

## GRADUATING STUDENT SURVEY PILOT REPORT

### APPENDIX C Final Comments

Participants were offered an opportunity to discuss anything else about their experience at USF that they wanted to share. Verbatim responses are provided below with degree, major, and graduation semester and year in brackets. The comments are broken down by college/school.

#### College of Arts & Sciences

- USF is a great school with amazing professors and a great academic environment. If there is one thing I would advise, there needs to be some more work done to make freshman feel a stronger need to be involved or at least feel more at home because it seems that everyone sort of feels uncomfortable freshman year but then they adjust afterwards so long as they haven't already decided to transfer, which is a shame! **[BA English, Fall (December) 2017 - 2018]**
- A huge thank you to the administration for looking out for us students. Even though the red tape is difficult to navigate sometimes, we can get help pretty easily most of the time. Maybe it's just because I'm in a small major, but a special shout out to the Art History dept. professors and advisors for being so enthusiastic about sharing their passion for the arts with their students. **[BA Art History/Arts Management, Spring (May) 2017 - 2018]**
- Advising is terrible and disorganized. **[BA English, Spring (May) 2017 - 2018]**
- As a non-traditional, older student, I did experience a lot of ageism from the other students. This was to be expected, being that I am currently 40 years old and from a different socioeconomic background than the other students. I am not sure that there was anything that USF could have done about this social injustice. This experience is something that could have been improved. Overall, I was very happy with the education and made some good friends. I was part of the genesis of the Kinesiology Student Association. I feel very proud and honored to have helped the Kinesiology department establish this organization, as the President the previous fall and spring semesters. The professors at USF are simply wonderful. Thank you so much for the opportunity. GO DONS!! **[BS Kinesiology, Spring (May) 2017 - 2018]**
- As a young woman who is a student of color, I found myself feeling incredibly isolated at this school. I don't know if it was just within my major, or because I had to work full time in order to support myself. It's embarrassing to have to go to each of your teachers at the beginning of the semester and tell them that you can't afford art supplies or can't go pay for a 100\$ print job required for an assignment. It feels awful when teachers don't consider that you may come from a problematic background, or that if you try to tell them, they don't care. It seems so much easier for many of my

peers, who work not because they have to, but to learn how to "adult". All in all, I am happy I attended this University, because it has taught me to fend for myself, make it work in a pinch, and fight my way toward graduation. In closing, consider your students of color, consider their heritage, consider their families, and please help foster feelings of inclusiveness to those of us who may not be able to fully integrate ourselves into the "college experience". **[BA Design, Spring (May) 2017 - 2018]**

- Engage with the community more and share resources with those in need. Require that students exist the USF campus bubble and learn first hand what's going on in their city. Create a synergy between community groups and the USF campus so we can be a co-conspirators with marginalized communities and actually utilize our social justice mission. We should be leveraging our privilege for inclusion not isolation. Stand up for undocumented students and tap into the student population's temperament regarding political matters, not just the administration. Let's start local and set an example, this is how we "change the world from here." **[BA Critical Diversity Studies, Fall (December) 2016 - 2017]**
- For me, USF was an amazing experience! I truly learned so much, as a result of my major, minor, and master's program! I've loved every minute of it! I wouldn't change my experience for anything! **[BA Sociology, Spring (May) 2017 - 2018]**
- Generally USF has given me a well rounded education and taught me how to appreciate those different than me. However, when it comes to things on campus, our tuition does not show. We pay a lot of money to go to a school where the food is average and overpriced, and some of the classes are not taught to the standard I would hope for college. Employees who are not professors should also be held to a higher standard to be professional and kind to students. **[BA Psychology, Spring (May) 2017 - 2018]**
- GREAT LOCATIONS **[BA Economics, Spring (May) 2016 - 2017]**
- Great school but the administration needs to be way clearer and helpful. Student life is limited and I'm sure freshman/sophomores would appreciate more help in terms of navigating the city and learning about living in the city. **[BA Psychology, Spring (May) 2017 - 2018]**
- I am, and always have been, confused on how USF went about its spending. It's extremely difficult to explain how tuition is over \$60,000 but we don't have toilet seat covers in any of our facilities. I wish our pep band was more relevant, or was a real marching band. USF has definitely enlightened me on how different and complicated issues, people and everything else can be. I'm glad to have a better understanding of inclusion and solidarity. **[BA, Spring (May) 2017 - 2018]**
- I believe my academic experience at USF was phenomenal. However, I take issue with other aspects of the University. I could go into many things such as an emphasis on beautifying the campus instead of paying university staff better wages, but what I find especially appalling is the university's fossil fuel investments. We all know the effect

that fossil fuels are having on the planet and the beings that inhabit it, but when the university's core values are so clearly in opposition to the evil of these industries I have a hard time believing the university stands for anything besides making money. I love USF and want to believe we are actually changing the world from here, but when there is such a clear hypocrisy at the top, I can't feel anything but disappointment for where I spent the last four years of my life. I sincerely hope the university takes the steps to reinvest their assets in a genuine effort to stand by their values and a better planet for everyone, and not just in an attempt for better PR. **[BS Environmental Science, Spring (May) 2017 - 2018]**

