

Award Attainment (Grad Exit) Survey Result

2024 - 2025

On April 18, 2025 the award attainment survey was distributed to 2,800 students that received awards in Summer 2024 or Fall 2024, or had a pending graduation application for Spring 2025. To boost the response rate of the survey, five Grad Bags (valued at \$149.99) were offered to students that responded within two weeks. This year marks the first time this version of the survey was administered. Each question was revised from previous years. The survey was started by 726 students and had a completion rate of 79% (577), or 21% of the total audience.

Executive Summary

Learning Environment

- Ten of the eleven satisfaction statements regarding the learning environment had a median score of 5, indicating the majority of students are very satisfied.
- “Opportunities for you to collaborate with your classmates” was the only statement with a median score of 4, indicating that most students are, at the least, satisfied.

Student Services

- The majority of students stated that it was "easy" to "very easy" to access all services at Chaffey College when needed.
- Regarding ease of access, student employment, counseling services, and career services had the lowest average scores.
- The Campus Store, library services, and Success Centers ranked the highest in access.
- The majority of students agree that counseling services and financial aid greatly contribute to their overall success. Registration services were also ranked highly.
- Many of the write-in responses highlighted the need for more counselors and easier access to counseling services and appointment scheduling.

Staying on Track

- The majority of students either agree or strongly agree with all statements about progress (course requirements, career opportunities, transfer requirements, and educational plan). However, awareness of career opportunities related to student's programs of study received 20.3% neutral responses, and the lowest average score of the four statements.
- 59% stated that they always followed their ed plan, with another 29% indicating they often followed their ed plan (88% combined). Only 3% indicated that they didn't have an ed plan. 13% indicated that they didn't have enough support to understand/follow their ed plan.
- The greatest challenge faced by students is balancing work and school responsibilities (64%), followed by financial challenges (39%). 61% stated the college's support services were effective in addressing challenges.
- Some write-in responses indicated difficulty with ed plans, such as not knowing about some course requirements or dealing with limited section availability and class cancellations, which prolonged their completion.

Engagement and Sense of Belonging

- The majority of students either agree or strongly agree with all statements about engagement and sense of belonging. Feeling connected to the Chaffey College community and having access to culturally relevant support services received more neutral responses than the other statements.
- 85% agreed the college promotes an inclusive environment.
- 87% felt welcomed; 70% felt connected to the college community.

Overall Experience

- 79% fully accomplished their goals at Chaffey.
- 77% said Chaffey was their first choice; 93% would choose it again.
- 92% were satisfied or very satisfied with their overall experience.

Academic, Community and Employability Skills (ACES)

- All ACES areas received strong ratings, with average scores ranging from 4.1 to 4.3 and median scores of 4 ('Quite a bit') or 5 ('Very much'), reflecting well-rounded development across all skills.
- Most students strongly agreed that their experience at Chaffey College contributed meaningfully to their development in critical thinking, communication, resilience, and professionalism.

Future Plans

- 71% plan to transfer to a 4-year institution; 51% plan to obtain a job related to their major.
- 87% feel well or very well prepared for their next steps.

Section 1: Satisfaction with the Learning Environment and Services

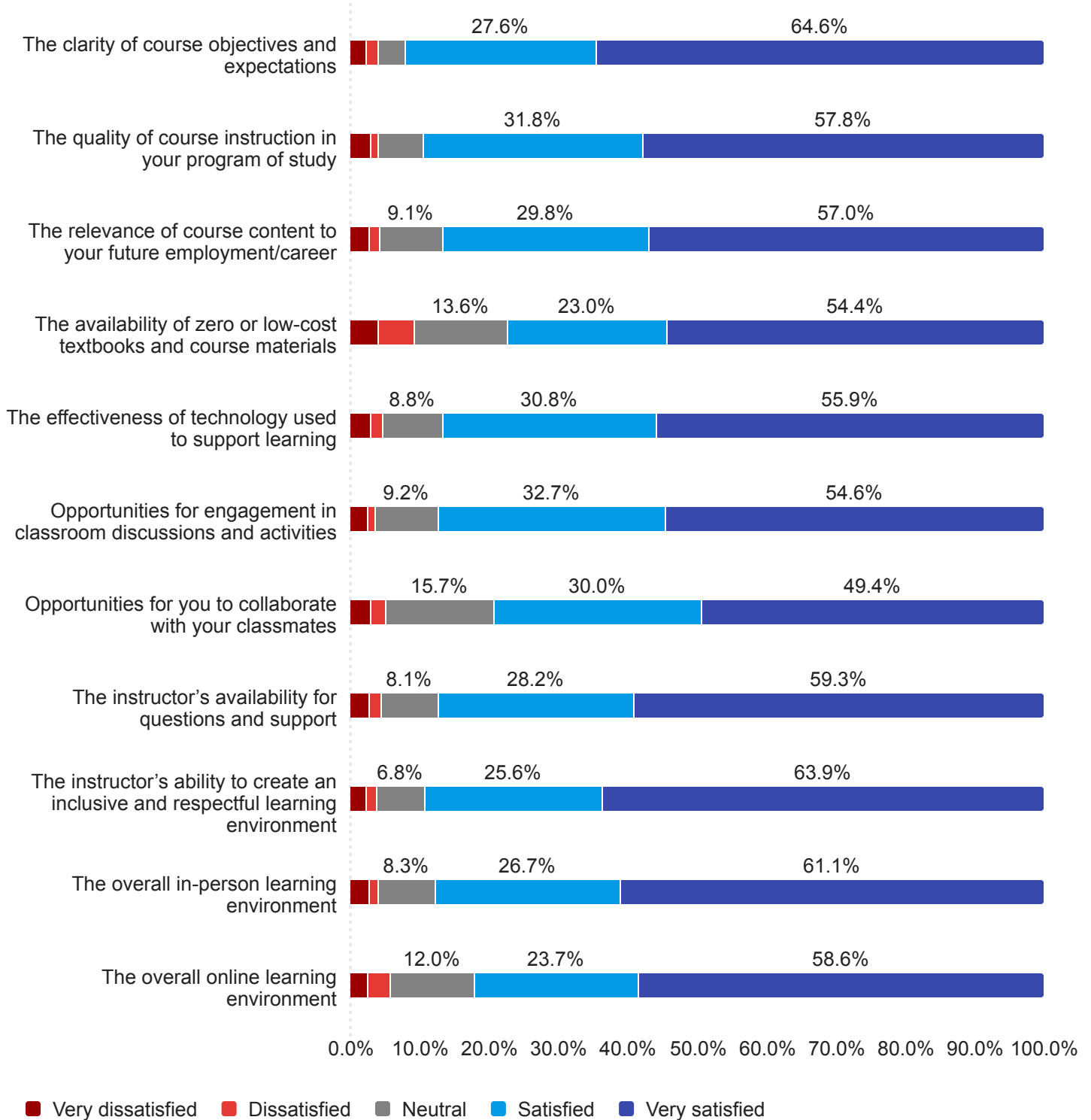
Question 1 - Please rate your overall satisfaction or dissatisfaction with the following aspects of the learning environment at Chaffey College?

