

Chabot College Fall 2005 Student Satisfaction Survey: All Students

**Chabot College  
Student Satisfaction Survey: Student Sample  
October 2005**

**Percentage Distribution of All Survey Items  
Based on a sample of 1,605 student course enrollments**

Satisfaction with Overall Experiences at Chabot		Percentage who were		Percentage of those responding					Responses to each question		Margin of error
		Satisfied or Very Satisfied		Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,605	
Overall experience at Chabot College	<b>79%</b>	2%	3%	<b>16%</b>	61%	18%	1,598	99%	<b>3%</b>		
Overall experience with instructors	<b>78%</b>	1%	3%	<b>18%</b>	58%	20%	1,593	99%	<b>3%</b>		
Overall experience with counselors *	<b>52%</b>	5%	11%	<b>32%</b>	36%	16%	1,345	84%	<b>4%</b>		
Overall experience with admissions and records staff	<b>60%</b>	2%	7%	<b>31%</b>	47%	13%	1,473	92%	<b>3%</b>		
Overall experience with other college staff	<b>59%</b>	1%	3%	<b>37%</b>	49%	10%	1,387	86%	<b>3%</b>		
Preparation for <u>transfer</u> to four-year college or university	<b>49%</b>	4%	12%	<b>35%</b>	38%	11%	1,160	72%	<b>4%</b>		
Preparation for <u>obtaining employment</u> in my field of study	<b>41%</b>	4%	11%	<b>43%</b>	30%	11%	1,074	67%	<b>4%</b>		
Satisfaction with College Facilities		Percentage who were		Percentage of those responding					Responses to each question		Margin of error
		Satisfied or Very Satisfied		Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,605	
Classroom (lecture) facilities	<b>65%</b>	2%	11%	<b>22%</b>	54%	10%	1,572	98%	<b>3%</b>		
Science laboratories (biology, chemistry, geology, physics)	<b>54%</b>	2%	8%	<b>37%</b>	42%	12%	913	57%	<b>4%</b>		
Technology laboratories (auto, electronics, drafting, welding)	<b>49%</b>	2%	5%	<b>44%</b>	35%	14%	623	39%	<b>5%</b>		
Computer laboratories in library and departments	<b>80%</b>	2%	3%	<b>16%</b>	52%	27%	1,348	84%	<b>3%</b>		
Availability/working order of equipment in labs	<b>69%</b>	2%	7%	<b>22%</b>	52%	16%	1,162	72%	<b>4%</b>		
Art/music/theatre/drama studios and performance areas	<b>66%</b>	2%	4%	<b>29%</b>	47%	18%	836	52%	<b>4%</b>		
Learning Resource Center/Library	<b>77%</b>	1%	4%	<b>18%</b>	55%	22%	1,391	87%	<b>3%</b>		
Physical Education Facilities	<b>71%</b>	1%	5%	<b>23%</b>	49%	23%	1,040	65%	<b>4%</b>		
Cafeteria	<b>62%</b>	4%	11%	<b>23%</b>	48%	15%	1,385	86%	<b>3%</b>		
Bookstore	<b>69%</b>	5%	10%	<b>17%</b>	51%	17%	1,554	97%	<b>3%</b>		
Parking Facilities	<b>37%</b>	19%	24%	<b>21%</b>	30%	6%	1,497	93%	<b>3%</b>		
Maintenance/cleanliness of buildings and grounds	<b>57%</b>	5%	13%	<b>25%</b>	45%	12%	1,562	97%	<b>3%</b>		

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.

