

Award Attainment (Grad Exit) Survey Result 2025 - 2026

Introduction

Towards the end of the spring semester the Office of Institutional Research administers the Graduate Exit Survey to students who have earned an award in the given academic year. This recurring survey captures the experiences and perspectives of students at the point of program completion, a critical milestone for understanding what supported or hindered their success. On April 14, 2026, the award attainment survey was distributed to 3,046 students that received awards in Summer 2025 or Fall 2025 or had a pending graduation application for Spring 2026. To boost the response rate of the survey, students who completed the survey within a certain time frame were entered into a drawing for five Grad Bags donated by the Foundation. The survey instrument was originally developed by the Office of Institutional Research in spring 2017. It was revised in spring 2025 to assess key domains of the student experience including satisfaction with the learning environment and support services, challenges and barriers to program completion, engagement and sense of belonging, Academic Community and Employability Skills (ACES) development, and graduates' future educational and career plans. This year marks the second time this version of the survey was administered. The survey was started by 752 students, 25% of the total audience, and had a completion rate of 95% (714).

Key Findings

Learning Environment

These questions captured students' satisfaction with the quality of instruction and the overall classroom experience at Chaffey College.

- Over 80% of respondents indicated they were "satisfied" or "very satisfied" with all eleven of the satisfaction statements regarding the learning environment, with that average being 88%.
- The highest rated statements were: "The clarity of course objectives and expectations" (92.7%), "The quality of course instruction in your program of study" (90.9%), and "The instructor's ability to create an inclusive and respectful learning environment" (90.6%).
- "The availability of zero or low-cost textbooks and course materials" and "Opportunities for you to collaborate with your classmates" receiving the lowest percentage of satisfied respondents at 81.2% and 84.5% respectively.

Student Services

Students were asked to reflect on how accessible support services were and to what degree they contributed to students' success throughout their time at Chaffey.

- Over 80% of respondents reported 7 of the 13 services as "easy" to "very easy" to access. Based on the percentage of respondents who selected these favorable ratings, the Campus Bookstore (90.5%), Registration (89.1%), and Library (89.1%) were the highest ranked. Financial Aid (73.2%), Counseling (65.5%), and Student Employment (60.7%) ranked lowest in ease of access.
- Based on the percentage of respondents who indicated a service contributed "quite a bit" or "very much" to their overall success, Registration (81.0%), Financial Aid (73.2%), and Counseling (65.5%) were the top

three rated services. Food Services (55.8%), Career Services (54.4%), and Student Employment (46.6%) ranked lowest.

- Some write-in responses also indicated inaccessible counseling appointments, long wait times, and inconsistent advising, as well as administrative hurdles and delays regarding Financial Aid processes.

Staying on Track

These questions examine the extent to which students followed their educational plans, the challenges they encountered along the way, and how effectively support services helped them navigate those barriers.

- 85% of respondents agreed or strongly agreed that they had a clear understanding of course requirements to complete their program and were able to access the courses they needed to stay on track with their education plan.
- Approximately one in four students (26.7%) responded neutrally or negatively regarding their awareness of career opportunities related to their program of study.
- 58% of student respondents stated that they always followed their educational plan, with another 25% indicating they often followed it (83% combined). Only 2% indicated that they didn't have an educational plan.
- 8% of students explicitly indicated they did not have enough support to understand or follow their plan, while 6% were unsure.
- The greatest challenge faced by students is balancing work and school responsibilities (64%), followed by financial challenges (39%), and family or caregiving obligations (34%).
- 65% of students stated the college's support services were effective or very effective in addressing these challenges.
- A small number of write-in responses indicated challenges with required courses not being available in the semesters needed to graduate or transfer, as well as issues communicating with faculty.

Engagement and Sense of Belonging

Questions in this section explored the degree to which students felt connected to the College community and how they stayed informed about campus activities and events.

- Overall, 88% of respondents felt welcomed and 85% agreed the college promotes an inclusive environment, while 75% had access to culturally relevant support services and 71% felt connected to the campus community.
- Notably, while students were asked to "select all that apply" regarding how they hear about Student Life and Athletic events, the responses remain fragmented, suggesting that no single communication method consistently reaches the majority of the student body.
- The most frequently cited communication channels were the Chaffey College Portal (44%) and email (43%), followed closely by the website (41%). Additionally, a notable minority of students reported not hearing about Athletic activities (13%) or Student Life activities (11%).

Overall Experience at Chaffey College

Students were asked about their general satisfaction with their college experience, including whether they feel the College met their goals and whether they would choose Chaffey again.

- 76% of student respondents completely accomplished their goals at Chaffey.
- 76% of respondents said Chaffey was their first choice of college; 94% indicated they would definitely or probably choose Chaffey College again.
- 93% of students were satisfied or very satisfied with their overall experience at Chaffey College.

Academic, Community and Employability Skills (ACES)

Students were asked to reflect on how their time at Chaffey contributed to their development across the College's 12 Academic, Community and Employability Skills (ACES). ACES are part of the College's Institutional Learning Outcomes (ILOs) framework and represent core, transferable competencies spanning critical thinking, communication, social justice, and professionalism, among others.

- Regarding ACES development at least 75% of respondents indicated that Chaffey College contributed "Quite a Bit" or "Very Much" to 8 of the 12 ACES areas.
- Social Justice (73.1%), Data Utilization (73%), Collaboration (72.5%), and Environmental Responsibility (68.7%) ranked the lowest in development.

Future Plans

Students were asked about future plans including transfer, employment, and continued education, as well as how prepared they feel Chaffey College has made them for those next steps.

- 71% of respondents plan to transfer to a four-year college/university; 70% plan to enter the workforce.
- 86% of respondents feel well or very well prepared for their next steps.
- Cal State San Bernardino is overwhelmingly the top planned transfer destination, followed by Cal Poly Pomona.

Demographics of Survey Respondents, Graduates, and District Population

The data table below includes a demographic comparison of survey respondents, the 2025-2026 graduating class, and the broader 2025-2026 district student population. This section evaluates how well the survey sample aligns with the actual student body by calculating percentage differences across age, gender, and ethnicity to highlight which groups are overrepresented or underrepresented in the data.

For example, students aged 19 or younger account for 11.2% of survey responses but only 7.6% of the graduating class, indicating a higher response rate (+3.6%) from this demographic relative to the graduate pool. However, when compared to the district's overall student population (42.2%), this group is greatly underrepresented (-31.0%). This variance aligns with expectations for a community college, as 19 and younger students are generally still completing their coursework and do not graduate at the same volume as the broader campus population.

Some other trends include an overrepresentation of female students, who make up 74.5% of the survey responses compared to 59.5% of the graduating class (+15.0%) and 58.9% of the district population (+15.7%). Additionally, while ethnicity demographics closely align overall, the survey data shows a slightly higher representation of Black or African American students, who account for 9.0% of respondents compared to 6.5% for both the graduating class and the district population (+2.4%).

