

Chabot College Fall 2001 Student Accreditation Survey: All Students

**Chabot College
Accreditation Survey: Student Sample
October, 2001**

**Percentage Distribution of All Survey Items
Based on a sample of 1,154 student course enrollments**

Admissions, course registration, and information	Percentage who Agree or Strongly Agree	Percentage of those responding					Responses to each question		Margin of error
		Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree	Number	Pct. of 1,154	
My Chabot application was processed in a reasonable amount of time.	87%	2%	3%	8%	57%	30%	1,124	97%	3%
The on-line application was easy to complete.	76%	2%	4%	17%	46%	30%	759	66%	4%
It was easy to register for classes:									
• on the phone (CLASS-PHONE)	83%	2%	7%	9%	44%	39%	920	80%	3%
• on-line (CLASS-WEB)	82%	2%	5%	11%	41%	41%	817	71%	3%
The fee payment process is easy to follow.	82%	2%	5%	11%	56%	26%	1,103	96%	3%
I can rely on the college catalog for accurate and current information on courses, prerequisites, degree and certificate programs, and transfer requirements	71%	3%	10%	16%	53%	19%	1,121	97%	3%
The class schedule presents reliable information on course registration procedures and the schedule of classes	83%	1%	7%	9%	64%	19%	1,119	97%	3%
The courses I need to complete my educational goals are usually available:									
• during the semester I need them	71%	3%	13%	13%	56%	15%	1,104	96%	4%
• on the days I need them	59%	4%	20%	17%	50%	10%	1,061	92%	4%
• at the hours I need them	46%	6%	28%	19%	39%	7%	1,067	92%	4%
When requesting official Chabot transcripts, the response time is reasonable	46%	3%	9%	42%	37%	9%	803	70%	5%
The college protects the privacy of my student records	52%	1%	3%	43%	36%	16%	1,080	94%	4%
Percentage of all students use CLASS-WEB to:							Pct. of		
							Number	1,154	
I use CLASS-WEB to (check all that apply):									
• register for classes	45%						1,154	100%	4%
• review my fee history	29%						1,154	100%	3%
• see my academic history	36%						1,154	100%	4%

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Counseling and other student services		Percentage who Agree or Strongly Agree	Percentage of those responding					Responses to each question		Margin of error
			Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree	Pct. of Number	1,154	
Counselors have been available when I needed to see them		57%	6%	20%	17%	46%	11%	1,017	88%	4%
My counselor(s) helped me identify my educational goal		54%	8%	18%	19%	41%	13%	955	83%	4%
My counselor(s) gave me the guidance to develop my student education plan (SEP).		58%	7%	14%	21%	43%	15%	935	81%	4%
My counselor(s) provided me with accurate information about: • transfer requirements		60%	7%	15%	18%	42%	17%	915	79%	4%
• prerequisites		61%	6%	13%	19%	45%	17%	882	76%	4%
My counselor(s) gave me useful assistance in selecting courses.		57%	6%	19%	18%	44%	13%	923	80%	4%
I know how to apply for Financial Aid if I need it.		55%	8%	15%	22%	42%	13%	965	84%	4%
I know how to obtain other student services if I need them.		46%	5%	15%	34%	37%	9%	1,026	89%	4%
Written information about student support services is easy to find		37%	4%	16%	43%	30%	6%	1,028	89%	4%
There are adequate student support services for evening-only students		22%	6%	13%	59%	19%	3%	900	78%	4%
Transportation and BART Shuttle Use										Margin of error
Percentage of all students who get to campus each way:								Pct. of Number 1,154		
How do you usually get to campus? (check all that apply):										
drive car alone & park here		64%						1,154 100%		4%
drive with others & park		13%						1,154 100%		3%
drive motorcycle		2%						1,154 100%		1%
dropped off by car		12%						1,154 100%		2%
take the bus		11%						1,154 100%		2%
take BART		4%						1,154 100%		2%
bicycle		2%						1,154 100%		1%
walk		4%						1,154 100%		1%
Percentage who would likely or definitely use a BART shuttle:			Percentage of those responding					Pct. of Number 1,154		
How likely would you be to use a shuttle from the Hayward or Bay Fair BART station?		19%	No Way	Not Likely	Depends	Likely	Definitely	928	80%	3%

