

**Chabot College
Student Satisfaction Survey: Fall 2019**

Percentage Distribution of All Survey Items
Based on a sample of 1,544 respondents

GENERAL IMPRESSIONS OF CHABOT COLLEGE									
Based on your overall experience, how satisfied are you with:	Percentage who were Satisfied or Very Satisfied	Percentage of those responding					Responses to each question		Margin of Error*
		Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,544	
Overall experience at Chabot College	85%	1%	1%	13%	60%	25%	1,539	100%	2%
Overall experience with instructors	84%	1%	2%	13%	53%	31%	1,538	100%	2%
Overall experience with other college staff	72%	1%	3%	24%	53%	19%	1,475	96%	3%
Progress towards my educational goal	73%	1%	6%	21%	49%	24%	1,523	99%	3%
Overall quality of instruction	79%	1%	3%	17%	55%	24%	1,521	99%	3%
Overall instructional experiences with Canvas/Online Platforms	79%	1%	5%	15%	48%	31%	1,512	98%	3%
Preparation for transfer to four-year college or university	57%	2%	9%	32%	42%	15%	1,343	87%	3%
Preparation for obtaining employment in my field of study	48%	2%	10%	39%	33%	16%	1,371	89%	3%
Class availability (getting into classes in semester I need them)	66%	2%	10%	21%	47%	20%	1,519	98%	3%
Class timing (classes are offered on days/times I can attend)	72%	2%	8%	18%	49%	23%	1,526	99%	3%
Overall experience with paper class schedule	73%	1%	3%	23%	52%	21%	1,445	94%	3%
Overall experience with online class schedule	71%	1%	4%	24%	46%	25%	1,314	85%	3%
Efficiency of course registration over the Internet (Class-Web)	77%	2%	6%	16%	50%	27%	1,505	97%	3%
Convenience of getting a counseling appointment	41%	13%	20%	27%	28%	13%	1,418	92%	3%

*Margin of Error (MOE) measures the maximum amount by which the sample results are expected to differ from those of the actual population.

Based on your experience with campus facilities, how satisfied are you with:	Satisfied or Very Satisfied	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,544	Margin of Error
Maintenance/cleanliness of building and grounds	64%	4%	10%	22%	46%	18%	1,528	99%	3%
Classroom facilities	73%	2%	6%	20%	55%	18%	1,494	97%	3%
Science Labs: Bldg. 2100 (Biology, Anatomy, Physio, Micro)	63%	2%	5%	30%	45%	17%	899	58%	4%
Science Labs: Bldgs. 3900/1800 (Chemistry, Physics, Computer Sci)	65%	2%	4%	29%	48%	17%	909	59%	4%
Technology labs (Auto, Electronics, Machine Tool, Welding)	60%	1%	3%	35%	41%	20%	743	48%	5%
Computer labs in library	76%	1%	3%	20%	51%	24%	1,309	85%	3%
Computer labs in departments	72%	1%	4%	22%	51%	21%	1,232	80%	3%
Art/music/theatre/drama studios and performance areas	68%	1%	3%	28%	46%	22%	917	59%	4%

Chabot College Fall 2019 Student Satisfaction Survey: Overall Results

Based on your experience with campus facilities, how satisfied are you with:	Satisfied or Very Satisfied	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Number	Pct. of 1,544	Margin of Error
Physical Education and Athletics Facilities	70%	1%	4%	26%	45%	24%	968	63%	4%
Library (Bldg. 100 upstairs)	83%	1%	3%	14%	51%	31%	1,397	90%	3%
Bldg. 100 downstairs (lobby, tutoring, study rooms, etc.)	76%	1%	3%	21%	51%	24%	1,291	84%	3%
Bldg. 700 downstairs (A&R, Fin Aid, Online Servs, Assesment)	74%	2%	3%	21%	53%	22%	1,352	88%	3%
Bldg. 700 upstairs (Counseling, Career/Trnsfr Ctr, Special Progs)	70%	2%	5%	23%	48%	22%	1,343	87%	3%
Cafeteria (Bldg. 2300)	60%	4%	10%	26%	41%	19%	1,372	89%	3%
Parking Facilities	50%	11%	15%	25%	35%	14%	1,380	89%	3%
STEM Center	68%	2%	3%	27%	46%	23%	1,115	72%	4%