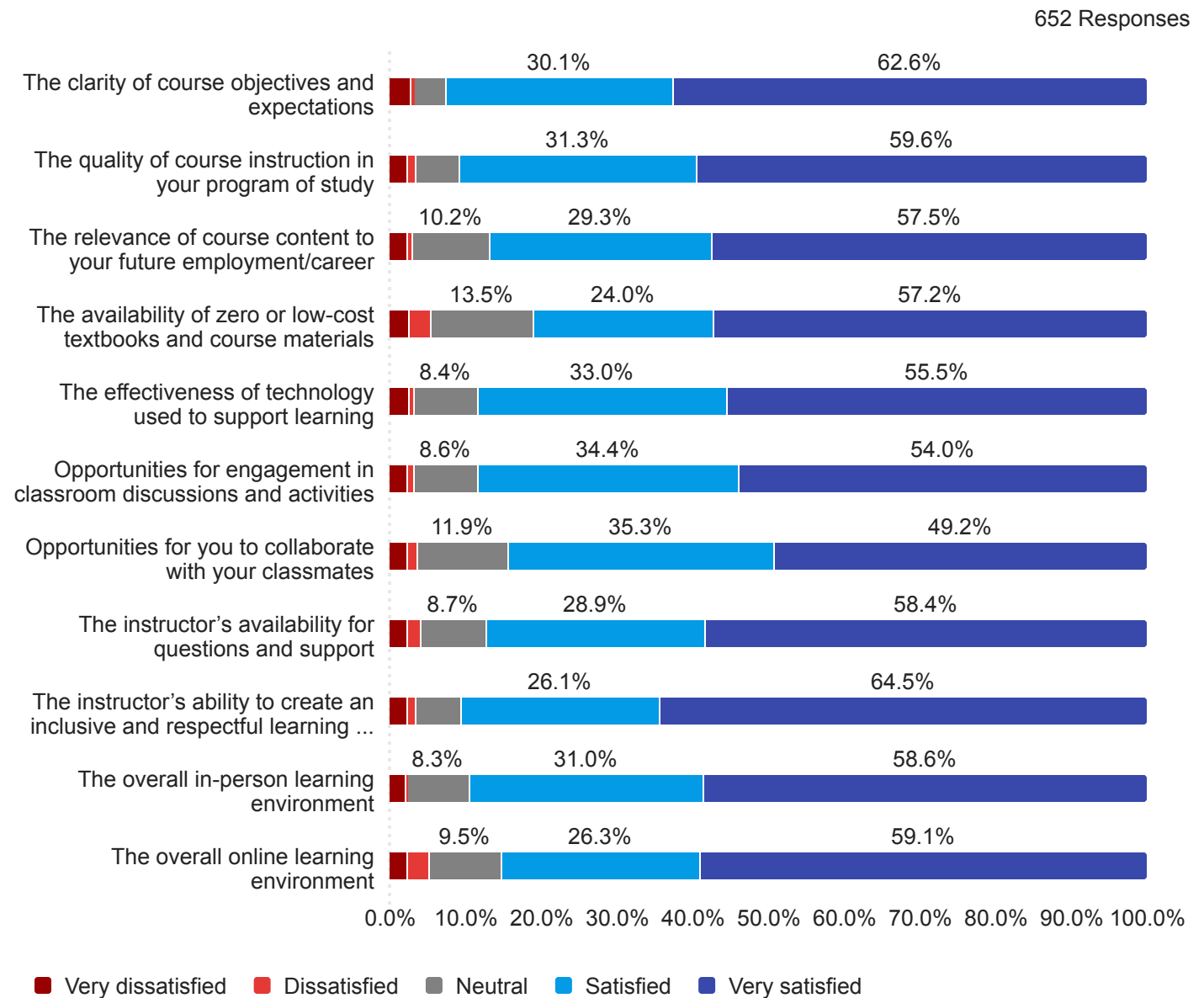
2025 - 2026

Age Group	Reponses (R) %	Graduates (G) %	District (D) %	Difference R > G	Difference R > D
19 or Younger	11.2%	7.6%	42.2%	+3.6%	-31.0%
20 to 24	37.3%	43.1%	26.2%	-5.9%	+11.1%
25 to 29	15.4%	18.5%	11.4%	-3.1%	+4.0%
30 to 34	11.3%	10.7%	7.2%	+0.7%	+4.2%
35 to 39	7.7%	7.1%	4.7%	+0.6%	+3.0%
40 to 49	11.3%	8.5%	5.2%	+2.9%	+6.1%
50 or Older	5.7%	4.6%	3.2%	+1.1%	+2.6%
Gender					
Decline/Unknown	0.7%	1.5%	2.9%	-0.8%	-2.2%
Female	74.5%	59.5%	58.9%	+15.0%	+15.7%
Male	24.0%	38.3%	37.6%	-14.3%	-13.6%
Non-Binary	0.8%	0.7%	0.7%	+0.1%	+0.2%
Ethnicity					
Asian	9.4%	9.5%	10.4%	-0.1%	-1.0%
Black or African American	9.0%	6.5%	6.5%	+2.4%	+2.4%
Caucasian	12.0%	14.4%	12.3%	-2.3%	-0.3%
Hispanic	62.9%	62.5%	62.7%	+0.4%	+0.2%
Native American	0.1%	0.2%	0.3%	-0.1%	-0.1%
Pacific Islander	0.1%	0.2%	0.2%	-0.0%	-0.1%
Two or more races	2.9%	3.5%	3.0%	-0.6%	-0.1%
Unknown	3.5%	3.1%	4.5%	+0.4%	-1.0%

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?

This question used a five-point scale: 1 = very dissatisfied; 2 = dissatisfied; 3 = neutral; 4 = satisfied; and 5 = very satisfied.



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

This question used a five-point scale: 1 = very dissatisfied; 2 = dissatisfied; 3 = neutral; 4 = satisfied; and 5 = very satisfied.

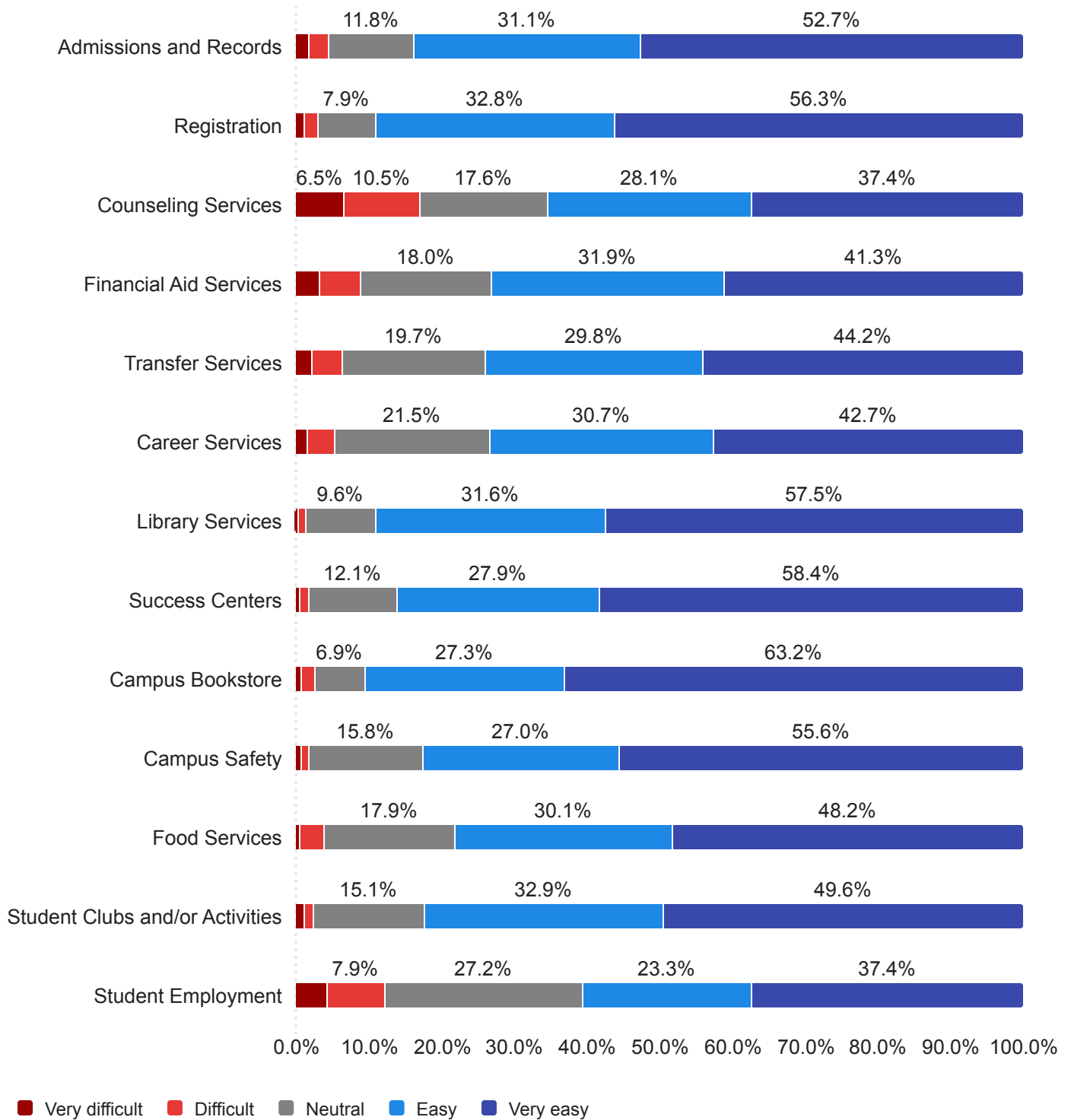
652 Responses

Field	Very dissatisfied		Dissatisfied		Neutral		Satisfied		Very satisfied		Total
The clarity of course objectives and expectations	2.6%	17.0	0.5%	3.0	4.3%	28.0	30.1%	196.0	62.6%	408.0	652
The quality of course instruction in your program of study	2.2%	14.0	1.1%	7.0	5.8%	38.0	31.3%	204.0	59.6%	388.0	651
The relevance of course content to your future employment/career	2.2%	14.0	0.8%	5.0	10.2%	66.0	29.3%	189.0	57.5%	370.0	644
The availability of zero or low-cost textbooks and course materials	2.5%	16.0	2.8%	18.0	13.5%	87.0	24.0%	154.0	57.2%	368.0	643
The effectiveness of technology used to support learning	2.3%	15.0	0.8%	5.0	8.4%	54.0	33.0%	211.0	55.5%	355.0	640
Opportunities for engagement in classroom discussions and activities	2.3%	15.0	0.8%	5.0	8.6%	55.0	34.4%	221.0	54.0%	347.0	643
Opportunities for you to collaborate with your classmates	2.2%	14.0	1.4%	9.0	11.9%	77.0	35.3%	228.0	49.2%	318.0	646
The instructor's availability for questions and support	2.3%	15.0	1.7%	11.0	8.7%	56.0	28.9%	187.0	58.4%	378.0	647
The instructor's ability to create an inclusive and respectful learning environment	2.3%	15.0	0.9%	6.0	6.2%	40.0	26.1%	169.0	64.5%	417.0	647
The overall in-person learning environment	2.0%	11.0	0.2%	1.0	8.3%	46.0	31.0%	172.0	58.6%	325.0	555
The overall online learning environment	2.3%	15.0	2.8%	18.0	9.5%	61.0	26.3%	169.0	59.1%	380.0	643

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

This question used a five-point scale: 1 = very difficult; 2 = difficult; 3 = neutral; 4 = easy; and 5 = very easy.