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Instructors	Percentage who Agree or Strongly Agree	Percentage of those responding					Responses to each question		Margin of error
		Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree	Number	Pct. of 1,154	
The Chabot faculty are competent in the areas in which they teach.	80%	2%	6%	13%	61%	19%	1,144	99%	3%
Chabot instructors demonstrate a commitment to high standards of teaching.	75%	2%	7%	16%	58%	17%	1,140	99%	3%
Course requirements and expectations are provided in writing.	85%	0%	3%	11%	65%	20%	1,138	99%	3%
Written class requirements and grading policies are followed by instructors.	83%	1%	4%	12%	66%	18%	1,133	98%	3%
Instructors present material objectively without imposing their personal convictions.	65%	2%	12%	21%	52%	13%	1,130	98%	4%
Instructors encourage students to examine different points of view.	75%	1%	7%	16%	57%	19%	1,136	98%	3%
My instructors use a variety of teaching methods in my classes	70%	2%	15%	13%	53%	17%	1,129	98%	4%
The typical "A" grade given at Chabot represents "excellent " student achievement.	78%	1%	4%	17%	51%	27%	1,133	98%	3%
No matter what my race-ethnicity, cultural background, gender, sexual orientation, or other non-academic characteristics, my instructors have:									
• graded me fairly	83%	1%	5%	11%	51%	31%	1,128	98%	3%
• encouraged my participation in class	79%	1%	7%	13%	52%	27%	1,118	97%	3%
Most instructors are willing to spend time outside of class to discuss issues with students	67%	2%	9%	22%	49%	18%	1,130	98%	4%
Instructors have made special efforts to help me achieve.	59%	2%	15%	24%	45%	13%	1,134	98%	4%
My instructors encourage feedback about their courses with course evaluations	58%	2%	15%	25%	46%	11%	1,123	97%	4%
It is important to me that the gender and ethnicity of the college faculty and staff reflect the gender and ethnicity of the students.	51%	9%	16%	25%	35%	15%	1,132	98%	4%

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Courses	Percentage who Agree	Percentage of those responding					Responses to each question		Margin of error
	or Strongly Agree	Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree	Pct. of Number	1,154	
It is clear to me which of my courses earn degree or transfer credit.	65%	4%	12%	19%	49%	17%	1,089	94%	4%
Chabot College offers an adequate number of courses in:									
my major	68%	4%	11%	17%	53%	14%	1,035	90%	4%
general education	87%	1%	4%	9%	68%	19%	1,070	93%	3%
transferable courses	75%	1%	5%	20%	60%	15%	1,042	90%	3%
vocational and occupational subjects	62%	1%	5%	31%	51%	11%	964	84%	4%
basic skills in English & Mathematics	83%	1%	3%	13%	65%	18%	1,051	91%	3%
computer technology	63%	1%	5%	32%	51%	12%	957	83%	4%
diverse American cultures	58%	1%	5%	36%	48%	11%	986	85%	4%
diverse international cultures	51%	2%	7%	40%	41%	9%	965	84%	4%
My degree program offers me a broad background as well as a major focus	56%	1%	6%	37%	45%	11%	1,002	87%	4%
My educational program was cut or changed so it slowed down my progress at Chabot	33%	8%	27%	32%	25%	8%	847	73%	4%
Course work has adequately prepared me for the next level of instruction.	68%	1%	7%	24%	56%	12%	1,048	91%	4%
It is clear to me what I am expected to learn in each class	79%	1%	7%	13%	62%	17%	1,107	96%	3%
Sufficient tutoring resources are available for students in a variety of subjects.	53%	3%	7%	37%	42%	11%	1,009	87%	4%
My instructors incorporate into their classes materials that show the contributions of:									
women	56%	2%	12%	30%	46%	11%	995	86%	4%
people from a variety of ethnic and cultural groups.	63%	2%	9%	26%	49%	13%	1,001	87%	4%