CAMPUS CLIMATE

Please tell us whether you agree or disagree with the following statements about the campus	Agree or Strongly Agree	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Number	Pct. of 1,544	Margin of Error
I feel welcome at Chabot	79%	1%	2%	17%	59%	20%	1,528	99%	3%
I feel a sense of belonging at Chabot	61%	2%	5%	31%	47%	15%	1,524	99%	3%
Overall, I feel safe at Chabot	77%	1%	3%	19%	59%	18%	1,522	99%	3%
I am treated w/ respect by instructors, administrators, & other staff	85%	1%	2%	12%	59%	26%	1,523	99%	2%
At Chabot, there is general respect for differences in:									
race-ethnicity	87%	1%	2%	11%	55%	31%	1,521	99%	2%
disability	85%	1%	1%	13%	54%	30%	1,510	98%	2%
gender (men/women)	85%	1%	2%	12%	55%	31%	1,512	98%	2%
gender (transgender, gender nonbinary, genderqueer)	80%	1%	2%	17%	51%	29%	1,501	97%	3%
age	85%	1%	1%	13%	55%	30%	1,514	98%	2%
sexual orientation	83%	1%	1%	15%	54%	29%	1,508	98%	2%
native language	83%	1%	1%	14%	54%	29%	1,507	98%	2%
religion	80%	1%	2%	18%	52%	28%	1,508	98%	3%
There is an emotionally supportive climate at Chabot for students with mental health needs	54%	2%	5%	40%	39%	15%	1,516	98%	3%
Chabot College promotes positive interactions among different ethnic/cultural groups	72%	1%	3%	25%	52%	19%	1,522	99%	3%
My contributions are dismissed or devalued because of my racial or ethnic background	19%	24%	30%	27%	13%	5%	1,517	98%	3%
Other people make assumptions about my intelligence and abilities because of my race or ethnicity	22%	20%	29%	29%	17%	6%	1,522	99%	3%

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Please tell us whether you agree or disagree with the following statements about the campus	Agree or Strongly Agree	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Number	Pct. of 1,544	Margin of Error
My classes teach me to work with people from diverse groups: cultures, sexualities, ages, etc.	72%	1%	3%	24%	49%	23%	1,523	99%	3%
Campus activities increase my understanding of people of diverse groups	58%	2%	4%	36%	40%	17%	1,520	98%	3%
I value making friends with students of other cultural/ethnic groups	77%	1%	2%	20%	48%	29%	1,520	98%	3%
At Chabot, there is a college-wide commitment to student learning	74%	1%	2%	23%	53%	21%	1,519	98%	3%
I would encourage others to attend this college	79%	2%	2%	17%	52%	27%	1,516	98%	3%

CHALLENGES TO PROGRESS AT CHABOT

How much do these issues slow your progress to reach your educational goal?	Pct. challenges that affected some or a lot	Percentage of those responding			Number	Pct. of 1,544	Margin of Error
		Not at all	Some	A lot			
Job issues (hours, schedule, responsibilities)	73%	27%	50%	23%	1,520	98%	3%
Financial Pressures (money for college/living)	74%	26%	42%	32%	1,523	99%	3%
Family pressures or responsibilities	71%	29%	42%	28%	1,513	98%	3%
Physical Health	35%	65%	27%	8%	1,512	98%	3%
Mental Health	50%	50%	32%	17%	1,515	98%	3%
Citizenship issues	16%	84%	11%	4%	1,520	98%	2%
Classes: length, start times, days of week	57%	43%	45%	12%	1,516	98%	3%
Lack of access to campus services	31%	69%	26%	6%	1,514	98%	3%
Food insecurity (lack of or uncertain access to food)	24%	76%	18%	6%	1,515	98%	3%
Housing insecurity (lack of a stable place to live, couch surfing, etc.)	21%	79%	15%	5%	1,511	98%	3%
Unsure what classes to sign up for to complete my educational goal	53%	47%	37%	16%	1,461	95%	3%

