

**Chabot College  
Student Satisfaction Survey: Spring 2023**

**Percent Distribution of All Survey Items**  
Based on a sample of 1,084 respondents

<b>GENERAL IMPRESSIONS OF CHABOT COLLEGE</b>									
<b>Based on your overall experience, how satisfied are you with:</b>	<b>Percent who were Satisfied or Very Satisfied</b>	<b>Percent of those responding</b>					<b>Responses to each question</b>		<b>Margin of Error*</b>
		<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither Dissatisfied Nor Satisfied</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Number</b>	<b>Pct. of 1,084</b>	
Overall experience at Chabot College	86%	1%	2%	11%	59%	27%	1,079	100%	3%
Overall experience with instructors	84%	1%	2%	13%	54%	30%	1,074	99%	3%
Overall experience with instruction	80%	1%	3%	16%	54%	26%	1,075	99%	3%
Class availability (getting into classes in semester I need them)	68%	2%	10%	20%	41%	27%	1,078	99%	4%
Class timing (classes are offered on days/times I can attend)	68%	1%	10%	21%	43%	24%	1,074	99%	4%
Overall experience with non-instructional college staff	66%	1%	4%	29%	39%	27%	950	88%	4%
Progress towards my educational goal	79%	1%	3%	16%	47%	32%	1,048	97%	3%
Overall instructional experiences with Canvas/Online Platforms	81%	1%	3%	14%	47%	34%	1,052	97%	3%
Preparation for transfer to four-year college or university	58%	2%	9%	31%	38%	20%	891	82%	4%
Preparation for obtaining employment in my field of study	49%	2%	8%	41%	30%	19%	891	82%	4%
Overall experience with paper/hard copy class schedule	66%	1%	5%	28%	41%	25%	873	81%	4%
Overall experience with online class schedule (Class-Web/Flipbook)	74%	2%	6%	19%	45%	30%	1,016	94%	4%
The accuracy of information presented on Chabot College's websites	72%	2%	6%	20%	46%	25%	1,040	96%	4%
Efficiency of course registration over the Internet (ClassWeb)	73%	2%	7%	17%	43%	31%	1,041	96%	4%
Convenience of getting a counseling appointment	55%	7%	14%	24%	34%	21%	955	88%	4%
Maintenance and cleanliness of building and grounds	76%	1%	4%	18%	45%	32%	993	92%	3%
Overall experience with Chabot facilities (e.g., classrooms, studios, etc.)	82%	1%	4%	13%	50%	32%	984	91%	3%
Overall experience with computer labs on campus	70%	2%	4%	24%	42%	28%	779	72%	4%

\*Margins of error (MOE) are the approximated difference by which the sample metric is expected to differ from the population metric. To apply MOEs with confidence to population metrics, survey respondents must be randomly selected, response bias should be avoided, and response rates should be high. Two considerations for generalizing the Spring 2023 sample metrics to the Chabot student population are: 1) the F2F/synchronous response rate is comparable to previous years, leading us to believe our sample metrics from this portion of the sample are generalizable to the population and 2) the asynchronous response rate is drastically lower. A low response rate could result in response bias that would reduce generalizability to the population.

Chabot College Spring 2023 Student Satisfaction Survey: Overall

<b>What influences your decision to enroll in a course?</b>	<b>Agree or Strongly Agree</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Disagree nor Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Number</b>	<b>Pct. of 1,084</b>	<b>Margin of Error</b>
The course is required for my degree, transfer, certificate, or major requirements.	93%	1%	1%	5%	33%	60%	968	89%	2%
The course meets general education requirements.	92%	1%	1%	7%	39%	53%	951	88%	2%
The course subject-matter is personally interesting to me.	75%	2%	6%	17%	42%	33%	971	90%	4%
The course will increase my earning potential and/or allow me to get a better job.	72%	1%	5%	22%	40%	32%	938	87%	4%
The course will help me gain knowledge/skills needed to pass a required course.	82%	1%	3%	14%	45%	37%	956	88%	3%
The course is offered at a day/time that fits my schedule.	85%	1%	2%	12%	43%	41%	979	90%	3%
The course has low-cost or zero-cost text books.	75%	3%	6%	17%	32%	43%	962	89%	4%
The course is offered in my preferred modality (e.g., face-to-face, hybrid, online, etc.).	85%	1%	3%	11%	37%	48%	970	89%	3%
The course is taught by an instructor I like/heard good things about.	79%	1%	3%	17%	34%	46%	955	88%	3%

