

Chabot College Student Satisfaction Survey: Fall 2025

Percentage Distribution of All Survey Items

Based on a sample of 1,382 respondents

GENERAL IMPRESSIONS OF CHABOT COLLEGE

Based on your overall experience, <u>how satisfied</u> 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 1,382	
Overall experience at Chabot College	88%	1%	1%	10%	56%	32%	1,379	100%	2%
Overall experience with instructors	86%	1%	3%	11%	51%	35%	1,374	99%	2%
Overall quality of instruction	84%	1%	3%	12%	54%	30%	1,350	98%	3%
Class availability (getting into classes in the semester I need them)	65%	3%	10%	22%	39%	26%	1,363	99%	3%
Class timing (classes are offered on days/times I can attend)	71%	2%	7%	19%	42%	29%	1,365	99%	3%
Overall online instructional experiences (e.g., with Canvas, etc.)	79%	2%	4%	15%	40%	39%	1,297	94%	3%
Overall experience with non-instructional college employees	70%	1%	2%	26%	40%	31%	1,150	83%	3%
Overall experience with paper/hard copy class schedule	72%	2%	2%	25%	40%	32%	1,090	79%	4%
Overall experience with using online class schedules	79%	1%	3%	17%	42%	37%	1,264	91%	3%
Efficiency of course registration over the Internet (MyPortal/ClassWeb)	71%	3%	8%	18%	40%	31%	1,339	97%	3%
The accuracy of information presented on Chabot College's websites	71%	3%	6%	20%	43%	29%	1,321	96%	3%
Convenience of getting a counseling appointment	61%	4%	11%	23%	36%	25%	1,250	90%	4%
Progress towards my educational goal	77%	2%	4%	18%	45%	31%	1,311	95%	3%
Preparation for transfer to four-year college or university	65%	2%	5%	28%	39%	25%	1,123	81%	4%
Preparation for obtaining employment in my field of study	54%	2%	6%	37%	32%	23%	1,142	83%	4%
Overall experience with Chabot facilities (e.g., classrooms, studios, etc.)	81%	1%	3%	15%	46%	35%	1,255	91%	3%
Overall experience with computer labs on campus	72%	1%	2%	24%	40%	32%	1,009	73%	4%
The maintenance and cleanliness of building and grounds	80%	2%	5%	13%	39%	41%	1,245	90%	3%

*Margin 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 Fall 2025 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.

COURSE SELECTION AND MODALITIES									
Please tell us how much you agree or disagree that the following factors make you more likely to enroll in a course.	Agree or Strongly Agree	Strongly Disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree	Number	Pct. of 1,382	Margin of Error
Degree requirement: course required for my degree or educational goal.	85%	1%	2%	12%	39%	47%	1,259	91%	3%
General education (GE) requirement: course meets GE requirements.	84%	1%	2%	13%	44%	40%	1,223	88%	3%
Personal interest: course subject matter is interesting to me.	82%	1%	3%	14%	46%	35%	1,265	92%	3%
Professional advancement: course could increase my earning potential or job opportunities.	76%	1%	3%	19%	39%	37%	1,236	89%	3%
Schedule: course offered at a day/time that fits my schedule.	83%	2%	4%	11%	38%	45%	1,276	92%	3%
Cost: course has low-cost or zero-cost textbooks.	77%	2%	6%	14%	30%	47%	1,260	91%	3%
Modality: course offered in my preferred modality (e.g., face-to-face, hybrid, online, etc.).	85%	1%	2%	12%	38%	47%	1,260	91%	3%
Instructor: course taught by instructor I like/heard good things about.	84%	1%	3%	11%	34%	50%	1,258	91%	3%
AI Policy: course well-known for flexible policy on AI usage.	51%	7%	8%	34%	27%	24%	1,167	84%	4%

Please indicate how reliable your resources are for online courses and Canvas access:	Agree or Strongly Agree	Strongly Disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree	Number	Pct. of 1,382	Margin of Error
I have reliable access to a laptop/desktop computer.	90%	1%	2%	6%	46%	44%	1,300	94%	2%
My internet access is reliable.	91%	1%	1%	7%	50%	41%	1,296	94%	2%
I have a (cellular) data plan that is sufficient for accessing course content on my computer or phone.	88%	2%	2%	8%	46%	42%	1,295	94%	2%

