

Chabot College
Student Satisfaction Survey: Student Sample
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	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 1,597	
Overall experience at Chabot College	78%	1%	3%	19%	60%	18%	1,579	99%	3%
Overall experience with <u>instructors</u>	81%	1%	3%	15%	56%	26%	1,581	99%	3%
Overall experience with <u>counselors</u> *	53%	6%	11%	30%	36%	17%	1,373	86%	3%
Overall experience with <u>admissions and records staff</u>	59%	2%	7%	31%	45%	15%	1,455	91%	3%
Overall experience with <u>other college staff</u>	59%	1%	4%	36%	45%	14%	1,419	89%	3%
Progress towards my educational goal	71%	2%	8%	19%	50%	21%	1,560	98%	3%
Preparation for <u>transfer</u> to four-year college or university	54%	3%	10%	32%	41%	13%	1,364	85%	3%
Preparation for <u>obtaining employment</u> in my field of study	42%	3%	11%	44%	30%	12%	1,298	81%	4%
Satisfaction with College Facilities	Satisfied or Very Satisfied	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,597	Margin of Error
Classroom (lecture) facilities	77%	1%	6%	16%	58%	19%	1,574	99%	3%
Science laboratories (biology, chemistry, geology, physics)	59%	1%	6%	34%	45%	14%	955	60%	4%
Technology laboratories (auto, electronics, drafting, welding)	55%	2%	4%	39%	36%	19%	779	49%	5%
Tutoring areas (WRAC, PATH, Language Ctr., Math Lab, etc.)	65%	1%	5%	29%	45%	19%	1,120	70%	4%
Computer laboratories in library and departments	71%	2%	7%	19%	50%	22%	1,395	87%	3%
Availability/working order of equipment in labs	64%	2%	9%	26%	47%	16%	1,280	80%	3%
Art/music/theatre/drama studios and performance areas	67%	1%	5%	27%	43%	25%	996	62%	4%
Library	78%	2%	5%	15%	53%	25%	1,478	93%	3%
Physical Education Facilities	68%	2%	4%	26%	45%	23%	1,091	68%	4%
Cafeteria	61%	4%	10%	26%	45%	16%	1,418	89%	3%
Bookstore	71%	4%	7%	18%	51%	20%	1,555	97%	3%
Parking Facilities	46%	14%	19%	21%	33%	13%	1,460	91%	3%
Maintenance/cleanliness of buildings and grounds	65%	4%	8%	23%	47%	18%	1,561	98%	3%

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 2011 Student Satisfaction Survey: All Students

Campus climate	Percentage who	Percentage of those responding					Responses to each question		Margin of Error
	Agree or Strongly Agree	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	Number	Pct. of 1,597	
I feel welcome at Chabot.	75%	1%	4%	21%	58%	17%	1,588	99%	3%
I am treated with respect by faculty, administrators, and other college staff.	86%	1%	3%	11%	62%	24%	1,542	97%	2%
At Chabot, there is general respect for differences in:									
race-ethnicity	82%	1%	3%	14%	60%	22%	1,566	98%	3%
gender	83%	1%	2%	14%	61%	22%	1,563	98%	2%
physical disability	81%	1%	2%	16%	57%	24%	1,558	98%	3%
age	83%	0%	2%	15%	60%	23%	1,565	98%	2%
sexual orientation	79%	1%	2%	18%	58%	21%	1,561	98%	3%
native language	78%	1%	3%	18%	57%	21%	1,564	98%	3%
religion	76%	1%	3%	19%	56%	21%	1,564	98%	3%
Overall, I feel safe at Chabot.	71%	2%	6%	21%	54%	17%	1,580	99%	3%
At Chabot, there is a college-wide commitment to student learning.	65%	2%	6%	28%	49%	15%	1,574	99%	3%
I would encourage others to attend this college.	69%	3%	5%	23%	49%	20%	1,583	99%	3%