<b>The following reasons make me MORE LIKELY to take a course that is FACE-TO-FACE:</b>	<b>Agree or Strongly Agree</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Disagree nor Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Number</b>	<b>Pct. of 1,084</b>	<b>Margin of Error</b>
When the face-to-face course is the only available option.	70%	4%	7%	19%	35%	35%	963	89%	4%
When I believe the subject-matter is easier to understand face-to-face.	81%	2%	4%	13%	35%	46%	982	91%	3%
When the course has a required face-to-face component for my major (e.g., lab).	81%	1%	3%	14%	39%	42%	954	88%	3%
When the day/time of the face-to-face course fits my schedule.	83%	2%	4%	11%	42%	41%	966	89%	3%
When Chabot has clear safety procedures for “Personal Protective Equipment” for Covid-19.	60%	3%	5%	32%	35%	25%	934	86%	4%
If Chabot's Covid-19 vaccine mandate were in place, so all students in face--to--face classes would be required to be vaccinated.	56%	6%	6%	32%	30%	27%	945	87%	4%
If Chabot's Covid--19 vaccine mandate were NOT in place, so all students would be allowed to enroll in face--to--face classes, regardless of vaccination.	29%	11%	17%	43%	15%	14%	932	86%	4%

**Chabot College Spring 2023 Student Satisfaction Survey: Overall**

<b>The following reasons make me MORE LIKELY to take a course that is ONLINE:</b>	<b>Agree or Strongly Agree</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Disagree nor Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Number</b>	<b>Pct. of 1,084</b>	<b>Margin of Error</b>
When the online course is the only available option.	75%	3%	9%	14%	38%	37%	975	90%	4%
When I find a subject easier to understand in an online format.	65%	4%	11%	21%	36%	29%	963	89%	4%
The ability to save on transportation costs and/or time.	84%	1%	5%	9%	36%	48%	953	88%	3%
The need to care for my children, elders, another family member, etc.	70%	2%	7%	21%	32%	38%	814	75%	4%
Increased flexibility to learn when it fits my schedule.	86%	1%	3%	10%	37%	49%	958	88%	3%
When Chabot provides access to Wi-Fi, laptops, or space for online learning.	65%	2%	6%	27%	33%	32%	845	78%	4%
A preference to avoid face-to-face interactions due to Covid-19 (e.g., health, social anxiety).	54%	7%	11%	28%	28%	27%	911	84%	4%
Chabot's Covid-19 vaccine requirement to attend face-to-face classes (planned removal 4/23/23).	42%	6%	11%	41%	23%	19%	898	83%	4%

<b>Please indicate how reliable your resources are for online courses and canvas access:</b>	<b>Agree or Strongly Agree</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Disagree nor Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Number</b>	<b>Pct. of 1,084</b>	<b>Margin of Error</b>
I have reliable access to a laptop/desktop computer.	92%	1%	3%	5%	45%	47%	1,000	92%	2%
My internet access is reliable.	89%	1%	2%	8%	48%	40%	995	92%	3%
I have a data plan that is sufficient for accessing course content on my computer or phone.	85%	2%	3%	11%	46%	38%	995	92%	3%

<b>DEVICES</b>							
<b>What type of device do you typically use to access online course material or do college work?</b>	<b>My own laptop/desktop computer</b>	<b>A shared laptop/desktop computer</b>	<b>Laptop from library's lending program</b>	<b>On-Campus or another computer</b>	<b>Tablet</b>	<b>Mobile Phone</b>	
Percent of respondents	85%	5%	4%	6%	21%	46%	

