



UNIVERSITY OF
SAN FRANCISCO

Office of Assessment
and Accreditation Support

Fall 2022 NSSS Spring 2023 Follow-up Surveys

February 2023

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General Information About the Surveys

PURPOSE

In Fall 2022, all new first-year and transfer students were invited to participate in the New Student Success Survey (NSSS), which gathers information about academic behaviors, institutional commitment, and barriers to success for new first-year and transfer students. The NSSS was not anonymous which allowed CASA to provide timely, meaningful resources and interventions early in the first semester.

442 participants of the NSSS who returned in Spring 2023 initially indicated on the NSSS that they either planned not to return in Spring 2023, planned not to return in Fall 2023, or planned to transfer or otherwise stop attending USF. As a means to better understand whether these students still intend to leave USF and to determine how USF can better support these students, the Center for Academic and Student Achievement (CASA), in collaboration with the Center for Institutional Planning and Effectiveness (CIPE) and the Office of Assessment & Accreditation Support (OAAS), created a follow-up survey specifically for this population of students.

Additionally, while the NSSS had an 87% response rate, 255 students did not respond to the initial survey. A short follow-up survey was created for this population of students to help USF gain an understanding of how best USF can support them.

ORIGINATORS

CASA

DATA COLLECTION

Responded Yes or Maybe Leaving on NSSS

Survey Population: 442 first-time freshman and transfer students

Instrument: Qualtrics

Period: February 16, 2023 – February 28, 2023

Response Rate: 41% (180 respondents)

Did Not Respond to NSSS

Survey Population: 212 first-time freshman and transfer students

Instrument: Qualtrics

Period: February 16, 2023 – February 28, 2023

Response Rate: 14% (30 respondents)

Key Findings

THOSE WHO INDICATED ON THE NSSS THEY PLANNED TO LEAVE USF

- 49% of those who indicated on the NSSS that they either planned not to return in Spring 2023, planned not to return in Fall 2023, or planned to transfer or otherwise stop attending USF, are now not sure if they still plan on leaving USF.
- The top three reasons why participants would leave USF are: USF is too expensive (71%), they don't feel connected to USF (41%), and they want a different location (32%).
- The highest percentage (69%) of those who indicated they would leave USF because it is too expensive further indicated that the gap between what their scholarships, loans, and grants pay versus what they pay out-of-pocket is a financial difficulty.
- Of those who indicated that one of the reasons they would leave USF is because they want a different location the highest percentage (43%) indicated that this is because the cost of living in San Francisco is too high.
- 68% of participants socialize off-campus often or somewhat often.
- The majority of participants (52%) are not currently working. Of those who are working, the majority (57%) work 10-20 hours per week.
- Only 16% of participants indicated that they are finding value in the cost of USF.

THOSE WHO DID NOT RESPOND TO THE NSSS

- The highest percentage (55%) of participants indicated that a central location on-campus for students who live off-campus to gather and more resources for off-campus students would help them feel like they belong at USF.
- 71% of participants indicated that they are active with classmates outside of class.
- 50% of participants work off-campus. Of those who work off-campus, one-third indicated it impacted their ability to make connections at USF, one-third indicated it has not impacted their ability to make connections at USF, and one-third indicated that working off campus has maybe impacted their ability to make connections at USF.
- 66% indicated they have found a friend group at USF they feel comfortable with.

Recommendations/Ideas from CASA Staff

Based on the finding of the surveys, CASA has identified, for further review by the Student Success Retention and Equity Task Force, the following recommendations to help support the needs of students:

