

Chabot College
Student Satisfaction Survey: Student Sample
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 of those responding					Responses to each question		Margin of error
		Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,630	
Percentage who were Satisfied or Very Satisfied		Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,630	Margin of error
Overall experience at Chabot College	78%	1%	4%	18%	57%	21%	1,622	99%	3%
Overall experience with <u>instructors</u>	81%	1%	4%	14%	55%	26%	1,619	99%	3%
Overall experience with <u>counselors</u> *	50%	6%	13%	31%	34%	16%	1,384	85%	3%
Overall experience with <u>admissions and records staff</u>	59%	2%	7%	31%	45%	14%	1,499	92%	3%
Overall experience with <u>other college staff</u>	60%	1%	3%	36%	46%	14%	1,431	88%	3%
Progress towards my educational goal	72%	2%	8%	19%	50%	21%	1,579	97%	3%
Preparation for <u>transfer</u> to four-year college or university	53%	3%	12%	32%	39%	14%	1,291	79%	4%
Preparation for <u>obtaining employment</u> in my field of study	42%	4%	11%	43%	30%	12%	1,248	77%	4%
Satisfaction with College Facilities		Percentage of those responding					Responses to each question		Margin of error
		Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,630	
Percentage who were Satisfied or Very Satisfied		Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,630	Margin of error
Classroom (lecture) facilities	70%	2%	9%	19%	53%	17%	1,599	98%	3%
Science laboratories (biology, chemistry, geology, physics)	58%	2%	5%	35%	43%	14%	948	58%	4%
Technology laboratories (auto, electronics, drafting, welding)	51%	2%	4%	43%	32%	19%	716	44%	5%
Tutoring areas (WRAC, PATH, Language Ctr., Math Lab, etc.)	64%	2%	6%	28%	44%	20%	1,108	68%	4%
Computer laboratories in library and departments	72%	2%	6%	20%	51%	21%	1,380	85%	3%
Availability/working order of equipment in labs	64%	2%	7%	27%	47%	17%	1,248	77%	4%
Art/music/theatre/drama studios and performance areas	68%	2%	3%	28%	46%	21%	961	59%	4%
Library	78%	2%	4%	16%	52%	26%	1,471	90%	3%
Physical Education Facilities	68%	1%	5%	26%	43%	25%	1,115	68%	4%
Cafeteria	63%	3%	9%	25%	46%	17%	1,429	88%	3%
Bookstore	71%	3%	8%	19%	49%	22%	1,565	96%	3%
Parking Facilities	50%	12%	17%	21%	36%	14%	1,482	91%	3%
Maintenance/cleanliness of buildings and grounds	64%	4%	9%	23%	47%	18%	1,595	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 2009 Student Satisfaction Survey: All Students

Campus climate	Percentage who Agree or Strongly Agree	Percentage of those responding					Responses to each question		Margin of error
		Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	Number	Pct. of Pct. of	
I feel welcome at Chabot.	74%	1%	4%	21%	58%	16%	1,624	99%	3%
I am treated with respect by faculty, administrators, and other college staff.	84%	1%	4%	10%	61%	23%	1,574	97%	2%
At Chabot, there is general respect for differences in:									
race-ethnicity	80%	1%	3%	16%	58%	22%	1,595	98%	3%
gender	82%	1%	2%	15%	59%	23%	1,599	98%	2%
physical disability	80%	1%	2%	17%	57%	23%	1,593	98%	3%
age	81%	1%	2%	15%	59%	23%	1,601	98%	3%
sexual orientation	77%	1%	2%	20%	56%	21%	1,594	98%	3%
native language	77%	1%	3%	19%	55%	21%	1,602	98%	3%
religion	75%	2%	3%	20%	54%	21%	1,598	98%	3%
Overall, I feel safe at Chabot.	73%	2%	6%	20%	54%	19%	1,615	99%	3%
At Chabot, there is a college-wide commitment to student learning.	66%	2%	7%	26%	50%	16%	1,606	99%	3%
I would encourage others to attend this college.	73%	2%	4%	20%	51%	23%	1,616	99%	3%

Student Activities & Government	Percentage of those responding		
	Too few	Just right	Too much
Number of activities on campus for students	38%	60%	2%
Number of educational speakers on campus	54%	45%	1%
	Not Interested	Interested	Very Interested
How interested are you in getting involved in Student Government?	77%	19%	4%

What would it take to get you involved in Student Government?	
More Time	30%
More information on position/functions/duties	17%
More information on how to get involved	19%
Other	16%
Two or more of the above reasons	7%