577 Responses

Field	Very dissatisfied		Dissatisfied		Neutral		Satisfied		Very satisfied		Total
The clarity of course objectives and expectations	2.3%	13	1.6%	9	4.0%	23	27.6%	159	64.6%	372	576
The quality of course instruction in your program of study	2.8%	16	1.0%	6	6.6%	38	31.8%	183	57.8%	333	576
The relevance of course content to your future employment/career	2.6%	15	1.6%	9	9.1%	52	29.8%	171	57.0%	327	574
The availability of zero or low-cost textbooks and course materials	3.8%	22	5.2%	30	13.6%	78	23.0%	132	54.4%	313	575
The effectiveness of technology used to support learning	2.8%	16	1.8%	10	8.8%	50	30.8%	176	55.9%	319	571
Opportunities for engagement in classroom discussions and activities	2.5%	14	1.1%	6	9.2%	52	32.7%	186	54.6%	310	568
Opportunities for you to collaborate with your classmates	2.8%	16	2.1%	12	15.7%	89	30.0%	170	49.4%	280	567
The instructor's availability for questions and support	2.6%	15	1.8%	10	8.1%	46	28.2%	160	59.3%	336	567
The instructor's ability to create an inclusive and respectful learning environment	2.1%	12	1.6%	9	6.8%	39	25.6%	146	63.9%	364	570
The overall in-person learning environment	2.6%	13	1.4%	7	8.3%	42	26.7%	135	61.1%	309	506
The overall online learning environment	2.5%	14	3.2%	18	12.0%	68	23.7%	134	58.6%	331	565

Question 1 (Alternative View) - Please rate your overall satisfaction or dissatisfaction with the following aspects of the learning environment at Chaffey College?

577 Responses



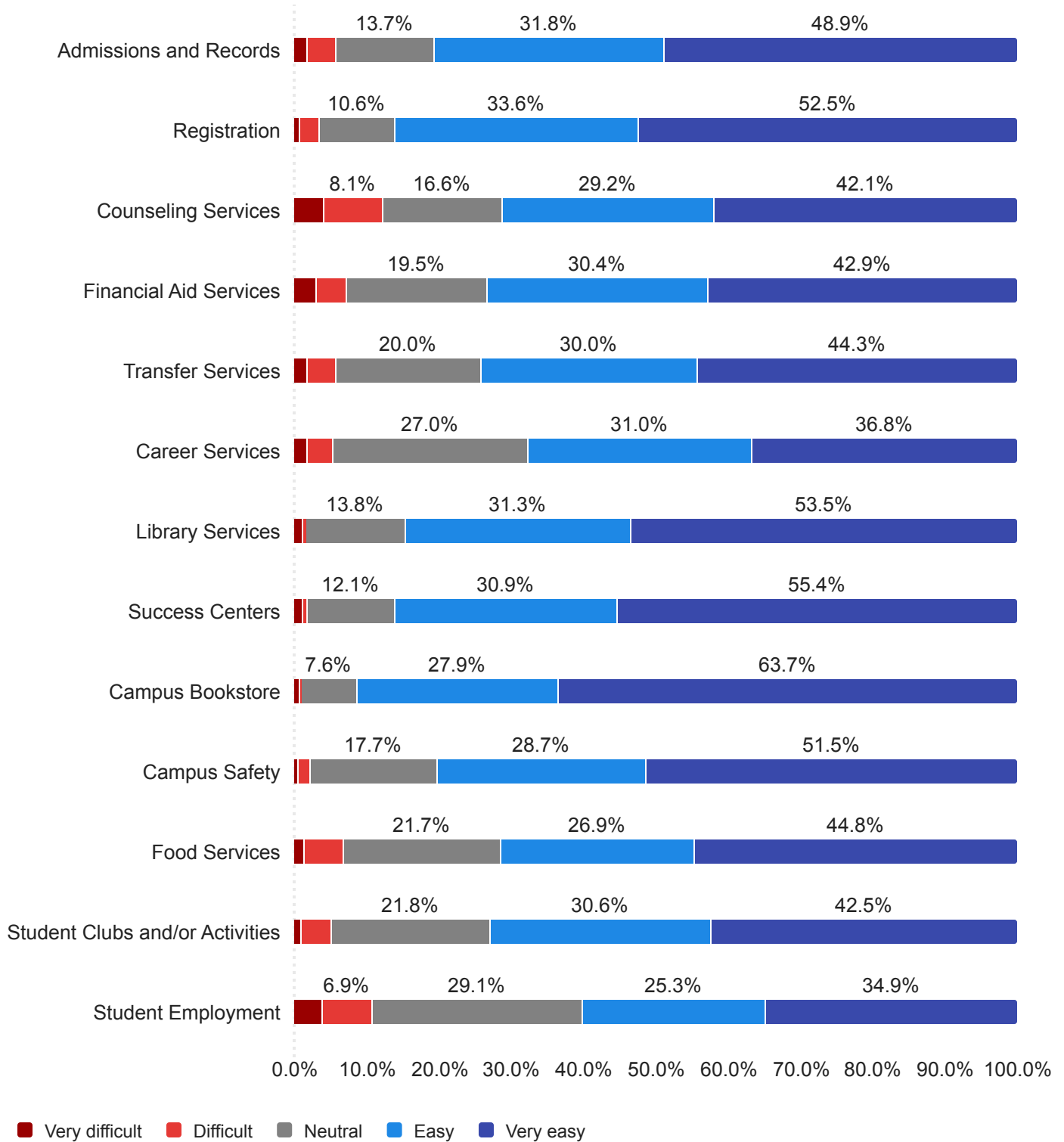
Question 2 - How easy was it for you to access the following services at Chaffey College when needed?

577 Responses

Field	Very difficult		Difficult		Neutral		Easy		Very easy		Total
Admissions and Records	1.6%	9	4.0%	22	13.7%	76	31.8%	177	48.9%	272	556
Registration	0.5%	3	2.8%	16	10.6%	60	33.6%	191	52.5%	298	568
Counseling Services	4.0%	22	8.1%	45	16.6%	92	29.2%	162	42.1%	233	554
Financial Aid Services	2.8%	15	4.3%	23	19.5%	103	30.4%	161	42.9%	227	529
Transfer Services	1.6%	7	4.1%	18	20.0%	88	30.0%	132	44.3%	195	440
Career Services	1.6%	6	3.7%	14	27.0%	102	31.0%	117	36.8%	139	378
Library Services	1.0%	5	0.4%	2	13.8%	69	31.3%	156	53.5%	267	499
Success Centers	1.0%	5	0.6%	3	12.1%	60	30.9%	153	55.4%	274	495
Campus Bookstore	0.6%	3	0.4%	2	7.6%	41	27.9%	151	63.7%	345	542
Campus Safety	0.5%	2	1.5%	6	17.7%	69	28.7%	112	51.5%	201	390
Food Services	1.3%	5	5.4%	21	21.7%	85	26.9%	105	44.8%	175	391
Student Clubs and/or Activities	0.8%	3	4.2%	15	21.8%	77	30.6%	108	42.5%	150	353
Student Employment	3.8%	11	6.9%	20	29.1%	84	25.3%	73	34.9%	101	289

Question 2 (Alternative View) - How easy was it for you to access the following services at Chaffey College when needed?

