

Award Attainment (Grad Exit) Survey Comparison 2025 - 2026

The Award Attainment Survey, also known as the Grad Exit Survey, is administered electronically by the Office of Institutional Research each spring to students who have earned a degree or certificate in the given academic year. Originally developed in 2017 and revised in spring 2025, the survey assesses key domains of the student experience, including satisfaction with instruction and support services, barriers to completion, engagement and sense of belonging, Academic Community and Employability Skills (ACES) development, and graduates' future plans.

This year marks the second time this version of the survey has been distributed at Chaffey College. With two years of data now available, this report highlights year-over-year metrics to compare survey responses from students who graduated in 2024-2025 versus the 2025-2026 graduating cohort. Comparing graduating cohorts over time allows the College to move beyond a single snapshot of student experience and instead track whether institutional efforts to improve satisfaction, service access, and overall outcomes are producing measurable change. Student engagement with the assessment remains strong, with the 2025–2026 survey receiving 752 responses, a slight increase from the 726 responses collected in 2024–2025.

Executive Summary

All metrics were tested for statistical significance to distinguish trends from random variance. Items marked with an asterisk () indicate a statistically significant shift between the two graduating cohorts.*

Areas of Improvement

- * Overall satisfaction of zero and low cost textbooks and course materials saw a 3.8% increase in the number of satisfied students.
- * Ease of access to library services increased by 4.3% and access to student clubs and activities grew by 9.4%.
- * Admissions and Records and Registration both grew significantly in students' beliefs that the services contributed to their overall success, 4.1% and 5.7% respectively.
- * Access to culturally relevant or identity-affirming support services that contributed to greater senses of belonging increased by 5.5%.

- Satisfaction with opportunities to collaborate with classmates increased 5.1%.
- Access to career services and food services increased by 5.6% and 6.6% respectively.
- The percentage of respondents reporting facing academic challenges decreased by 6%.
- The percentage of respondents learning about activities and events via the MyChaffey App increased by 7%.
- More students felt the college contributed “Quite a bit” and “Very much” to their ACES development in Communication (+3.4%), Empathy (+3.5%), and Data Utilization (+3.2%).

Areas of Decline

- * Overall ease of access to Counseling Services decreased by 5.8%.
- The percentage of respondents reporting that transfer services contributed to their overall success decreased by 4.3%.
- The percentage of respondents that reported they “Always” or “Often” followed their educational plans decreased by 5%, and additionally, 2% fewer respondents indicated they had enough support to follow their educational plans.
- Two percent more respondents reported difficulty accessing the courses needed to complete their majors.
- The number of respondents reporting that they completely accomplished their goals at Chaffey College decreased by 3%.

Findings

Survey responses were analyzed using descriptive statistics and are presented as the percentage of respondents who selected a positive response option (e.g., "Satisfied/Very Satisfied," "Quite a Bit/Very Much").

To enable year-over-year comparison, results from the 2025–2026 cohort (N = 752) are presented alongside those from the 2024–2025 cohort (N = 726), with the percentage point change (+/-) noted for each item. All year-over-year changes were tested for statistical significance, a way of determining whether a difference in responses between the two cohorts reflects a meaningful shift rather than random chance. Items marked with an asterisk (*) indicate a statistically significant difference between the two cohorts at the $p < 0.05$ level, meaning there is less than a 5% probability that the observed change occurred by chance. It is worth noting that a change can be statistically significant without being large, and conversely, a larger percentage point change may not always reach statistical significance if the number of students who responded to a given item is small.

For open-ended questions, responses were analyzed using thematic analysis, a process of reviewing and coding all written responses to identify commonly occurring patterns and ideas

expressed by students. Only themes appearing across a meaningful number of responses are reported, with frequency noted where applicable.

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?

	Satisfied/Very Satisfied		
	2024-25	2025-26	+/-
The clarity of course objectives and expectations	92.2%	92.6%	+0.4%
The quality of course instruction in your program of study	89.6%	90.9%	+1.3%
The relevance of course content to your future employment/career	86.8%	86.8%	0.0%
* The availability of zero or low-cost textbooks and course materials	77.4%	81.2%	+3.8%
The effectiveness of technology used to support learning	86.7%	88.4%	+1.7%
Opportunities for engagement in classroom discussions and activities	87.3%	88.3%	+1.0%
Opportunities for you to collaborate with your classmates	79.4%	84.5%	+5.1%
The instructor's availability for questions and support	87.5%	87.3%	-0.2%
The instructor's ability to create an inclusive and respectful learning environment	89.5%	90.6%	+1.1%
The overall in-person learning environment	87.8%	89.6%	+1.8%
The overall online learning environment	82.3%	85.4%	+3.1%