651 Responses



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

This question used a five-point scale: 1 = very difficult; 2 = difficult; 3 = neutral; 4 = easy; and 5 = very easy.

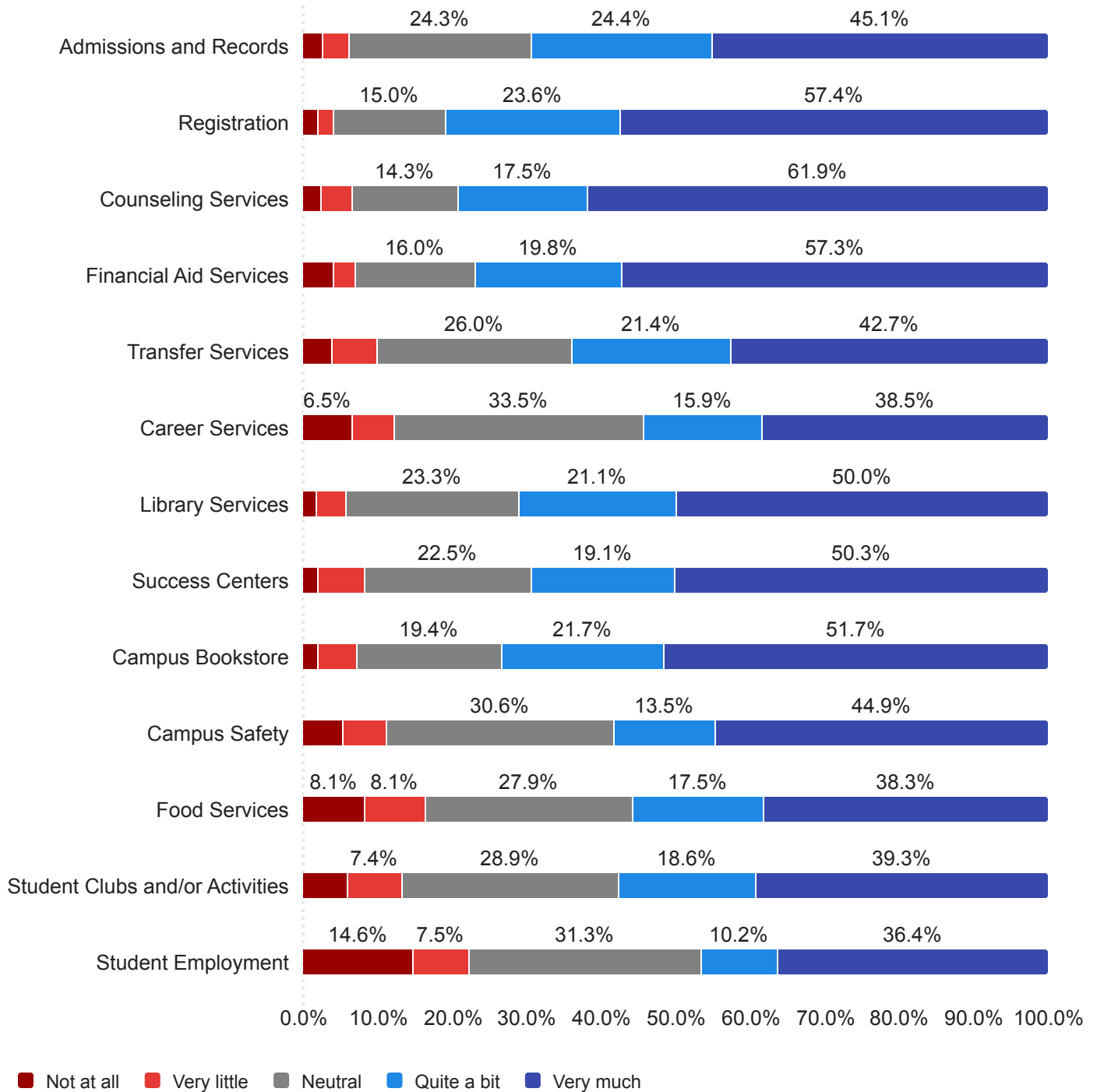
651 Responses

Field	Very difficult		Difficult		Neutral		Easy		Very easy		Total
Admissions and Records	1.7%	11	2.7%	17	11.8%	75	31.1%	198	52.7%	336	637
Registration	1.1%	7	1.9%	12	7.9%	51	32.8%	211	56.3%	362	643
Counseling Services	6.5%	41	10.5%	66	17.6%	111	28.1%	177	37.4%	236	631
Financial Aid Services	3.2%	19	5.6%	33	18.0%	106	31.9%	188	41.3%	243	589
Transfer Services	2.1%	10	4.2%	20	19.7%	93	29.8%	141	44.2%	209	473
Career Services	1.4%	6	3.8%	16	21.5%	91	30.7%	130	42.7%	181	424
Library Services	0.2%	1	1.1%	6	9.6%	54	31.6%	177	57.5%	322	560
Success Centers	0.4%	2	1.3%	7	12.1%	65	27.9%	150	58.4%	314	538
Campus Bookstore	0.7%	4	1.9%	11	6.9%	41	27.3%	161	63.2%	373	590
Campus Safety	0.7%	3	1.0%	4	15.8%	66	27.0%	113	55.6%	233	419
Food Services	0.5%	2	3.3%	13	17.9%	71	30.1%	119	48.2%	191	396
Student Clubs and/or Activities	1.0%	4	1.3%	5	15.1%	58	32.9%	126	49.6%	190	383
Student Employment	4.3%	13	7.9%	24	27.2%	83	23.3%	71	37.4%	114	305

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

This question used a five-point scale: 1 = not at all; 2 = very little; 3 = neutral; 4 = quite a bit; and 5 = very much.

651 Responses



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

This question used a five-point scale: 1 = not at all; 2 = very little; 3 = neutral; 4 = quite a bit; and 5 = very much.