- I believe that USF is a wonderful educational opportunity for many people, and do not think that my experiences here necessarily reflect on the institution. I have suffered depression and anxiety for many years prior to attending university; I anticipated difficulty with my mental health while at college though not to this extent. My choice to not change majors or transfer schools was primarily financial -- the program I wanted to be in would have prevented me from graduating in three years due to increased credit requirements -- though that decision is one I admittedly do regret. In all honesty I wish I could change just about everything about these past three years, but given that I can't I suppose my biggest hope is that I'm able to move past them. I appreciate the generous scholarship that I received to make my enrollment possible, and I'm glad my experience is not the norm for USF students. **[BA Media Studies, Spring (May) 2017 - 2018]**
- I came into USF expecting a typical college experience. I was having some trouble finding my niche in the beginning, so I buried myself in my coursework. My social life was very bleak, and I found that that had a large impact on my emotional state. Luckily, my studies were something I loved to devote time too, so I focused my energy on my school work to distract myself from my emotions. In my second year, I began developing very meaningful relationships with a few of my peers in my classes, and eventually I found that I was developing friendships with professors who were more than willing to help me succeed. Come junior year, I felt that I was meant to be at this institution. I loved the city of San Francisco and I loved what I was studying (I still do). I've gained such valuable experiences here at USF that I never would have dreamed of having. I've grown in a way that I never even imagined, and I value education so much because I attended this University. I wish the student body was more united, but I really value the availability of the faculty and the friendships I've made here. I've fallen in love with San Francisco and I am very proud of the woman I have become today. I think it's safe to say that I've found my niche - thank you USF. **[BS Biology, Fall (December) 2017 - 2018]**
- I chose to come to USF without ever seeing the city, or ever touring the school, and I'm glad it turned out to be all I wanted and more. The city is magical and the school is just as magical and phenomenal. I've had a great college experience with great people and

professors. Not everyone is fortunate enough to say that. **[BA English, Spring (May) 2017 - 2018]**

- I feel the graduate students aren't integrated into the school the same way undergraduate students are, so I never felt part of the campus. Additionally, there are few graduate student organizations in place, and some undergraduate ones don't allow graduate student participation. I'm sure there is a greater emphasis on social justice and inclusion in undergraduate criteria, but that was not something I experienced as a graduate student. **[MS International and Development Economics, Spring (May) 2017 - 2018]**
- I have genuinely enjoyed my time here at USF. The professors were great, the classes were engaging, and I never felt like my voice didn't have a say in any of the classes I participated in. I had so many chances to go beyond my own potential with all USF has to offer. I am so glad I decided to apply here 4 years ago. **[BA Communication Studies, Spring (May) 2017 - 2018]**
- I have loved studying at USF. I felt that my cohort of graduate students was a diverse, intelligent, motivated group of individuals who taught me about life and interpersonal relationships at the same time as we all were learning environmental management. The flexibility of the part-time courses was a major influence for me in choosing USF- I was also accepted to UC Berkeley but the flexibility of the courses drew me to USF. The hilltop campus is beautiful and the facilities (mostly in Kalmanovitz) were clean and comfortable and enjoyable to have class in. My only negative feedback is that some of the courses seemed a mile wide and an inch deep, and I would have liked at least some courses to take a "deep dive" into specific issues. Thank you. **[MS Environmental Management, Fall (December) 2017 - 2018]**
- I LOVE INNA ARZUMANOVA, DOROTHY KIDD, DANIEL PLOTNICK AND NATIVE AMERICAN LITERATURE AND FILM!!!! **[BA Media Studies, Fall (December) 2017 - 2018]**
- I loved being at USF, but I came out with some issues that impacted how I felt about my time here. I felt like there was no real sense of school community. I know some of that is on students, but it is also on the school to provide events that foster community. It sometimes felt like because the school was so wrapped up in their social justice mission (which often felt like a buzzword forced to be put into every class) that there wasn't a whole lot of room for the school to feel like a college experience. I understand it is part of the mission statement, but being for social justice doesn't mean that the school can't also have fun events or things to draw students in. I also felt that the school was dishonest about housing. If I had known that I wouldn't get housing after my first year I might not have decided to come here. It made it feel like I wasn't a real part of the school and put all kinds of strains on my life both economically and socially. In other words, I love the school. I applied to transfer to Berkeley my second year and decided to stay at USF instead. But I also think the school

needs to put some effort into making it a place students want to be, rather than a stopping point for classes. **[BA Media Studies, Fall (December) 2017 - 2018]**