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Library and Open Computer Labs		Percentage who Agree	Percentage of those responding					Responses to each question		Margin of error
		or Strongly Agree	Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree	Pct. of		
			Number	1,154						
I find the research information I need for my class assignments:										
• in the Chabot College Library’s collections (books, magazines, audiovisual)	64%	3%	10%	22%	50%	14%	894	77%	4%	
• through the Library’s Internet Homepage	54%	4%	10%	31%	42%	12%	855	74%	4%	
Weekend library hours are sufficient for my research needs	42%	8%	15%	36%	33%	8%	828	72%	4%	
I have attended a library orientation session taught by a Chabot College librarian	49%	10%	21%	21%	34%	15%	746	65%	5%	
If yes, the library orientation session adequately addressed my needs	57%	3%	7%	33%	42%	15%	577	50%	5%	
Open Computer Labs										
To complete my class assignments, open computer labs on campus:										
• have enough available computers	51%	5%	19%	25%	39%	12%	901	78%	4%	
• have appropriate software for my classes	53%	4%	10%	33%	42%	11%	888	77%	4%	
• have enough lab assistants to help me	43%	6%	17%	34%	34%	9%	891	77%	4%	
Percentage of all students										
I use the open computer labs in the [check all that apply]:	• Library	30%						1,154	100%	3%
	• Tutorial Center	8%						1,154	100%	2%
	• WRAC Center	14%						1,154	100%	3%
Gains in Knowledge and Skills at Chabot		Percentage with	Percentage of those responding				Responses to each question		Margin of error	
		gains of good or great	Poor	Fair	Good	Great	Number	Pct.		
Discovering my own potential.	72%	4%	23%	54%	18%	1,058	92%	4%		
Developing the ability to learn on my own, pursue ideas, and find needed information.	75%	4%	22%	54%	21%	1,053	91%	3%		
Developing effective writing skills.	67%	5%	28%	52%	15%	968	84%	4%		
Developing mathematical skills and abilities.	62%	11%	27%	48%	14%	920	80%	4%		
Developing critical-thinking skills.	74%	5%	22%	54%	19%	1,007	87%	4%		
Developing creative abilities.	70%	5%	25%	50%	19%	981	85%	4%		
Learning to presenting ideas and information effectively in speaking to others.	68%	5%	27%	48%	20%	990	86%	4%		
Acquiring the ability to use computers effectively.	66%	8%	27%	48%	18%	867	75%	4%		
Developing clear career goals.	62%	11%	28%	44%	18%	990	86%	4%		
Developing the ability to get along with different kinds of people.	81%	3%	16%	53%	28%	1,029	89%	3%		
Becoming aware of diverse philosophies, cultures, and ways of life.	76%	4%	20%	53%	23%	1,003	87%	3%		
Understanding diverse ethnic and cultural backgrounds.	73%	5%	22%	50%	23%	999	87%	4%		