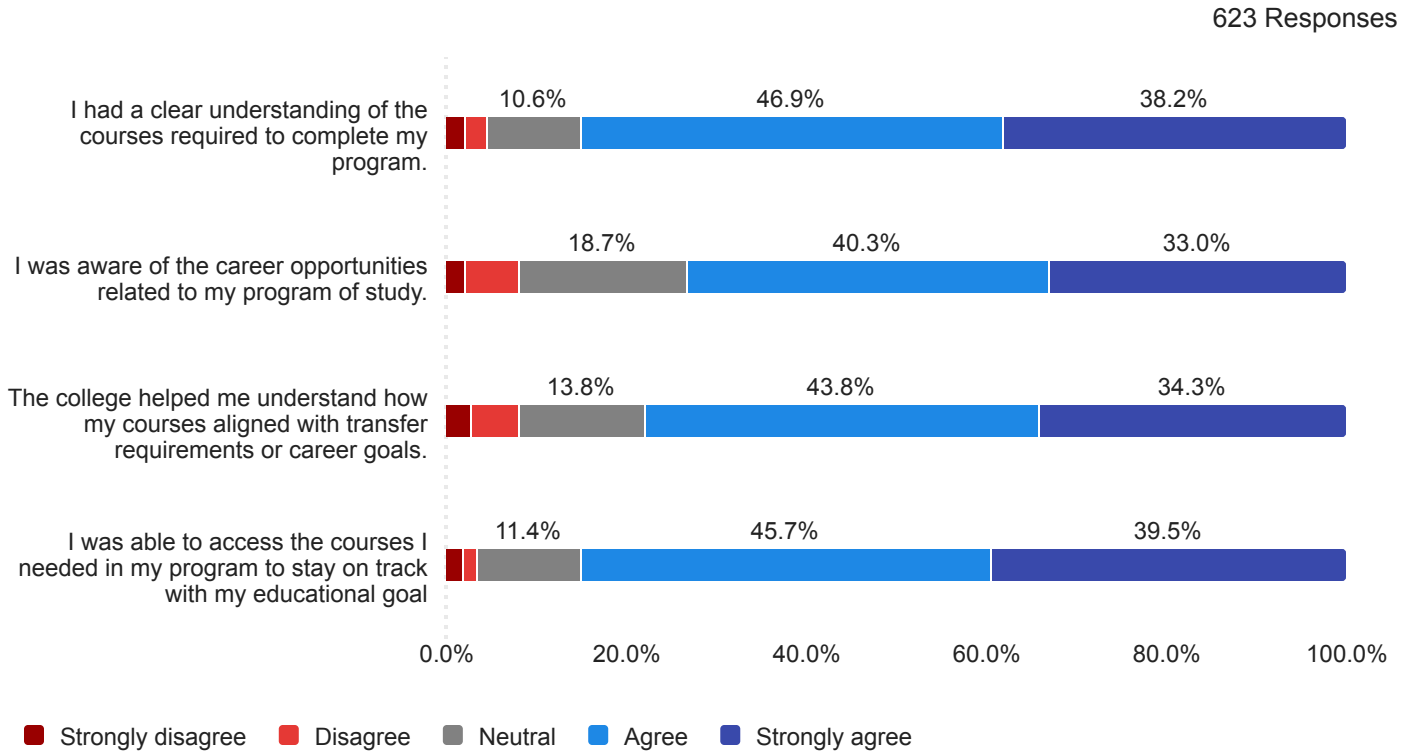
651 Responses

Field	Not at all		Very little		Neutral		Quite a bit		Very much		Total
Admissions and Records	2.5%	16	3.6%	23	24.3%	154	24.4%	155	45.1%	286	634
Registration	1.9%	12	2.0%	13	15.0%	96	23.6%	151	57.4%	367	639
Counseling Services	2.4%	15	4.0%	25	14.3%	89	17.5%	109	61.9%	386	624
Financial Aid Services	4.0%	23	3.0%	17	16.0%	92	19.8%	114	57.3%	330	576
Transfer Services	3.8%	18	6.1%	29	26.0%	123	21.4%	101	42.7%	202	473
Career Services	6.5%	26	5.7%	23	33.5%	135	15.9%	64	38.5%	155	403
Library Services	1.6%	9	4.0%	22	23.3%	128	21.1%	116	50.0%	275	550
Success Centers	1.9%	10	6.2%	33	22.5%	120	19.1%	102	50.3%	268	533
Campus Bookstore	1.9%	11	5.3%	30	19.4%	111	21.7%	124	51.7%	295	571
Campus Safety	5.3%	21	5.8%	23	30.6%	122	13.5%	54	44.9%	179	399
Food Services	8.1%	33	8.1%	33	27.9%	113	17.5%	71	38.3%	155	405
Student Clubs and/or Activities	5.8%	22	7.4%	28	28.9%	109	18.6%	70	39.3%	148	377
Student Employment	14.6%	43	7.5%	22	31.3%	92	10.2%	30	36.4%	107	294

Section 2: Staying on Track to Completion

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

This question used a five-point scale: 1 = strongly disagree; 2 = disagree; 3 = neutral; 4 = agree; and 5 = strongly agree.



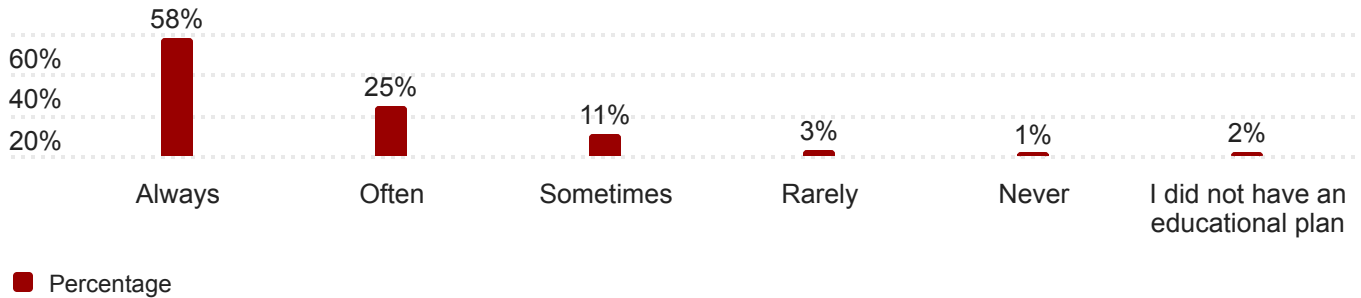
4 - To what extent do you agree with the following statement:

623 Responses

Field	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
I had a clear understanding of the courses required to complete my program.	1.9%	12	2.4%	15	10.6%	66	46.9%	291	38.2%	237	621
I was aware of the career opportunities related to my program of study.	2.1%	13	6.0%	37	18.7%	116	40.3%	250	33.0%	205	621
The college helped me understand how my courses aligned with transfer requirements or career goals.	2.6%	16	5.5%	34	13.8%	86	43.8%	272	34.3%	213	621
I was able to access the courses I needed in my program to stay on track with my educational goal	1.8%	11	1.6%	10	11.4%	71	45.7%	284	39.5%	245	621

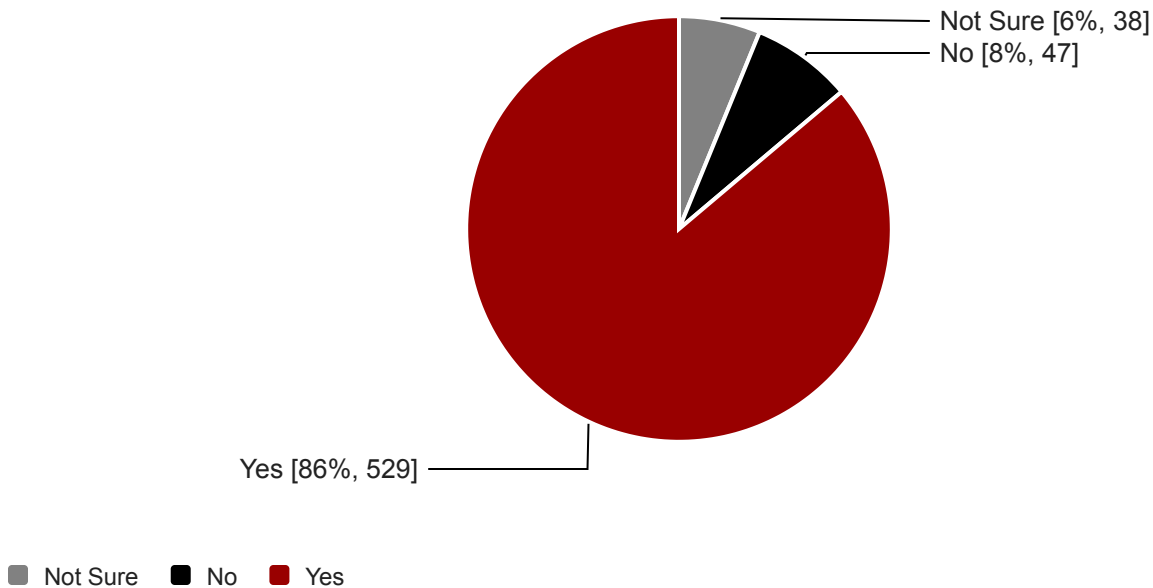
Question 5 - To what extent did you follow the educational plan you created with an academic counselor during your time at Chaffey College?