Chabot College Fall 2009 Student Satisfaction Survey: All Students

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
	Percentage who used the service		Never Heard of it	Heard of, Never Used	Not Satisfied		Very Satisfied	Number	Pct. of 1,630	
			2%	14%	11%	76%	14%	1,607	99%	2%
Admissions and Records	84%	89%	14%	40%	14%	73%	13%	1,601	98%	3%
Orientation sessions	47%	86%	7%	27%	12%	74%	14%	1,602	98%	3%
Assessment Testing Center	66%	88%	1%	25%	27%	56%	17%	1,595	98%	3%
Counseling	74%	73%	2%	43%	21%	57%	22%	1,596	98%	4%
Financial Aid Office	55%	79%	13%	70%	15%	59%	26%	1,595	98%	6%
Children's Center	17%	85%	19%	58%	24%	62%	14%	1,594	98%	6%
Transfer, Employment, and Career Services Center	22%	76%	23%	59%	15%	67%	18%	1,594	98%	5%
Office of Student Life (Clubs, Activities, Events)	19%	85%	26%	59%	20%	62%	18%	1,597	98%	7%
Student Government (ASCC)	15%	80%	13%	60%	13%	63%	24%	1,593	98%	4%
Student Health Center	28%	87%	20%	45%	9%	72%	19%	1,593	98%	3%
Student Online Services in Bldg. 100	35%	91%	21%	54%	14%	64%	22%	1,597	98%	5%
Peer Academic Tutoring Help (PATH) Bldg 2300	24%	86%	31%	50%	9%	69%	22%	1,592	98%	4%
Language Center, Bldg 2300	19%	91%	16%	39%	8%	70%	21%	1,593	98%	3%
WRAC Center, Library Mezzanine	45%	92%	19%	46%	9%	71%	20%	1,598	98%	3%
Math Lab, Rm 3906	36%	91%	16%	32%	11%	70%	19%	1,594	98%	3%
Student computer lab in Library Mezzanine	51%	89%	18%	39%	10%	71%	19%	1,586	97%	3%
Student computer labs in other departments	43%	90%	27%	57%	14%	57%	29%	1,593	98%	6%
Disabled Students Programs and Services (DSPS)	16%	86%	32%	52%	18%	59%	23%	1,600	98%	6%
Extended Opportunity Programs and Services (EOP&S)	17%	82%	29%	57%	11%	67%	22%	1,598	98%	5%
PACE Degree amd Transfer Program for Working Adults	14%	89%	26%	52%	13%	61%	25%	1,585	97%	5%
Intercollegiate Athletics	21%	87%	1%	6%	15%	66%	19%	1,596	98%	2%
College Bookstore	93%	85%	4%	21%	20%	66%	13%	1,593	98%	3%
Food Services	76%	80%	2%	19%	16%	68%	16%	1,603	98%	3%
Campus Safety and Security	79%	84%								

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.

Financial Aid	Percentage of those responding	
	Yes	No
Receiving financial aid	36%	64%
Ever applied for financial aid	59%	41%
	Percentage of those responding	
If you have <u>never</u> applied for financial aid, why not? (fill in all that apply)		
I never thought about applying	24%	
I don't think I qualify	61%	
I don't know what Financial Aid can offer me	13%	
I don't know the location of the Financial Aid office	5%	
I don't know how to apply	14%	
I missed the deadline to apply	11%	

Chabot College Fall 2009 Student Satisfaction Survey: All Students

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 1,630	
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...	49%	4%	46%	32%	18%	1,611	99%	3%
• participated in large class discussions...	55%	8%	37%	34%	21%	1,607	99%	3%
• participated in small in-class discussions or projects...	66%	3%	31%	43%	23%	1,604	98%	3%
• made a presentation to the class...	42%	19%	39%	27%	15%	1,602	98%	3%
Outside of classe time I have:								
• discussed class topics or assignments with other students from my classes...	41%	15%	44%	29%	12%	1,605	98%	3%
• met as a study group with other students from my classes...	24%	37%	39%	17%	7%	1,602	98%	3%
• talked about class topics with family, friends, and others...	50%	11%	40%	32%	18%	1,597	98%	3%
• used <u>Email</u> , <u>Blackboard</u> or other electronic means to communicate with an instructor	49%	15%	35%	29%	21%	1,597	98%	3%
• met with my instructor to discuss assignments or my progress...	28%	29%	43%	20%	8%	1,595	98%	3%
For my classes I have:								
• come to class without my readings or assignments completed...	14%	26%	60%	11%	2%	1,596	98%	2%
• prepared two or more drafts of a paper or assignment before the final draft...	42%	18%	40%	29%	13%	1,590	98%	3%
• worked on a paper that required integrating ideas/information from various sources...	57%	10%	33%	40%	17%	1,584	97%	3%
• produced original works (i.e., artwork, designs, music, objects, etc.)...	34%	37%	29%	21%	13%	1,572	96%	3%
• done work that was <u>not</u> assigned to improve my skills in classes...	23%	31%	46%	17%	6%	1,575	97%	3%
• worked harder than I thought I could to meet an instructor's expectations...	45%	15%	40%	32%	12%	1,582	97%	3%
• volunteered in a community organization as part of a regular course...	13%	65%	22%	9%	4%	1,575	97%	2%
On campus I have:								
• tutored or taught other students (paid or voluntary)...	9%	75%	16%	6%	3%	1,569	96%	2%
• participated in campus clubs, student government, or intercollegiate sports...	12%	78%	10%	6%	6%	1,566	96%	2%
• had serious conversations with students of different religious beliefs or political opinions...	14%	63%	24%	9%	5%	1,566	96%	2%

