

Graduating Student Survey Results

May 2026 | Academic Year 25-26 | Internal Survey

Each year, Chipola College administers the **Graduating Student Survey (GSS)** to students completing degrees or certificates. This edition reports **2025–26 GSS** results for the Associate in Arts degree cohort, administered through Watermark. Data reflect responses collected through Spring 2025.

Graduating Student Survey Overview

<p>GSS Responses</p> <h1 style="margin: 0;">465</h1> <p style="font-size: small;">of 781 eligible graduates</p>	<p>Response Rate</p> <h1 style="margin: 0;">59.5%</h1> <p style="font-size: small;">2025–26 cohort</p>	<p>Satisfied with Career Choice</p> <h1 style="margin: 0;">89.5%</h1> <p style="font-size: small;">Satisfied or Very Satisfied at graduation</p>
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Table: GSS 2025–26: 465 responses (59.5% of 781 eligible graduates). 89.5% Satisfied or Very Satisfied with career choice at graduation..

Graduate Demographics

Of the 465 graduates who responded, **61.2% identified as male** and 38.8% as female. By race/ethnicity, **73.3% identified as White**, 23.4% as Black or African American, and 5.2% as Hispanic/Latino. A majority of respondents (**56.3%**) indicated that at least one parent or guardian holds a college degree or postsecondary certificate, while **43.7% are first-generation college students**. Approximately **60.9% received a Pell Grant** while attending Chipola, reflecting the institution's strong service to low-to-moderate income students.

Demographic Characteristic	2025–26 (n=465)
Male	61.2%
Female	38.8%
White	73.3%
Black or African American	23.4%
Hispanic/Latino	5.2%
First-Generation College Student	43.7%
Pell Grant Recipient	60.9%

Table: Graduating Student Survey 2025–26 respondent demographics (n=465, all programs)..

Satisfied with career choice: 59.3% of graduates reported being Very Satisfied with their career choice at graduation, with an additional 30.2% Satisfied — a combined 89.5% Satisfied-or-above rate.

Graduate Satisfaction: College Services

Questions 16–19 asked graduates to rate satisfaction with coursework in each academic department, using a five-point scale with a "Cannot Evaluate" option for departments where no courses were taken.



Figure: Percentage of graduates rating departmental coursework as "Satisfied or Very Satisfied," 2025–26 GSS. Workforce rated highest at 89.9%.. (top) denotes highest-rated item.

Workforce programs led at **89.9% Satisfied or Very Satisfied**, followed by Education at 86.4%, Health Sciences at 84.3%, and Business & Technology at 82.7%. High "Cannot Evaluate" rates (53–64%) reflect graduates from other programs who did not take coursework in those departments.

Graduate Satisfaction: Academic Experience

Questions 25–29 measured satisfaction with components of the overall educational experience.



Figure: Percentage "Satisfied or Very Satisfied" with educational experience components, 2025–26 GSS (n=310–456).. (top) denotes highest-rated item.

Overall satisfaction with the program (89.1%) and total Chipola experience (89.0%) top the section, followed by quality of teaching at **87.5% Satisfied or Very Satisfied** (n=455). All five items exceed 81% combined satisfaction.

Graduate Satisfaction: Online Courses

Question 21 captured satisfaction with online course components among graduates who had taken at least one online course (graduates with no online experience selected "Cannot Evaluate").

Online Course Component	% Satisfied or Very Satisfied	n (Evaluating)
Canvas Technical Support	83.0%	264
Access to Help Services	81.5%	336
Overall Online Satisfaction	79.4%	349
Quality of Online Courses	78.1%	343

Online Course Component	% Satisfied or Very Satisfied	n (Evaluating)
Help from Online Instructors	78.7%	334

Table: Online course satisfaction by component, 2025–26 GSS. Percentage Satisfied or Very Satisfied (evaluating respondents only).

Online satisfaction ranges from 78.7–83.0% across all five components. However, **70.4% of respondents rated test proctoring as "Not Effective"** (Q36, n=368), with only 4.3% "Totally Effective." This is a critical finding for academic integrity in distance education and warrants immediate review by the E-Learning Office.

Graduate Satisfaction: Learning Outcomes

Question 32 asked graduates to rate the extent to which their Chipola education contributed to specific competencies ("Very Much," "Much," "Some," "A Little," "None"). The two outcomes listed below map directly to Master Plan Goal 3 (career readiness).