FINANCIAL HARDSHIPS

This semester, I'm having a hard time paying for:	Percentage of all respondents	Students with these numbers of financial hardships	Ppercent
Transportation	23%	One	40%
Housing	16%	Two	19%
Food	16%	Three	8%
Books	42%	Four	3%
Fees	30%	Five	3%
		At least one hardship	73%

EFFECTS OF FINANCIAL HARDSHIPS ON SUCCESS									
Financial Hardships of students with	Pct success affected somewhat or a lot	How much success is affected			Financial Hardships of students with each number of hardships:	Pct success affected somewhat or a lot	How much success is affected		
		Not at all	Some what	A lot			Not at all	Some what	A lot
At least one hardship	83%	17%	63%	20%	One	75%	25%	64%	11%
					Two	90%	10%	71%	18%
					Three	97%	3%	57%	40%
					Four	97%	3%	36%	62%
					Five	97%	3%	32%	66%

ACADEMIC SERVICES, STUDENT SERVICES & LEARNING SUPPORT PROGRAMS										
Have you HEARD OF or USED these academic or student services? If you used them, were you SATISFIED?	Percent who USED service	Of those who USED Satisfied or Very Satisfied	Percentage of those responding who:					Responses to each question		Margin of Error
			Never Heard of Service	Heard of, but Never Used it	Of those who USED service:			Number	Pct. of 1,544	
					Not Satisfied	Satisfied	Very Satisfied			
Admissions and Records Office	77%	88%	4%	19%	12%	74%	15%	1,525	99%	2%
Online Orientation	77%	89%	6%	17%	11%	73%	15%	1,521	99%	2%
Assessment Center	65%	87%	11%	24%	13%	71%	16%	1,507	98%	3%
Counseling Appointments (scheduled 30 min - 1 hr appointments)	70%	70%	3%	27%	30%	54%	16%	1,515	98%	4%
Drop-in Counseling (quick sessions)	59%	70%	6%	34%	30%	55%	15%	1,510	98%	4%
Financial Aid Office	64%	83%	3%	33%	17%	63%	20%	1,518	98%	3%
Student Online Services in Bldg. 700 (assistance to apply, register, etc. online)	61%	91%	8%	31%	9%	69%	22%	1,512	98%	2%
Career and Transfer Center	30%	82%	14%	57%	18%	62%	20%	1,511	98%	5%
Office of Student Life (Clubs, Activities, Events)	26%	83%	23%	51%	17%	63%	20%	1,514	98%	5%
Student Government (Student Senate of Chabot College)	18%	84%	29%	52%	16%	65%	19%	1,511	98%	6%
Student Health Center: Medical Services (exclud.mental health)	22%	83%	22%	56%	17%	61%	22%	1,509	98%	5%
Student Health Center: Mental Health Services	20%	83%	27%	53%	17%	59%	24%	1,501	97%	6%
Library (overall)	85%	95%	2%	13%	5%	62%	33%	1,512	98%	2%
Library online and print resources (books, magazines, online journal articles, etc.)	64%	90%	7%	29%	10%	64%	26%	1,510	98%	2%
Research help by librarians	42%	90%	13%	44%	10%	65%	25%	1,509	98%	3%
Chabot library website	60%	90%	11%	29%	10%	70%	20%	1,501	97%	3%