Chabot College Spring 2023 Student Satisfaction Survey: Overall

**CLASS ATTENDANCE PREFERENCE**

What is your preference for attending classes in Fall 2023?	Percent who plan to attend in Fall 2023 who prefer:					Number (%) who do not plan to attend in Fall 2023
	All of my classes in person	75% in person and 25% online	50% in person and 50% online	25% in person and 75% online	All my classes online	
Number of respondents (n = 986)	247	202	206	103	154	74 (8% of total respondents)
Percent out of those planning to attend in Fall 2023 (n = 912)	27%	22%	23%	11%	17%	NA
Margin of error of response options	4%	4%	4%	3%	3%	NA

**CAMPUS CLIMATE**

Please tell us whether you agree or disagree with the following statements about the campus climate:	Agree or Strongly Agree	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	Number	Pct. of 1,084	Margin of Error
I feel welcome at Chabot	81%	<1%	2%	17%	55%	26%	994	92%	3%
I feel a sense of belonging at Chabot	61%	1%	5%	34%	43%	18%	997	92%	4%
Overall, I feel safe at Chabot	78%	1%	3%	18%	56%	22%	995	92%	3%
I am treated w/ respect by instructors, administrators, & other staff	87%	1%	2%	11%	54%	33%	995	92%	3%
At Chabot, there is general respect for differences in:									
race-ethnicity	87%	<1%	2%	11%	54%	33%	992	92%	3%
disability	80%	1%	2%	17%	50%	30%	987	91%	3%
gender (men/women)	84%	<1%	1%	14%	52%	32%	982	91%	3%
gender (transgender, gender nonbinary, genderqueer)	77%	1%	2%	21%	47%	29%	983	91%	3%
age	84%	1%	2%	14%	52%	31%	984	91%	3%
sexual orientation	80%	1%	1%	18%	49%	30%	980	90%	3%
native language	80%	1%	1%	18%	50%	30%	984	91%	3%
religion	78%	1%	1%	20%	49%	28%	982	91%	3%
There is an emotionally supportive climate at Chabot for students with mental health needs	62%	1%	3%	34%	41%	22%	989	91%	4%
Chabot College promotes positive interactions among different ethnic/cultural groups	76%	<1%	2%	21%	50%	27%	987	91%	3%
Other people make assumptions about my intelligence and abilities because of my race or ethnicity	30%	13%	21%	37%	21%	9%	989	91%	4%
Campus activities increase my understanding of people of diverse groups	51%	1%	5%	43%	36%	14%	989	91%	4%
At Chabot, there is a college-wide commitment to student learning	72%	1%	2%	25%	51%	21%	991	91%	4%
I would encourage others to attend this college	82%	1%	2%	16%	52%	30%	993	92%	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	Percent of those responding			Number	Pct. of 1,084	Margin of Error
		Not at all	Some	A lot			
Job issues (hours, schedule, responsibilities)	69%	31%	41%	27%	921	85%	4%
Family pressures or responsibilities	72%	28%	42%	30%	918	85%	4%
Physical Health	42%	58%	31%	11%	921	85%	4%
Mental Health	69%	31%	37%	31%	918	85%	4%
Citizenship issues	14%	86%	8%	6%	921	85%	3%
Classes: length, start times, days of week	69%	31%	53%	15%	923	85%	4%
Being unsure what classes to sign up for to complete my ed. goal	57%	43%	37%	20%	922	85%	4%
Lack of access to campus services	24%	76%	19%	5%	924	85%	4%
Lack of a space free of distractions to do my schoolwork	42%	58%	29%	13%	925	85%	4%
Lack of money for transportation (car, gas, BART, rideshares, etc.)	33%	67%	22%	11%	923	85%	4%
Lack of money for books	43%	57%	31%	12%	924	85%	4%
Lack of money for laptop/computer/internet	26%	74%	17%	8%	924	85%	4%
Lack of money to pay for housing	27%	73%	17%	9%	923	85%	4%
Lack of money to pay for food	32%	68%	22%	9%	926	85%	4%
Lack of money for class tuition/fees and other required student fees	45%	55%	31%	14%	922	85%	4%