**Chabot College Fall 2005 Student Satisfaction Survey: All Students**

		Percentage who Agree or Strongly Agree	Percentage of those responding					Responses to each question		Margin of error
			Strongly Disagree	Disagree	Neither Disagree Nor Agree	Satisfied	Very Satisfied	Number	Pct. of 1,605	
<b>Campus climate</b>										
I feel welcome at Chabot.		73%	1%	4%	22%	59%	14%	1,598	99%	3%
I am treated with respect by faculty, administrators, and other college staff.		80%	1%	5%	14%	64%	16%	1,581	99%	3%
At Chabot, the general "campus climate" is one of respect for differences in :										
	race-ethnicity	80%	1%	4%	15%	62%	18%	1,573	98%	3%
	gender	81%	1%	3%	15%	63%	18%	1,567	98%	3%
	physical disability	79%	1%	2%	18%	59%	20%	1,569	98%	3%
	age	79%	1%	3%	17%	61%	18%	1,568	98%	3%
	sexual orientation	72%	1%	4%	23%	56%	16%	1,560	97%	3%
	native language	73%	1%	4%	22%	56%	17%	1,568	98%	3%
	religion	72%	1%	3%	23%	56%	16%	1,560	97%	3%
Overall, I feel safe at Chabot		72%	2%	6%	20%	57%	15%	1,562	97%	3%
I would encourage others to attend this college		71%	3%	4%	22%	52%	19%	1,561	97%	3%
<b>Library</b>										
I find the research information I need for my class assignments in Chabot's Library.		54%	2%	8%	36%	45%	9%	1,550	97%	3%
I have attended a library orientation session taught by a Chabot College librarian.		40%	14%	16%	31%	30%	10%	1,464	91%	3%
	• If yes, the library orientation session adequately addressed my needs	50%	4%	5%	41%	38%	12%	1,005	63%	4%
<b>Class Schedule Changes Due to Upcoming Construction</b>										
Would you be able to attend classes during the following time periods?										
	Afternoon: • 1:00 - 2:15 pm	43%		27%	30%	43%		1,534	96%	3%
	Afternoon: • 2:30 - 3:45 pm	28%		42%	30%	28%		1,526	95%	3%
	Evening: • 4:00 - 6:50 pm	22%		46%	31%	22%		1,513	94%	3%
	Evening: • 5:30 - 6:50 pm	31%		43%	27%	31%		1,537	96%	3%
	Evening: • 7:00 - 9:50 pm	33%		48%	19%	33%		1,546	96%	3%
Would you take the following classes?										
	• a 3-hour class, once per week	62%		38%	62%			1,541	96%	3%
	• a 1.5 hour class, twice per week	87%		13%	87%			1,516	94%	2%
Would you take an online class or telecourse?		57%		43%	57%			1,457	91%	3%

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Experience and Satisfaction with Student Services*	Of those who used service percentage who were satisfied or very satisfied		Percentage of all		Percentage of those who used service			Responses to each question		Margin of error
			Never Heard of it	Heard, Never Used	Not Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,605	
Admissions and Records	83%	<b>90%</b>	2%	14%	10%	78%	12%	1,569	98%	<b>2%</b>
Orientation sessions	49%	<b>89%</b>	11%	40%	11%	79%	10%	1,564	97%	<b>3%</b>
Assessment Testing Center	65%	<b>87%</b>	7%	27%	13%	76%	11%	1,558	97%	<b>3%</b>
Counseling	74%	<b>75%</b>	2%	25%	25%	59%	15%	1,563	97%	<b>3%</b>
Financial Aid Office	47%	<b>78%</b>	3%	50%	22%	60%	19%	1,559	97%	<b>4%</b>
Children's Center	13%	<b>85%</b>	13%	74%	15%	58%	27%	1,568	98%	<b>6%</b>
Transfer/Career Center	27%	<b>82%</b>	8%	65%	18%	67%	15%	1,560	97%	<b>5%</b>
Office of Student Life (Clubs, Activities, Events)	17%	<b>78%</b>	20%	63%	22%	62%	16%	1,570	98%	<b>7%</b>
Student Government (ASCC)	13%	<b>72%</b>	20%	67%	28%	55%	17%	1,567	98%	<b>8%</b>
Student Health Center	19%	<b>84%</b>	13%	67%	16%	62%	21%	1,563	97%	<b>5%</b>
Employment and Career Services Center (on & off-campus jobs)	20%	<b>77%</b>	18%	62%	23%	63%	14%	1,563	97%	<b>6%</b>
Tutorials Center in Building 2300	21%	<b>78%</b>	21%	58%	22%	63%	15%	1,557	97%	<b>6%</b>
Student Online Services Center in Building 100	34%	<b>89%</b>	20%	46%	11%	74%	14%	1,558	97%	<b>4%</b>
WRAC Center (Writing, Reading Across Curriculum) Room 822	43%	<b>88%</b>	16%	41%	12%	64%	24%	1,560	97%	<b>3%</b>
Math Lab Room 1712	32%	<b>82%</b>	18%	51%	18%	63%	19%	1,554	97%	<b>4%</b>
Student computers in library	69%	<b>92%</b>	4%	27%	8%	68%	24%	1,560	97%	<b>2%</b>
Student computer labs in other departments	52%	<b>92%</b>	11%	37%	8%	68%	23%	1,549	97%	<b>3%</b>
Disabled Students Programs and Services (DSPS)	14%	<b>86%</b>	23%	63%	14%	59%	27%	1,559	97%	<b>6%</b>
Extended Opportunity Programs and Services (EOP&S)	18%	<b>80%</b>	28%	54%	20%	53%	27%	1,562	97%	<b>6%</b>
PACE Program for Working Adults	13%	<b>78%</b>	27%	60%	22%	55%	23%	1,559	97%	<b>8%</b>
Intercollegiate Athletics	19%	<b>83%</b>	26%	55%	17%	59%	24%	1,561	97%	<b>6%</b>
College Bookstore	93%	<b>81%</b>	1%	6%	19%	67%	15%	1,560	97%	<b>3%</b>
Food Services	76%	<b>77%</b>	4%	20%	23%	66%	12%	1,551	97%	<b>3%</b>
Campus Safety and Security	68%	<b>79%</b>	3%	29%	21%	66%	13%	1,569	98%	<b>3%</b>