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Have you HEARD OF or USED these academic or student services? If you used them, were you SATISFIED?	Percent who USED service	Of those who USED Satisfied or Very Satisfied	Percentage of those responding who:					Responses to each question		Margin of Error
			Never Heard of Service	Heard of, but Never Used it	Of those who USED service:			Number	Pct. of 1,544	
		Not Satisfied			Satisfied	Very Satisfied				
Library Open Hours (M-Th 7:30 am - 8:00pm; F 8am - 2 pm, Sat 8:30am - 2:00pm)	79%	91%	6%	16%	9%	65%	26%	1,511	98%	2%
Tutoring in Bldg 100 (Learning Connection)	36%	90%	14%	50%	10%	62%	28%	1,507	98%	3%
WRAC Center in Bldg 100 (reading/writing drop-in tutoring)	38%	91%	15%	47%	9%	63%	28%	1,508	98%	3%
Tutoring in Room 3906 (STEM Center)	37%	88%	17%	46%	12%	60%	28%	1,503	97%	4%
Communication Lab in Rm 803	25%	87%	30%	45%	13%	64%	24%	1,503	97%	4%
Disabled Students Programs and Services (DSPS)	20%	87%	28%	52%	13%	60%	27%	1,505	97%	5%
Special Programs (e.g., EOPS, TRiO, ASPIRE, CalWORKs)	22%	88%	28%	51%	12%	55%	33%	1,499	97%	5%
Learning Communities (CIN, FYE, PACE, Puente, Umoja)	22%	86%	26%	52%	14%	54%	32%	1,503	97%	5%
El Centro (One-stop bilingual resource center)	26%	90%	28%	45%	10%	53%	37%	1,504	97%	4%
Veteran's Center	15%	89%	37%	47%	11%	59%	30%	1,500	97%	5%
Children's Center	15%	84%	32%	53%	16%	56%	28%	1,505	97%	6%
Intercollegiate Athletics	20%	85%	36%	44%	15%	57%	28%	1,499	97%	5%
College Bookstore	86%	91%	3%	10%	9%	65%	26%	1,504	97%	2%
Cafeteria (Bldg 2300, 1st floor)	77%	82%	3%	20%	18%	64%	18%	1,503	97%	3%
Campus Safety and Security	64%	88%	6%	30%	13%	68%	20%	1,504	97%	3%
Wireless access on campus	77%	82%	10%	14%	18%	60%	22%	1,508	98%	3%

Note: Satisfaction with student services may not necessarily reflect satisfaction with the staff or the service, but with the overall process.

TRANSPORTATION						
How do you usually get to Chabot?	Percentage of all respondents		Pct. can depend on sometimes or always	Can you depend on the model(s) of transportation you usually use?		
				Never	Sometimes	Always
Walk	7%					
Drive myself	71%					
Bicycle	3%					
Have a regular ride	15%					
Bus	15%		Of all responding	4%	28%	68%
Get different rides	11%					
BART	3%					