577 Responses



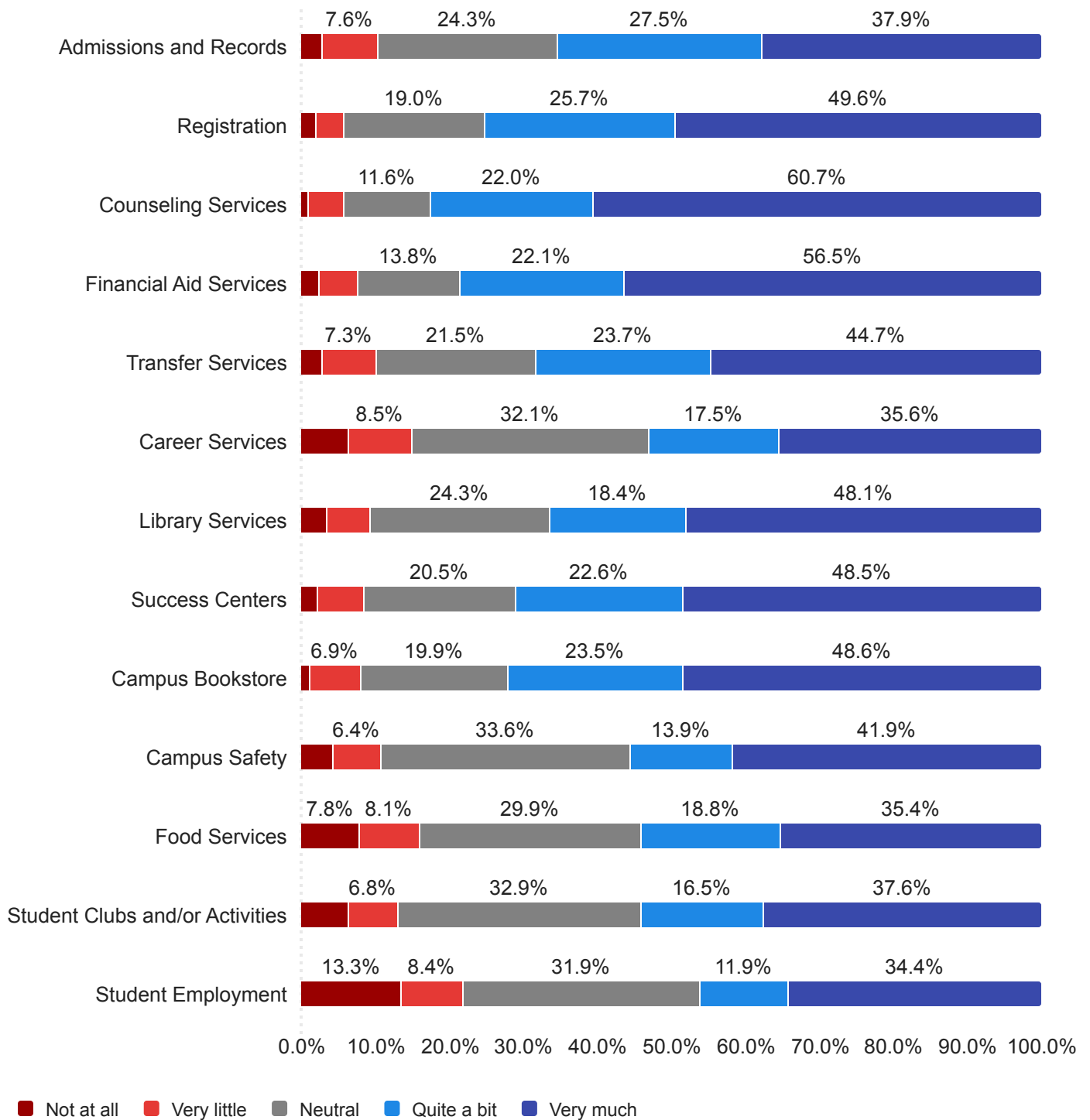
Question 3 - To what extent did the following services contribute to your overall success?

576 Responses

Field	Not at all		Very little		Neutral		Quite a bit		Very much		Total
Admissions and Records	2.7%	15	7.6%	42	24.3%	135	27.5%	153	37.9%	211	556
Registration	2.0%	11	3.7%	21	19.0%	107	25.7%	145	49.6%	280	564
Counseling Services	0.9%	5	4.8%	26	11.6%	63	22.0%	119	60.7%	329	542
Financial Aid Services	2.3%	12	5.2%	27	13.8%	72	22.1%	115	56.5%	294	520
Transfer Services	2.8%	12	7.3%	31	21.5%	92	23.7%	101	44.7%	191	427
Career Services	6.3%	23	8.5%	31	32.1%	117	17.5%	64	35.6%	130	365
Library Services	3.3%	16	5.9%	28	24.3%	116	18.4%	88	48.1%	230	478
Success Centers	2.1%	10	6.2%	30	20.5%	99	22.6%	109	48.5%	234	482
Campus Bookstore	1.1%	6	6.9%	36	19.9%	104	23.5%	123	48.6%	254	523
Campus Safety	4.3%	16	6.4%	24	33.6%	126	13.9%	52	41.9%	157	375
Food Services	7.8%	30	8.1%	31	29.9%	115	18.8%	72	35.4%	136	384
Student Clubs and/or Activities	6.2%	21	6.8%	23	32.9%	112	16.5%	56	37.6%	128	340
Student Employment	13.3%	38	8.4%	24	31.9%	91	11.9%	34	34.4%	98	285

Question 3 (Alternative View) - To what extent did the following services contribute to your overall success?

576 Responses



Section 2: Staying on Track to Completion

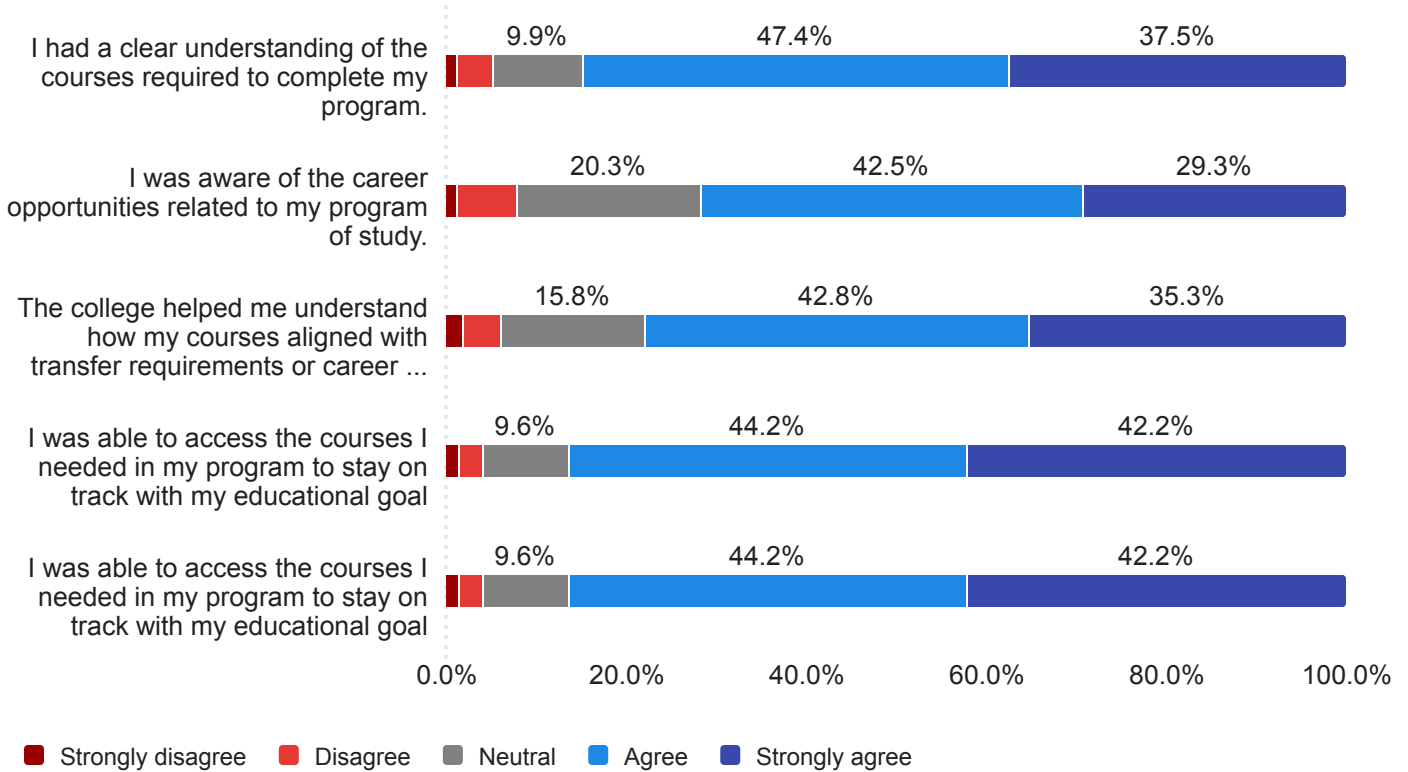
Question 4 - To what extent do you agree with the following statement:

576 Responses

Field	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
I had a clear understanding of the courses required to complete my program.	1.2%	7	4.0%	23	9.9%	57	47.4%	273	37.5%	216	576
I was aware of the career opportunities related to my program of study.	1.2%	7	6.6%	38	20.3%	117	42.5%	245	29.3%	169	576
The college helped me understand how my courses aligned with transfer requirements or career goals.	1.7%	10	4.3%	25	15.8%	91	42.8%	246	35.3%	203	575
I was able to access the courses I needed in my program to stay on track with my educational goal	1.4%	8	2.6%	15	9.6%	55	44.2%	253	42.2%	242	573

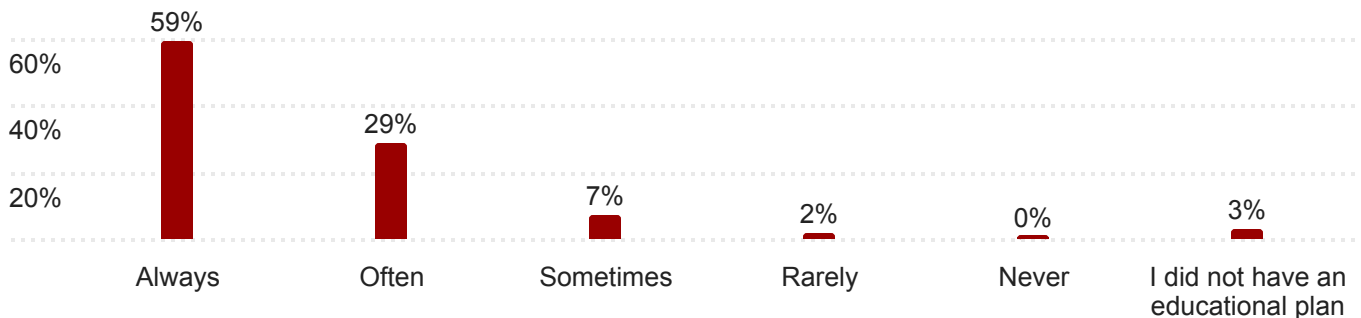
Question 4 (Alternative View) - To what extent do you agree with the following statement:

576 Responses



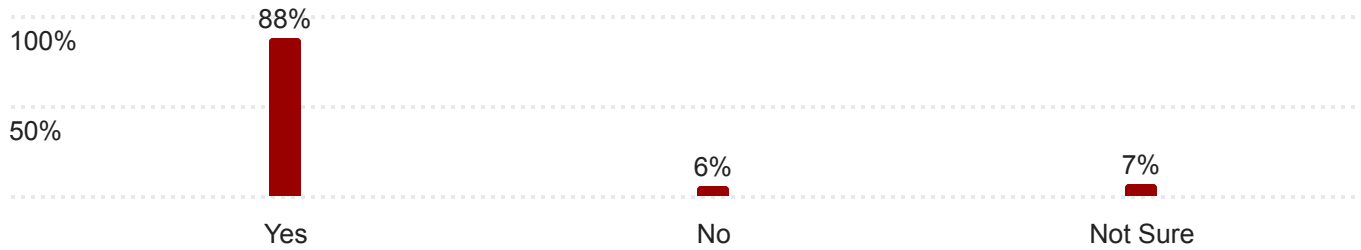
Question 5 - To what extent did you follow the educational plan you created with an academic counselor during your time at Chaffey College?

575 Responses



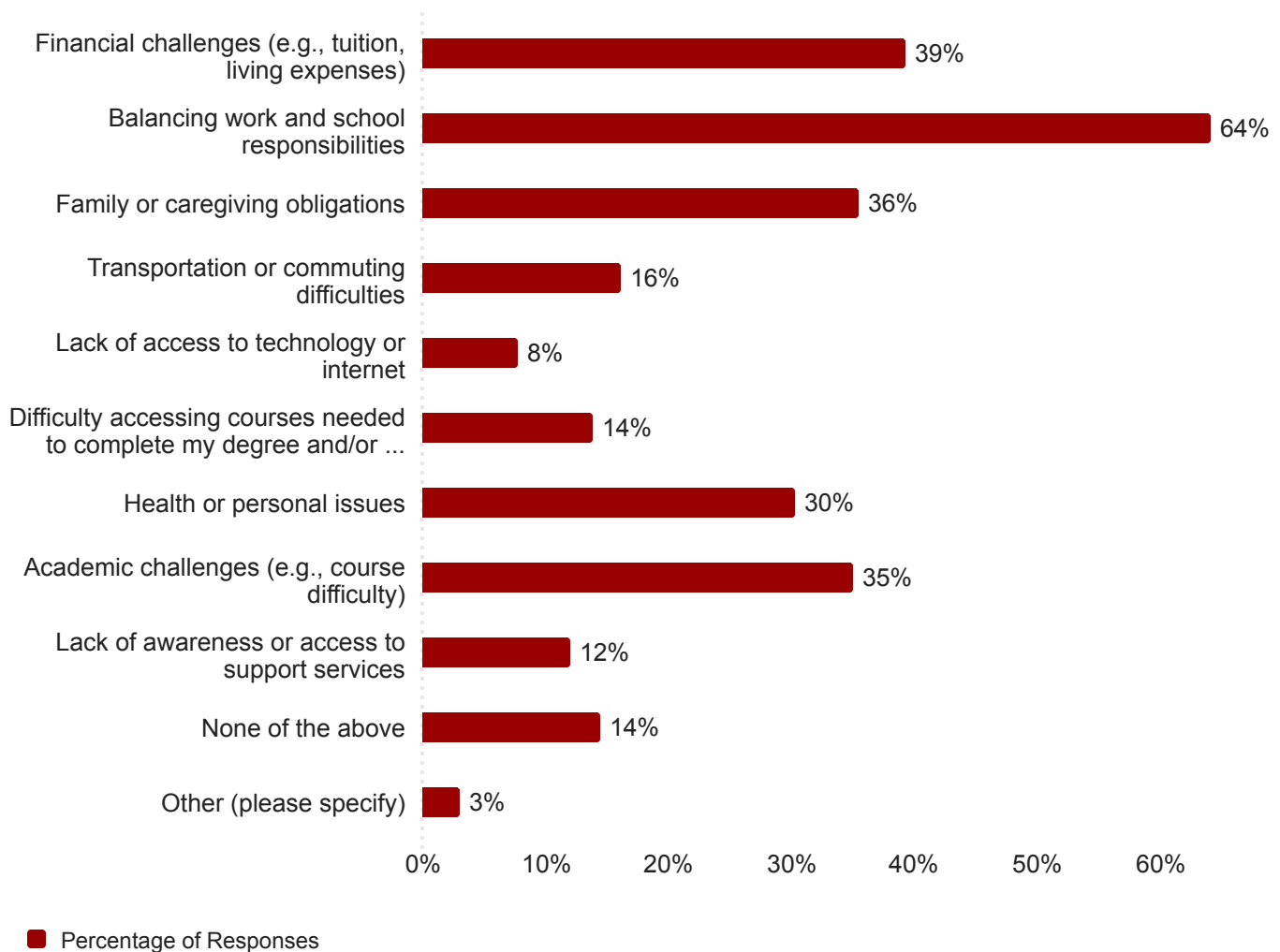
Question 6 - Did you have enough support to understand and follow your educational plan?