621 Responses



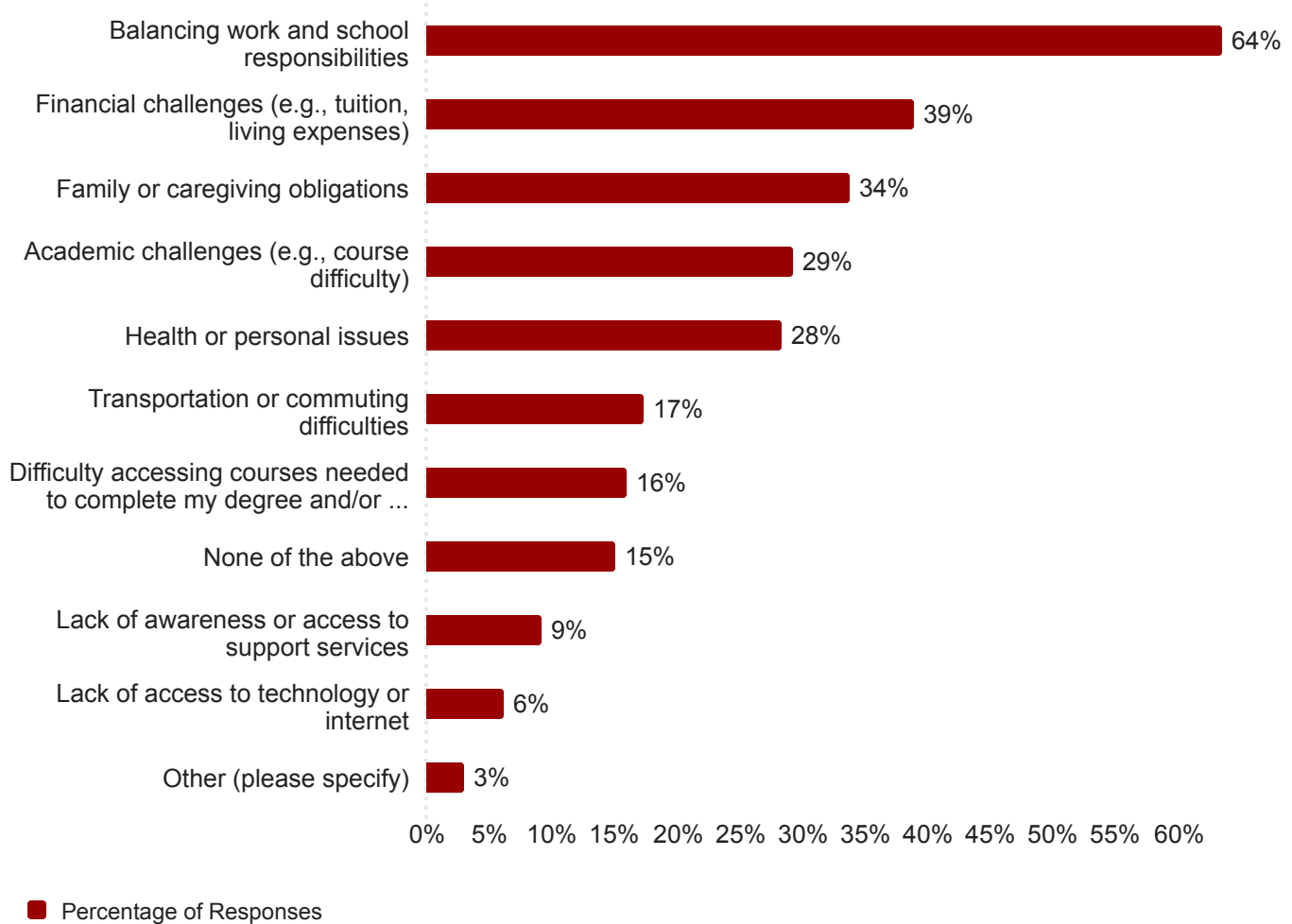
Question 6 - Did you have enough support to understand and follow your educational plan?

614 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)

618 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? (See Appendix A for all responses)

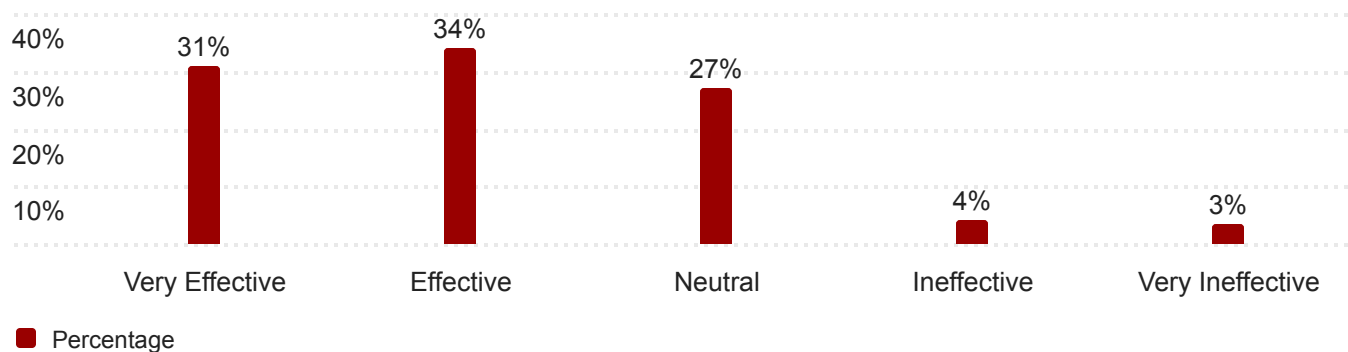
17 Responses

Some write in responses included the following themes/comments:

- Challenges with professor quality, communication, or discouragement (5 responses)
- Difficulty scheduling counseling appointments and experiencing long wait times (3 responses)
- Counselors and staff providing conflicting or incorrect information (3 responses)
- General lack of a support system or difficulty accessing disability services (3 responses)

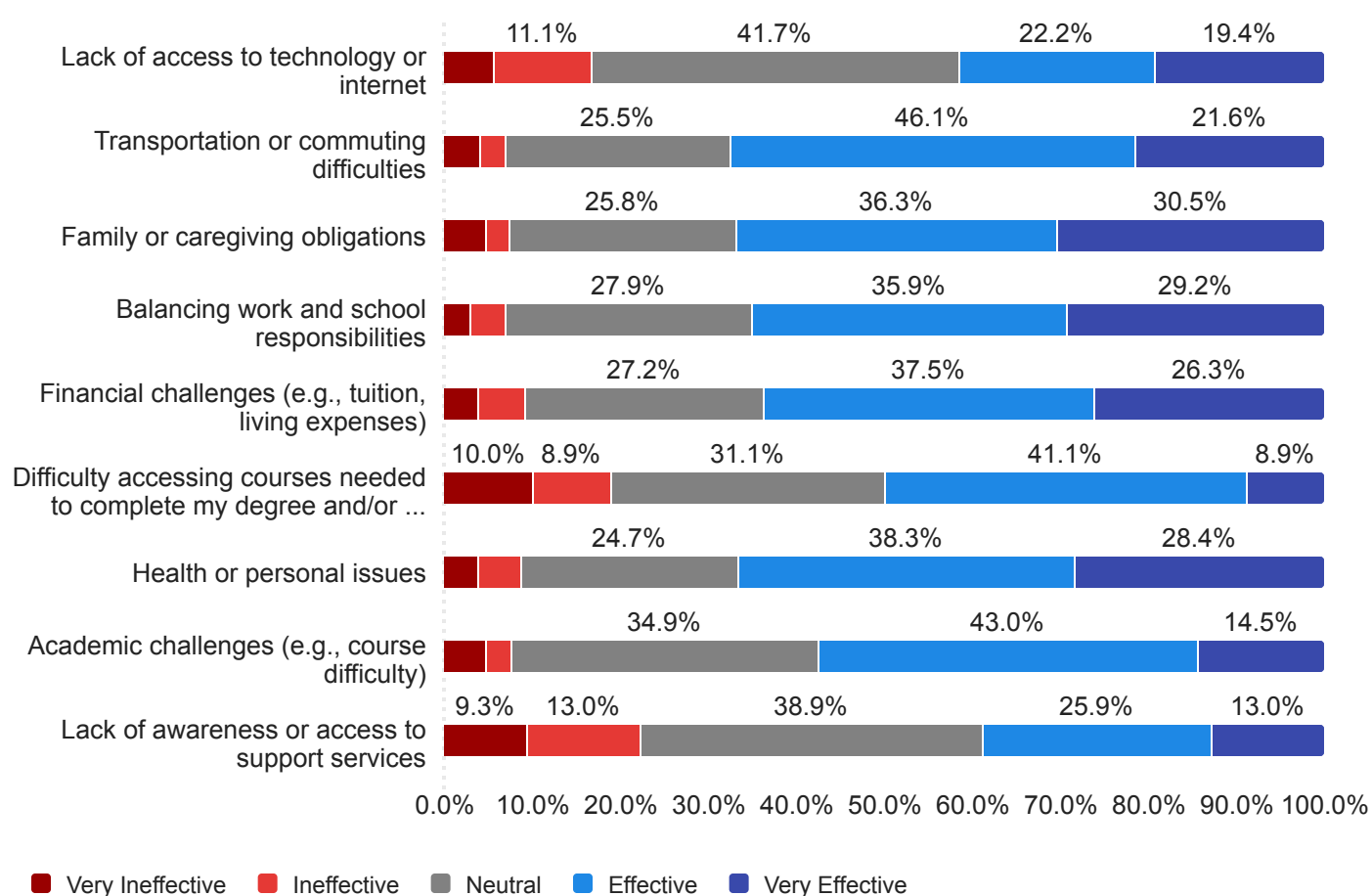
Question 8 - If you faced challenges, how effective were the college's support services in helping you address them?