- I loved it here, thank you for the wonderful education and experiences! **[BA Psychology, Fall (December) 2017 - 2018]**
- I really love my graduated life in USF that gave me opportunities to know American culture better. **[MS International and Development Economics, Spring (May) 2016 - 2017]**
- I really would have liked to see a lot more of the money that each individual pays go back to the students, as well as the professors. I felt as though a lot of the professors were undervalued and there is hardly any funding going into the arts department. USF is a wonderful school, but I felt as though they put value into new students as opposed to investing in their current ones. **[BA Media Studies, Spring (May) 2017 - 2018]**
- I wish I could have more time in school while I still can that too learn more that possible and make more friends as possible. **[BA Advertising, Spring (May) 2017 - 2018]**
- It is a good school with no community. **[BA Environmental Studies, Fall (December) 2017 - 2018]**
- It is a shame that great professors are forced to conform to the mediocrity of the majority of USF's students. **[BA Comparative Literature and Culture, Spring (May) 2017 - 2018]**
- It was fun **[BS Biology, Spring (May) 2017 - 2018]**
- It was long and HARD. **[BS Chemistry, Fall (December) 2016 - 2017]**
- I've enjoyed the opportunity presented to me, I plan to take the love and fellowship I've received and apply it to my life. **[MA Professional Communication, Spring (May) 2017 - 2018]**
- My experience at USF as a design major would have been better if the Art and Architecture Department facilities were improved and/or expanded and if more classes were offered (especially electives). It is very obvious that the Arts Department is not given the same amount of care and funding as some of the other departments at USF, which is disappointing given that San Francisco is such a design and art-focused place. These are the things that would have made my experience at USF more worth it. **[BA Design, Spring (May) 2018 - 2019]**
- My experience at USF has been amazing largely because I fell into the right group of people. Becoming part of Chi Upsilon Zeta definitely benefitted me and my growth as a person. The social justice/service aspects of the USF curriculum is what really makes this school special; it allows students to be better citizens and well-rounded people regardless of their background. **[BA Media Studies, Spring (May) 2017 - 2018]**
- Out of USF's many admirable qualities, I think that the one I experienced and benefited from the most was the high quality of USF professors. During my time here I have more than a few wonderful professors and even a few that I would go so far as to say

have changed my life and thinking for the better. I think this due to, in part, the fact that I took some time off from school and transferred into USF a little older and intellectually self aware. I mention this not to take away from the quality of USF's faculty, but rather to emphasize their ability to engage students on many levels. They do not just teach at the level of a freshman straight out of high school, but can also explore deeper levels of analysis with students who have been in university for several years and are familiar with depth of thought required for upper division learning. Moreover, the Jesuit tradition of compassion and knowledge gained through ethical analysis is readily apparent at USF. USF's community is not locked away in an ivory tower of purely scholarly pursuits. It is engaged, vocal, and invested in the greater SF community. Though I was not personally closely involved with the greater USF community, it was clear through the faculty's teaching and curriculum just how much value USF puts in social justice and civic duty. Thank you for the wonder time I have spent at USF. **[BA Japanese Studies, Fall (December) 2017 - 2018]**

- Overall, I think USF is a great school. I liked the facilities, and some of the classes were useful and informative. Unfortunately, my specific focus and/or subspecialty is not well understood or supported through the curriculum of the Master of Science in Environmental Management program. Of all the classes I took, I think I truly benefited from the Environmental Chemistry and Environmental Law. I cannot stress how wonderful the Environmental Chemistry course was/is. The rigorousness of the course, the way it opened my eyes to so many of the environmental systems at play in the natural and built environments. Please, do not ever change this requirement. In fact, please require an additional course. Although the following courses will probably not help me professionally, I still think they were quality courses that expanded my understanding of the topics they covered and, in doing so, laid a foundation upon which tangential or analogous subject could be better comprehended. This group of courses included: Water Policy, Environmental Toxicology, and Environmental Engineering. To complete my degree, I am required to write a thesis paper. I have not yet completed this task, but I attempted it at an earlier stage in my degree path and failed miserably. I think the thesis process could be better supported, and I think the limitations of the paper/project should be reviewed. In my field, "peer reviewed" articles are not very common, and to work on a thesis that will do more than to show I am able to read, regurgitate, and aggregate the thoughts of others, I will need to do my own research and/or work in subject matter that is more at the forefront of policy. If there was an avenue for students to propose topics they were passionate about, topics that would contribute to their field of study or their professional development, I think it would be beneficial to the student as well as the institution. It is possible that my experiences reflect more on the mismatch between my objectives and the degree program, but there are not many Master's level Environmental Science, Environmental Management, or Environmental Studies out there. Couple that with the realities of