574 Responses



Question 7 - During your time at the college, did you experience any of the following challenges or barriers to completion? (Select all that apply)

576 Responses



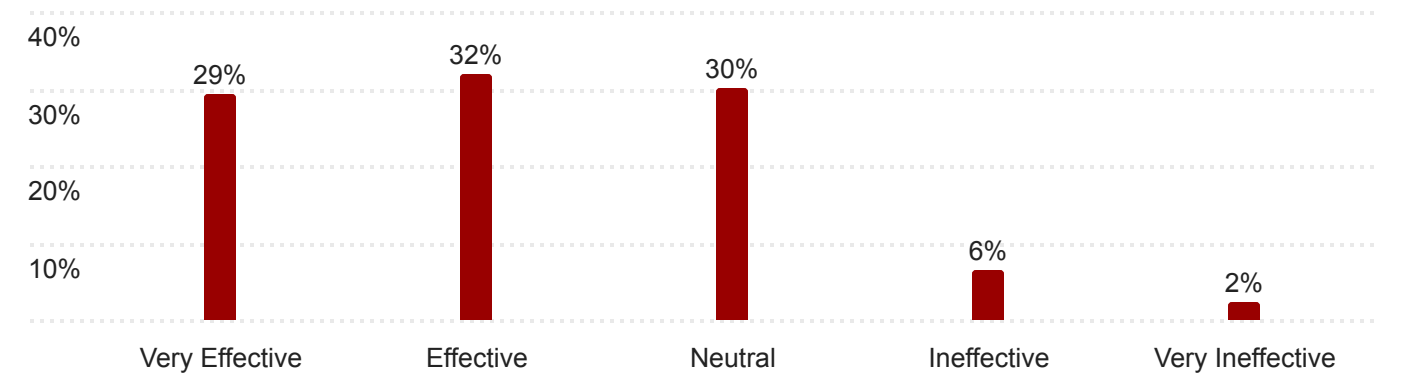
Question 7 (Write-In Responses Summary) - During your time at the college, did you experience any of the following challenges or barriers to completion?

Some write in responses included the following themes/comments:

- Difficulty accessing or working with counselors and planning courses
- Challenges with financial aid
- Negative experiences with professors
- Course availability and registration issues
- Balancing school with personal, work, and family responsibilities

Question 8 - If you faced challenges, how effective were the college's support services in helping you address them?

496 Responses



Section 3: Engagement and Sense of Belonging

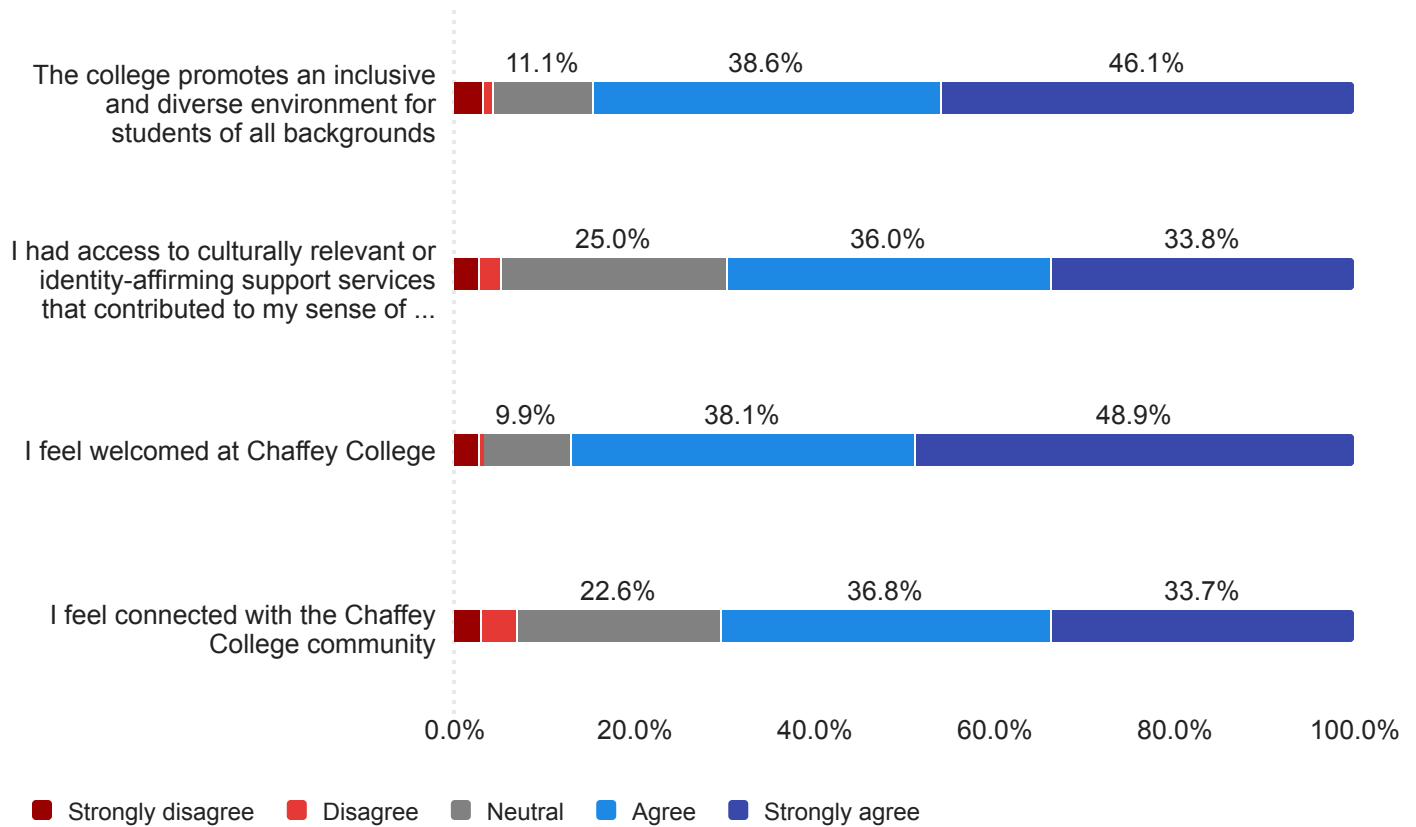
Question 9 - To what extent do you agree with the following statement:

577 Responses

Field	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
The college promotes an inclusive and diverse environment for students of all backgrounds	3.1%	18	1.0%	6	11.1%	64	38.6%	223	46.1%	266	577
I had access to culturally relevant or identity-affirming support services that contributed to my sense of belonging	2.8%	16	2.4%	14	25.0%	144	36.0%	208	33.8%	195	577
I feel welcomed at Chaffey College	2.6%	15	0.5%	3	9.9%	57	38.1%	220	48.9%	282	577
I feel connected with the Chaffey College community	3.0%	17	4.0%	23	22.6%	130	36.8%	212	33.7%	194	576