532 Responses



Question 8 (Effectiveness by Challenge Breakout) - If you faced challenges, how effective were the college's support services in helping you address them?

479 Responses

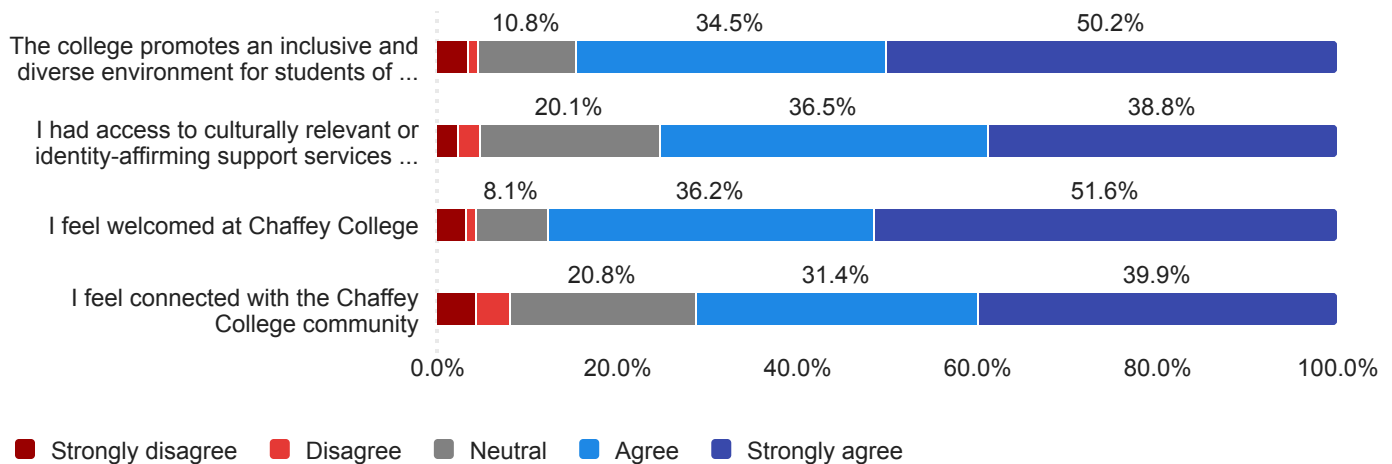


Section 3: Engagement and Sense of Belonging

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

This question used a five-point scale: 1 = strongly disagree; 2 = disagree; 3 = neutral; 4 = agree; and 5 = strongly agree.

609 Responses



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

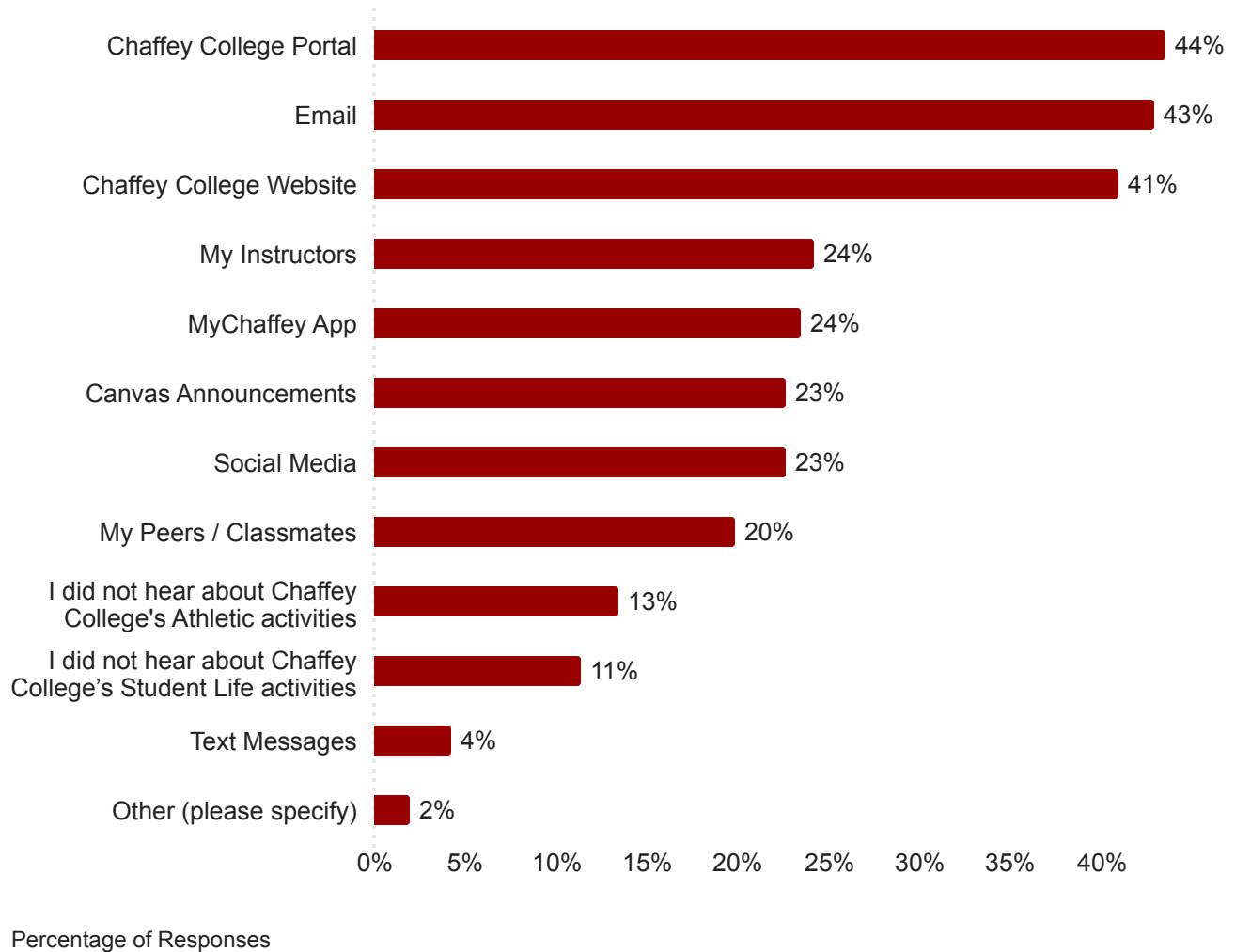
This question used a five-point scale: 1 = strongly disagree; 2 = disagree; 3 = neutral; 4 = agree; and 5 = strongly agree.

609 Responses

Field	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Total
The college promotes an inclusive and diverse environment for students of all backgrounds	3.3%	20	1.1%	7	10.8%	66	34.5%	210	50.2%	306	609
I had access to culturally relevant or identity-affirming support services that contributed to my sense of belonging	2.3%	14	2.3%	14	20.1%	122	36.5%	221	38.8%	235	606
I feel welcomed at Chaffey College	3.1%	19	1.0%	6	8.1%	49	36.2%	220	51.6%	313	607
I feel connected with the Chaffey College community	4.1%	25	3.8%	23	20.8%	126	31.4%	190	39.9%	242	606

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

608 Responses



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

11 Responses

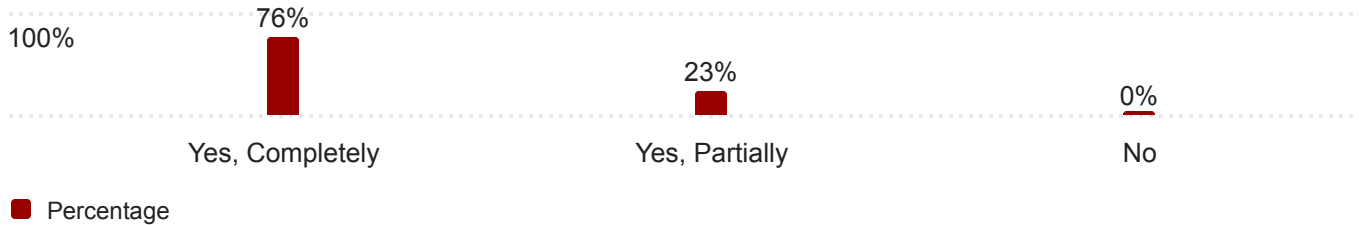
Some write in responses included the following themes/comments:

- Physical postings on campus (flyers, signs, posters, bulletin boards) (5 responses)
- Word of mouth (through clubs, professors) (4 responses)