Chabot College Fall 2011 Student Satisfaction Survey: All Students

Experience and Satisfaction with Student Services*	Percentage who USED service		Percentage of those responding who:					Responses to each question		Margin of Error
	All	"Satisfied" or "Very Satisfied"	Never Heard of Service	Heard of, but Never Used	USED Service			Number	Pct. of 1,597	
					Not Satisfied	Satisfied	Very Satisfied			
Admissions and Records	82%	88%	2%	16%	12%	74%	14%	1,561	98%	2%
Orientation sessions	54%	86%	11%	35%	14%	72%	14%	1,553	97%	3%
Assessment Testing Center	70%	89%	5%	25%	11%	75%	15%	1,548	97%	2%
Counseling	71%	75%	2%	27%	25%	56%	19%	1,550	97%	3%
Financial Aid Office	64%	74%	2%	34%	26%	55%	19%	1,553	97%	4%
Transfer, Employment, and Career Services Center (TECS)	27%	82%	19%	54%	18%	65%	17%	1,541	96%	5%
Office of Student Life (Clubs, Activities, Events)	26%	82%	19%	55%	18%	67%	14%	1,551	97%	5%
Student Government (ASCC)	20%	80%	21%	58%	20%	66%	15%	1,554	97%	6%
Student Health Center	29%	88%	11%	60%	12%	65%	24%	1,548	97%	4%
Student Online Services in Bldg. 700	47%	92%	15%	37%	8%	70%	22%	1,552	97%	3%
Peer Academic Tutoring Help (PATH) Bldg 2300	27%	87%	22%	51%	13%	59%	28%	1,548	97%	4%
Language Center, Bldg 2300	18%	84%	30%	52%	16%	62%	22%	1,548	97%	6%
World Language Lab, Library Mezzanine B and Rm 2256	19%	86%	40%	41%	14%	67%	20%	1,540	96%	5%
WRAC Center, Library Mezzanine	40%	90%	22%	38%	10%	72%	18%	1,541	96%	3%
Math Lab, Rm 3906	36%	87%	20%	44%	13%	65%	22%	1,543	97%	4%
Student computer lab in Library Mezzanine	51%	86%	17%	32%	14%	70%	16%	1,547	97%	3%
Student computer labs in other departments	44%	89%	19%	37%	11%	71%	18%	1,543	97%	3%
Disabled Students Programs and Services (DSPS)	18%	89%	28%	54%	11%	63%	26%	1,541	96%	5%
Extended Opportunity Programs and Services (EOP&S)	18%	82%	31%	51%	18%	59%	23%	1,540	96%	6%
PACE Degree amd Transfer Program for Working Adults	18%	86%	29%	53%	14%	63%	23%	1,551	97%	5%
Children's Center	16%	84%	21%	63%	16%	63%	21%	1,548	97%	6%
Intercollegiate Athletics	24%	86%	26%	51%	14%	59%	27%	1,542	97%	5%
College Bookstore	92%	85%	2%	7%	15%	67%	18%	1,554	97%	2%
Food Services	73%	80%	5%	22%	20%	66%	14%	1,550	97%	3%
Campus Safety and Security	77%	86%	3%	20%	14%	67%	18%	1,555	97%	3%

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.

Chabot College Fall 2011 Student Satisfaction Survey: All Students

Engagement in Learning	Percentage who responded	Percentage of those responding				Responses to each question		Margin of Error
		Never	Sometimes	Often	Very Often	Number	Pct. of 1,597	
Averaging all your classes over all your semesters at Chabot, how often have you done the following activities?	Often or Very Often							
In my classes I have:								
• asked questions...	46%	4%	50%	31%	15%	1,558	98%	3%
• participated in large class discussions...	50%	8%	41%	33%	17%	1,556	97%	3%
• participated in small in-class discussions or projects...	63%	3%	34%	42%	21%	1,552	97%	3%
• made a presentation to the class...	37%	22%	41%	25%	12%	1,553	97%	3%
Outside of classe time I have:		Never	Sometimes	Often	Very Often			
• discussed class topics or assignments with other students from my classes...	38%	14%	48%	27%	11%	1,552	97%	3%
• met as a study group with other students from my classes...	23%	36%	41%	16%	8%	1,546	97%	3%
• talked about class topics with family, friends, and others...	45%	12%	42%	30%	15%	1,547	97%	3%
• used <u>Email, Blackboard</u> or other electronic means to communicate with an instructor	44%	14%	41%	28%	16%	1,544	97%	3%
• met with my instructor to discuss assignments or my progress...	25%	31%	44%	18%	7%	1,539	96%	3%
For my classes I have:		Never	Sometimes	Often	Very Often			
• come to class <u>without</u> my readings or assignments completed...	13%	30%	57%	10%	4%	1,544	97%	2%
• prepared <u>two or more drafts</u> of a paper or assignment before the final draft...	42%	18%	40%	28%	14%	1,538	96%	3%
• worked on a paper that required integrating ideas/information from various sources...	54%	10%	35%	38%	17%	1,533	96%	3%
• produced original works (i.e., artwork, designs, music, objects, etc.)...	34%	37%	29%	21%	14%	1,524	95%	3%
• done work that was <u>not</u> assigned to improve my skills in classes...	26%	32%	43%	19%	7%	1,528	96%	3%
• worked harder than I thought I could to meet an instructor's expectations...	45%	12%	43%	32%	13%	1,532	96%	3%
• volunteered in a community organization as part of a regular course...	14%	62%	24%	10%	4%	1,525	95%	2%
On campus I have:		Never	Sometimes	Often	Very Often			
• tutored or taught other students (paid or voluntary)...	11%	73%	16%	6%	4%	1,517	95%	2%
• participated in campus clubs, student government, or intercollegiate sports...	15%	71%	14%	8%	7%	1,515	95%	2%
• had serious conversations with students of different religious beliefs or political opinions...	14%	60%	26%	9%	5%	1,517	95%	2%