finding a location where a person can have the opportunity to work in a field and/or a company/agency/institution that allows them access to meaningful work at the forefront of their industry or that creates a large impact on the lives of the communities they serve, and the number of Master's program schools grows very small indeed. It may be impossible to provide high quality instructors and course material for every subject, but since the thesis project is the eye of the needle all students must thread, it seems a greater degree of effort and support should and could be provided to help all students actually get the most from this experience, instead of just making it through this experience. In the event that these degree/course specific comments are not exactly what you are after, let me add some more general comments. First, there is not much I can say. I am a graduate student living off campus. Most of my classes were held on the weekends, and the rest were held at night. I did not get to see most of the student body or engage in whatever activities they were undertaking. This wasn't something I needed, and I'm not bothered by that. It just means I can't comment on a huge slice of what USF has going on. I can say that the school is really not doing enough to address solid waste. This is my area of expertise, and I know a lot about what USF is doing, what USF has tried to do, what USF has not tried to do, and the inherent challenges faced by universities with revolving student bodies and of those faced by USF in particular. The Environmental Safety Office and Bon Appetit are not taking this seriously and this has not only resulted in missed opportunities for educating students and employees, but actually missing out on recovering useful materials and materials with latent value. This has also resulted in huge increases to the Universities Solid Waste bills as a result of contamination and the temporary and recurrent revoking of the school's diversion credits. If there is one, non-academic comment or improvement I could make or encourage, it would be making time to take a simple holistic assessment of the university's waste profile and the sources of waste generation, then making the extremely easy and resource light steps to implement the infrastructure changes and the staff trainings/education needed for those in key positions, and finally to empower someone to monitor performance and to hold to account those who fail to abide by the extremely simple rules and goals set out for them by the university. Okay, I hope these comments were helpful. It is hard for me to point out the things the university is doing well, so these comments are primarily not that. **[MS Environmental Management, Fall (December) 2017 - 2018]**

- Sometimes you feel like you exist as an equally dignified human being until you see the nature of the way things work where those who are the most aggressive and assertive and those of us minorities who are barely known and practically invisible have to fight harder. It is not that we are not known but more so that we are barely known. So on top of getting educated by USF, we also have to educate others to be fairly given a chance of being judged on more than superficial standards thus catering it towards the

Jesuit Tradition, value, and principles of using learning as a humanizing activity rather than a competitive one. Truth be told, although efforts on both sides are made between teacher and student and their associated faculty; USF seems like every other institution that indirectly promoted institutionalized colonialism. Although these race, ethnic, religious, indigenous, and civil rights issues are still on going, it really falls on academic institutions to better themselves and the people they tend to their mental, emotional, physical, and spiritual growth. **[MA Asian Pacific Studies, Spring (May) 2017 - 2018]**

- Thank you for an amazing 4 years. **[BS Kinesiology, Spring (May) 2017 - 2018]**
- Thank you so much for wonderful experience! **[MA Asian Pacific Studies, Spring (May) 2017 - 2018]**
- Thank you. **[BA Psychology, Fall (December) 2017 - 2018]**
- The academics are great, but the student life is virtually nonexistent, and it is hard to connect with people from different socioeconomic backgrounds at this school. More needs to be done for those students who want to be involved in the extracurriculars but who also need to work full time in order to live in the city. **[BA Communication Studies, Spring (May) 2017 - 2018]**
- The education in the USF is pretty good. I am happy with the professors that I had. They helped me to grow a lot. However, I strongly believed that the tuition is pretty high, it can be distracting if you have to work, pay the bills and then pay the tuition for the school. I believe that if you are really committed with making a change in the society for good, you should lower the rates and give more scholarship to low resource students. **[MS Computer Science, 2017 - 2018]**
- The MAIS program was a wonderful experience with great professors. I would like to see the program grow and provide a wider range of courses that interconnect with political science, immigration, and development. **[MA International Studies, Spring (May) 2017 - 2018]**
- This school is Jesuit in name only. Remove St Ignatius and there would be no trace of the Jesuits. This school is not diverse. There's plenty of different races, but everyone thinks exactly the same. The professors at this university encourage intellectual conformity, and the students do as well. It makes me sick. Speak out against the majority and they descend like vultures. The class sizes are nice. Great work on that. If you want to change the world from here, create a campus culture that doesn't attack people who against the majority. **[BA History, Spring (May) 2017 - 2018]**
- Too expensive for what it is; Master's project needs to be reviewed / graded by a third party; Scholarships not transparent; Bias towards women. Master level courses feel like high school. **[MS Computer Science, Spring (May) 2017 - 2018]**
- USF has really helped me grow as an individual. I feel like I found myself along the way. I feel a lot more woke than I did when I first entered the university. I view the world

and society a lot differently now, and I thank USF for that. **[BA Communication Studies, Spring (May) 2017 - 2018]**

- USF is a good school, but it doesn't help minorities. You should plan to provide help to minorities to attend the university because it is too expensive. **[MS International and Development Economics, Spring (May) 2017 - 2018]**
- USF is a lot of talk about issues, but not much action. Promotes diversity, yet caters to the rich. Not a lot of school spirit. Students have to go out of their way for help from faculty or communities rather than having help offered right away. **[BA Psychology, Spring (May) 2017 - 2018]**
- USF is essentially a glorified high school. I felt like all of the topics were superficial. I honestly felt like I got a better quality education at my community college than I did at USF. However at this point, after being in junior college and then USF for the past 9 years, with 170+ units under my belt I just want to graduate and have a degree. **[BA Communication Studies, Spring (May) 2017 - 2018]**