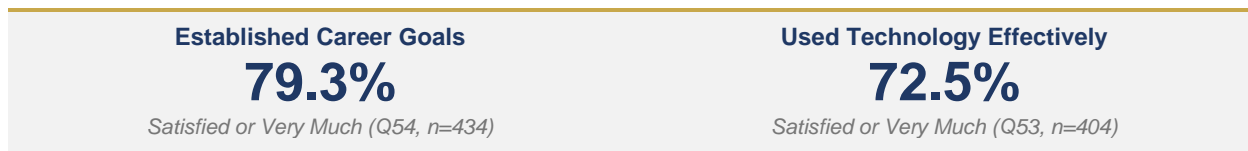


Table: Learning outcomes Q53-Q54: Career goals 79.3% Satisfied or above (n=434). Technology 72.5% Satisfied or above (n=404).

Establishing career goals (79.3% Satisfied or above, n=434) rated higher than technology effectiveness (72.5%, n=404). These figures complement 2024–25 CCSSE data showing Chipola slightly below the cohort on career goal-development (Item 11h mean 2.83 vs. cohort 2.88). The higher GSS result among **completing** students is expected — graduates who persisted to completion are more likely to report clear career direction than the broader enrolled population.

Graduate Satisfaction: Facilities

Question 24 assessed satisfaction with physical facilities and grounds. Items rated here are relevant to Master Plan infrastructure and HLC Criterion 4.A resource adequacy.



Figure: Graduate satisfaction with facilities, 2025–26 GSS. Percentage "Very Satisfied." (top) denotes highest-rated item.

Student comments in Question 25 identified temperature control in classrooms and labs as recurring concerns, as well as cleaning frequency in labs. These are recurring themes worth addressing through facilities planning and program maintenance cycles.

Graduate Satisfaction: ACE Utilization and Academic Department

Q13 found that only **14.0% of graduates used on-campus ACE services "Often" or more**, with 36.0% reporting "Never." Despite low utilization, satisfaction among users is high: **90.3% Satisfied or Very Satisfied with overall ACE** (Q11, 90.3% Satisfied+, mean 4.50).

ACE Component	% Satisfied or Very Satisfied	n (Evaluating)
Instructors/Professional Staff	90.2%	338
Contribution to Course Grades	91.2%	296
Overall ACE Satisfaction	90.3%	258
Online Tutoring	87.6%	210
On-Campus Tutoring	87.7%	219
Schedule/Hours of Operation	87.0%	339
Technology	86.1%	303

Table: ACE component satisfaction, 2025–26 GSS. All components exceed 86% Satisfied or Very Satisfied among evaluating graduates..

All ACE components exceed 86% Satisfied or Very Satisfied among graduates who could evaluate them. The 27–55% "Cannot Evaluate" rates reflect graduates who did not use specific services — not dissatisfaction.

Master Plan Alignment

The table below maps key 2025–26 survey findings to Chipola College Master Plan priority outcomes and HLC accreditation criteria.

Outcome	Finding	Status
3.2.1 — Developing career goals	GSS: 56.5% "Very Much" (n=434); CCSSE Item 11h 2.83 vs. cohort 2.88	Monitor
3.2.2 — Career choice satisfaction	GSS: 89.5% Satisfied or Very Satisfied (n=457)	On Track
2.x — Quality of instruction	GSS: 87.5% Satisfied+; 89.0% overall Chipola experience	On Track
2.x — Online course quality	GSS: 79.4% Satisfied+; 70.4% rate proctoring Not Effective	Action Needed
2.x — Academic department quality	GSS: Workforce 67.3%; Education 61.9%; Health Sciences 55.3%	On Track
2.x — ACE support effectiveness	GSS: 90.3% Satisfied+; Q13: 36% Never used on-campus ACE	Monitor

Table: GSS 2025–26 findings mapped to Master Plan outcomes and HLC criteria..

Summary of Key Findings

1. Overall graduate satisfaction is strong. 89.0% of graduates rated their total Chipola experience Satisfied or Very Satisfied (mean 4.43, n=456). Workforce programs led academic departments at 89.9%. These results support HLC Criterion 3 narrative documentation.

2. Online test proctoring is a critical concern. 70.4% of online course graduates rated test proctoring as "Not Effective" at promoting academic integrity (Q36, n=368); only 4.3% rated it "Totally Effective." This is the most urgent action item in the 2025–26 GSS and warrants immediate review by the E-Learning Office.

3. Pell Grant recipients are a majority of graduates. 60.9% of graduating students received a Pell Grant, and 43.7% are first-generation college students. These figures are directly relevant to HLC Criterion 1 mission documentation and confirm Chipola's strong service to low-to-moderate income and first-generation students.

4. ACE satisfaction is high; utilization gap needs addressing. Among graduates who evaluated ACE services, 90.3% rated overall satisfaction Satisfied or Very Satisfied (mean 4.50). However, 36% never used on-campus services. Increasing faculty and advisor referrals to the ACE is the highest-leverage action for improving utilization.

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