CLASS ATTENDANCE PREFERENCE					
What is your preference for attending classes in Spring 2026?		Pct. of students taking classes (1,239)	Number	Pct. of 1,382	Margin of Error
All of my classes in-person		30%	371	27%	3%
75% of my classes in-person and 25% online		25%	309	22%	3%
50% of my classes in-person and 50% online		20%	248	18%	3%
25% of my classes in-person and 75% online		9%	110	8%	2%
All of my classes online		16%	201	15%	3%
I do not plan to take classes in Spring 2026		-	51	4%	1%

If you are not planning to take classes in Spring 2026, what are your primary reasons? (n = 211) (Leave blank if returning; Select all that apply.)	Graduating or transferring to another institution	Lack of academic support (e.g., not enough instructor support or tutoring)	Lack of student services support (e.g., not enough basic needs, financial, or mental health support)	Can't get into the classes I need to graduate	Family responsibilities (e.g., caring for children or elders)	Financial challenges (e.g., work to pay rent/food, etc.)	Other	
Percent of responses	55%	7%	8%	11%	15%	18%	3%	

DEVICES								
What type of device do you typically use to access online course material or do college work? (Select what you typically use; Select all that apply.)	My own laptop/desktop computer	A shared laptop/desktop computer	Laptop from Chabot's Library's lending program	On-campus or another public computer	Tablet	Mobile phone	Other	
Percent of responses	89%	5%	3%	6%	19%	39%	<1%	

Chabot College Fall 2025 Student Satisfaction Survey: Overall

If you plan to take face-to-face/online synchronous evening classes, what time(s) do you prefer to start? (Check all that apply.)	NA - no plan to take evening classes	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	
Percent of responses	50%	24%	18%	24%	12%	6%	

How likely are you to drop a course if it was originally face-to-face, but switched to online asynchronous?	Likely or Very Likely	Very Unlikely	Unlikely	Neither Unlikely Nor Likely	Likely	Very Likely	Number	Pct. of 1,382	Margin of Error
Percent of responses	24%	21%	23%	32%	14%	10%	1,283	93%	3%

Chabot will have its first winter session 12/20/25 - 1/17/26. Chabot will continue to host future winter sessions of roughly 4-5 weeks. What kinds of classes would you want to take in winter sessions? (Check all that apply.)	NA - I'm not interested in winter session classes.	Courses required for my major.	Courses required for general education requirements.	Personal enrichment classes (e.g., intro art, music, film)	Online asynchronous (flexible online learning)	Online synchronous (real-time online interaction)	Hybrid	Face-to-Face
Percent of responses	22%	47%	42%	18%	46%	12%	19%	19%

What is your preferred method for Chabot communications? (Select all that apply.)	Phone call	Text message	Chabot email	Personal email	Canvas posting	Social Media (e.g., Instagram, Tik-Tok, X, etc.)	Other
Percent of responses	17%	49%	61%	44%	38%	5%	1%

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 1,382	Margin of Error
I feel welcome at Chabot.	85%	1%	1%	13%	51%	34%	1,281	93%	3%
I feel a sense of belonging at Chabot.	71%	1%	2%	25%	44%	27%	1,277	92%	3%
Overall, I feel safe at Chabot.	86%	<1%	1%	12%	54%	32%	1,277	92%	2%
I am treated with respect by instructors, administrators, and other employees.	90%	1%	2%	8%	53%	37%	1,278	92%	2%
There is an emotionally supportive climate at Chabot for students with mental health needs	68%	1%	3%	28%	43%	25%	1,274	92%	3%
Chabot College promotes positive interactions among diverse groups (races/ethnicities, sexualities, ages, etc.).	84%	1%	1%	15%	51%	33%	1,274	92%	3%
Campus activities increase my understanding of people of diverse groups	68%	1%	2%	29%	43%	24%	1,267	92%	3%
Other people make assumptions about my intelligence and abilities because of my gender.	21%	23%	24%	32%	14%	7%	1,270	92%	3%
Other people make assumptions about my intelligence and abilities because of my race or ethnicity.	23%	22%	24%	31%	16%	7%	1,261	91%	3%
At Chabot, there is a college-wide commitment to student learning.	79%	1%	1%	19%	55%	24%	1,268	92%	3%
I would encourage others to attend this college	85%	1%	2%	12%	49%	36%	1,253	91%	3%
At Chabot, I have experienced and/or witnessed someone experiencing discrimination based on:									
race-ethnicity	13%	42%	27%	18%	9%	4%	1,225	89%	2%
disability	13%	40%	27%	19%	10%	4%	1,210	88%	3%
gender (men/women)	13%	41%	26%	19%	9%	4%	1,213	88%	3%
gender (transgender, gender nonbinary, genderqueer)	11%	41%	27%	20%	8%	3%	1,210	88%	2%
age	13%	40%	27%	20%	9%	4%	1,211	88%	2%
sexual orientation	10%	41%	28%	21%	7%	3%	1,207	87%	2%
native language	12%	41%	27%	20%	8%	3%	1,205	87%	2%
religion	12%	41%	28%	20%	8%	4%	1,209	87%	2%
body weight/size	12%	41%	27%	20%	8%	4%	1,210	88%	2%
income level/socio-economic status	11%	41%	27%	21%	7%	3%	1,205	87%	2%
citizenship status	11%	42%	27%	21%	7%	3%	1,208	87%	2%

