



UNIVERSITY OF
SAN FRANCISCO

Office of Assessment
and Accreditation Support

Spring 2025 Follow-up Surveys to the Fall 2024 NSSS

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General Information About the Surveys

PURPOSE

In Fall 2024, 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 the Center for Academic and Student Achievement (CASA) to provide timely, meaningful resources and interventions early in the first semester.

190 of the NSSS respondents who returned in Spring 2025 initially indicated on the NSSS that they either planned not to return in Spring 2025, planned not to return in Fall 2026, 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, 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, a short follow-up survey was created to help USF gain an understanding of how best USF can support students who did not initially take the NSSS in the fall.

ORIGINATORS

CASA

DATA COLLECTION

Responded Yes or Maybe Leaving on NSSS

Survey Population: 190 first-time freshman and transfer students

Instrument: Qualtrics

Period: February 12, 2025 – March 1, 2025

Response Rate: 26% (50 respondents)

Did Not Respond to NSSS

Survey Population: 249 first-time freshman and transfer students

Instrument: Qualtrics

Period: February 12, 2025 – March 1, 2025

Response Rate: 14% (35 respondents)

Key Findings

THOSE WHO INDICATED ON THE NSSS THEY PLANNED TO LEAVE USF

- 41% ($n = 20$) of those who indicated on the NSSS that they either planned not to return in Spring 2025, planned not to return in Fall 2026, 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 respondents would leave USF are: USF is too expensive (72%, $n = 23$), they plan to transfer (50%, $n = 16$), and the food prices in the café are too high (44%, $n = 14$).
- The highest percentage (83%, $n = 19$) 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 in the fall that they were not finding value in the cost of USF, 67% ($n = 6$) still feel that way.

THOSE WHO DID NOT RESPOND TO THE NSSS

- The highest percentage of respondents 50% ($n = 13$) do not plan to stop attending USF in the future.
- Of those who are planning to stop attending USF in the future or who are not sure if they will stop attending, the highest percentage (50%, $n = 6$) would leave USF because USF is too expensive or because they plan to transfer.
- 31% ($n = 10$) of respondents feel they belong at USF.
- 54% ($n = 14$) of participants indicated that they attend campus events.
- Conflicting schedules is the top reason respondents don't participate in student organizations, don't attend campus events or academic major gatherings, don't work on campus, and aren't active with classmates outside of class.
- 38% ($n = 10$) of participants work off-campus. Of those who work off-campus, 50% ($n = 5$) indicated working off-campus has or maybe has impacted their ability to make connections at USF.
- 78% ($n = 21$) indicated they have found a friend 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. Find ways to collaborate and support veteran students across campus.
2. Make upgrades to residence hall facilities, (including stronger toilet paper).
3. Increased marketing of financial aid estimate tool.
4. Increased scholarship support.
5. Meal plan deals.
6. Increased number and awareness of student employment jobs.
7. More research opportunities with faculty.
8. Commuter student and transfer student dedicated spaces and on-campus support.

Fall 2025 Registration Update

Of the 190 students that indicated on the fall 2024 NSSS they planned to leave USF or maybe planned to leave, 149 (78%) have registered for fall 2025 classes, 41 (22%) have not registered as of May 5, 2025.

Indicated on NSSS They Intend to Leave USF or May Leave USF

FUTURE INTENTIONS

Participants were asked if they still plan to stop attending USF in the future using the following response options: *yes*, *no*, and *not sure*.

