have:					
• asked questions...	52%	38%	44%	50%	62%
• participated in large class discussions...	69%	41%	50%	54%	65%
• participated in small in-class discussions or projects...	70%	55%	64%	64%	74%
• made a presentation to the class...	49%	35%	39%	41%	43%
Outside of classe time I have:					
• discussed class topics or assignments with other students from my classes...	42%	36%	44%	42%	40%
• met as a study group with other students from my classes...	25%	24%	30%	21%	21%
• talked about class topics with family, friends, and others...	56%	37%	46%	51%	58%
• used <u>Email</u> , <u>Blackboard</u> or other electronic means to communicate with an instructor.	52%	44%	60%	50%	49%
• met with my instructor to discuss assignments or my progress...	37%	25%	28%	26%	26%
For my classes I have:					
• come to class <u>without</u> my readings or assignments completed...	17%	13%	14%	14%	12%
• prepared <u>two or more drafts</u> of a paper or assignment before the final draft...	46%	37%	46%	46%	39%
• worked on a paper that required integrating ideas/information from various sources...	55%	50%	64%	60%	55%
• produced original works (i.e., artwork, designs, music, objects, etc.)...	35%	30%	32%	31%	34%
• done work that was <u>not</u> assigned to improve my skills in classes...	29%	18%	18%	18%	28%
• worked harder than I thought I could to meet an instructor's expectations...	49%	41%	50%	44%	45%
• volunteered in a community organization as part of a regular course...	12%	11%	13%	12%	15%
On campus I have:					
• tutored or taught other students (paid or voluntary)...	7%	9%	9%	7%	9%
• participated in campus clubs, student government, or intercollegiate sports...	16%	11%	8%	10%	13%
• had serious conversations with students of different religious beliefs or political opinions...	15%	11%	9%	10%	15%

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College-wide Learning Goals	Percentage who responded "Some" or "A Lot"				
	African American (n=161)	Asian American/ Pacific Islander (n=269)	Filipino (n=162)	Latino (n=364)	White (n=280)
As a result of being at Chabot, how much progress have you made in the following areas?					
Communication:					
• Reading effectively..	76%	80%	82%	79%	73%
• Writing effectively..	81%	80%	85%	81%	78%
• Speaking effectively..	80%	77%	77%	78%	77%
• Communicating with respect for the views of others..	82%	84%	87%	84%	78%
• Using computers and other technology effectively..	76%	69%	76%	70%	69%
Critical Thinking:					
• Recognizing valid research information on the Internet	76%	73%	85%	76%	73%
• Critical thinking (evaluating, analyzing, questioning)..	81%	74%	85%	82%	77%
• Problem-solving (applying knowledge to new situations)..	81%	73%	84%	77%	81%
• Mathematical skills and abilities..	64%	70%	71%	70%	72%
• Thinking for myself..	84%	81%	90%	87%	80%
Global and Cultural Involvement & Responsibility:					
• Understanding diverse philosophies, cultures, and ways of life..	77%	75%	76%	72%	73%
• Becoming informed about current issues affecting the US and the world..	75%	71%	75%	70%	71%
• Ability to make a positive contribution to my community..	65%	67%	62%	63%	64%
• Developing a personal code of values and ethics..	74%	70%	76%	71%	68%
Development of the whole person:					
• Balancing the health of my mind, body, and spirit..	76%	74%	80%	71%	71%
• Discovering my own potential..	84%	78%	83%	79%	76%
• Developing my own creative abilities..	81%	75%	78%	78%	76%
• Developing clear educational or career goals..	80%	76%	81%	79%	75%
• Developing a love of learning..	78%	76%	77%	72%	65%

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Student Activities & Government	Percentage who responded "Just right"				
	African American (n=161)	Asian American/ Pacific Islander (n=269)	Filipino (n=162)	Latino (n=364)	White (n=280)
Number of activities on campus for students	64%	76%	80%	79%	87%
Number of educational speakers on campus	54%	49%	56%	59%	45%
	Percentage who responded "Interested" or "Very interested"				
How interested are you in getting involved in Student Government?	64%	76%	80%	79%	87%
What would it take to get you invoved?	-	-	-	-	-

Summer Semester 2010			Percentage of those responding				
			African American (n=161)	Asian American/ Pacific Islander (n=269)	Filipino (n=162)	Latino (n=364)	White (n=280)
Do you plan on enrolling in summer school at Chabot?	No		17%	14%	13%	14%	25%
	Maybe		33%	39%	44%	37%	41%
	Yes		50%	47%	44%	50%	35%
If so how many units will you take?	0.5-2.5		12%	12%	12%	16%	22%
	3.0-5.5		40%	41%	43%	39%	40%
	6.0-8.5		33%	26%	24%	24%	21%
	9+ units		14%	21%	21%	21%	17%

Source of Textbooks	Percentage of those responding				
	African American (n=161)	Asian American/ Pacific Islander (n=269)	Filipino (n=162)	Latino (n=364)	White (n=280)
Where do you get textbooks that are required for your classes?					
Buy used/new form Chabot/Bookstore	68%	72%	80%	83%	77%
Buy online from Chabot Bookstore	11%	6%	11%	6%	17%
Buy online from another source	31%	52%	51%	43%	49%
Buy from other students	10%	12%	20%	17%	14%
Buy digital or E-book	6%	4%	9%	2%	6%
Rent books	8%	6%	8%	7%	5%
Use library reserve copy	18%	12%	11%	14%	10%
Borrow/Share with a friend	10%	18%	26%	22%	11%
Photocopy books	8%	8%	8%	12%	4%
Do not get the books	6%	4%	10%	6%	6%
My courses do not use books	2%	3%	3%	3%	3%

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