**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	Percent of those who USED and Satisfied or Very Satisfied	Percent of those responding who:						Responses to each question		Margin of Error
			Never Heard of Service	Heard of, but Never Used it	Want to Use, but Unable to Access	Of those who USED service:			Number	Pct. of 1,084	
						Not Satisfied	Satisfied	Very Satisfied			
Admissions and Records Office	66%	90%	6%	27%	2%	10%	72%	18%	974	90%	3%
Assessment Center	26%	91%	35%	37%	2%	9%	72%	19%	973	90%	5%
Cafeteria (Bldg 2300, 1st floor)	59%	89%	5%	33%	2%	11%	63%	26%	971	90%	3%
Campus Safety and Security	29%	89%	11%	59%	1%	11%	65%	23%	972	90%	5%
Career and Transfer Center	29%	88%	12%	56%	3%	12%	59%	29%	970	89%	5%
Financial Aid Office	51%	89%	4%	41%	5%	11%	64%	25%	968	89%	4%
In-Person Counseling Appointments (scheduled 1-hr appointments)	55%	85%	5%	35%	6%	15%	57%	28%	971	90%	4%
In-Person Drop--In Counseling (quick sessions)	49%	81%	7%	38%	6%	19%	58%	23%	975	90%	5%
Online/Virtual/Phone Counseling Appointment (scheduled 1 hr appointments)	50%	83%	9%	36%	4%	17%	59%	24%	973	90%	4%

**Chabot College Spring 2023 Student Satisfaction Survey: Overall**

Have you HEARD OF or USED these academic or student services? If you used them, were you SATISFIED?	Percent who USED service	Percent of those who USED and Satisfied or Very Satisfied	Percent of those responding who:						Responses to each question		Margin of Error
			Never Heard of Service	Heard of, but Never Used it	Want to Use, but Unable to Access	Of those who USED service:			Number	Pct. of 1,084	
						Not Satisfied	Satisfied	Very Satisfied			
Online/Virtual/Phone Drop-In Counseling (quick sessions)	47%	81%	10%	40%	3%	19%	57%	24%	974	90%	5%
Library Electronic and Print Resources (e.g., books, databases, magazines, articles)	49%	93%	10%	39%	2%	7%	63%	30%	974	90%	3%
Library Study Spaces	51%	96%	9%	38%	2%	4%	61%	36%	969	89%	2%
Chabot Library Laptop and Hotspot Loaner Program	20%	92%	25%	52%	2%	8%	55%	37%	975	90%	5%
Chabot Library Website	56%	91%	13%	29%	2%	9%	67%	24%	972	90%	3%
Library Open Hours (M--Th 7:30am-8:00pm; F 8am--2pm, Sat 9:30am-1:30 pm-remote chat only)	51%	95%	15%	32%	2%	5%	62%	33%	972	90%	2%
Research Help from Librarians (in person/chat)	24%	95%	25%	49%	2%	5%	65%	30%	971	90%	4%
Online Orientation	59%	88%	13%	26%	2%	12%	72%	17%	968	89%	3%
Children's Center/ECD Lab School	10%	94%	44%	44%	2%	6%	62%	31%	965	89%	7%
Disabled Students Programs and Services (DSPS)	13%	89%	33%	52%	2%	11%	56%	33%	973	90%	7%
El Centro (one--stop bilingual resource center)	15%	93%	35%	47%	2%	7%	56%	37%	970	89%	5%
Intercollegiate Athletics	11%	84%	45%	42%	2%	16%	56%	29%	967	89%	9%
International Student Services	8%	92%	47%	44%	1%	8%	60%	32%	963	89%	8%
Learning Communities (CIN, FYE, Movement, PACE, Puente, Umoja)	19%	91%	28%	50%	3%	9%	58%	33%	964	89%	5%
Office of Student Life (Clubs, Activities, Events)	16%	89%	30%	51%	3%	11%	59%	30%	966	89%	6%
Special Programs (e.g., EOPS, TRiO, ASPIRE, CalWORKs)	20%	91%	25%	52%	4%	9%	51%	40%	966	89%	5%
Student Government (Student Senate of Chabot College)	8%	88%	31%	59%	3%	12%	59%	29%	969	89%	10%
Student Health Center: Medical Services	15%	83%	24%	59%	3%	17%	50%	33%	967	89%	8%
Student Health Center: Mental Health Services	12%	90%	24%	61%	3%	10%	58%	33%	965	89%	7%
Student Online Services in Bldg. 700 (assistance to apply, register,etc. online)	35%	93%	25%	39%	2%	7%	69%	25%	968	89%	3%
Veteran's Center	8%	83%	47%	44%	2%	17%	54%	29%	968	89%	11%
Tutoring in Bldg 100 (Learning Connection)	17%	92%	30%	51%	2%	8%	55%	37%	965	89%	5%
WRAC Center in Bldg 100 (reading/writing drop-in tutoring)	22%	90%	28%	48%	2%	10%	54%	37%	966	89%	5%
Communication Lab in Rm 803	10%	92%	44%	44%	1%	8%	60%	32%	960	89%	7%
Tutoring in Room 3906 (STEM Center)	23%	95%	26%	48%	3%	5%	53%	42%	965	89%	4%