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Satisfaction with Overall Experiences at Chabot		Percentage who	Percentage of those responding					Responses to		Mar- gin of error
		are	Very Dis- satisfied	Dis- satisfied	Not sure	Satisfied	Very Satisfied	each question		
		Satisfied or Very Satisfied						Pct. of	1,154	
Overall experience at Chabot College	85%	1%	4%	10%	66%	19%	1,124	97%	3%	
Overall experience with instructors	80%	1%	8%	12%	60%	19%	1,125	97%	3%	
Overall experience with counselors	56%	6%	16%	22%	42%	14%	984	85%	4%	
Overall experience with admissions and records staff	70%	3%	10%	17%	58%	12%	1,077	93%	4%	
Overall experience with other college staff	69%	2%	5%	24%	59%	10%	1,038	90%	4%	
Overall quality of instruction in:										
• courses related to my major	73%	2%	7%	18%	56%	17%	1,020	88%	4%	
• general education courses	80%	1%	5%	15%	65%	15%	1,043	90%	3%	
Preparation for transfer to four-year college or university	60%	2%	11%	27%	48%	12%	932	81%	4%	
Preparation for obtaining employment in my field of study	47%	4%	13%	36%	34%	13%	911	79%	4%	
Encouragement and motivation from instructors to succeed	69%	2%	11%	18%	51%	17%	1,080	94%	4%	
Satisfaction with College Facilities										
Classroom (lecture) facilities	73%	3%	12%	12%	62%	11%	1,098	95%	3%	
Science laboratories (biology, chemistry, geology, physics)	56%	2%	7%	35%	46%	10%	754	65%	5%	
Technology laboratories (auto, electronics, drafting, welding)	49%	2%	4%	45%	39%	11%	639	55%	5%	
Computer laboratories in library and departments	73%	2%	6%	19%	60%	13%	916	79%	4%	
Availability/working order of equipment in labs	61%	2%	8%	28%	49%	12%	859	74%	4%	
Art/music/theatre/drama studios and performance areas	55%	2%	5%	39%	43%	12%	740	64%	5%	
Library	79%	2%	4%	15%	63%	16%	983	85%	3%	
Physical Education facilities	64%	2%	5%	29%	47%	17%	829	72%	4%	
Cafeteria	72%	3%	9%	16%	61%	12%	994	86%	4%	
Parking facilities	52%	17%	20%	11%	43%	9%	1,063	92%	4%	
Maintenance/cleanliness of buildings and grounds.	76%	4%	9%	11%	62%	14%	1,093	95%	3%	

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Experience and Satisfaction with Student Services	Of those who used service percentage who were satisfied or very satisfied		Percent of all		Percentage of those who used service			Responses to each question		Mar- gin of error
			Never Heard of it	Heard of, Never Used	Not Satisfied	Satisfied	Very Satisfied	Pct. of Number	1,154	
	Percentage who used the service									
Admissions and Records	91%	87%	2%	7%	13%	75%	12%	1,106	96%	3%
Orientation sessions	52%	86%	7%	42%	14%	73%	13%	1,104	96%	4%
Assessment Testing Center	66%	83%	6%	28%	17%	74%	9%	1,096	95%	4%
Counseling	78%	70%	2%	20%	30%	56%	14%	1,095	95%	4%
Financial Aid Office	42%	77%	4%	54%	23%	59%	18%	1,100	95%	5%
Children's Center	14%	87%	16%	70%	13%	62%	24%	1,098	95%	7%
Transfer/Career Center	30%	81%	11%	58%	19%	67%	14%	1,103	96%	6%
Office of Student Life (Clubs, Activities, Events, Stud Gov)	18%	82%	20%	62%	18%	69%	14%	1,098	95%	7%
Student Employment Services (on-campus jobs)	19%	78%	14%	67%	22%	62%	16%	1,100	95%	7%
Employment and Career Services Center (off-campus jobs/careers)	19%	82%	19%	62%	18%	65%	17%	1,092	95%	7%
Tutorial Center	28%	77%	10%	62%	23%	64%	13%	1,091	95%	6%
Student Online Services Center in Bldg. 100	37%	91%	15%	49%	9%	76%	15%	1,088	94%	4%
WRAC CTR. (Writing, Reading Across Curriculum). Rm. 822	33%	85%	18%	49%	15%	65%	20%	1,090	94%	5%
Math Lab Rm. 1712	28%	81%	19%	53%	19%	61%	19%	1,086	94%	6%
Student computers in library	56%	85%	6%	38%	15%	71%	14%	1,091	95%	4%
Student computer labs in other departments	43%	85%	10%	47%	15%	71%	13%	1,092	95%	4%
Disabled Students Programs and Services (DSPS)	14%	84%	23%	63%	16%	63%	22%	1,090	94%	8%
Extended Opportunity Programs and Services (EOP&S)	18%	83%	27%	55%	17%	63%	20%	1,089	94%	7%
AmeriCorps/Teaching Preparation Program	11%	84%	39%	50%	16%	66%	19%	1,088	94%	9%
Daraja	9%	77%	42%	49%	23%	58%	20%	1,089	94%	11%
Puente	10%	81%	37%	53%	19%	56%	25%	1,091	95%	10%
Interdisciplinary Studies in Letter and Sciences (ISLS)	10%	83%	40%	51%	17%	55%	28%	1,087	94%	9%
PACE Program for Working Adults	14%	86%	23%	63%	14%	63%	23%	1,091	95%	7%
Intercollegiate Athletics	20%	87%	25%	55%	13%	58%	29%	1,078	93%	6%
College Bookstore	92%	85%	1%	7%	15%	67%	17%	1,090	94%	3%
Food Services	76%	81%	3%	21%	19%	69%	12%	1,083	94%	4%
Campus Safety and Security	75%	86%	2%	23%	14%	72%	15%	1,093	95%	3%

