

Chabot College
Student Satisfaction Survey: Students in Major Race-ethnicity Groups

October 2015

Percentage Distribution of All Survey Items

Based on a sample of 1,296 student course enrollments

Satisfaction with Overall Experiences at Chabot	Percentage who were satisfied or very satisfied				
	African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
Overall experience at Chabot College	84%	75%	86%	86%	89%
Overall experience with <u>instructors</u>	87%	76%	85%	81%	84%
Overall experience with <u>other college staff</u>	73%	59%	62%	68%	68%
Progress towards my educational goal	77%	65%	67%	71%	71%
Preparation for <u>transfer</u> to four-year college or university	67%	50%	55%	53%	60%
Preparation for <u>obtaining employment</u> in my field of study	55%	35%	47%	44%	44%
Satisfaction with College Facilities	Percentage who were satisfied or very satisfied				
	African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
Classroom (lecture or group work)	84%	71%	80%	80%	78%
Science Labs: Bldg. 2100 (Biology, Anatomy, Physio, Micro)	60%	55%	62%	57%	63%
Science Labs: Bldgs. 3900/1800 (Chemistry, Physics, Computer Sci)	63%	63%	61%	58%	64%
<i>Technology labs (Auto, Electronics, Machine Tool, Welding)</i> <i>Computer labs in library and departments</i>	<i>Not Available</i>				
Availability/working order of equipment in all labs	74%	71%	79%	76%	77%
Art/music/theatre/drama studios and performance areas	78%	64%	77%	65%	74%
Physical Education and Athletes Facilities	83%	65%	74%	74%	76%
Bldg. 100 downstairs (lobby, tutoring, study rooms, etc.)	79%	72%	73%	76%	72%
Bldg. 700 downstairs (A&R, Fin Aid, Online Servs, Assesment)	86%	71%	73%	74%	73%
Bldg. 700 upstairs (Counseling, Career/Trnsfr Ctr, Special Progs)	80%	66%	71%	72%	71%
Library	81%	76%	82%	81%	82%
Cafeteria	66%	45%	48%	59%	55%
Parking Facilities	59%	40%	46%	47%	48%
Maintenance/cleanliness of building and grounds	74%	64%	71%	73%	73%

Percentages can be plus or minus for:

Af Am: 9%, Asian: 7%

Filip: 9%, Lat: 5%, White: 7%

Campus climate		Percentage who agree or strongly agree				
		African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
I feel welcome at Chabot.		81%	66%	78%	76%	77%
I am treated with respect by instructors, administrators, and other staff.		91%	79%	94%	85%	91%
At Chabot, there is general respect for differences in:						
	race-ethnicity	85%	77%	95%	91%	87%
	gender	87%	81%	93%	90%	87%
	physical disability	87%	79%	91%	89%	85%
	transgender/queer identities	74%	70%	87%	82%	74%
	age	85%	81%	93%	87%	85%
	sexual orientation	76%	72%	88%	85%	81%
	native language	81%	73%	89%	84%	79%
	religion	77%	75%	84%	83%	74%
Overall, I feel safe at Chabot.		84%	71%	68%	83%	80%
At Chabot, there is a college-wide commitment to student learning.		81%	68%	72%	76%	69%
I would encourage others to attend this college.		82%	66%	76%	80%	76%
Diversity		Percentage who agree or strongly agree				
		African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
Chabot College promotes positive interactions among different ethnic/cultural groups.		79%	61%	76%	76%	73%
My classes teach me to work w/ people from diverse groups (cultures, sexualities, ages).		75%	70%	77%	76%	72%
Campus activities increase my understanding of people of diverse groups.		61%	59%	62%	60%	55%
The cultural background and ethnicity of instructors makes a difference for my success.		60%	45%	60%	53%	51%
I value making friends with students of other cultural or ethnic groups.		75%	71%	80%	78%	78%