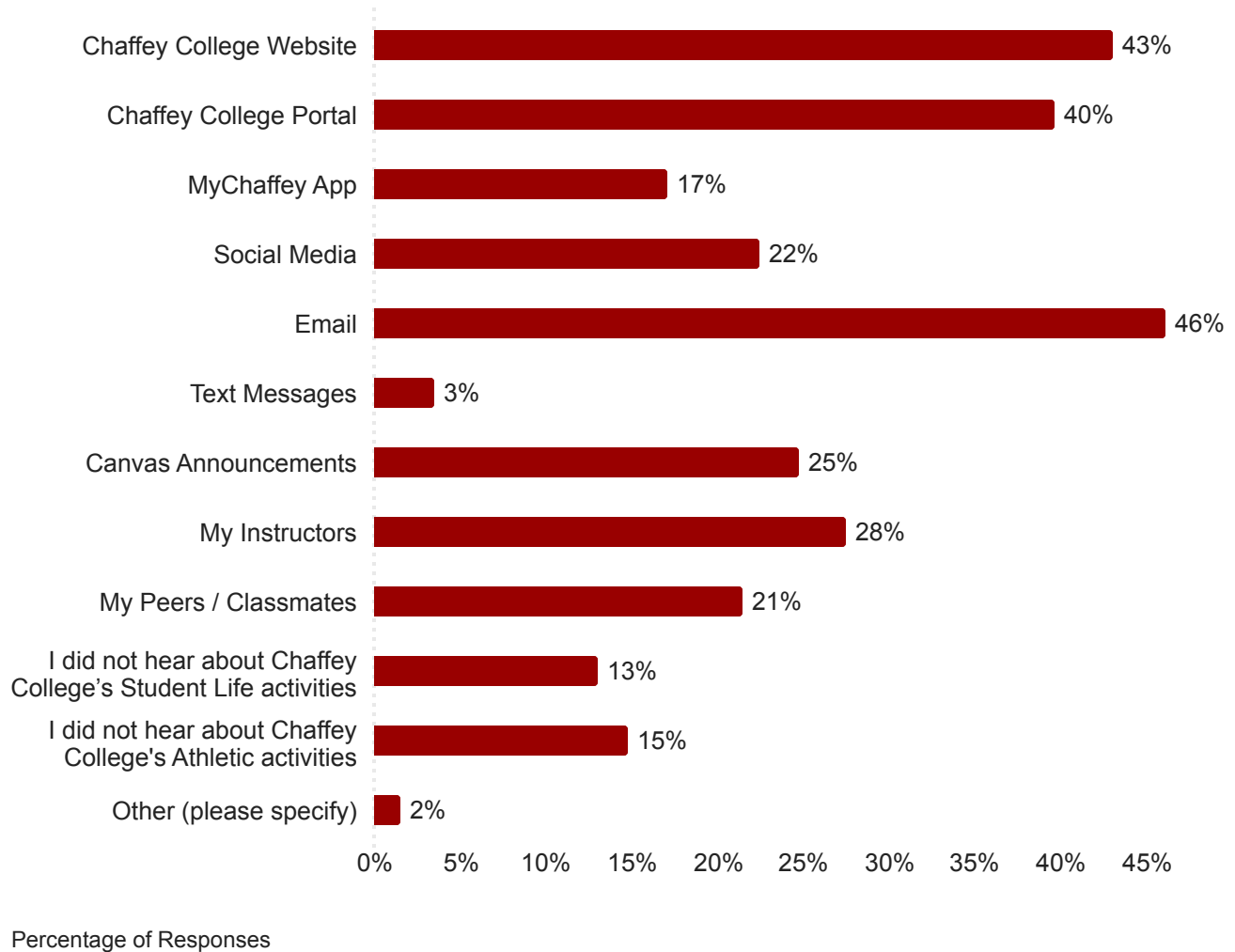
Question 9 (Alternative View) - To what extent do you agree with the following statement:

577 Responses



Question 10 - How do you hear about Chaffey College's Student Life activities and Athletic events? (Select all that apply)

574 Responses



Question 10 (Write-In Responses) - How do you hear about Chaffey College's Student Life activities and Athletic events?

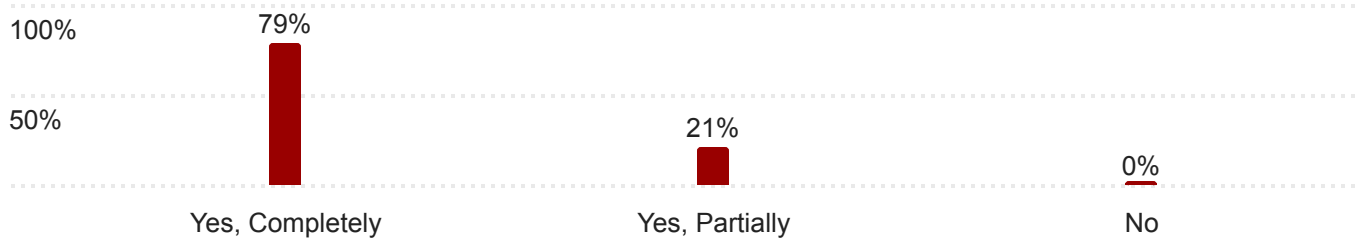
Some write in responses included the following themes/comments:

- Flyers
- Passing by campus
- Siblings
- Work

Section 4: Overall College Experience

Question 11 - Did you accomplish your goals for attending Chaffey College?

577 Responses



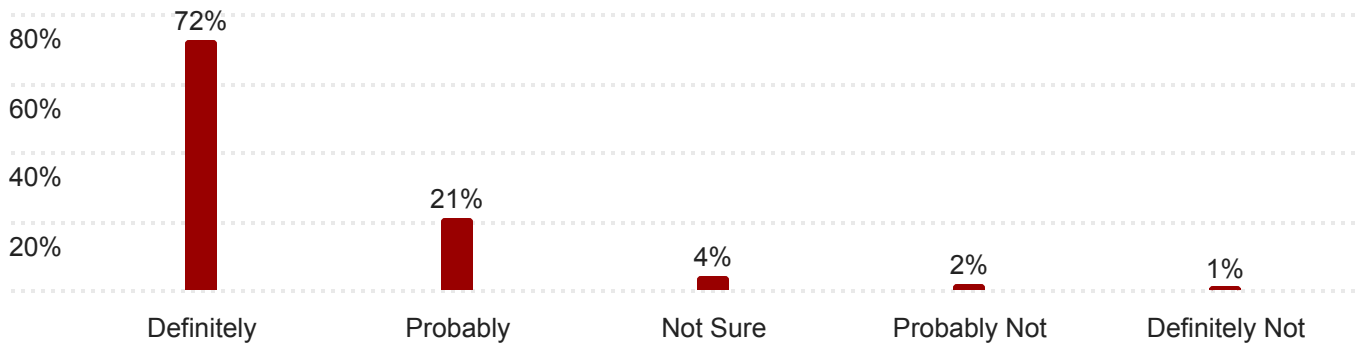
Question 12 - Was Chaffey College your first choice of colleges?

578 Responses



Question 13 - If you were to begin your college career again, would you still choose Chaffey College?