1. Marketing/promote map of lounges at USF
2. Create off-campus student lounge (potentially with lockers)
3. Add pool tables, arcade, game room type lounge & market to students
4. Work with the admissions office on those students not retained to read through admissions essays or review other data, (such as date of application), to see if there are students that are not typically retained at USF (Recruit to Retain)
5. Create short videos/collaborate with CAPS/SLE on topics such as "How to Make Friends"
6. Create Student Employment Consortium
7. Create new activities/events for students with student input
8. Encourage more school spirit by having choirs, performers, school mascot, bands, newspaper, radio/tv, sporting events, intramurals, etc. at many events and include a targeted marketing campaign to students
9. Deans to give faculty encouragement for student-to-student connections during class time and/or major activities
10. Send a survey to students on food plan ideas, for items they would like, possibly negotiate with Bon Appetite to create a "Value Menu" and other type of events such as Finals Breakfast event.
11. Work with Financial Aid to find concrete ways to assist students to find other funding sources
12. Make improvements to residence halls
13. Building "class" communities (by year) or a major event that is a "rite of passage" at USF

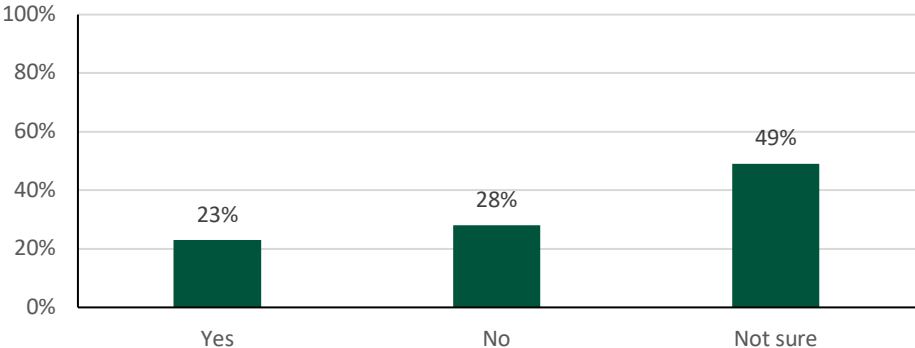
Indicated on NSSS They Intend to Leave USF

FUTURE INTENTIONS

Participants indicated if they still intend to stop attending USF in the future using the following response options: *Yes*, *No*; and *Not sure*.

- The highest percentage (49%) were not sure.

The following figure details the proportion of participants who selected each response option.