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Experience and Satisfaction with Student Services*	Percentage of those who used it who were satisfied or very satisfied				
	African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
Admissions and Records Office	95%	82%	91%	88%	90%
Online Orientation	89%	84%	91%	86%	87%
Assessment Testing Center	92%	86%	94%	92%	86%
Counseling Appointments	77%	62%	78%	71%	68%
Front Desk Counseling (quick question)	90%	79%	83%	82%	82%
Financial Aid Office	80%	75%	84%	81%	77%
Student Online Services in Bldg. 700	93%	84%	96%	94%	95%
Career and Transfer Center	94%	73%	87%	83%	88%
Office of Student Life (Clubs, Activities, Events)	93%	82%	80%	87%	82%
Student Government (Student Senate of Chabot College)	85%	76%	85%	77%	70%
Student Health Center	96%	82%	88%	90%	86%
Library	98%	91%	92%	93%	93%
Tutoring in Bldg 100 (Learning Connection, WRAC, ESL)	98%	90%	90%	88%	92%
Tutoring in Room 3906 (Math, STEM)	91%	88%	89%	85%	84%
Communication Lab in Rm 803	95%	84%	84%	90%	83%
Disabled Students Programs and Services (DSPS)	98%	84%	89%	89%	89%
Extended Opportunity Programs and Services (EOPS)	93%	88%	80%	84%	84%
PACE Degree and Transfer Program for Working Adults	85%	82%	89%	92%	80%
Veteran's Office	100%	83%	80%	89%	82%
Children's Center	91%	76%	85%	88%	76%
Intercollegiate Athletics	90%	81%	86%	92%	91%
College Bookstore	86%	83%	82%	85%	84%
Food Services	74%	59%	74%	75%	70%
Campus Safety and Security	86%	82%	81%	86%	86%
Wireless access on campus	60%	52%	61%	57%	52%

* Satisfaction with student services may not necessarily reflect satisfaction with the staff or the 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				
	African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
Averaging all your classes over all your semesters at Chabot, how often have you done the following activities?					
In my classes my instructors have:					
• made me feel respected...	87%	73%	87%	87%	87%
• made me feel included in the class...	85%	74%	86%	86%	86%
• encouraged me to participate in class...	83%	71%	80%	83%	84%
• communicated to me that I have the ability to do the work...	78%	62%	77%	74%	79%
• communicated to me that I can succeed in college...	71%	60%	70%	70%	69%
• communicated to me that I belong at this college...	63%	50%	62%	59%	59%
In my classes I have:					
• asked questions...	68%	48%	56%	61%	65%
• participated in large class discussions...	67%	52%	56%	61%	68%
• participated in small in-class discussions or projects...	77%	63%	77%	74%	80%
• made a presentation to the class...	59%	46%	52%	59%	50%
Outside of class time I have:					
• discussed class topics or assignments with other students from my classes...	43%	42%	52%	50%	44%
• met as a study group with other students from my classes...	33%	24%	37%	30%	26%
• talked about class topics with family, friends, and others...	55%	39%	50%	60%	61%
• used <u>Email</u> , <u>Blackboard</u> or other electronic means to communicate w/ an instructor	65%	58%	75%	65%	61%
• met with my instructor to discuss assignments or my progress...	48%	29%	39%	36%	29%
• volunteered in a community organization as part of a regular course...	25%	13%	14%	18%	11%
On campus I have:					
• tutored or taught other students (paid or voluntary)...	19%	11%	12%	8%	10%
• participated in campus clubs, student government, or intercollegiate sports...	23%	11%	13%	17%	15%
• had serious conversations with students of different religious beliefs or political opinions...	19%	11%	12%	13%	12%

