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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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