

Chabot College
Student Satisfaction Survey: Students in Major Race-ethnicity Groups
October 2017

Percentage Distribution of All Survey Items
 Based on a sample of 1,702 student course enrollments

Satisfaction with Overall Experiences at Chabot	Percentage who were satisfied or very satisfied				
	African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
Overall experience at Chabot College	84%	81%	84%	90%	86%
Overall experience with <u>instructors</u>	86%	83%	81%	85%	83%
Overall experience with <u>other college staff</u>	71%	67%	66%	73%	72%
Progress towards my educational goal	78%	74%	71%	75%	80%
Preparation for <u>transfer to four-year college or university</u>	67%	62%	57%	59%	62%
Preparation for <u>obtaining employment</u> in my field of study	54%	48%	46%	48%	57%
Satisfaction with College Facilities	Percentage who were satisfied or very satisfied				
	African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
Classroom (lecture or group work)	81%	73%	68%	78%	75%
Science Labs: Bldg. 2100 (Biology, Anatomy, Physio, Micro)	58%	62%	58%	58%	61%
Science Labs: Bldgs. 3900/1800 (Chemistry, Physics, Computer Sci)	57%	67%	59%	65%	65%
Technology labs (Auto, Electronics, Machine Tool, Welding)	62%	62%	62%	62%	62%
Computer labs in library and departments	62%	62%	62%	62%	62%
Availability/working order of equipment in all labs	74%	70%	69%	74%	73%
Art/music/theatre/drama studios and performance areas	60%	66%	60%	66%	70%
Physical Education and Athletes Facilities	74%	66%	72%	74%	71%
Library (100 upstairs)	86%	81%	82%	84%	77%
Bldg. 100 downstairs (lobby, tutoring, study rooms, etc.)	84%	74%	75%	76%	75%
Bldg. 700 downstairs (A&R, Fin Aid, Online Servs, Assesment)	81%	72%	71%	75%	67%
Bldg. 700 upstairs (Counseling, Career/Trnsfr Ctr, Special Progs)	80%	68%	69%	72%	65%
Cafeteria	64%	53%	56%	60%	58%
Parking Facilities	42%	43%	39%	41%	42%
Maintenance/cleanliness of building and grounds	66%	64%	55%	67%	67%

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=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
I feel welcome at Chabot.		86%	77%	77%	84%	78%
I am treated with respect by instructors, administrators, and other staff.		90%	87%	87%	90%	88%
At Chabot, there is general respect for differences in:						
	race-ethnicity	89%	83%	90%	91%	83%
	gender	85%	84%	90%	91%	83%
	physical disability	84%	82%	90%	89%	82%
	transgender/queer identities	75%	75%	84%	84%	77%
	age	85%	83%	89%	90%	84%
	sexual orientation	80%	77%	88%	87%	81%
	native language	80%	77%	86%	88%	81%
	religion	78%	76%	80%	87%	77%
Overall, I feel safe at Chabot.		81%	81%	80%	85%	79%
At Chabot, there is a college-wide commitment to student learning.		76%	71%	77%	80%	74%
I would encourage others to attend this college.		81%	76%	77%	85%	81%
Diversity		Percentage who agree or strongly agree				
		African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
Chabot College promotes positive interactions among different ethnic/cultural groups.		78%	74%	85%	85%	75%
My classes teach me to work w/ people from diverse groups (cultures, sexualities, ages).		76%	79%	81%	78%	75%
Campus activities increase my understanding of people of diverse groups.		67%	66%	68%	70%	55%
I value making friends with students of other cultural or ethnic groups.		80%	80%	84%	86%	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=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
Admissions and Records Office	91%	88%	85%	89%	84%
Online Orientation	92%	89%	93%	90%	88%
Assessment Testing Center	91%	93%	94%	92%	91%
Counseling Appointments	79%	75%	75%	74%	68%
Front Desk Counseling (quick question)	82%	83%	84%	88%	85%
Financial Aid Office	79%	80%	81%	81%	80%
Student Online Services in Bldg. 700	97%	93%	95%	95%	92%
Career and Transfer Center	97%	91%	92%	88%	86%
Office of Student Life (Clubs, Activities, Events)	95%	88%	91%	93%	95%
Student Government (Student Senate of Chabot College)	90%	87%	89%	89%	97%
Student Health Center	96%	93%	94%	93%	93%
Library	96%	92%	97%	96%	95%
Tutoring in Bldg 100 (Learning Connection, WRAC, ESL)	94%	93%	97%	93%	95%
Tutoring in Room 3906 (STEM Center)	92%	92%	91%	93%	93%
Communication Lab in Rm 803	93%	88%	96%	91%	88%
Disabled Students Programs and Services (DSPS)	95%	90%	100%	91%	88%
Extended Opportunity Programs and Services (EOPS)	96%	90%	93%	89%	91%
PACE Degree and Transfer Program for Working Adults	93%	89%	96%	90%	84%
Veteran's Office	89%	89%	93%	88%	91%
Children's Center	95%	89%	96%	90%	94%
Intercollegiate Athletics	89%	86%	89%	91%	100%
College Bookstore	92%	83%	92%	89%	89%
Food Services	80%	71%	82%	80%	81%
Campus Safety and Security	82%	86%	87%	86%	90%
Wireless access on campus	63%	62%	61%	62%	61%