**Chabot College Spring 2023 Student Satisfaction Survey: Overall**

Have you HEARD OF or USED these academic or student services?  If you used them, were you SATISFIED?	Percent who USED service	Percent of those who USED and Satisfied or Very Satisfied	Percent of those responding who:						Responses to each question		Margin of Error
			Never Heard of Service	Heard of, but Never Used it	Want to Use, but Unable to Access	Of those who USED service:			Number	Pct. of 1,084	
						Not Satisfied	Satisfied	Very Satisfied			
<b>Wireless access on campus</b>	<b>40%</b>	<b>90%</b>	29%	28%	2%	10%	60%	30%	959	88%	<b>4%</b>

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

<b>TRANSPORTATION</b>						
How do you usually get to Chabot?	Percent 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	6%	<b>Of all responding</b>	96%	4%	22%	74%
Drive myself	78%					
Bicycle	1%					
Bus	13%					
Have a regular ride	15%					
Get different rides	7%					
BART	4%					

<b>LEARNING EXPERIENCES AT CHABOT</b>								
Engagement in Learning	Percent who responded	Percent of those responding				Responses to each question		Margin of Error
Averaging ALL of your classes at Chabot from Spring 2020 through Spring 2023, how OFTEN have YOUR INSTRUCTORS done the following?	Often or Very Often	Never	Sometimes	Often	Very Often	Number	Pct. of 1,084	
<b>In my classes my instructors have:</b>								
• made me feel respected	<b>89%</b>	1%	11%	44%	44%	956	88%	<b>3%</b>
• encouraged me to participate in class	<b>84%</b>	1%	15%	43%	42%	955	88%	<b>3%</b>
• communicated to me that I have the ability to do the work	<b>79%</b>	4%	17%	41%	38%	956	88%	<b>3%</b>
• given clear instructions for completing assignments so I know what is expected	<b>82%</b>	1%	17%	45%	37%	953	88%	<b>3%</b>
• given timely feedback on assignments that helps me evaluate my learning and understand how to improve.	<b>77%</b>	1%	22%	42%	34%	953	88%	<b>4%</b>
• organized the course website in such a way that it is easy to find and access what I need to learn and succeed in the class.	<b>78%</b>	1%	21%	42%	36%	954	88%	<b>3%</b>
• included sufficient materials, perspectives, and/or experiences of people based on a variety of personal characteristics (e.g., ability, gender, race, etc.)	<b>80%</b>	3%	17%	45%	35%	952	88%	<b>3%</b>

