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### Summer 2024 - Spring 2025 AA Graduating Student Survey Results

Each academic year, Associate of Arts graduates complete a questionnaire about their experience at Chipola College. Being a student-centered college, Chipola uses the survey results to make changes to better serve students. Following is a synopsis of responses in several areas of the 2025 AA degree graduating student questionnaire (n=133).

#### General Information

Sixty-four percent of the graduating students reported that they attended Chipola College primarily full-time. Sixty-one percent enrolled either during 2022 or 2023 fall semester, respectively, and another 62% enrolled during the 2021 fall semester.

#### Stopping Out of Enrollment

The most common reason reported by 2025 AA degree graduates for stopping out at Chipola College was personal problems, cited by 54% of respondents. Other reasons included general or unspecified issues (31%), academic difficulty (16%), and both work and home responsibilities (15% each). Financial challenges, loss of interest, and dissatisfaction with classes or instructors were each mentioned by 8% of students. Notably, no respondents indicated stopping out due to having met their career or educational goals (Table 1).

**Table 1: Reasons Reported by Class of 2025 AA Degree Graduates for Stopping Out at Chipola College\***

| Reason                                   | Percentage of Respondents |
|--|---------------------------|
| Personal problems (health, family, etc.) | 54%                       |
| Other                                    | 31%                       |
| Course work too difficult                | 16%                       |
| Work responsibilities too great          | 15%                       |
| Home responsibilities too great          | 15%                       |
| Not enough money to go to school         | 8%                        |
| Lost interest in school                  | 8%                        |
| Did not like teacher, class, etc.        | 8%                        |
| Met career or educational goal           | 0%                        |

#### Satisfaction of General Services of the College

The survey (Table 2) shows high overall satisfaction (87%) with the college's general services. Key areas like Course Registration, Admissions, and Advising received the highest satisfaction ratings (83–88%). Most services had little to no dissatisfaction. However, some areas—such as the Career Resource Center, Disability Services, and the Grievance Process—had low satisfaction and high rates of students unable to evaluate them, indicating limited awareness or usage. See Table 2 below.

**Table 2: Satisfaction with General Services of the College**

| Service                            | Satisfied or Very Satisfied | Dissatisfied or Very Dissatisfied | Could Not Evaluate |
|------------------------------------|-----------------------------|-----------------------------------|--------------------|
| Advising and registration          | 83%                         | 3%                                | 0%                 |
| Business Office                    | 83%                         | 0%                                | 11%                |
| Admissions Office                  | 87%                         | 0%                                | 0%                 |
| Financial Aid Office               | 71%                         | 1%                                | 18%                |
| Testing/Success Center             | 80%                         | 0%                                | 11%                |
| Chipola Foundation                 | 65%                         | 0%                                | 25%                |
| Book Store                         | 80%                         | 4%                                | 5%                 |
| Chipola cafeteria                  | 73%                         | 1%                                | 18%                |
| Career Resource Center             | 39%                         | 0%                                | 51%                |
| Computer Labs                      | 67%                         | 1%                                | 17%                |
| Course Registration                | 88%                         | 0%                                | 1%                 |
| Grievance Process                  | 25%                         | 0%                                | 72%                |
| Disability Services                | 24%                         | 0%                                | 73%                |
| Library                            | 80%                         | 0%                                | 15%                |
| Overall Satisfaction with Services | 87%                         | 0%                                | 1%                 |

**Satisfaction of Educational Programs**

Survey results (Table 3) show high satisfaction with Chipola College's educational programs. The majority of respondents were satisfied with the quality of teaching faculty (85%) and the overall educational experience (87%). Dual Enrollment received the highest satisfaction rating at 91%. Other areas, such as classrooms, labs, and instructional equipment, also received strong ratings, though with slightly higher percentages of dissatisfaction or inability to evaluate. Overall, the data reflects a positive student perception of the college's academic environment and support for career goal development.

**Table 3: Satisfaction with Educational Programs**

| Program Aspect                            | Satisfied or Very Satisfied | Dissatisfied or Very Dissatisfied | Could Not Evaluate |
|---|-----------------------------|-----------------------------------|--------------------|
| Quality of teaching faculty               | 85%                         | 2%                                | 1%                 |
| Quality of classrooms and labs            | 78%                         | 5%                                | 10%                |
| Quality of instructional equipment        | 74%                         | 4%                                | 10%                |
| Overall experience with Dual Enrollment   | 91%                         | 1%                                | 0%                 |
| Establish career goals                    | 78%                         | 4%                                | 2%                 |
| Quality of overall educational experience | 87%                         | 1%                                | 2%                 |

## Distance Education Experience

The table (Table 4) indicates strong overall satisfaction with distance education at Chipola College. Key areas such as test proctoring practices (95%), Canvas messaging (87%), and overall satisfaction with online courses (84%) received high ratings. Most students were also satisfied with online course quality (79%) and instructor support (80%). However, satisfaction with Canvas technical support was lower at 53%, with 33% of respondents unable to evaluate it. Access to help services received moderate satisfaction (72%). Overall, the data reflects a positive online learning experience with some areas for improvement in technical support.

**Table 4: Distance Education Experience**

| Question   | Satisfied or Very Satisfied | Dissatisfied or Very Dissatisfied | Could Not Evaluate |
|--|-----------------------------|-----------------------------------|--------------------|
| Quality of online courses  | 79%                         | 4%                                | 1%                 |
| Overall satisfaction with online courses at Chipola College                | 84%                         | 2%                                | 1%                 |
| Effectiveness of test proctoring practices in promoting academic integrity | 95%                         | 3%                                | 2%                 |
| Access to help services for online courses                                 | 72%                         | 2%                                | 7%                 |
| Help from Canvas technical support   | 53%                         | 0%                                | 33%                |
| Help from online instructors   | 80%                         | 3%                                | 2%                 |
| Satisfaction of Canvas messaging   | 87%                         | 0%                                | 2%                 |

*Chipola College Facts!* is a monthly accountability and institutional effectiveness fact sheet published jointly by the Chipola College Assessment, Compliance, and Grants Office and the Office of Information Systems. Its purpose is to facilitate informed decision-making by publishing relevant information throughout the year. For more information, contact Brent Shelton at Chipola College, 3094 Indian Circle, Marianna, FL 32446 or at sheltonb@chipola.edu.

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