LEARNING EXPERIENCES AT CHABOT

Engagement in Learning	Percentage who responded	Percentage of those responding				Responses to each question		Margin of Error
		Often or Very Often	Never	Sometimes	Often	Very Often	Number	
Averaging all your classes over all your semesters at Chabot, how often have you or your instructor done the following activities?								
In my classes my instructors have:								
• made me feel respected	87%	1%	12%	45%	43%	1,494	97%	2%
• made me feel included in the class	85%	1%	14%	45%	40%	1,494	97%	2%
• encouraged me to participate in class	83%	2%	15%	44%	39%	1,490	97%	3%
• communicated to me that I have the ability to do the work	78%	5%	17%	41%	36%	1,485	96%	3%
• communicated to me that I can succeed in college	73%	8%	19%	38%	35%	1,487	96%	3%
• included sufficient materials, perspectives, and/or experiences of people based on a variety of personal characteristics (e.g., ability, gender, race, etc.)	73%	8%	19%	38%	35%	1,487	96%	3%
In my classes I have:								
• asked questions or contributed to course discussions in other ways	67%	5%	28%	40%	27%	1,495	97%	3%
• participated in large class discussions	65%	7%	29%	38%	27%	1,489	96%	3%
• participated in small in-class discussions or projects	76%	2%	22%	46%	30%	1,491	97%	3%
• made a presentation to the class	62%	12%	26%	36%	25%	1,487	96%	3%
• come to class without completing my reading or assignments	29%	22%	48%	19%	11%	1,487	96%	3%
Outside of class time I have:								
• discussed class topics or assignments with other students from my classes	53%	12%	36%	35%	18%	1,482	96%	3%
• applied what I learned in this class to other classes or in my life	57%	8%	36%	38%	19%	1,483	96%	3%
• talked about class topics with family, friends, and others	58%	8%	34%	37%	21%	1,480	96%	3%
• used Email/Canvas/other electronic means to communicate w/ an instructor	63%	6%	31%	36%	27%	1,481	96%	3%
• met with my instructor to discuss assignments or my progress	41%	21%	38%	27%	14%	1,475	96%	3%
• volunteered in a community organization as part of a regular course	23%	57%	20%	14%	8%	1,475	96%	3%
On campus I have:								
• tutored or taught other students (paid or voluntary)	16%	69%	15%	10%	5%	1,459	94%	2%
• participated in campus clubs, student government, or intercollegiate sports	21%	65%	14%	11%	10%	1,457	94%	3%
• connected with people, groups, or programs to help me stay engaged	27%	48%	25%	17%	9%	1,452	94%	2%
• had serious conversations with students of different religious beliefs or political opinions	20%	57%	22%	13%	7%	1,453	94%	3%

LEARNING OUTCOMES AT CHABOT

Institutional Learning Goals	Percentage who responded	Percentage of those responding				Responses to each question		Margin of Error
	Some or A lot	None	A little	Some	A lot	Number	Pct. of 1,544	
As a result of being at Chabot, how much progress have you made in the following areas?								
Communication:								
• Reading effectively	80%	6%	15%	44%	36%	1,387	90%	3%
• Writing effectively	82%	4%	14%	41%	40%	1,394	90%	3%
• Speaking effectively	82%	5%	14%	44%	38%	1,383	90%	3%
• Communicating with respect for the views of others	86%	4%	10%	37%	49%	1,380	89%	2%
• Using computer technology to communicate	78%	8%	13%	38%	40%	1,366	88%	3%
Critical Thinking:								
• Evaluating, analyzing, and questioning information from various sources (e.g., the Internet, literature, news) for validity	83%	4%	13%	43%	39%	1,420	92%	3%
• Problem-solving (applying logic and knowledge to new situations)	82%	4%	14%	45%	37%	1,422	92%	3%
• Quantitative and/or qualitative reasoning abilities	78%	6%	16%	46%	32%	1,394	90%	3%
• Analyzing multiple paradigms & methodologies to develop my own opinion	75%	8%	17%	43%	31%	1,366	88%	3%
Global and Cultural Involvement & Civic Responsibility:								
• Understanding diverse philosophies, cultures, and ways of life	75%	7%	18%	40%	35%	1,364	88%	3%
• Understanding my role as an informed person/citizen in a democracy	73%	9%	18%	40%	33%	1,353	88%	3%
• Understanding how I can make a positive contribution to my community	74%	8%	18%	40%	34%	1,363	88%	3%
• Understanding of how diverse ethnic and cultural backgrounds impact perspectives	79%	6%	15%	38%	41%	1,365	88%	3%
Development of the whole person:								
• Balancing the health of my mind, body, and spirit	66%	13%	21%	37%	29%	1,394	90%	3%
• Developing clear educational or career goals	75%	7%	17%	42%	33%	1,425	92%	3%
• Developing a love of learning	70%	10%	19%	38%	32%	1,427	92%	3%
• Developing my time management abilities	72%	8%	20%	40%	32%	1,428	92%	3%