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College-wide Learning Goals	Percentage who responded some or a lot				
	African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
As a result of being at Chabot, how much progress have you made in the following areas?					
Communication:					
• Reading effectively..	81%	79%	86%	82%	71%
• Writing effectively..	86%	77%	85%	84%	76%
• Speaking effectively..	83%	74%	82%	82%	70%
• Communicating with respect for the views of others..	88%	79%	91%	86%	80%
• Using computer technology to communicate..	81%	68%	81%	76%	67%
Critical Thinking:					
• Recognizing valid research information on the Internet	82%	76%	74%	82%	75%
• Critical thinking (evaluating, analyzing, questioning)..	84%	76%	80%	87%	76%
• Problem-solving (applying knowledge to new situations)..	83%	75%	83%	85%	76%
• Mathematical skills..	70%	74%	72%	68%	69%
• Thinking for myself..	86%	81%	87%	86%	80%
Global and Cultural Involvement & Responsibility:					
• Understanding diverse philosophies, cultures, and ways of life..	77%	65%	81%	75%	66%
• Becoming informed about current issues affecting the US and the world..	73%	64%	74%	73%	61%
• Ability to make a positive contribution to my community..	67%	59%	66%	66%	59%
• Developing a personal code of values and ethics..	73%	66%	76%	74%	62%
Development of the whole person:					
• Balancing the health of my mind, body, and spirit..	73%	66%	80%	68%	61%
• Discovering my own potential..	84%	68%	79%	78%	73%
• Developing my creative abilities..	83%	65%	76%	74%	65%
• Developing clear educational or career goals..	82%	66%	77%	77%	72%
• Developing a love of learning..	81%	66%	68%	74%	65%

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Use of Library Resources	Percentage of all students				
<u>I have used the library to:</u>	African American (n=160)	Asian America (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
Study	76%	77%	82%	70%	67%
Do research	51%	49%	53%	56%	47%
Use Chabot Library Website	34%	25%	29%	36%	30%
Check out a laptop	7%	4%	5%	5%	3%
Satisfaction with Library Resources	Percentage who were satisfied or very satisfied				
	African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
Library hours	89%	88%	92%	88%	91%
Chabot Library website	91%	87%	94%	94%	91%
Hard copy books & DVDs	87%	88%	90%	87%	85%
Study space	91%	87%	93%	92%	93%
Research help by librarians	93%	86%	89%	88%	87%
Library computer lab	94%	94%	94%	93%	94%
Computers	Percentage who responded sometimes or always				
<u>To complete Chabot class assignments, I use:</u>	African American (n=160)	Asian America (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
My own computer/phone	91%	98%	100%	96%	95%
Friend/relative's computer/phone	38%	37%	35%	28%	29%
Chabot College's computers	80%	76%	73%	75%	64%
Waitlists	Percentage of those responding				
Waitlist Status	African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
Was on one or more waitlist(s)	52%	59%	57%	47%	49%
Got into one or more classes <i>from a waitlist</i>	51%	56%	54%	47%	51%

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Financial Hardships		Percentage of all students				
		African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
This semester, I'm having a hard time paying for:						
	Transportation	36%	22%	19%	26%	21%
	Housing	20%	16%	12%	21%	16%
	Books	51%	61%	66%	65%	44%
	Food	21%	18%	17%	19%	15%
Students with these numbers of financial hardships:						
	One	39%	44%	48%	44%	35%
	Two	13%	20%	16%	21%	16%
	Three	11%	6%	7%	8%	6%
	Four	11%	5%	5%	7%	4%
	At least one financial hardship	72%	75%	74%	79%	61%
Effects of Financial Hardships on Success		How much success is affected Percentage affected some or a lot				
		African American (n=160)	Asian American (n=262)	Filipino (n=130)	Latino (n=490)	White (n=254)
Financial Hardships						
	Student with at least one hardship	85%	79%	86%	83%	82%
Number of financial hardships						
	One	74%	72%	81%	75%	78%
	Two	90%	92%	95%	88%	80%
	Three	100%	87%	100%	98%	93%
	Four	100%	86%	83%	100%	100%

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