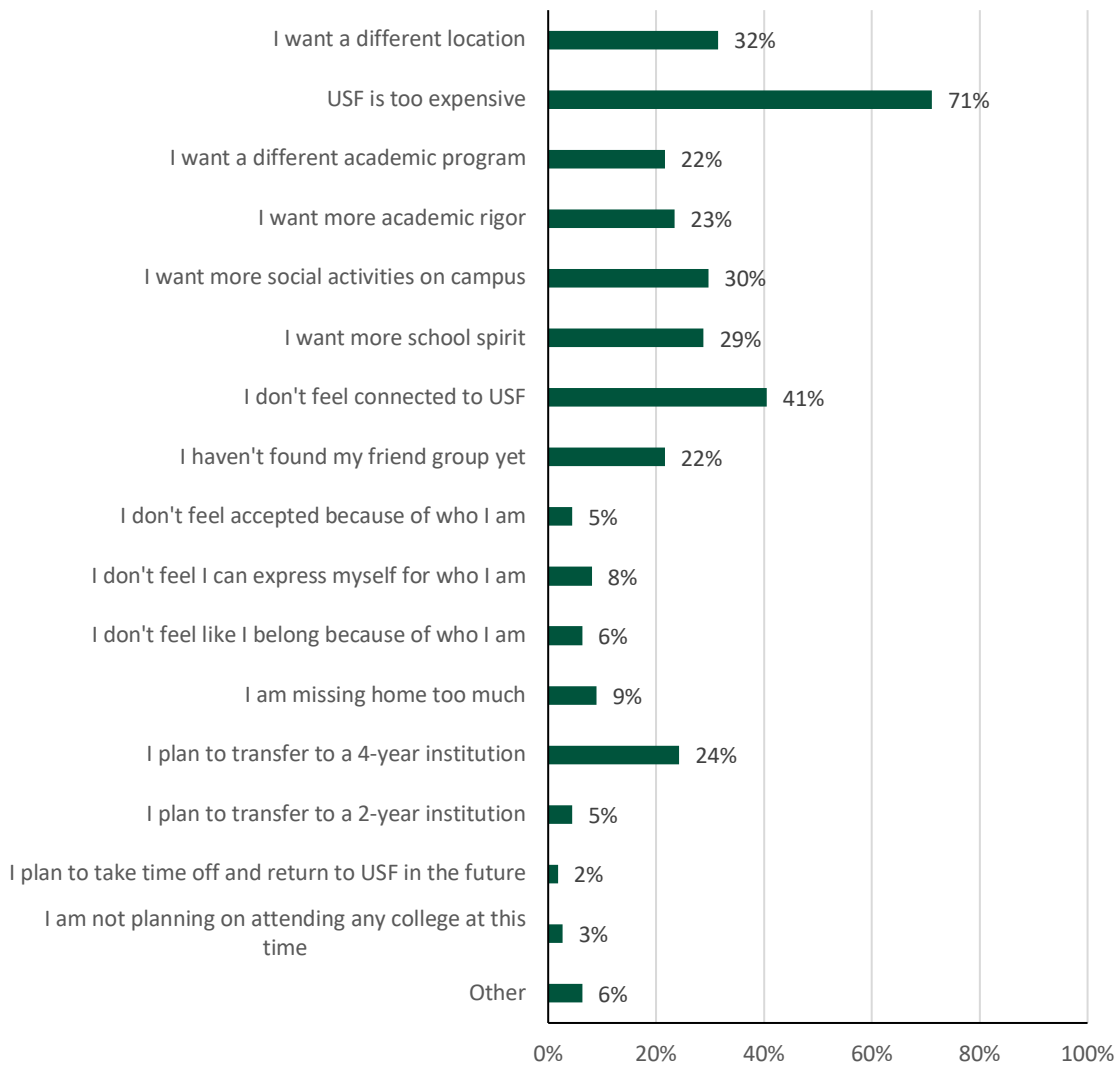


Reasons for Leaving USF

Those who responded “yes” or “not sure” were asked to indicate the reasons why they would leave USF using the following responses options: *I want a different location; USF is too expensive; I want a different academic program; I want more academic rigor; I want more social activities on campus; I want more school spirit; I don't feel connected to USF; I haven't found my friend group yet; I don't feel accepted because of who I am; I don't feel I can express myself for who I am; I don't feel like I belong because of who I am; I am missing home too much; I plan to transfer to a 4-year institution; I plan to transfer to a 2-year institution; I plan to take time off and return to USF in the future; I am not planning on attending any college or university at this time; and other*. Participants could select all that apply.

- The highest percentage (71%) indicated that one of the reasons they would leave USF is because USF is too expensive.

The following figure details the percentage of participants who selected each response option.