* 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=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
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...	89%	83%	85%	90%	86%
• made me feel included in the class...	88%	81%	79%	87%	88%
• encouraged me to participate in class...	83%	78%	82%	83%	86%
• communicated to me that I have the ability to do the work...	80%	75%	75%	78%	77%
• communicated to me that I can succeed in college...	77%	71%	70%	73%	75%
In my classes I have:					
• asked questions...	69%	53%	51%	60%	72%
• participated in large class discussions...	72%	54%	58%	59%	73%
• participated in small in-class discussions or projects...	82%	67%	75%	74%	80%
• made a presentation to the class...	57%	47%	50%	56%	58%
Outside of class time I have:					
• discussed class topics or assignments with other students from my classes...	58%	51%	50%	47%	46%
• met as a study group with other students from my classes...	42%	34%	36%	32%	27%
• talked about class topics with family, friends, and others...	61%	43%	56%	54%	57%
• used <u>Email</u> , <u>Blackboard</u> , <u>Canvas</u> or other electronic means to communicate w/ an instructor	72%	60%	69%	64%	65%
• met with my instructor to discuss assignments or my progress...	55%	37%	35%	35%	34%
• volunteered in a community organization as part of a regular course...	33%	20%	19%	21%	17%
On campus I have:					
• tutored or taught other students (paid or voluntary)...	23%	18%	13%	15%	13%
• participated in campus clubs, student government, or intercollegiate sports...	36%	20%	18%	19%	18%
• connected with people, groups, or programs to help me stay engaged so I can reach my goals	17%	17%	17%	17%	17%
• had serious conversations with students of different religious beliefs or political opinions...	33%	18%	12%	17%	21%

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College-wide Learning Goals As a result of being at Chabot, how much progress have you made in the following areas?	Percentage who responded some or a lot				
	African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
Communication:					
• Reading effectively..	84%	77%	85%	83%	74%
• Writing effectively..	85%	80%	87%	87%	82%
• Speaking effectively..	83%	79%	85%	83%	76%
• Communicating with respect for the views of others..	85%	84%	89%	89%	78%
• Using computer technology to communicate..	81%	78%	78%	77%	66%
Critical Thinking:					
• Recognizing valid research information on the Internet	80%	80%	84%	83%	78%
• Critical thinking (evaluating, analyzing, questioning)..	84%	84%	89%	87%	80%
• Problem-solving (applying knowledge to new situations)..	83%	83%	89%	85%	81%
• Mathematical skills..	73%	76%	78%	70%	72%
• Thinking for myself..	85%	84%	87%	88%	81%
Global and Cultural Involvement & Responsibility:					
• Understanding diverse philosophies, cultures, and ways of life..	78%	74%	81%	77%	75%
• Becoming informed about current issues affecting the US and the world..	82%	74%	80%	78%	70%
• Understanding how I can make a positive contribution to my community..	77%	73%	73%	74%	68%
• Developing a personal code of values and ethics..	75%	74%	75%	77%	67%
Development of the whole person:					
• Balancing the health of my mind, body, and spirit..	72%	69%	70%	67%	63%
• Discovering my own potential..	79%	71%	78%	75%	73%
• Developing my creative abilities..	75%	67%	73%	72%	69%
• Developing clear educational or career goals..	82%	79%	79%	77%	75%
• Developing a love of learning..	76%	72%	71%	73%	70%

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Use of Library Resources	Percentage of all students				
<u>I have used the library to:</u>	African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
Study	71%	78%	81%	76%	62%
Do research	47%	42%	52%	50%	33%
Use Computer Lab	58%	55%	63%	61%	50%
Satisfaction with Library Resources	Percentage who were satisfied or very satisfied				
	African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
Library hours	93%	94%	95%	92%	89%
Chabot Library website	89%	88%	93%	90%	86%
Research help by librarians	84%	90%	89%	86%	88%
Transportation	Percentage who responded always				
<u>To get to Chabot College, I usually:</u>	African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
Walk	9%	5%	8%	6%	5%
Bicycle	3%	3%	4%	3%	2%
Bus	33%	13%	17%	18%	13%
Bart	11%	3%	3%	3%	5%
Drive Myself	63%	81%	78%	74%	83%
Have a regular ride	13%	12%	13%	16%	10%
Get different rides	11%	7%	11%	13%	6%
Dependability of Transportation	Percentage who responded always				
Transportation	African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
Of all responding	98%	99%	100%	99%	99%

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Challenges to Progress	Percent challenges affected some or a lot				
	African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
How much of these issues slow your progress?					
Job Issues (hours, schedule, responsibilities)	61%	66%	72%	75%	64%
Financial Pressures (money for college/living)	65%	67%	72%	71%	63%
Family pressures or responsibilities	65%	67%	72%	71%	63%
Health or personal problems	43%	47%	44%	46%	42%
Citizenship issues	13%	13%	9%	14%	7%
Classes: length, start time, days of week	52%	59%	57%	52%	46%
Lack of access to campus services	23%	26%	24%	26%	21%

Financial Hardships	Percentage of all students				
	African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
This semester, I'm having a hard time paying for:					
Transportation	29%	14%	20%	21%	20%
Housing	19%	15%	12%	15%	18%
Books	49%	46%	58%	51%	45%
Food	26%	16%	23%	22%	21%
Fees	31%	28%	39%	36%	25%
Effects of Financial Hardships on Success	How much success is affected Percentage affected some or a lot				
Financial Hardships	African American (n=222)	Asian American (n=356)	Filipino (n=209)	Latino (n=648)	White (n=183)
Student with at least one hardship	74%	75%	80%	73%	68%
Number of financial hardships					
One	70%	78%	73%	72%	66%
Two	95%	86%	83%	86%	92%
Three	96%	100%	95%	95%	71%
Four - Five	94%	100%	100%	98%	91%

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