### School of Management

- As an AB540 student, I thank the University for making it possible for me to further my education and for taking me under its wings while I prepared myself to fly on my own. Given that I come from a low-income family with parents who never attended college, I honestly wish I could've had the opportunity to live on-campus, so I could've engaged in clubs and the honors programs. Because I couldn't live in San Francisco since it's too expensive, I had to work and live in Santa Clara, which is an hour commute to San Francisco; and this is what deprived me of that full college experience. Despite all of the adversities and challenges that I faced on this journey, I'm very grateful for all the blessings I received and all the people that were there for me through my journey. In fact, Norman Caito who is no longer there, unfortunately, and Ben Bottorff were both a great support system to me, so special thanks to them. Over all, I am very satisfied with the education I receive at USF and I will do my best to give back as much as possible, so others can have the same or even better opportunities rendered by the university. **[BSBA Business Administration, Fall (December) 2016 - 2017]**
- Attending the Sacramento campus was great because it was close to home and it made it possible for me to even make this program work for me. Although I love the convenience, I felt very separated and disengaged from the school all together since the main campus is in SF and I actually have never been there. I also attended Saturday classes so I had not engagement with anything the school had to offer other than the actual classes. It would be nice to feel like I was a part of the school a little more. **[MPA Public Administration, Spring (May) 2017 - 2018]**
- Being an older learner in my freshman and sophomore years was really difficult because the class schedule options were difficult to arrange to accommodate a working schedule. I was also misadvised regarding my rhetoric courses where my SAT

scores should have exempted me from a class which negatively impacted my experience **[BSBA Finance, Fall (December) 2017 - 2018]**

- Get a football team again if you can. It'd be nice to have a more communal college experience that so many other schools in the US get that tends to only circulate around having a football team. **[BSBA Marketing, Spring (May) 2017 - 2018]**
- I chose this course of study after 40+ years, wondering if I could complete the undergraduate degree I started long ago. I found the USF program dramatically different from my memories of an undergraduate experience. I was pleasantly surprised at the positive and nurturing environment and felt comfortable that I could complete the program here at USF. I will be proud to become a member of the USF alumni when I graduate. **[BSBA Business Administration , Spring (May) 2017 - 2018]**
- I felt at times the community and culture was way too sheltered and biased and seemed to only care about certain issues facing certain demographics of people while ignoring or avoiding other perspectives on issues. To be more specific, I believe that it is almost impossible to feel comfortable having contrasting political beliefs around campus as there only seems to be one perspective coming from the vast majority of students and faculty. It was extremely uncomfortable for me to be in class and constantly hear negative opinions and perceptions about my political beliefs on societal issues. This would happen in almost all my classes and it would make me feel discriminated against without a voice (doesn't seem appropriate to argue or discuss with professors on class time when they are supposed to be teaching another subject). I firmly believe that in most cases, politics should stay completely out of discussion during class (of which we are paying lots of money for). Overall, I feel that USF is a great school, but along with the rest of the education system, it can focus more on teaching the subjects at hand instead of trying to influence students political beliefs and values. **[BSBA Finance, Spring (May) 2017 - 2018]**
- I wish there was more training in the field and every class. I wish I could get one on one feedback in real life situations about providing consulting or team building experiences. I feel there could have been a lot more work done one on one to really prepare me to go out into the work force and hit the ground running. I still feel very insecure in my abilities to do the things I have been trained to do because I have only ever done it in a class setting and never with actual clients. Underwhelmed with the training. Will have to try to get a trainee ship to learn what I should have learned here. Disappointed. **[MSOD Organization Development, Spring (May) 2017 - 2018]**
- I'll miss USF. I learned a lot, and I value the skills that I learned here. **[BSBA Business Administration, Spring (May) 2017 - 2018]**
- I'm very satisfied with my experience at USF. Thank you to everyone who made it so amazing. **[BSBA Entrepreneurship and Innovation, Fall (December) 2016 - 2017]**