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 1,382	Margin of Error
		Not at all	A little	Some	A lot			
Job issues (hours, schedule, responsibilities)	49%	27%	24%	27%	22%	1,233	89%	4%
Family pressures or responsibilities	46%	28%	26%	26%	20%	1,229	89%	4%
Physical Health	23%	56%	21%	15%	8%	1,222	88%	3%
Mental Health	38%	37%	25%	22%	16%	1,224	89%	4%
Citizenship issues	9%	85%	6%	5%	4%	1,221	88%	2%
Class availability: length, start times, days of week	38%	33%	29%	24%	14%	1,225	89%	4%
Being unsure what classes to sign up for to complete my ed. goal	34%	39%	27%	23%	11%	1,219	88%	3%
Lack of access to campus services	11%	71%	18%	8%	3%	1,217	88%	2%
Lack of a space free of distractions to do my schoolwork	18%	61%	21%	12%	6%	1,224	89%	3%
Lack of money for transportation (car, gas, BART, rideshares, etc.)	21%	59%	20%	12%	10%	1,224	89%	3%
Lack of money for books	24%	54%	22%	14%	11%	1,224	89%	3%
Lack of money for laptop/computer/internet	18%	67%	15%	9%	9%	1,219	88%	3%
Lack of money to pay for housing	22%	65%	13%	11%	11%	1,224	89%	3%
Lack of money to pay for food	21%	64%	15%	11%	10%	1,222	88%	3%
Lack of money for class tuition/fees and other required student fees	28%	50%	22%	14%	14%	1,221	88%	3%

Sum of issues affecting students at least some or often (out of 15)	At Least 1 Issue Some/Often	0	1-2	3-5	6-9	10+	Number	Pct. of 1,382	Margin of Error
Percent of responses	73%	27%	31%	20%	15%	7%	1,251	91%	1%

How often have you experienced food insecurity (e.g., not knowing where your next meal will come from, not having money to purchase food, etc.) in the past two years?	Often or Very Often	Never	Sometimes	Often	Very Often	Number	Pct. of 1,382	Margin of Error
Percent of responses	8%	69%	22%	5%	4%	1,222	88%	1%

How often have you experienced housing insecurity (e.g., not having your own room/place to stay, living in car, couch surfing, etc.) in the past two years?	Often or Very Often	Never	Sometimes	Often	Very Often	Number	Pct. of 1,382	Margin of Error
Percent of responses	8%	78%	14%	4%	4%	1,218	88%	1%

ACADEMIC SERVICES, STUDENT SERVICES & LEARNING SUPPORT PROGRAMS											
Have you HEARD OF, USED, or been able to ACCESS these academic or student services? If you used them, were you SATISFIED?	Percent who USED service	Of those who USED	Percentage of those responding who:						Responses to each question		Margin of Error
		Satisfied or Very Satisfied	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 1,382	
						Not Satisfied	Satisfied	Very Satisfied			
Admissions and Records Office	69%	89%	7%	21%	2%	11%	67%	22%	1,194	86%	3%
New Student Support Center (formerly Assessment Center)	30%	93%	30%	37%	3%	7%	64%	29%	1,189	86%	4%
Cafeteria (Bldg 2300, 1st floor)	55%	88%	7%	35%	3%	12%	61%	27%	1,198	87%	3%
Campus Safety and Security	30%	90%	11%	56%	3%	10%	60%	30%	1,190	86%	4%
Career and Transfer Center	30%	87%	12%	54%	4%	13%	60%	27%	1,197	87%	5%
Financial Aid Office	58%	87%	3%	34%	5%	13%	60%	28%	1,192	86%	3%
Online Orientation	61%	87%	11%	26%	3%	13%	67%	20%	1,181	85%	3%
Counseling: In-Person Appointments (scheduled 30-min/1-hr appointments)	68%	89%	3%	24%	5%	11%	60%	29%	1,196	87%	3%
Counseling: In-Person Drop-In (no appointment, less than 30 min sessions)	59%	82%	4%	32%	5%	18%	57%	25%	1,190	86%	4%
Counseling: Online/Phone Appointment (scheduled 30-min/1-hr appointments)	39%	84%	10%	46%	5%	16%	57%	27%	1,197	87%	4%
Counseling: Online/Phone Drop-In (no appointment, less than 30 min sessions)	32%	81%	12%	51%	5%	19%	55%	26%	1,190	86%	5%