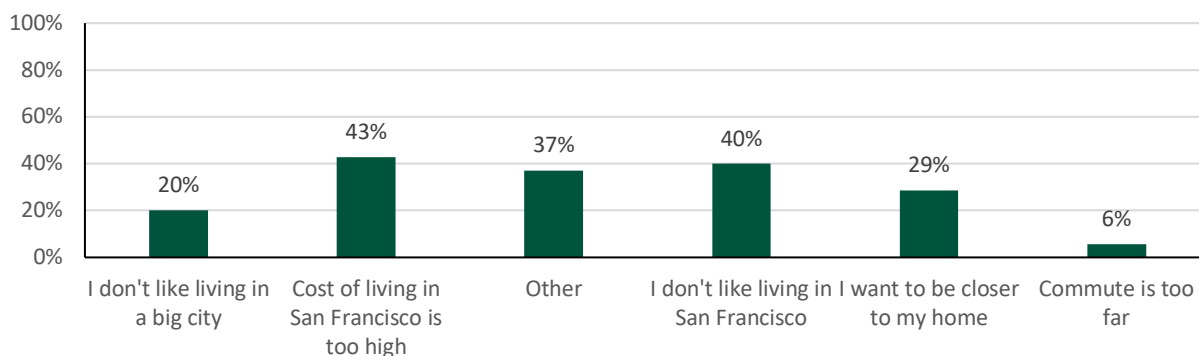


Different Location

Those who indicated they wanted a different location were asked to indicate why they want a different location using the following response options: *I don't like living in a big city*; *Cost of living in San Francisco is too high*; *I don't like living in San Francisco*; *I want to be closer to my home*; *Commute is too far*; and *other*. Participants could select all that apply.

- The highest percentage (43%) indicated that one of the reasons they want a different location is because the cost of living in San Francisco is too high.

The following figure details the percentage of participants who selected each response option.

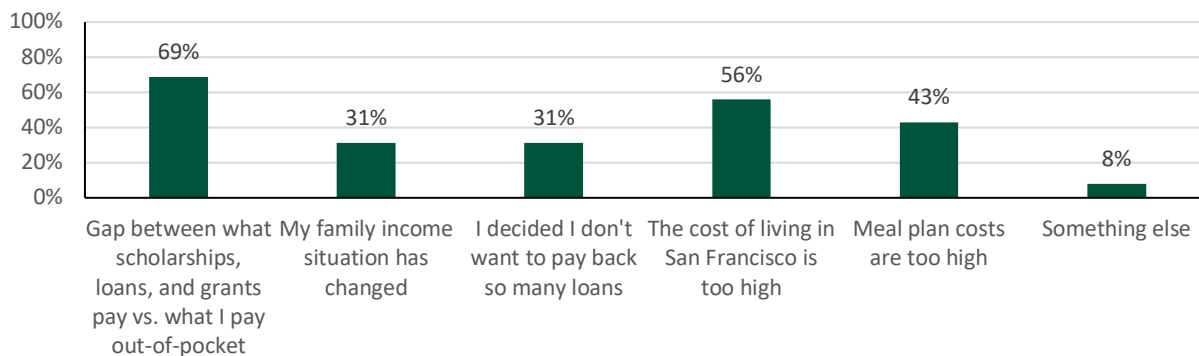


Financial Difficulties

Participants who indicated that they would leave USF because USF is too expensive were asked to indicate if financial issues are a concern, what specifically is difficult using the following response options: *Gap between what scholarships, loans, and grants pay vs. what I pay out-of-pocket*; *My family income situation has changed*; *I decided I don't want to pay back so many loans*; *Meal plan costs are too high*; and *Something else*. Participants could select all that apply.

- The highest percentage (69%) indicated that the gap between what their scholarships, loans, and grants pay vs what they pay out-of-pocket is a financial difficulty.

The following figure details the percentage of participants who selected each response option



Those who indicated that the gap between what their scholarships, loans, and grants pay vs what they pay out-of-pocket is a financial difficulty were asked if they had contacted the financial aid office.

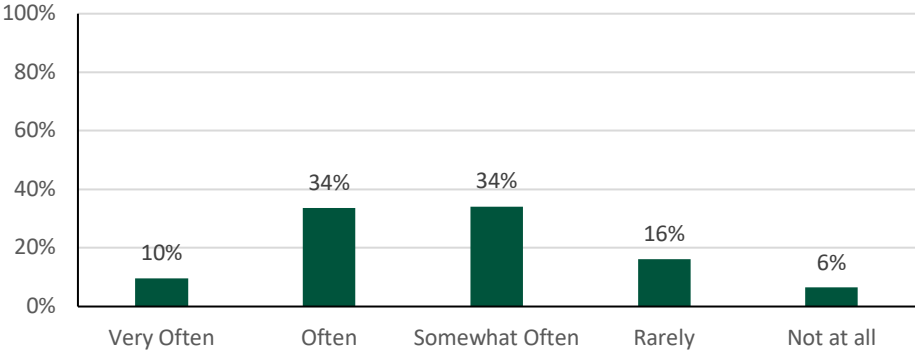
- 42% had contacted the financial aid office to discuss their concerns and 58% had not.