*Items with an asterisk * Indicate a statistically measurable shift in student responses from the previous year.*

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

	Easy/Very Easy		
	2024-25	2025-26	+/-
Admissions & Records	80.7%	83.8%	+3.1%
Registration	86.1%	89.1%	+3.0%
* Counseling Services	71.3%	65.5%	-5.8%
Financial Aid	73.3%	73.2%	-0.1%
Transfer Services	74.3%	74.0%	-0.3%

	Easy/Very Easy		
	2024-25	2025-26	+/-
Career Services	67.8%	73.4%	+5.6%
* Library Services	84.8%	89.1%	+4.3%
Success Centers	86.3%	86.3%	0.0%
Campus Bookstore	91.6%	90.5%	-1.1%
Campus Safety	80.2%	82.6%	+2.4%
Food Services	71.7%	78.3%	+6.6%
* Student Clubs/Activities	73.1%	82.5%	+9.4%
Student Employment	60.2%	60.7%	+0.5%

Items with an asterisk * Indicate a statistically measurable shift in student responses from the previous year.

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

	Quite a bit/Very much		
	2024-25	2025-26	+/-
* Admissions & Records	65.4%	69.5%	+4.1%
* Registration	75.3%	81.0%	+5.7%
Counseling Services	82.7%	79.4%	-3.3%
Financial Aid	78.6%	77.1%	-1.5%
Transfer Services	68.4%	64.1%	-4.3%
Career Services	53.1%	54.4%	+1.3%
Library Services	66.5%	71.1%	+4.6%
Success Centers	71.1%	69.4%	-1.7%
Campus Bookstore	72.1%	73.4%	+1.3%
Campus Safety	55.8%	58.4%	+2.6%
Food Services	54.2%	55.8%	+1.6%
Student Clubs/Activities	54.1%	57.9%	+3.8%
Student Employment	46.3%	46.6%	+0.3%

Items with an asterisk * Indicate a statistically measurable shift in student responses from the previous year.

Section 2: Staying on Track to Completion

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

	Agree/Strongly Agree		
	2024-25	2025-26	+/-
I had a clear understanding of the courses required to complete my program	84.9%	85.1%	+0.2%
I was aware of the career opportunities related to my program of study	71.8%	73.3%	+1.5%
The college helped me understand how my courses aligned with transfer requirements or career goals	78.1%	78.1%	0.0%
I was able to access the courses I needed in my program to stay on track with my educational goal	86.4%	85.2%	-1.2%

No statistically significant differences were observed for items in this question.

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

Always/Often		
2024-25	2025-26	+/-
88.0%	83.0%	-5.0%

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

Yes		
2024-25	2025-26	+/-
88.0%	86.0%	-2.0%

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

	Selected Choice		
	2024-25	2025-26	+/-
Financial challenges	39.0%	39.0%	0.0%
Balancing work/school	64.0%	64.0%	0.0%
Family/caregiving	36.0%	34.0%	-2.0%
Academic challenges	35.0%	29.0%	-6.0%
Health/personal	30.0%	28.0%	-2.0%
Transportation	16.0%	17.0%	+1.0%
Accessing courses	14.0%	16.0%	+2.0%
Awareness of support	12.0%	9.0%	-3.0%
Technology/Internet	8.0%	6.0%	-2.0%
None of the Above	14.0%	15.0%	+1.0%

No statistically significant differences were observed for items in this question.

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

Effective/Very Effective		
2024-25	2025-26	+/-
61.0%	65.0%	+4.0%

Section 3: Engagement and Sense of Belonging

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

	Agree/Strongly Agree		
	2024-25	2025-26	+/-
The college promotes an inclusive and diverse environment for students of all backgrounds	84.7%	84.7%	0.0%
* I had access to culturally relevant or identity-affirming support services that contributed to my sense of belonging	69.8%	75.3%	+5.5%
I feel welcomed at Chaffey College	87.0%	87.8%	+0.8%
I feel connected with the Chaffey College community	70.5%	71.3%	+0.8%

*Items with an asterisk * Indicate a statistically measurable shift in student responses from the previous year.*

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

	Selected Choice		
	2024-25	2025-26	+/-
Website	43.0%	41.0%	-2.0%
Portal	40.0%	44.0%	+4.0%
MyChaffey App	17.0%	24.0%	+7.0%
Social Media	22.0%	23.0%	+1.0%
Email	46.0%	43.0%	-3.0%
Text Messages	3.0%	4.0%	+1.0%
Canvas Announcements	25.0%	23.0%	-2.0%
My Instructors	28.0%	24.0%	-4.0%
My Peers / Classmates	21.0%	20.0%	-1.0%
Did not hear (Student Life)	13.0%	11.0%	-2.0%
Did not hear (Athletic)	15.0%	13.0%	-2.0%
Other	2.0%	2.0%	0.0%

No statistically significant differences were observed for items in this question.