Section 4: Overall College Experience

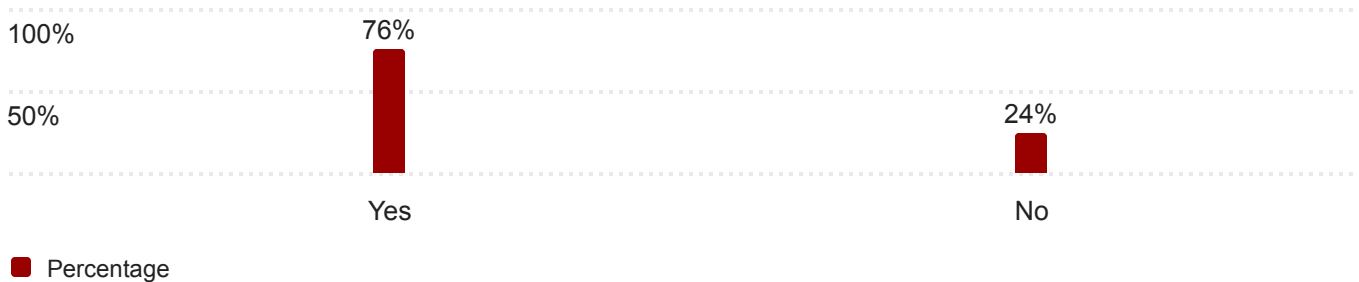
Question 11 - Did you accomplish your goals for attending Chaffey College?

608 Responses



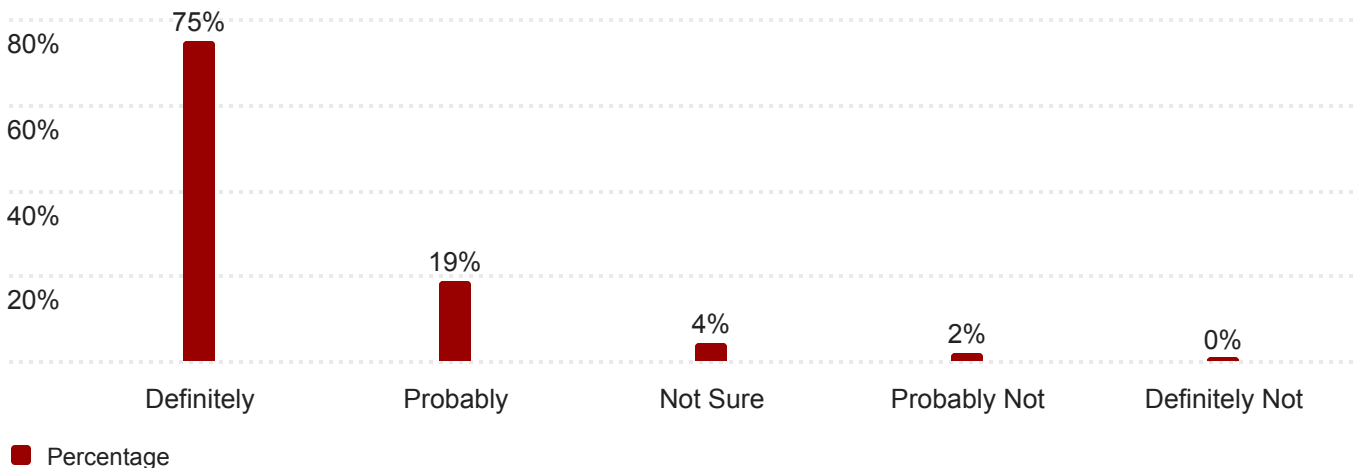
Question 12 - Was Chaffey College your first choice of colleges?

608 Responses



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

607 Responses



Question 14 (Write-In Responses Summary) - Please explain why you would not choose to attend Chaffey College again? (See Appendix A for all responses)

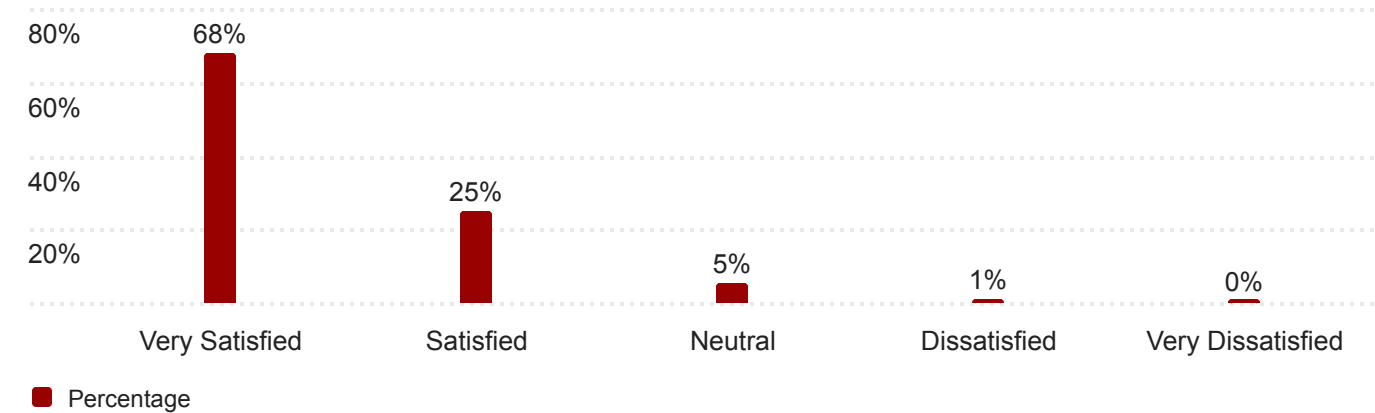
25 Responses

Some write in responses included the following themes/comments:

- Preference to attend a four-year university instead of a community college (3 responses)
- Poor teaching quality or difficult professors (3 responses)
- Poor counseling experiences, difficult getting appointments, and wasting time (4 responses)

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

607 Responses

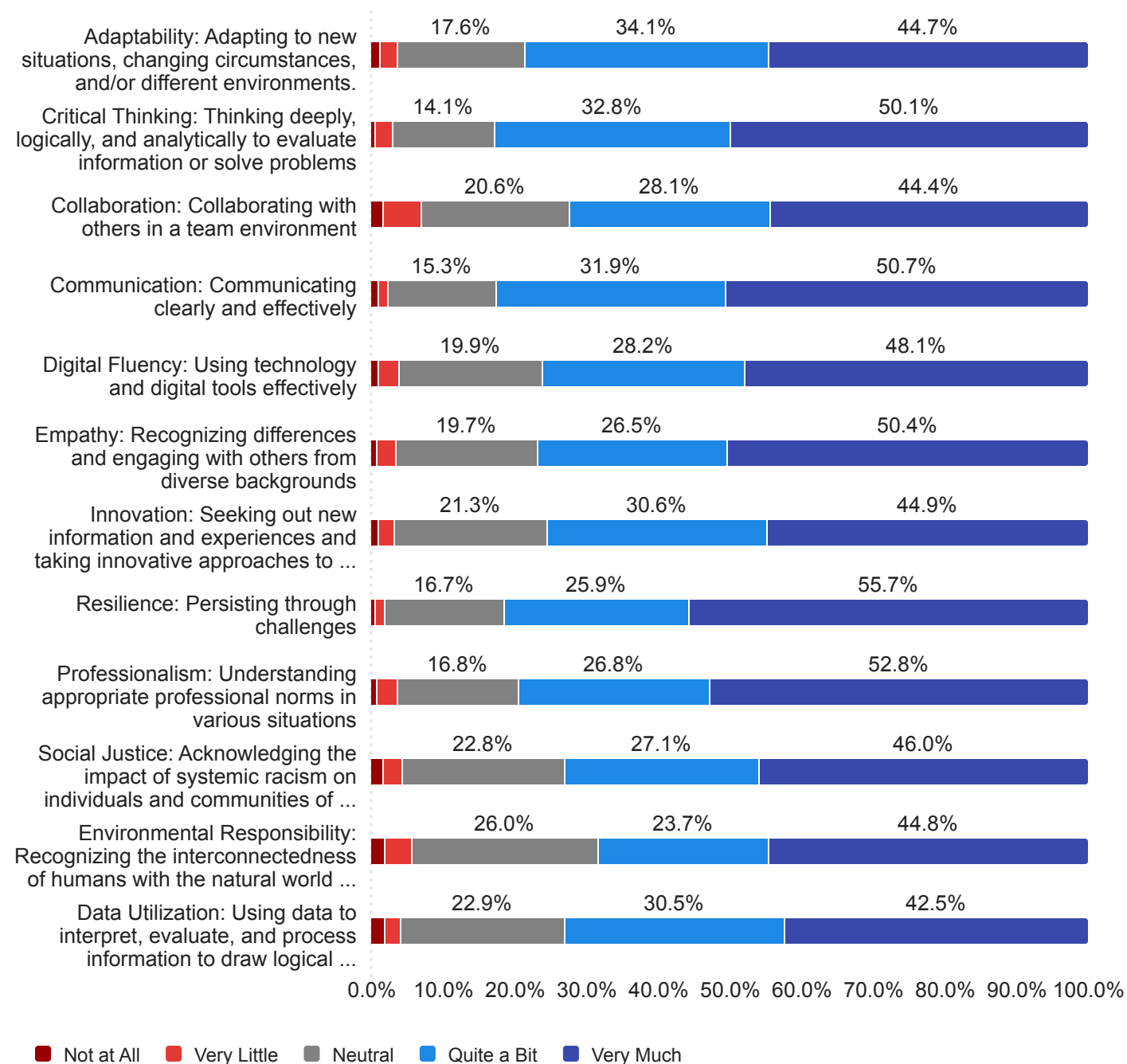


Section 5: Academic, Community and Employability Skills (ACES)

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

This question used a five-point scale: 1 = not at all; 2 = very little; 3 = neutral; 4 = quite a bit; and 5 = very much.