**Chabot College Spring 2023 Student Satisfaction Survey: Overall**

Averaging all of your classes with REAL-TIME INTERACTION (i.e., face-to-face or online synchronous) from Spring 2020 through Spring 2023, how OFTEN have YOU done the following?	Often or Very Often	Never	Sometimes	Often	Very Often	Number	Pct. of 1,084	Margin of Error
• asked questions or contributed to course discussions	71%	3%	27%	34%	36%	907	84%	4%
• made a presentation in class	50%	15%	34%	29%	22%	858	79%	4%
• reached out to the instructor if I have a question or concern	68%	4%	28%	33%	35%	906	84%	4%

Averaging all of your classes in the ONLINE ASYNCHRONOUS format from Spring 2020- through Spring 2023, how OFTEN have YOU done the following?	Often or Very Often	Never	Sometimes	Often	Very Often	Number	Pct. of 1,084	Margin of Error
• asked questions or contributed to online discussion forms	66%	8%	26%	32%	34%	844	78%	4%
• developed my own regular schedule to ensure I complete my assignments on time	74%	5%	21%	34%	40%	847	78%	4%
• reached out to the instructor if I have a question or concern	63%	8%	29%	29%	34%	850	78%	4%

**LEARNING OUTCOMES AT CHABOT**

Institutional Learning Goals	Percent who responded	Percent of those responding				Responses to each question		Margin of Error
		None	A little	Some	A lot	Number	Pct. of 1,084	
As a result of being at Chabot, how much progress have you made in the following areas?	Some or A lot							
<b>Communication:</b>								
• Express ideas designed to generate meaning and foster understanding in various contexts, while keeping the audience in mind	71%	7%	22%	43%	28%	925	85%	4%
• Express ideas using credible and relevant sources	77%	6%	17%	43%	35%	931	86%	4%
• Use active listening skills	86%	3%	11%	43%	42%	924	85%	3%
• Effectively analyze and comprehend a written text or presentation	82%	4%	14%	42%	40%	927	86%	3%
<b>Critical Thinking:</b>								
• Analyze, evaluate and question information from various sources for validity and significance	83%	3%	13%	43%	41%	927	86%	3%
• Identify and explore a problem applying logic and quantitative and qualitative reasoning	82%	4%	15%	43%	39%	924	85%	3%
• Consider multiple strategies to propose effective solutions or desired outcomes and implement a plan to address the problem	79%	6%	15%	42%	37%	924	85%	3%



**Chabot College Spring 2023 Student Satisfaction Survey: Overall**

<b>Civic and Global Engagement:</b>								
• Be open to multiple perspectives and to think from the perspective of another individual or world view	80%	5%	15%	38%	42%	924	85%	3%
• Articulate current and historical sources of structural inequity	67%	12%	22%	37%	29%	926	85%	4%
• Articulate how natural, social, cultural, economic, or political issues impact people’s lives and the earth’s sustainability	70%	10%	20%	37%	33%	924	85%	4%
• Engage controversy/conflict with civility to develop new and creative solutions to social problems	62%	15%	23%	35%	27%	920	85%	4%
• Civically engage in individual actions or collective community-based efforts for justice	55%	22%	23%	31%	24%	923	85%	4%
<b>Information and Technological Literacy:</b>								
• Question dominant forms of knowledge production including whose voices/perspectives they validate, and whose experiences are missing	59%	17%	25%	35%	23%	921	85%	4%
• Construct meaning with active engagement, as opposed to merely finding and reporting on information	61%	11%	28%	38%	23%	925	85%	4%
• Challenge the perception of information as being objective/neutral	61%	14%	25%	39%	22%	924	85%	4%
• Select and use technology effectively to accomplish a task or solve a practical problem	74%	8%	18%	40%	34%	915	84%	4%
<b>Development of the Whole Person:</b>								
• Cultivate the health of mind, body, and spirit	64%	15%	21%	37%	27%	924	85%	4%
• Gain transferrable skills important for academic and career success	75%	6%	19%	40%	35%	925	85%	4%
• Nourish a love of life-long learning	67%	11%	21%	37%	30%	928	86%	4%
• Expand capacity for self-understanding, including recognizing one’s strengths and weaknesses	74%	7%	19%	36%	38%	925	85%	4%