Chabot College Fall 2025 Student Satisfaction Survey: Overall

Have you HEARD OF, USED, or been able to ACCESS these academic or student services? If you used them, were you SATISFIED?	Percent who USED service	Of those who USED	Percentage of those responding who:						Responses to each question		Margin of Error
		Satisfied or Very Satisfied	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 1,382	
						Not Satisfied	Satisfied	Very Satisfied			
Library Study Spaces	66%	97%	5%	26%	3%	3%	52%	46%	1,199	87%	1%
Library Laptop and Hotspot Loaner Program	22%	95%	25%	49%	4%	5%	57%	39%	1,198	87%	3%
Library website to access electronic or print resources	48%	94%	12%	38%	2%	6%	53%	40%	1,190	86%	3%
Library Open Hours (M-Th 8am-7pm; F 8am-3pm)	65%	95%	6%	27%	2%	5%	54%	41%	1,198	87%	2%
Research Help from Librarians (in person and/or chat reference)	31%	94%	22%	45%	2%	6%	59%	35%	1,194	86%	3%
Children's Center/ECD Lab School	11%	92%	45%	42%	2%	8%	57%	35%	1,194	86%	6%
Disabled Students Programs & Services (DSPS)	15%	93%	31%	51%	3%	7%	57%	37%	1,195	86%	5%
El Centro (one--stop bilingual resource center)	16%	92%	35%	47%	2%	8%	52%	40%	1,186	86%	5%
Gladiator Resource Hub	28%	96%	31%	39%	2%	4%	50%	45%	1,196	87%	3%
Intercollegiate Athletics	11%	94%	45%	42%	3%	6%	56%	38%	1,187	86%	5%
Fitness Center	19%	90%	25%	49%	7%	10%	51%	39%	1,185	86%	5%
International Student Services	10%	95%	44%	44%	2%	5%	55%	40%	1,187	86%	5%
Learning Communities (e.g., CIN, FYE, Movement, PACE, Puente, Umoja, etc.)	20%	93%	28%	48%	4%	7%	51%	42%	1,185	86%	4%
Office of Student Life (clubs, activities, events)	18%	92%	33%	46%	3%	8%	58%	34%	1,187	86%	5%
Special Programs (e.g., EOPS, TRiO, ASPIRE, CalWORKs, etc.)	19%	93%	26%	50%	5%	7%	48%	46%	1,187	86%	4%
Student Government (Student Senate of Chabot College)	9%	90%	38%	51%	2%	10%	56%	34%	1,189	86%	8%
Student Health Center: Medical Services	16%	93%	26%	54%	3%	7%	58%	35%	1,189	86%	5%
Student Health Center: CARES Mental Health Services	11%	93%	31%	55%	2%	7%	56%	36%	1,175	85%	6%
Welcome Center in Bldg. 700 (formerly Online Services, assists w/ applications, reg.)	43%	94%	22%	34%	2%	6%	63%	32%	1,180	85%	3%
Veteran's Resource Center	9%	92%	44%	45%	2%	8%	46%	46%	1,180	85%	7%
Tutoring in Learning Connection (Bldg 600)	18%	91%	29%	51%	2%	9%	64%	28%	1,184	86%	5%
Tutoring in WRAC Center (Bldg 100, writing/reading drop-in tutoring)	25%	95%	24%	49%	2%	5%	58%	37%	1,186	86%	3%
Tutoring in Communication Lab (Rm 803)	12%	95%	37%	49%	2%	5%	62%	33%	1,185	86%	5%
Tutoring in STEM Center (Room 3906)	23%	91%	26%	48%	3%	9%	57%	33%	1,190	86%	5%
Wireless access on campus	35%	94%	31%	32%	2%	6%	56%	38%	1,178	85%	3%