603 Responses



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

This question used a five-point scale: 1 = not at all; 2 = very little; 3 = neutral; 4 = quite a bit; and 5 = very much.

603 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.	1.2%	7	2.5%	15	17.6%	106	34.1%	205	44.7%	269	602
Critical Thinking: Thinking deeply, logically, and analytically to evaluate information or solve problems	0.5%	3	2.5%	15	14.1%	85	32.8%	198	50.1%	302	603
Collaboration: Collaborating with others in a team environment	1.5%	9	5.3%	32	20.6%	124	28.1%	169	44.4%	267	601
Communication: Communicating clearly and effectively	0.8%	5	1.3%	8	15.3%	92	31.9%	192	50.7%	305	602
Digital Fluency: Using technology and digital tools effectively	1.0%	6	2.8%	17	19.9%	120	28.2%	170	48.1%	290	603
Empathy: Recognizing differences and engaging with others from diverse backgrounds	0.7%	4	2.7%	16	19.7%	119	26.5%	160	50.4%	304	603
Innovation: Seeking out new information and experiences and taking innovative approaches to accomplishing tasks	1.0%	6	2.2%	13	21.3%	128	30.6%	184	44.9%	270	601
Resilience: Persisting through challenges	0.3%	2	1.3%	8	16.7%	100	25.9%	155	55.7%	333	598
Professionalism: Understanding appropriate professional norms in various situations	0.7%	4	2.8%	17	16.8%	101	26.8%	161	52.8%	317	600
Social Justice: Acknowledging the impact of systemic racism on individuals and communities of color, and advocating for equity through civic participation	1.5%	9	2.7%	16	22.8%	137	27.1%	163	46.0%	277	602

Environmental Responsibility:

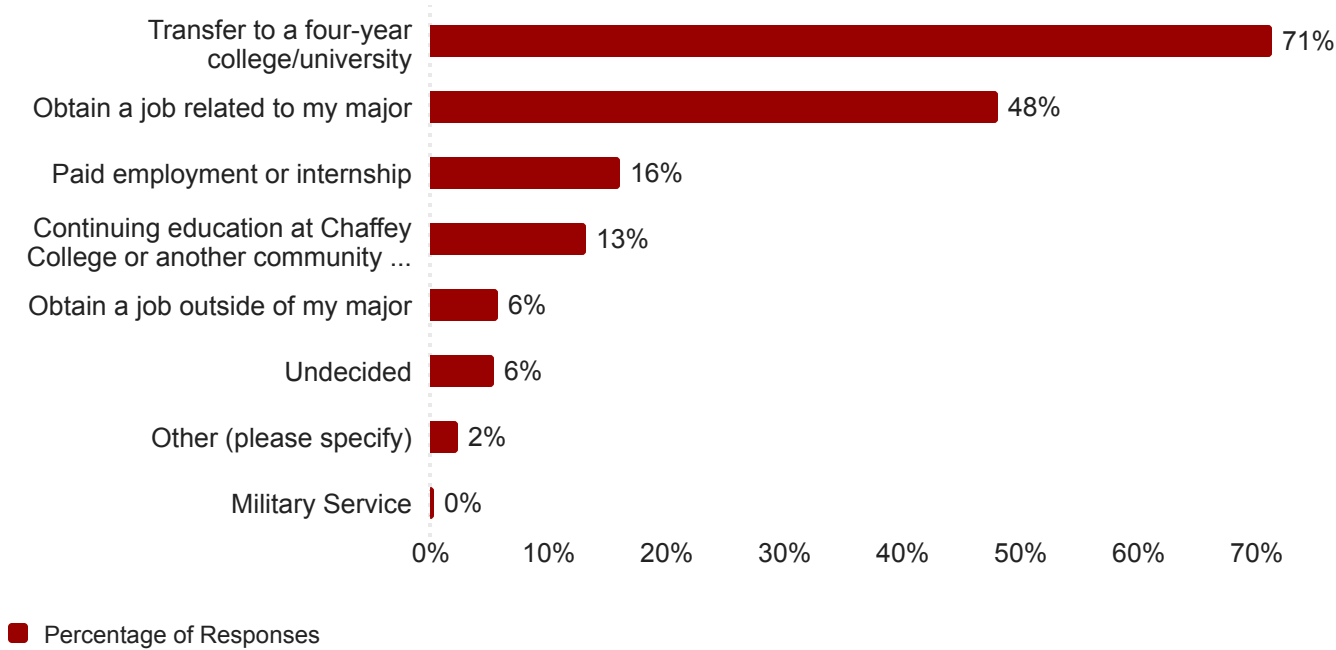
Recognizing the interconnectedness of humans with the natural world and developing an ethical perspective on environmental issues	1.8%	11	3.6%	22	26.0%	157	23.7%	143	44.8%	270	603
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Data Utilization: Using data to interpret, evaluate, and process information to draw logical conclusions and support claims	1.7%	10	2.3%	14	22.9%	137	30.5%	182	42.5%	254	597
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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

599 Responses



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

13 Responses

Some write in responses included the following themes/comments:

- Planning to transfer to, or continue education at, a four-year university (4 responses)
- Entering the workforce, continuing employment, or starting a business (4 responses)

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

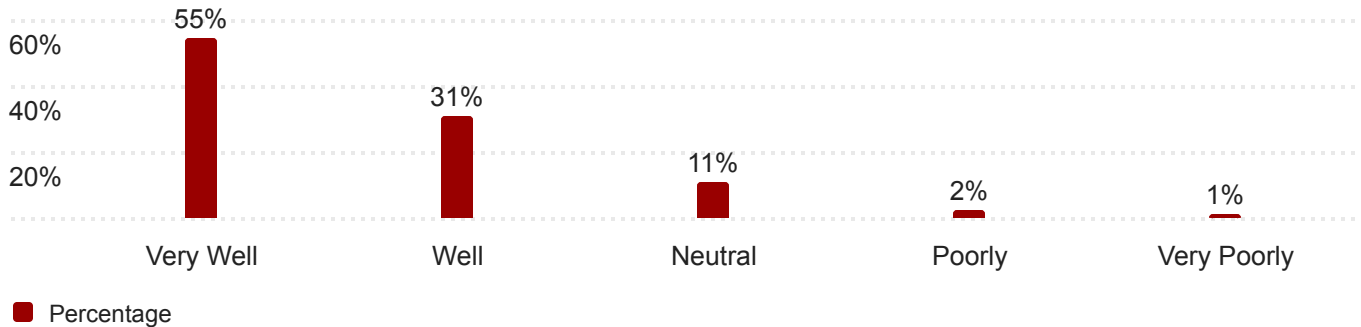
382 Responses

The top write in responses included the following:

1. **Cal State San Bernardino** (120 responses)
2. **Cal Poly Pomona** (54 responses)
3. **Cal State Fullerton** (32 responses)
4. **UC Riverside** (18 responses)
5. **University of California, Los Angeles** (17 responses)
6. **Cal State Los Angeles** (12 response)
7. **UC Irvine** (12 responses)
8. **Cal State Long Beach** (9 responses)
9. **Cal State Northridge** (9 responses)
10. **UC Berkeley** (7 responses)

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

600 Responses



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

152 Responses

Some write in responses included the following themes:

- Overall gratitude and positive experiences (57 responses)
- Inaccessible counseling appointments (11 responses)
- Inconsistent advising and conflicting information (9 responses)
- Dissatisfaction with attitudes, helpfulness, and accountability of some faculty and staff (8 responses)
- Financial aid administrative hurdles and delays (7 responses)