578 Responses



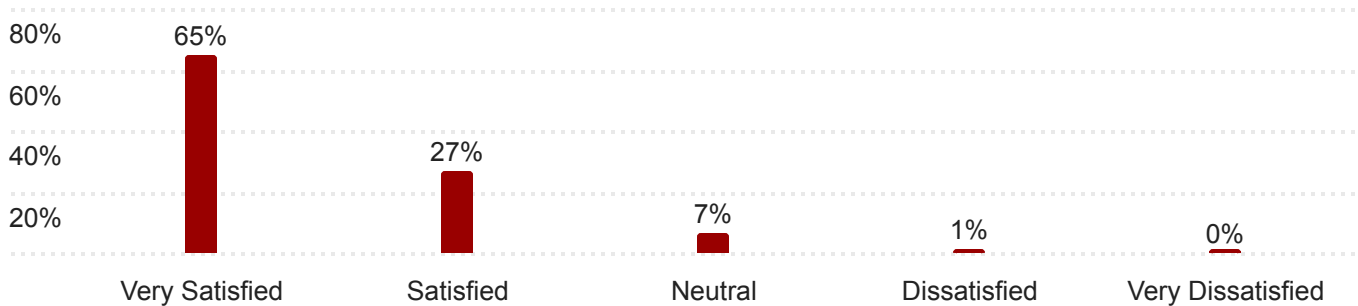
Question 14 (Write-In Responses Summary) - Please explain why you would not choose to attend Chaffey College again?

Some write in responses included the following themes/comments:

- Difficulty accessing or working with counselors and unclear ed plans and requirements
- Issues with registration processes and limited class availability
- Challenges with finances, financial aid, or would choose to go straight into the labor market

Question 15 - How satisfied are you with your overall experience at Chaffey College?

578 Responses



Section 5: Academic, Community and Employability Skills (ACES)

Question 16 - To what extent has your experience at Chaffey College contributed to your knowledge, skills, and development in the following areas?

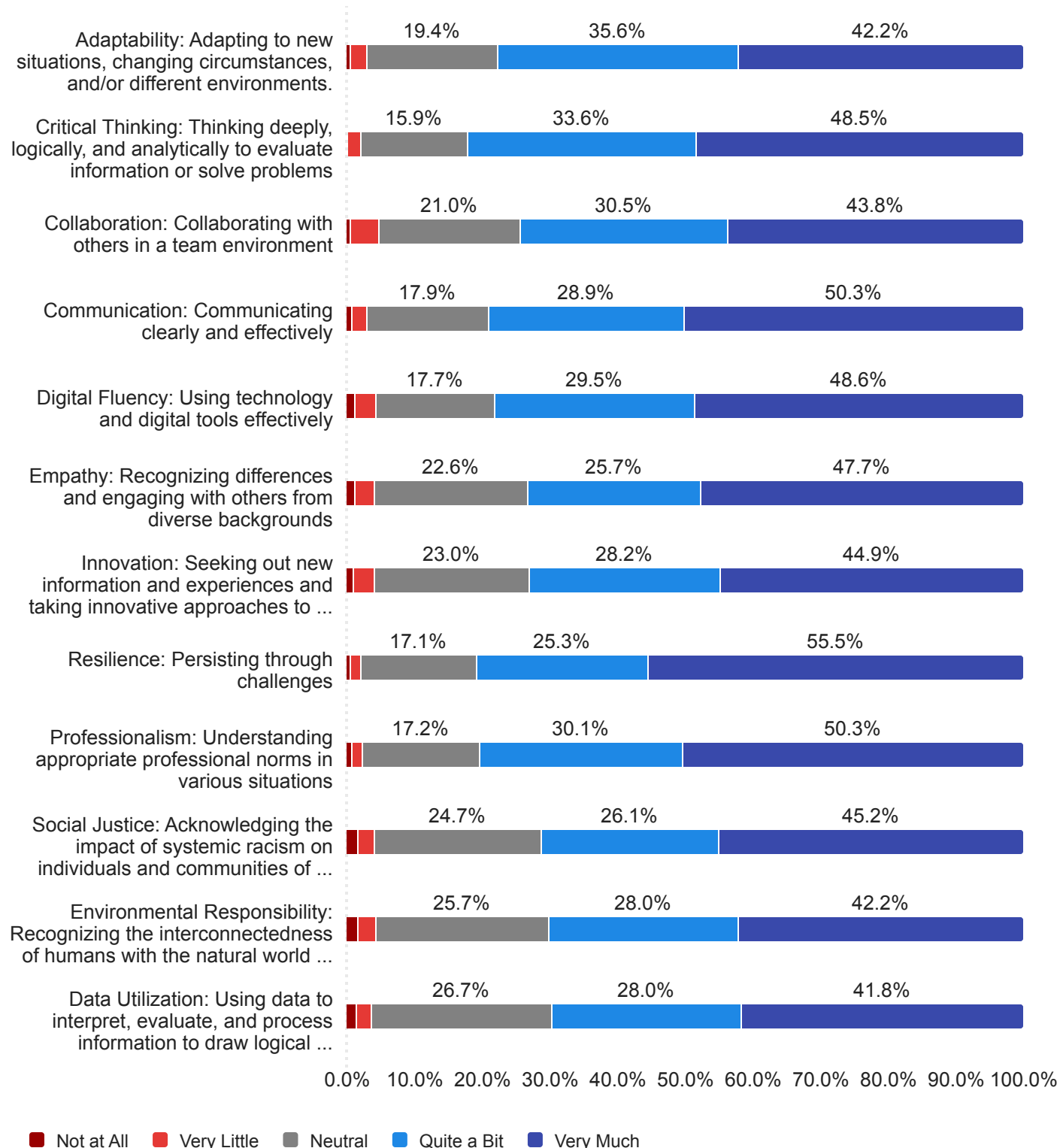
577 Responses

Field	Not at All		Very Little		Neutral		Quite a Bit		Very Much		Total
Adaptability: Adapting to new situations, changing circumstances, and/or different environments.	0.5%	3	2.3%	13	19.4%	112	35.6%	205	42.2%	243	576
Critical Thinking: Thinking deeply, logically, and analytically to evaluate information or solve problems	0.0%	0	1.9%	11	15.9%	92	33.6%	194	48.5%	280	577
Collaboration: Collaborating with others in a team environment	0.3%	2	4.3%	25	21.0%	121	30.5%	176	43.8%	253	577
Communication: Communicating clearly and effectively	0.7%	4	2.3%	13	17.9%	103	28.9%	167	50.3%	290	577
Digital Fluency: Using technology and digital tools effectively	1.2%	7	3.0%	17	17.7%	102	29.5%	170	48.6%	280	576
Empathy: Recognizing differences and engaging with others from diverse backgrounds	1.2%	7	2.8%	16	22.6%	130	25.7%	148	47.7%	275	576
Innovation: Seeking out new information and experiences and taking innovative approaches to accomplishing tasks	0.9%	5	3.1%	18	23.0%	132	28.2%	162	44.9%	258	575
Resilience: Persisting through challenges	0.5%	3	1.6%	9	17.1%	98	25.3%	145	55.5%	318	573
Professionalism: Understanding appropriate professional norms in various situations	0.7%	4	1.6%	9	17.2%	99	30.1%	173	50.3%	289	574

Field	Not at All		Very Little		Neutral		Quite a Bit		Very Much		Total
Social Justice: Acknowledging the impact of systemic racism on individuals and communities of color, and advocating for equity through civic participation	1.6%	9	2.4%	14	24.7%	142	26.1%	150	45.2%	260	575
Environmental Responsibility: Recognizing the interconnectedness of humans with the natural world and developing an ethical perspective on environmental issues	1.6%	9	2.6%	15	25.7%	148	28.0%	161	42.2%	243	576
Data Utilization: Using data to interpret, evaluate, and process information to draw logical conclusions and support claims	1.4%	8	2.1%	12	26.7%	154	28.0%	161	41.8%	241	576

Question 16 (Alternative View) - To what extent has your experience at Chaffey College contributed to your knowledge, skills, and development in the following areas?