FREQUENCY OF SOCIALIZING OFF-CAMPUS

Participants were asked to indicate how often they socialize off-campus using the following response options: *Very Often*; *Often*; *Somewhat Often*; *Rarely*; and *Not at all*.

- The highest proportion (68%) socialize off-campus *Often* or *Somewhat Often*.

The following figure details the percentage of participants who selected each response option.

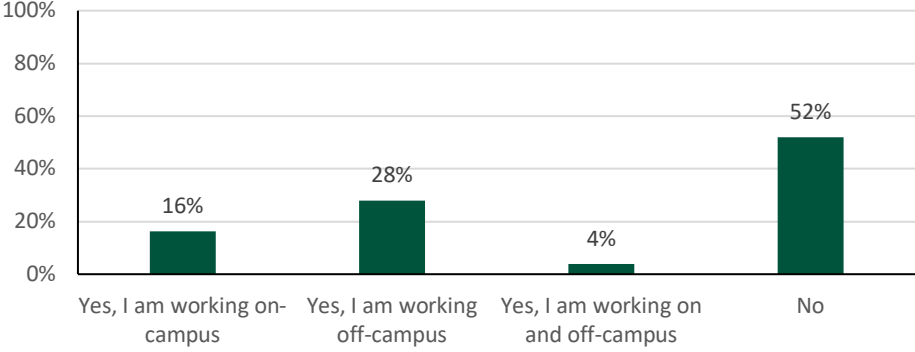


WORK

Participants were asked to indicate if they are currently working using the following response options: *Yes, I am working on-campus*; *Yes, I am working off-campus*; *Yes, I am working on and off-campus*; and *No*.

- The highest proportion (52%) are not working.

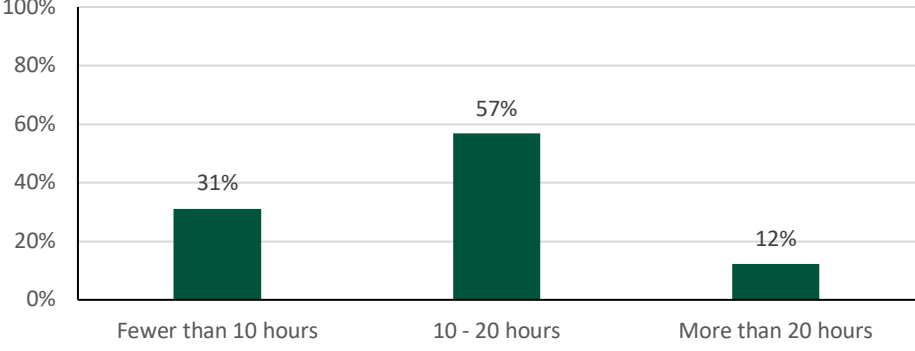
The following figure details the proportion of participants who selected each response option



Those who indicated they are currently working were asked to indicate how many hours per week they are working using the following response options: *Fewer than 10 hours*; *10-20 hours*; and *More than 20 hours*.

- The highest proportion (57%) work 10-20 hours per week.

The following figure details the proportion of participants who selected each response option