- It had been a wonderful experience in USF. Thank you for everything. **[BSBA Finance, Spring (May) 2017 - 2018]**
- It is a great experience to study in USF. I met a lot of great people here. Thank you! **[BSBA Marketing, Fall (December) 2017 - 2018]**
- It would be nice to add some more African Americans to the campus. **[MPA Public Administration, Spring (May) 2017 - 2018]**
- It's been a great 4 years for me, experienced a lot. **[BSBA Marketing, Spring (May) 2017 - 2018]**
- My experiences at USF not only help me complete my bachelor's degree, but also help me deeply know who I am, what my interests are, and what I would like to do in the future. I really appreciate all professors who taught me during my USF life and all my friends and classmates, thank you! **[BSBA Finance, Fall (December) 2017 - 2018]**
- Nearly every aspect of my experience with USF has been thoughtful and well done. Overall, I've had a really great experience -- and, hope to continue having a great experience -- I still have 9 months to go! The only area where the user experience could be considerably improved is with allocation of loan disbursement and tuition payments. Both years, I had to attempt to calculate the loan dispersal, according to the unique requirements and cost of my program. I never got it right -- there were always fees that I didn't know about, so I didn't get the exact right loan amount or disperse it correctly. From my perspective, this would ideally be done on my behalf. Please tell me exactly how much I will owe when I'm applying for my loan, or at least when it comes time to accept the loan and change the dispersal. Also, the dispersal is a convoluted process. I got different instructions both years, and getting the right dispersal was complicated. I had to make my own calculations (with incomplete information about actual costs) and then type out a letter, and FAX (eek!!) it to One Stop, and it was 50-50 if my request fell into a dark hole. This year, it took several calls and corrections to get it right. The folks at One Stop are lovely, but clearly have very different levels of understanding of how it should work effectively, and don't have the best tools. Ideally, I could access the total for each unique semester (including all fees) well in advance, so I could apply for the correct amount. Then, when it comes time to accepting the loan amount, I could indicate the dispersal myself on the online portal, rather than accepting an incorrect dispersal (e.g., equal allocations across semesters) and needing to go through a process of calls and faxes to get it corrected. If this were an easy fix, I'm sure it would be resolved. I understand that there are probably underlying complications. But, this process each year made me feel uneasy and unnecessarily stressed -- I work full time and am now in school and taking out big loans (from my humble perspective), and would have liked to have been guided through a more seamless process. THANK YOU!! **[MSOD Organization Development, Spring (May) 2017 - 2018]**

- Nice college! Learned more knowledge and values at USF. I will miss my college after I graduating. **[BSBA Business Administration, Spring (May) 2018 - 2019]**
- Overall great professors, easy to use online classes to obtain the online MPA degree. Did miss the sense of community I had when I went to classes in person for my Bachelors - but I wouldn't have been able to obtain the degree if it wasn't online due to my busy work schedule of two jobs. **[MPA Public Administration, Fall (December) 2017 - 2018]**
- Overall the program was an incredible experience. The quality of online advising seemed to drop off in the second half of the program. **[MPA Public Administration, Spring (May) 2016 - 2017]**
- Overall, USF had a great impact on my personal and professional development. That being said, please re-work your statistics and research methods course. Putting that course in the summer, while giving us an ill defined HR course in the regular session was absurd. Furthermore, please develop methods course that utilizes current tools like GIS, rather than outdated statistical software. P.S. Professors Callahan, Spears, and Wright were the best. Thank you **[MPA Public Administration, Spring (May) 2017 - 2018]**
- Studying in USF is a memorable and exciting experience for me. Thanks. **[MSFA Full-time Financial Analysis, Fall (December) 2016 - 2017]**
- Thank you for the wonderful experiences. I still remember my application day as if it was yesterday and I can't believe I'm coming to graduation. I had a wonderful cohort who I still keep in touch with and intend to be lifelong friends with. As I promised in my application essay, I will continue to be devoted and loyal to USF and its mission. This university will always be very special to me. **[MBA Part-time Business Administration, Spring (May) 2016 - 2017]**
- The University of San Francisco is a really nice school. I spent three and half years at here, not only study a lot, I build up a brilliant path to my future. There were a lot of happy memories. I made so many friends and keep in touch with many successful professors. I love here and I wish USF could be better and better. **[BSBA Finance, Fall (December) 2017 - 2018]**
- There needs to be stronger support for Alumni groups. It seems the USF alumni group in Chicago is stronger and more active than the group in Sacramento. With a little support from Lone Mountain, we can increase our outreach and networking capabilities. **[BSBA Business Administration, Fall (December) 2017 - 2018]**
- There was not much to experience being at the San Jose campus. There is not a lot of people **[MSIS Information Systems, Fall (December) 2016 - 2017]**
- Transferring here as a military veteran and being older made one feel extremely outcast. The support for older/veteran students is non-existent. If I could it all over again I would have gone somewhere else. **[BSBA Finance, Spring (May) 2017 - 2018]**