Chabot College Fall 2009 Student Satisfaction Survey: All Students

College-wide Learning Goals		Percentage who responded				Responses to each question		Margin of error	
		Some or a lot	Percentage of those responding						
As a result of being at Chabot, how much progress have you made in the following areas?			None	A little	Some	A lot	Number	Pct. of 1,630	
Communication:									
	• Reading effectively..	76%	7%	17%	43%	33%	1,452	89%	3%
	• Writing effectively..	79%	6%	15%	41%	38%	1,469	90%	3%
	• Speaking effectively..	76%	8%	16%	39%	36%	1,466	90%	3%
	• Communicating with respect for the views of others..	82%	5%	13%	36%	46%	1,450	89%	3%
	• Using computers and other technology effectively..	70%	11%	19%	34%	36%	1,421	87%	3%
Critical Thinking:			None	A little	Some	A lot			
	• Recognizing valid research information on the Internet	75%	7%	18%	37%	38%	1,449	89%	3%
	• Critical thinking (evaluating, analyzing, questioning)..	79%	4%	17%	39%	41%	1,483	91%	3%
	• Problem-solving (applying knowledge to new situations)..	78%	5%	17%	41%	38%	1,474	90%	3%
	• Mathematical skills and abilities..	68%	11%	21%	37%	31%	1,386	85%	3%
	• Thinking for myself..	83%	5%	12%	33%	50%	1,481	91%	3%
Global and Cultural Involvement & Responsibility:			None	A little	Some	A lot			
	• Understanding diverse philosophies, cultures, and ways of life..	74%	8%	18%	38%	36%	1,389	85%	3%
	• Becoming informed about current issues affecting the US and the world..	71%	8%	21%	38%	33%	1,402	86%	3%
	• Ability to make a positive contribution to my community..	63%	13%	23%	37%	26%	1,388	85%	3%
	• Developing a personal code of values and ethics..	70%	11%	19%	35%	35%	1,368	84%	3%
Development of the whole person:			None	A little	Some	A lot			
	• Balancing the health of my mind, body, and spirit..	72%	10%	18%	36%	36%	1,459	90%	3%
	• Discovering my own potential..	78%	7%	15%	37%	42%	1,492	92%	3%
	• Developing my own creative abilities..	76%	8%	16%	37%	39%	1,477	91%	3%
	• Developing clear educational or career goals..	76%	7%	17%	33%	43%	1,498	92%	3%
	• Developing a love of learning..	72%	11%	18%	34%	38%	1,497	92%	3%

Summer Semester 2010		Percentage of those responding		Responses to Question	Pct. of 1,630	Margin of error
Do you plan on enrolling in summer school at Chabot?	No	17%		1613	99%	2%
	Maybe	39%		1613	99%	3%
	Yes	45%		1613	99%	3%
If so, how many units will you take?	0.5-2.5	15%		1317	81%	3%
	3.0-5.5	39%		1317	81%	3%
	6.0-8.5	26%		1317	81%	3%
	9+ units	20%		1317	81%	3%

Source of Textbooks	Percentage of those responding
Where do you get textbooks that are required for your classes?	
Buy used/new form Chabot/Bookstore	74%
Buy online from Chabot Bookstore	10%
Buy online from another source	44%
Buy from other students	14%
Buy digital or E-book	5%
Rent books	7%
Use library reserve copy	13%
Borrow/Share with a friend	18%
Photocopy books	9%
Do not get the books	6%
My courses do not use books	3%