Section 4: Overall College Experience

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

Yes Completely		
2024-25	2025-26	+/-
79.0%	76.0%	-3.0%

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

Yes		
2024-25	2025-26	+/-
77.0%	76.0%	-1.0%

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

Definitely/Probably		
2024-25	2025-26	+/-
93.0%	94.0%	+1.0%

Question 14: Please explain why you would not choose to attend Chaffey College again?

2024-25 (N = 28)	2025-26 (N = 18)
• Difficulty accessing or working with counselors and unclear plans and requirements (8 responses) • Issues with registration processes and limited class availability (6 responses) • Challenges with finances, financial aid, or would choose to go straight into the labor market (3 responses)	• Preference to attend a four-year university instead of a community college (3 responses) • Poor teaching quality or difficult professors (3 responses) • Counselors providing incorrect, unclear, or discouraging information (3 responses) • Issues with registration processes and limited class availability (3 responses)

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

Satisfied/Very Satisfied		
2024-25	2025-26	+/-
92.0%	94.0%	+2.0%

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?

	Quite a bit/Very much		
	2024-25	2025-26	+/-
Adaptability	77.8%	78.8%	+1.0%
Critical Thinking	82.1%	82.9%	+0.8%
Collaboration	74.3%	72.5%	-1.8%
Communication	79.2%	82.6%	+3.4%
Digital Fluency	78.1%	76.3%	-1.8%
Empathy	73.4%	76.9%	+3.5%
Innovation	73.1%	75.5%	+2.4%
Resilience	80.8%	81.6%	+0.8%
Professionalism	80.4%	79.6%	-0.8%
Social Justice	71.3%	73.1%	+1.8%
Environmental Responsibility	70.2%	68.5%	-1.7%
Data Utilization	69.8%	73.0%	+3.2%

No statistically significant differences were observed for items in this question.

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)

	Selected Choice		
	2024-25	2025-26	+/-
Transfer to a four-year college/university	71.0%	71.0%	0.0%
Obtain a Job related to major	51.0%	48.0%	-3.0%
Obtain a Job outside of major	9.0%	6.0%	-3.0%
Paid employment or internship	21.0%	16.0%	-5.0%
Military Service	1.0%	0.0%	-1.0%
Continuing education at a 2-year college	13.0%	13.0%	0.0%
Undecided	5.0%	6.0%	+1.0%
Other	2.0%	2.0%	0.0%

No statistically significant differences were observed for items in this question.

Question 18: What college are you planning to transfer to?

2024-25 (N = 378)	2025-26 (N = 383)
• Cal State San Bernardino (119 response) • Cal Poly Pomona (66 responses) • Cal State Fullerton (39 responses) • UC Riverside (25 responses) • Cal State Los Angeles (18 responses)	• Cal State San Bernardino (120 responses) • Cal Poly Pomona (54 responses) • Cal State Fullerton (32 responses) • UC Riverside (18 responses) • University of California, Los Angeles (17 responses)

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

Satisfied/Very Satisfied		
2024-25	2025-26	+/-
87.0%	86.0%	-1.0%

Question 20: Do you have any additional feedback or suggestions to improve the student experience at Chaffey College?

2024-25 (N = 156)	2025-26 (N = 163)
• Improve Counseling Accessibility and Quality (20 responses) • Strengthen Transfer Support (8 responses) • Increase Course Availability and Flexibility (6 responses) • Increase Awareness and Promotion of Resources and Events (7 responses) Additional Comments included: • Excellent Professors and Staff (18 responses) • Overall Great Experience (13 responses)	• Improve Counseling Appointment Accessibility (11 responses) • Standardize Advising to Ensure Consistent Information (9 responses) • Enhance Faculty and Staff Accountability and Helpfulness (8 responses) • Streamline Financial Aid Processes and Reduce Delays (7 responses) Additional Comments included: • Overall gratitude and positive experiences (57 responses)