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

Chabot College Fall 2025 Student Satisfaction Survey: Overall

Have you met with an academic counselor to create a Student Education Plan/SEP (SEPs map out future classes needed to meet your educational goal)? (Select all that apply.)	No	Percent of respondents that selected "No" (326 respondents)						
		I do not know what an SEP is.	I'm still deciding on my major or goals.	I didn't think it was necessary (e.g., made my own plan, talked to peers, etc.).	I do not know how to get one.	I've been too busy.	I've had trouble getting access to an academic counselor to create an SEP.	Other
Percent of responses	27%	28%	17%	30%	16%	24%	16%	3%

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	6%	Of all responding	92%	5%	27%	65%
Drive myself	71%					
Bicycle	2%					
Bus	18%					
Have a regular ride	17%					
Get different rides	6%					
BART	5%					

LEARNING EXPERIENCES AT CHABOT

Averaging ALL of your classes at Chabot from Fall 2023 through Fall 2025, how OFTEN have YOUR INSTRUCTORS done the following?	Percentage who responded	Percentage of those responding				Responses to each question		Margin of Error
	Often or Very Often	Never	Sometimes	Often	Very Often	Number	Pct. of 1,382	
• made me feel respected.	90%	1%	9%	44%	46%	1,183	86%	2%
• encouraged me to participate in class.	86%	2%	12%	41%	45%	1,182	86%	3%
• made me feel comfortable to ask questions.	85%	2%	14%	42%	43%	1,185	86%	3%
• communicated to me that I have the ability to do the work.	81%	5%	14%	42%	40%	1,177	85%	3%
• given clear instructions for completing assignments so I know what is expected.	83%	1%	15%	44%	39%	1,181	85%	3%
• given timely feedback on assignments to help me evaluate learning & understand how to improve.	81%	2%	17%	42%	39%	1,178	85%	3%
• clearly organized course website so materials are easy to find and access.	82%	1%	17%	44%	38%	1,179	85%	3%
• included sufficient materials, perspectives, and/or experiences of people based on a variety of characteristics (e.g., race/ethnicity, ability, gender, etc.)	82%	3%	15%	43%	39%	1,169	85%	3%

LEARNING OUTCOMES AT CHABOT

As a result of being at Chabot, HOW MUCH PROGRESS HAVE YOU MADE in the following areas?	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 1,382	
Communication:								
• Express ideas designed to foster understanding, while keeping the audience in mind.	72%	8%	20%	38%	34%	1,163	84%	3%
• Express ideas using credible and relevant sources.	77%	6%	17%	39%	37%	1,155	84%	3%
• Use active listening skills.	84%	3%	13%	37%	47%	1,157	84%	3%
Critical Thinking:								
• Analyze, evaluate and question information from various sources for validity and significance	83%	3%	14%	37%	45%	1,161	84%	3%
• Identify and explore a problem applying logic and quantitative and qualitative reasoning	81%	4%	15%	39%	41%	1,159	84%	3%
• Consider multiple solutions to propose effective solutions and implement a plan to address the problem.	79%	4%	17%	40%	39%	1,153	83%	3%

Chabot College Fall 2025 Student Satisfaction Survey: Overall

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	Some or A lot	None	A little	Some	A lot	Number	Pct. of 1,382	
Civic and Global Engagement:								
• Be open to multiple perspectives and to think from the perspective of another individual or world view.	81%	5%	14%	35%	46%	1,145	83%	3%
• Articulate how natural, cultural, or political issues impact people’s lives and the earth’s sustainability.	76%	8%	16%	37%	39%	1,145	83%	3%
• Engage in conflict with civility to develop new and creative solutions to social problems	65%	15%	20%	36%	29%	1,146	83%	4%
• Civically engage in individual actions or collective community-based efforts for justice.	63%	18%	19%	34%	29%	1,147	83%	4%
Information and Technological Literacy:								
• Question dominant forms of knowledge production including whose voices/perspectives they validate, and whose experiences are missing.	63%	14%	23%	37%	25%	1,134	82%	4%
• Construct meaning with active engagement, as opposed to merely finding and reporting on information.	66%	12%	23%	39%	27%	1,132	82%	4%
• Select and use technology effectively to accomplish a task or solve a practical problem	72%	8%	20%	37%	35%	1,131	82%	3%
Development of the Whole Person:								
• Gain transferrable skills important for academic and career success.	77%	6%	17%	40%	37%	1,137	82%	3%
• Nourish a love of life-long learning.	71%	8%	20%	36%	36%	1,133	82%	3%
• Expand capacity for self-understanding, including recognizing one’s strengths and weaknesses.	77%	6%	17%	38%	39%	1,129	82%	3%