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Student involvement and rights		Percentage who Agree	Percentage of those responding					Responses to each question		Margin of error
		or Strongly Agree						Pct. of		
			Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree	Number	1,154	
There are enough opportunities for involvement in extracurricular student activities.		40%	3%	11%	46%	33%	7%	1,117	97%	4%
There are enough opportunities for students to participate:										
• on college committees		31%	3%	9%	57%	26%	5%	1,102	95%	4%
• in the college planning budgeting process		24%	4%	10%	62%	20%	4%	1,097	95%	3%
The College is responsive to student input and suggestions		29%	3%	10%	58%	24%	4%	1,106	96%	4%
Student interests are adequately represented by the student government.		27%	3%	6%	64%	24%	4%	1,099	95%	3%
I know my rights and responsibilities as a student		65%	2%	11%	23%	53%	12%	1,107	96%	4%
I know the grievance procedures available for students.		35%	5%	18%	42%	29%	6%	1,101	95%	4%
I know how to report to campus authorities any racist, sexist, or other offensive behavior		53%	4%	14%	29%	43%	10%	1,114	97%	4%
Campus climate		Percentage who Agree	Percentage of those responding					Responses to each question		Margin of error
		or Strongly Agree						Pct. of		
			Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree	Number	1,154	
I feel welcome at Chabot.		85%	1%	3%	10%	64%	21%	1,128	98%	3%
I am treated with respect by faculty, administrators, and other college staff.		86%	1%	3%	10%	65%	21%	1,117	97%	3%
At Chabot, the general "campus climate" is one of respect for differences in :										
race-ethnicity		81%	1%	3%	15%	61%	20%	1,123	97%	3%
gender		83%	1%	3%	14%	64%	19%	1,118	97%	3%
physical disability		81%	1%	2%	15%	60%	21%	1,121	97%	3%
age		82%	1%	3%	14%	62%	20%	1,119	97%	3%
sexual orientation		74%	1%	4%	21%	57%	17%	1,120	97%	3%
native language		75%	1%	4%	20%	58%	18%	1,122	97%	3%
religion		73%	1%	3%	22%	55%	18%	1,120	97%	3%
Overall, I feel safe at Chabot		82%	1%	5%	12%	63%	19%	1,119	97%	3%
My experience at Chabot has been reasonably consistent with what I was led to believe by college publications and/or representatives.		69%	2%	4%	25%	57%	12%	1,112	96%	4%
I would encourage others to attend this college		80%	2%	4%	15%	59%	21%	1,121	97%	3%