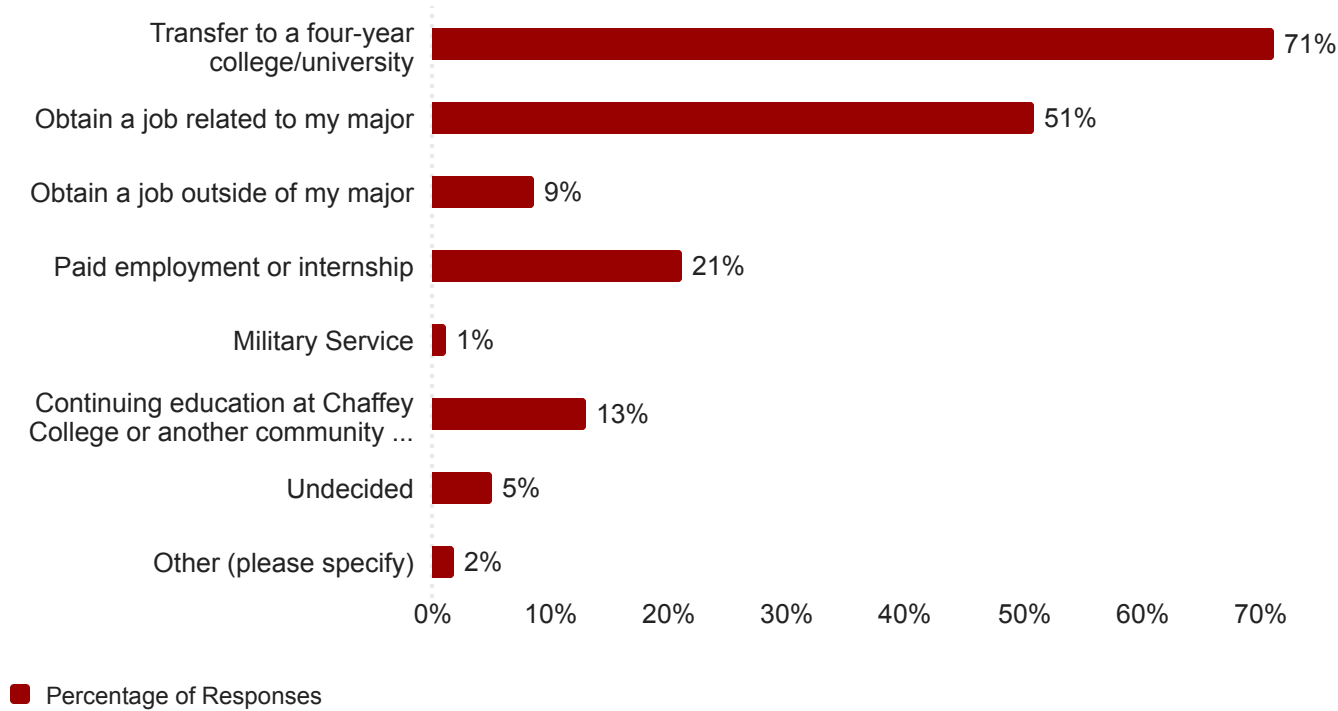
577 Responses



Section 6: Future Plans

Question 17 - Which of the following best describes your educational and/or employment plans for the next year? (Select all that apply)

578 Responses



Question 17 (Write-In Responses Summary) - Which of the following best describes your educational and/or employment plans for the next year?

Some write in responses included the following themes/comments:

- Working
- Continuing education (Certificates, Bachelors or higher, and trade schools)

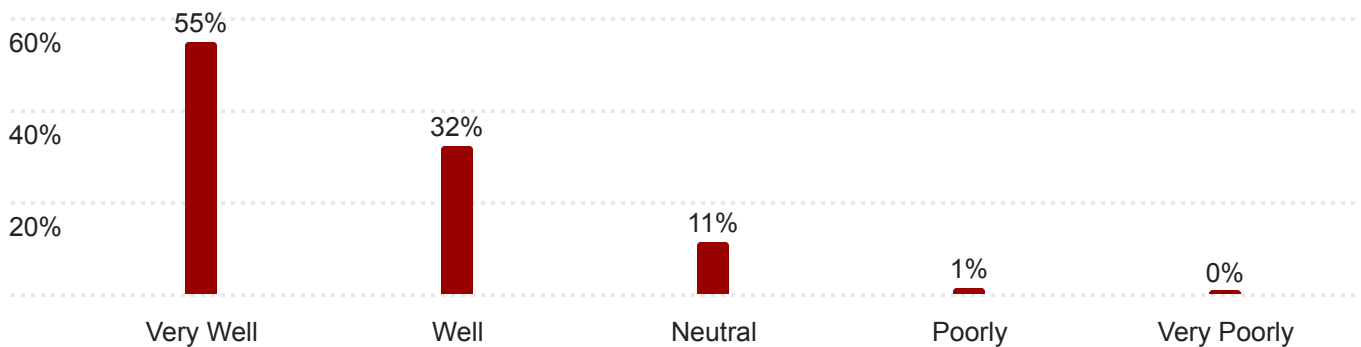
Question 18 (Write-In Responses Summary) - What college are you planning to transfer to?

The top write in responses included the following:

- California State University, San Bernardino (CSUSB): 41
- California State Polytechnic University, Pomona (Cal Poly Pomona or CPP): 21
- California State University, Fullerton (CSUF): 18
- University of California, Riverside (UCR): 14
- California State University, Los Angeles (Cal State LA or CSULA): 11
- California Baptist University: 5

Question 19 - How well do you feel Chaffey College prepared you for your next steps (transfer, career, etc.)?

576 Responses



Question 20 (Write-In Responses Summary) - Do you have any additional feedback or suggestions to improve the student experience at Chaffey College?

Some write in responses included the following improvement themes:

- **Improve Counseling Accessibility and Quality:**
 - Increase the number of available counselors (8 mentions).
 - Make it easier to schedule appointments and reduce wait times (8 mentions).
 - Improve the consistency of advice from counselors, ensuring they provide correct and helpful information (2 mentions).
 - Ensure counselors clarify post-graduation plans, especially transfer requirements and prerequisites (2 mentions).
- **Strengthen Transfer Support:**
 - Provide more information about transferring to four-year colleges, including deadlines, at least a year prior to graduation (3 mentions).
 - Improve the helpfulness and overall effectiveness of the Transfer Center (3 mentions).
 - Improve the frequency and timing of transfer workshops, fairs, and events (2 mentions).
- **Increase Course Availability and Flexibility:**
 - Offer more sections for waitlisted classes (3 mentions).
 - Increase the availability of in-person classes, with some mentions of evening and Saturday options for working students (3 mentions).
- **Increase Awareness and Promotion of Resources and Events:**
 - Better advertise activities and resources offered by the Library (2 mentions).
 - Make student services more known to students, especially for first-year students and transfer applicants (3 mentions).
 - Increase awareness of support and club events to encourage on-campus involvement and community building (2 mentions).
- **Enhance Student Engagement and Community Building:**
 - Have more students involved on campus and create more ways for students to connect (2 mentions).

Many write in responses included the following positive feedback:

- Excellent Professors and Staff (18 mentions)
- Overall Great Experience (13 mentions)