Chabot College Fall 2011 Student Satisfaction Survey: All Students

College-wide Learning Goals		Percentage who responded	Percentage of those responding				Responses to each question		
As a result of being at Chabot, much progress have you made in the following areas?	how	"Some" or "A lot"	None	A little	Some	A lot	Number	Pct. of 1,597	Margin of Error
Communication:									
• Reading effectively..		77%	4%	19%	45%	32%	1,422	89%	3%
• Writing effectively..		78%	4%	18%	40%	37%	1,435	90%	3%
• Speaking effectively..		78%	5%	17%	43%	35%	1,432	90%	3%
• Communicating with respect for the views of others..		83%	4%	13%	40%	43%	1,421	89%	3%
• Using computers and other technology effectively..		75%	7%	17%	37%	38%	1,407	88%	3%
Critical Thinking:									
			None	A little	Some	A lot			
• Recognizing valid research information on the Internet		79%	5%	17%	41%	37%	1,445	90%	3%
• Critical thinking (evaluating, analyzing, questioning)..		82%	3%	15%	45%	37%	1,466	92%	3%
• Problem-solving (applying knowledge to new situations)..		80%	3%	16%	44%	36%	1,461	91%	3%
• Mathematical skills and abilities..		70%	11%	19%	40%	30%	1,385	87%	3%
• Thinking for myself..		84%	4%	12%	35%	49%	1,447	91%	2%
Global and Cultural Involvement & Responsibility:									
			None	A little	Some	A lot			
• Understanding diverse philosophies, cultures, and ways of life..		74%	7%	19%	41%	33%	1,374	86%	3%
• Becoming informed about current issues affecting the US and the world..		72%	8%	21%	39%	33%	1,385	87%	3%
• Ability to make a positive contribution to my community..		65%	11%	23%	39%	26%	1,378	86%	3%
• Developing a personal code of values and ethics..		71%	10%	19%	38%	33%	1,367	86%	3%
Development of the whole person:									
			None	A little	Some	A lot			
• Balancing the health of my mind, body, and spirit..		73%	9%	18%	40%	33%	1,420	89%	3%
• Discovering my own potential..		78%	6%	16%	39%	39%	1,461	91%	3%
• Developing my own creative abilities..		77%	6%	17%	40%	37%	1,456	91%	3%
• Developing clear educational or career goals..		80%	6%	14%	37%	43%	1,458	91%	3%
• Developing a love of learning..		74%	9%	17%	36%	38%	1,450	91%	3%

Use of Internet Services and Computing Devices						
For your coursework or other Chabot business, which of the following internet services do you use?	Percentage of those responding*		When you access those internet services, how often do you use the following devices?	Percentage of those responding		
	Never	Sometimes		Always		
<i>Percentage responding to this page:</i>		96%				
Blackboard	84%		Your own:			
Chabot College website	70%		Computer or laptop	11%	29%	60%
Chabot Library website	33%		iPad, tablet, or eReader	71%	17%	12%
CLASS-Web	88%		Smartphone	36%	31%	33%
The Zone	38%		Relative's or friend's			
Student Zone Email	31%		Computer or laptop	52%	37%	11%
Other Internet sites	32%		iPad, tablet, or eReader	79%	16%	5%
Other Email	38%		Campus computers			
			Campus WiFi	28%	38%	34%

Use of Online or Hybrid Classes	
Have you ever taken an online or hybrid class? If so, where?	
No	58%
Yes, at Chabot or LPC	39%
Yes, at another college	2%
How likely are you to take an online/hybrid class in the future?	
Not likely	46%
Likely	36%
Very likely	18%

Use of Library Resources			
I have used the following library resources	Of those responding*		
<i>Percentage responding to this page:</i>		96%	
Chabot Library website	58%		
Library study space	50%		
Wireless internet access	57%		
Audio-Visual materials	7%		
Books, journals, and magazines	37%		
Level of Satisfaction with Resources:	Percentage responding		
	Not Satisfied	Satisfied	Very Satisfied
Library hours	17%	70%	13%
Chabot Library website	7%	78%	15%
Library study space	11%	69%	20%
Wireless internet access	16%	60%	24%
Audio-Visual materials	17%	74%	9%
Book, journals, and magazines	11%	73%	16%

Classroom Teaching Methods			
Averaging all your class this semester, How much of your classroom time has been spent in:	Percentage responding		
	None	Some	Most
Lectures: presenting only	10%	49%	42%
Lectures: with interactions	7%	54%	39%
Multi-media presentations	21%	56%	23%
Large all-class discussions	18%	52%	30%
Small group discussions/activities	14%	61%	25%
Active/hands-on (labs, music, art, etc.)	34%	44%	22%
One-on-one w/instructor	45%	45%	10%
Student presentations	38%	50%	12%

NOTE: *Percentages are over the total number of students who responded to questions on that page.