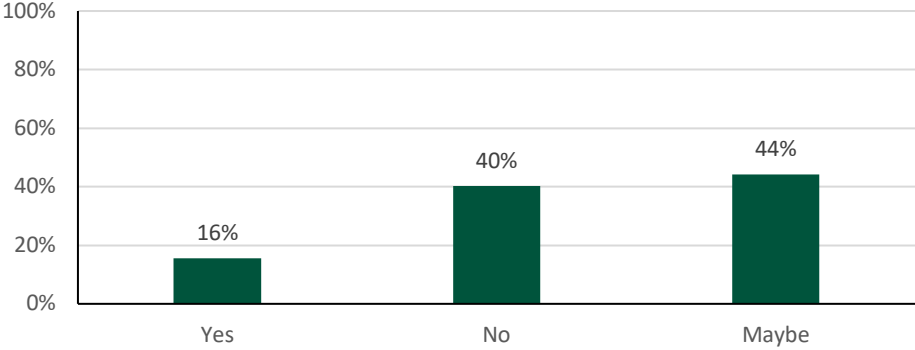


FINDING VALUE IN THE COST OF USF

Participants indicated if they are finding value in the cost of USF using the following response options: *Yes*, *No*, and *Maybe*.

- The highest proportion (44%) indicated they maybe are finding value in the cost of USF.

The following figure details the proportion of participants who selected each response option.



Did Not Respond to the NSSS

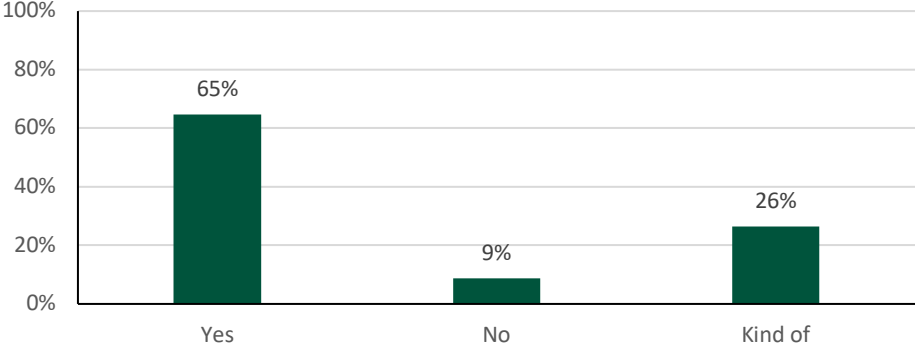
SENSE OF BELONGING & ENGAGEMENT

Sense of Belonging

Participants indicated whether or not they feel like they belong at USF using the following response options: *Yes*; *No*; and *Kind of*.

- The highest proportion (65%) indicated that they do feel like they belong at USF.

The following figure details the proportion of participants who selected each response option.