### School of Nursing and Health Professions

- As an online student, both the experience and this survey serves online students as an afterthought, if events were planned far in advance and discussed I may have tried to attend, most events were announced 2 weeks ahead, and I was not able to travel on short notice. I think there is room for enhancing the online experience. **[RN-MSN Nursing Online, Fall (December) 2017 - 2018]**
- As the cost of education is high, I think when a plan or program is originally set out for a student, i.e. RN-MSN, and an amount is quoted, that amount should stay true for that student. If tuition needs to be raised, then that raise could be used with new incoming students. If someone has to take time off for some reason, I could see their program price being adjusted to reentry date. I liken this to buying a car; you sign up for it, you have a contract- the dealer can't just decide to increase your payments because they want to make more money or had some unexpected rise in their costs. I think it should be the same deal when signing up for a program. This would also encourage people to stay in and finish their program, because if they take time off and return later, it may cost them more. **[RN-MSN Nursing for Registered Nurses, Spring (May) 2017 - 2018]**
- Being older and financially challenged, I felt that I did not get the help I thought I deserved, in my opinion. I noticed that the younger you are the more they want to help you. Could be my age, my financial or even my learning disability. I don't know but this is how I feel. I feel that the core value did not do anything for me. Maybe because I am older financially challenged and my learning disability. I don't know but my experience with USF was one of the saddest feelings I felt in a very long time. I strongly feel that if I was younger, have money and smart I would have a better experience. I am sorry and I hope writing this comment will not affect my graduating in the fall. **[BSN Nursing, Fall (December) 2016 - 2017]**
- Better advising services for DNP program. It was very unorganized from the day of orientation to completing the program. **[DNP Doctor of Nursing Practice, Fall (December) 2017 - 2018]**
- Excellent experience... great professors.... current courses relevant to today's current events. I really enjoyed the courses. **[RN-MSN Nursing Online, Spring (May) 2018 - 2019]**
- First, all online learning experience. I found the learning community interesting, but not as engaging as in-person classes. **[RN-MSN Nursing Online, Fall (December) 2017 - 2018]**
- Growing up in the Southern part of the United States you hear about the great education system in California. I moved here for work and to achieve a doctoral degree. I am a non-traditional student attempting to complete my doctoral degree and work full time to support my family. I have had a pleasant experience at the university thus far however the financial aid department needs to be more proactive/responsive, the nursing faculty needs to be more organized/clearer communication, and the school as a whole needs to be more responsive to those that are not living in town or on campus. It is very challenging for the adult learner when the school advertises a program where

you can work and attend school while the programs encourage you to quit working while trying to live in one of the most expensive towns in the world. That is unprofessional and disheartening for those of us that are financially challenged trying to further our careers and provide better for our families. I hope this does not go unread and falls into the hands of someone that can change the culture of the university that has so much to offer the community of San Francisco and abroad. **[DNP Doctor of Nursing Practice, Spring (May) 2017 - 2018]**

- I am so thankful for this opportunity; soon-to-be alum of USF. I will cherish the relationships that I've built with others in my cohort. **[ME/MSN Nursing for Non-Nurses, Fall (December) 2017 - 2018]**
- I found every professor outstanding. They were easy to reach and ask questions to. I also choose USF for the values of social justice and acceptance of all people. This is an outstanding university and I am proud to say I went to this school. Thank you for the exceptional learning experience. **[RN-MSN Nursing Online, Fall (December) 2017 - 2018]**
- I had a good experience in some aspects of my study at USF especially with faculty being flexible with our syllabus. **[DNP Doctor of Nursing Practice, Fall (December) 2016 - 2017]**
- I have valued my education at USF. The quality of the curriculum and outstanding faculty have made it a rich growth experience. The cohort model and intensive approach to the DNP program for adult learners was an excellent match for my doctoral pursuit. I am now considering next steps, new career opportunities, and also considering returning to school to pursue an Adult Family Nurse Practitioner program, considering opportunities to study and teach with USF in the SONHP. **[DNP Doctor of Nursing Practice, Fall (December) 2016 - 2017]**
- I just wanted to comment on some of the instructors, some classes we did not even open our books. There are no quizzes to make up for grades and then quizzes sometimes are not corrected on time. We need to make up for our grades with tests, especially being full time at work. I wanted to make sure that I'm learning something and that there are also other ways to make-up for grades. I wanted to have good grades in all my classes. I was never absent in class and participated in class discussions but this instructor still gave me 15 out of 17 for attendance. **[RN-MSN Nursing for Registered Nurses, Fall (December) 2016 - 2017]**
- I love this school and am recommending it to my daughter and other family members **[DNP Doctor of Nursing Practice, Fall (December) 2017 - 2018]**
- I loved my time! **[BSN Nursing, Spring (May) 2017 - 2018]**
- I would have liked a page for online students to just talk/discuss anything they want to outside of the discussion pages. It would be nice to be able to network with other students and I found that most did not fill out emails or phone numbers on their profiles. **[RN-MSN Nursing Online, Fall (December) 2017 - 2018]**
- I would like to have seen a student group for the LGBTQ... community for nursing. If there was one I never heard anything about it. **[ME/MSN Nursing for Non-Nurses, Fall (December) 2016 - 2017]**

- I would recommend examining the entry level nursing masters program. It is in really bad shape and I wish that I had chosen a different option for school. I am very honest about my experience when prospective students ask me questions. **[ME/MSN Nursing for Non-Nurses, Spring (May) 2017 - 2018]**
- If I were to start my academic career over, I would attend USF or recommend USF if it was the main campus in SF. **[ME/MSN Nursing for Non-Nurses, Fall (December) 2017 - 2018]**
- It's been a hell of a time, but I'm thankful for all of it. The happy, the sad, all make things what they are. Thank you. **[BSN Nursing, Spring (May) 2017 - 2018]**
- There is a lack of resources for writing and specialty classes in the San Jose campus. Opportunities to view poster presentations were not possible because MSN classes were conducted on the same day and time that posters were displayed and presented in San Francisco. It felt like we were disconnected from the USF SF campus. The instructors are the only ones that keep us connected. **[RN-MSN Nursing for Registered Nurses, Fall (December) 2016 - 2017]**
- Tuition prices are climbing at a very quick rate and student loans/financial aid doesn't always adjust accordingly. There is not enough time given to students between time that financial award comes out to time that remaining tuition is due. All students should not be required to pay for transportation fee, especially if they are paying \$310 for a parking permit. There should be no reason that a student should not be allowed to decline the transportation option/ muni pass. **[BSN Nursing, Spring (May) 2017 - 2018]**