<b>Financial Aid</b>	No	Yes
Are you receiving financial aid?	70%	30%
Have you ever applied for financial aid?	48%	52%

**If you have never applied for financial aid, why not? (fill in all reasons)**

I never thought about applying	<b>27%</b>	I don't know what Financial Aid can offer me	<b>20%</b>	I don't know how to apply	<b>16%</b>
I don't think I qualify	<b>64%</b>	I don't know the location of the Financial Aid office	<b>4%</b>	I missed the deadline to apply	<b>11%</b>

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	Percentage of those responding				Responses to each question		Margin of error	
		Never	Sometimes	Often	Very Often	Number	Pct. of 1,605		
<b>Averaging all your classes over all your semesters at Chabot, how often have you done the following activities?</b>									
<b>In my classes I have:</b>									
	• asked questions..	43%	5%	52%	28%	15%	1,585	99%	3%
	• participated in large class discussions..	51%	8%	42%	34%	16%	1,582	99%	3%
	• participated in small in-class discussions or projects..	63%	4%	33%	43%	20%	1,582	99%	3%
	• made a presentation to the class..	39%	19%	42%	27%	12%	1,581	99%	3%
<b>Outside my classes I have:</b>			Never	Sometimes	Often	Very Often			
	• discussed class topics or assignments with other students in my classes..	36%	16%	48%	26%	11%	1,577	98%	3%
	• met as a study group with other students in my classes..	20%	45%	35%	14%	6%	1,574	98%	3%
	• talked about class topics with family, friends, and others..	46%	11%	42%	31%	16%	1,577	98%	3%
	• used e-mail to communicate with an instructor..	32%	24%	44%	21%	10%	1,573	98%	3%
	• met with my instructor to discuss assignments or my progress..	24%	30%	45%	18%	6%	1,573	98%	3%
<b>For my classes I have:</b>			Never	Sometimes	Often	Very Often			
	• come to class with my readings or assignments completed..	79%	1%	19%	41%	38%	1,578	98%	3%
	• prepared one or more drafts of a paper or assignment before the final draft..	64%	7%	28%	37%	28%	1,566	98%	3%
	• worked on a paper that required integrating ideas/information..	65%	7%	28%	39%	26%	1,566	98%	3%
	• done work that was <u>not</u> assigned to improve my skills in classes..	28%	28%	44%	18%	10%	1,568	98%	3%
	• worked harder that I thought I could to meet an instructor's expectations..	48%	12%	40%	33%	15%	1,563	97%	3%
	• volunteered in a community organization as part of a regular course..	15%	65%	20%	9%	6%	1,567	98%	2%
<b>On campus I have:</b>			Never	Sometimes	Often	Very Often			
	• tutored or taught other students (paid or voluntary)..	7%	80%	13%	4%	3%	1,554	97%	2%
	• participated in campus clubs, student government, or intercollegiate sports..	13%	76%	11%	7%	6%	1,554	97%	2%
	had serious conversations with students of different religious beliefs or political opinions..	14%	61%	25%	9%	5%	1,555	97%	2%