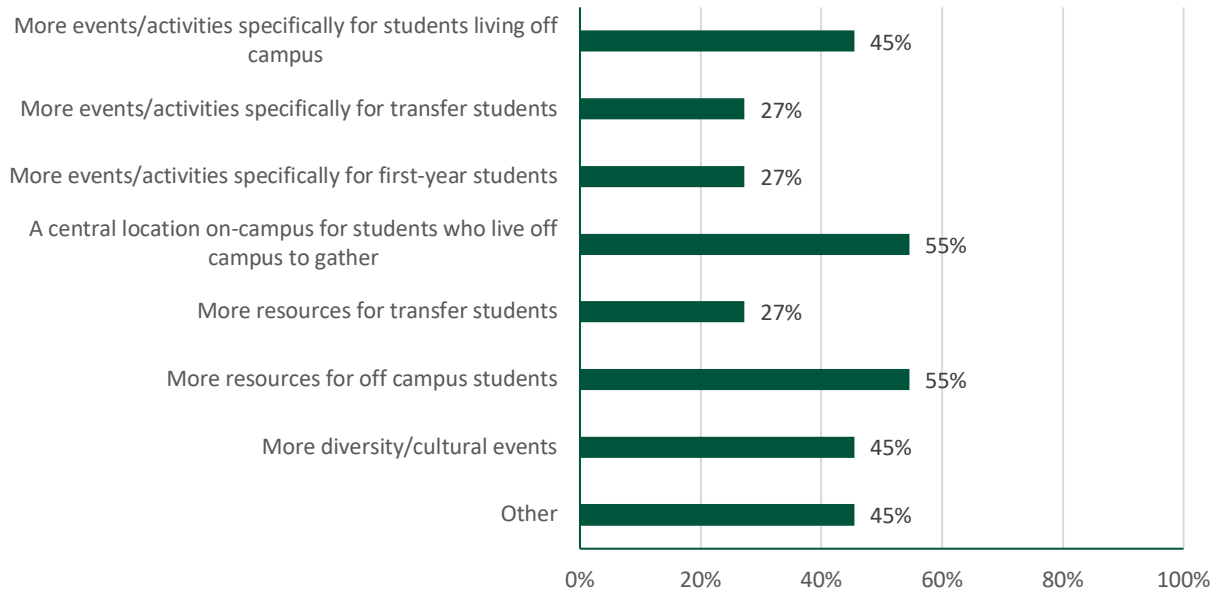


What Would Help Them Feel Like They Belong

Participants who indicated that they do not feel they belong at USF or only kind of feel like they belong indicated what would help them feel they belong at USF using the following response options: *More events/activities specifically for students living off campus*; *More events/activities specifically for transfer students*; *More events/activities specifically for first-year students*; *A central location on-campus for students who live off-campus to gather*; *More resources for transfer students*; *More resources for off-campus students*; *More diversity/cultural events*; and *Other*. Participants could select all that apply.

- The highest percentage (55%) of participants indicated that a central location on-campus for students who live off-campus to gather and more resources for off-campus students would help them feel like they belong at USF.

The following figure details the proportion of participants who selected each response option.

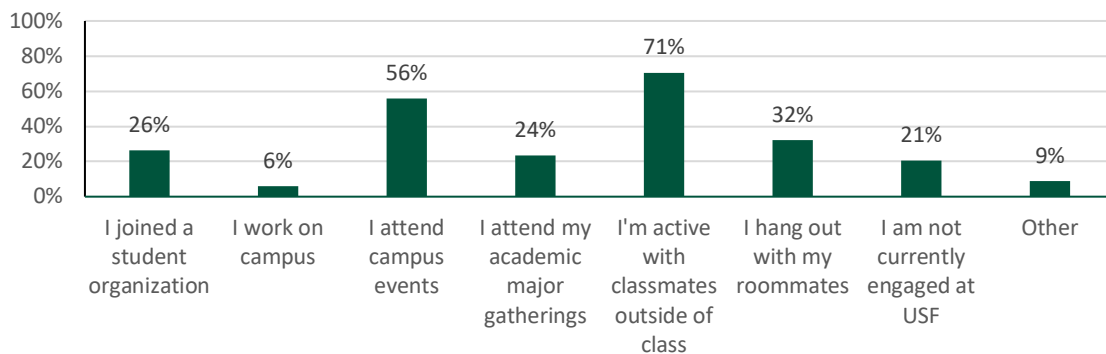


Engagement

Participants indicated how engaged they are at USF using the following response options: *I joined a student organization; I work on campus; I attend campus events; I attend my academic major gatherings; I'm active with classmates outside of class; I hang out with my roommates; I am not currently engaged at USF; and Other.* Participants could select all that apply.

- The highest percentage of participants (71%) indicated that they are active with classmates outside of class.

The following figure details the percentage of participants who selected each response option.



WORK

Participants indicated whether or not they work off-campus. Those who indicated that they were off-campus were then asked to indicate whether or not working off-campus has impacted their ability to make connections at USF using the following response options: *Yes; No; and Maybe.*

- 50% of participants indicated they work off-campus and 50% indicated they do not work off-campus.

- Of those who indicated they work off-campus, 33% indicated it has impacted their ability to make connections at USF, 33% said it has not impacted their ability to make connections at USF, and 33% indicated that working off-campus has maybe impacted their ability to make connections at USF.

FRIENDS

Participants indicated whether or not they have found a friend group at USF that they feel comfortable with using the following response options: *Yes*; *No*; and *Kind of*.

- The highest proportion (66%) indicated they have found a friend group at USF that they feel comfortable with.

The following figure details the proportion of participants who selected each response option.