### School of Education

- As a graduate student in the School of Education at USF, I have received an exponential amount of exposure to the social justice movement and increased my overall consciousness about my role in the human rights movement. I want to thank every person in this amazing organization for changing my life for the better, as I am now more aware of who I am as a person and what my true potential/role is in the fight for justice for all of humanity! THANK YOU UNIVERSITY OF SAN FRANCISCO!! Go Dons!!! **[MA Teaching, Spring (May) 2017 - 2018]**
- I absolutely loved my time here. It was a truly transformative experience. I hope to be back soon! **[MA Educational Technology, Spring (May) 2017 - 2018]**
- I loved about half of the classes when taken with full time faculty. Adjunct/part time professors need better screening or listening to surveys from students. Poor advising. **[MA International & Multicultural Education, Spring (May) 2017 - 2018]**
- I truly appreciated and enjoyed my experience at USF. **[MA Teaching, Spring (May) 2016 - 2017]**
- I went to undergrad and loved it. I was engaged and involved. My undergraduate major was useless, but the general education was outstanding. I loved it so much I donated to USF regularly. My second time at USF, in grad school, was a total waste. I only earned my teaching credential because it was necessary to become a teaching. However, I

learned extremely little. The work wasn't challenging, except in volume. It was also very repetitive. I felt like I took the same course 4 times. In fact, I was assigned the same reading 3 times in 3 different classes. I have 2 other masters' degrees and the work I did for my MAT felt more like busy work than actual graduate work. There was very little research and a ton of touchy-feely, voluminous "work." My program was not worth the time, nor the money, nor the energy. In fact, as of now I regret my decision to become a teacher and would dissuade any potential teachers from making the same mistake I did. I do not plan on walking for graduation because I have no pride in my degree. I used to give USF 1 percent of my income on a monthly basis. However, after my experience in this useless program I don't expect to donate in the future. What makes this entire experience so painful is that I had the most amazing time in undergrad. I am so disappointed to see that a place that I left a dozen years ago so lovingly is a place I can't wait to get away from. **[MA Teaching, Spring (May) 2017 - 2018]**

- It was the most positive experience of my academic career thus far. Many thanks to all those to helped me along the way at USF! **[MA TESOL, Fall (December) 2016 - 2017]**
- My time at USF was tainted by a lot of administrative moves that were made to "save money" that only ended up causing anxiety, and neglect to the students at the branch campuses. I am now grateful that my branch campus has its own program coordinator for the MFT program, but when there was one person assigned to all of the branch campuses, it did not work and caused a lot of problems. I also had quite a few bad experiences with certain professors during my time at USF causing my cohort to be behind in certain areas of learning due to either a teacher's lack of teaching and interpersonal skills or a lack of knowledge of the subject they were hired to teach. I chose to go to USF for my graduate program because I had such a good experience with the quality of teachers while getting my undergraduate degree at USF. While I did have some teachers that were great during my time in graduate school, the few that were not good tainted my experience along with the lack of attention and neglect from a program director for most of my time as a graduate student at USF. My cohort felt that for the most part, we were on our own, given misinformation, did not receive the support we thought we were paying for, did not receive the quality instructors we were expecting for some of our classes, experienced a lot of disorganization, and administrative mistakes. **[MA Marriage & Family Therapy, Spring (May) 2017 - 2018]**
- Thank you! I had a wonderful experience at USF. **[MA Marriage & Family Therapy, Spring (May) 2017 - 2018]**
- USF has definitely made its mark on my education and my growth as an individual, but it has been through the people and students I have worked with more closely, as well as the events I have faced throughout my college career. The university itself shows

that it does not care about students unless it directly affects the university, its wealth, or its public persona. The school continues to raise prices, fails to support students who struggle as first-generation college attendees, and does not seem to make changes according to the needs and wants of students. Additionally, there is widespread prejudice all around the school, creating a social divide between the international and non-international students. If USF can't keep its community together and continues to raise prices against Jesuit values, I can't see myself or the majority of my peers supporting the school as alum or advocating for others to attend in the future. **[MA Teaching, Spring (May) 2016 - 2017]**

- USF needs to solidify departmental administrative processes when it comes to the processes that transgender individuals have to navigate. Also, USF needs to stand firm in its commitment to maintain the Title IX guidance for Gender Non-Conforming Individuals, and commit to never requesting a Religious Exemption to Title IX. USF should also not lean on California mandate to provide necessary medical coverage to individuals/students/staff/faculty on its plans. They should do and STATE so as an entity based on their mission and values. **[MA Higher Education & Student Affairs, Spring (May) 2017 - 2018]**