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<b>College-wide Learning Goals</b>	<b>Percentage who responded Some or a lot</b>	<b>Percentage of those responding</b>				<b>Responses to each question</b>		<b>Margin of error</b>
		<b>None</b>	<b>A little</b>	<b>Some</b>	<b>A lot</b>	<b>Number</b>	<b>Pct. of 1,605</b>	
<b>As a result of being at Chabot, how much progress have you made in the following areas?</b>								
<b>Communication:</b>								
• Reading effectively..	<b>68%</b>	8%	24%	45%	23%	1,476	92%	<b>3%</b>
• Writing effectively..	<b>73%</b>	7%	20%	45%	28%	1,487	93%	<b>3%</b>
• Speaking effectively..	<b>71%</b>	10%	20%	44%	26%	1,475	92%	<b>3%</b>
• Communicating with respect for the views of others..	<b>75%</b>	8%	17%	42%	33%	1,461	91%	<b>3%</b>
• Using computers and other technology effectively..	<b>61%</b>	17%	22%	36%	26%	1,439	90%	<b>3%</b>
<b>Critical Thinking:</b>		<b>None</b>	<b>A little</b>	<b>Some</b>	<b>A lot</b>			
• Critical thinking (evaluating, analyzing, questioning)..	<b>72%</b>	5%	23%	42%	30%	1,504	94%	<b>3%</b>
• Problem-solving (applying knowledge to new situations)..	<b>72%</b>	6%	23%	47%	25%	1,501	94%	<b>3%</b>
• Mathematical skills and abilities..	<b>61%</b>	15%	24%	39%	21%	1,447	90%	<b>3%</b>
• Thinking for myself..	<b>75%</b>	7%	17%	37%	38%	1,462	91%	<b>3%</b>
<b>Global and Cultural Involvement &amp; Responsibility:</b>		<b>None</b>	<b>A little</b>	<b>Some</b>	<b>A lot</b>			
• Understanding diverse philosophies, cultures, and ways of life..	<b>64%</b>	10%	25%	38%	27%	1,446	90%	<b>3%</b>
• Becoming informed about current issues affecting the US and the world..	<b>64%</b>	12%	24%	41%	24%	1,459	91%	<b>3%</b>
• Ability to make a positive contribution to my community..	<b>54%</b>	18%	28%	37%	17%	1,439	90%	<b>3%</b>
• Developing a personal code of values and ethics..	<b>59%</b>	16%	25%	37%	22%	1,432	89%	<b>3%</b>
<b>Development of the whole person:</b>		<b>None</b>	<b>A little</b>	<b>Some</b>	<b>A lot</b>			
• Balancing the health of my mind, body, and spirit..	<b>59%</b>	16%	25%	36%	22%	1,471	92%	<b>3%</b>
• Discovering my own potential..	<b>69%</b>	9%	22%	40%	29%	1,500	93%	<b>3%</b>
• Developing my own creative abilities..	<b>66%</b>	10%	24%	39%	26%	1,480	92%	<b>3%</b>
• Developing clear educational or career goals..	<b>69%</b>	9%	22%	39%	30%	1,498	93%	<b>3%</b>
• Developing a love of learning..	<b>65%</b>	12%	23%	37%	28%	1,491	93%	<b>3%</b>

**Source of Textbooks**

Where do you get the textbooks that are required for your classes? (fill in all that apply)

Buy used/new from Chabot Bookstore	<b>84%</b>	Buy from other students	<b>20%</b>	Photocopy books	<b>9%</b>
Buy online from Chabot Bookstore	<b>9%</b>	Borrow/share with a friend	<b>25%</b>	My courses do not use books	<b>2%</b>
Buy online from another source	<b>33%</b>	Use library reserve copy	<b>9%</b>	Do not get the books	<b>5%</b>