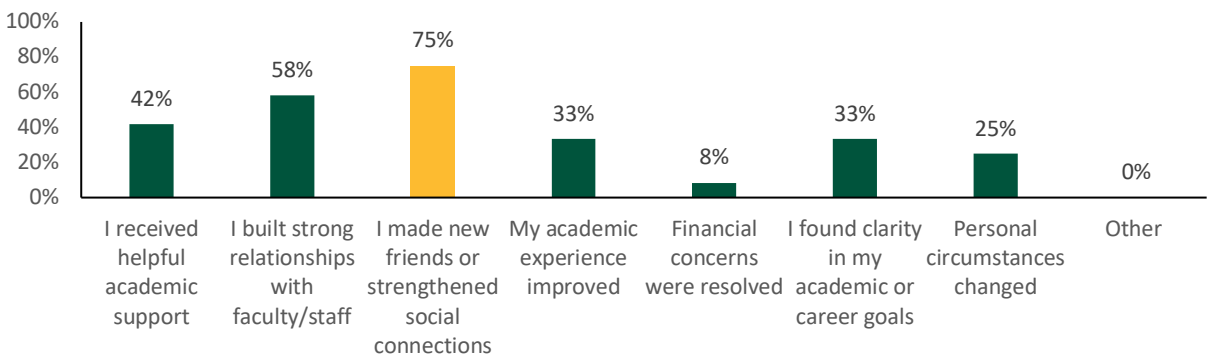
- 26% (*n* = 13) of respondents indicated they do still plan to stop attending USF in the future, 41% (*n* = 20) are unsure, and 33% (*n* = 16) no longer plan to leave USF.

Reasons for Staying at USF

Those who indicated they no longer plan to leave USF were then asked what factors contributed to their decision to continue their studies at USF using the following response options: *I received helpful academic support*; *I built strong relationships with faculty/staff*; *I made new friends or strengthened social connections*; *my academic experience improved*; *financial concerns were resolved*; *I found clarity in my academic or career goals*; *personal circumstances changed*; and *other*.

- The highest percentage of respondents (75%, *n* = 9) indicated they *made new friends or strengthened social connections* which has contributed to their decision to continue at USF.

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

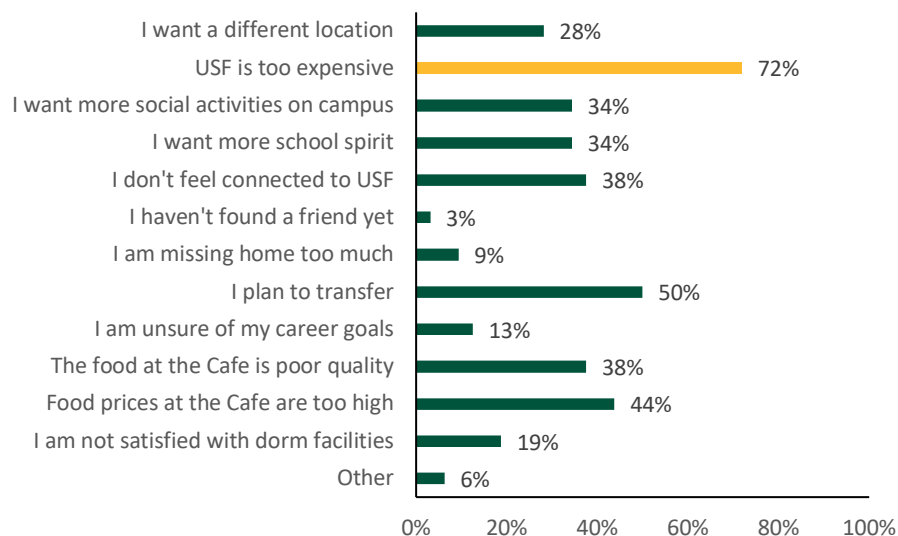


Reasons for Leaving USF

Those who indicated they plan to still leave USF or are unsure 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 more social activities on campus*; *I want more school spirit*; *I don't feel connected to USF*; *I haven't found a friend yet*; *I am missing home too much*; *I plan to transfer*; *I am unsure of my career goals*; *the food at the café is poor quality*; *food prices at the cafe are too high*; *I am not satisfied with dorm facilities*; and *other*.

- The highest percentage of respondents (72%, *n* = 23) indicated they would leave USF because it is too expensive.

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

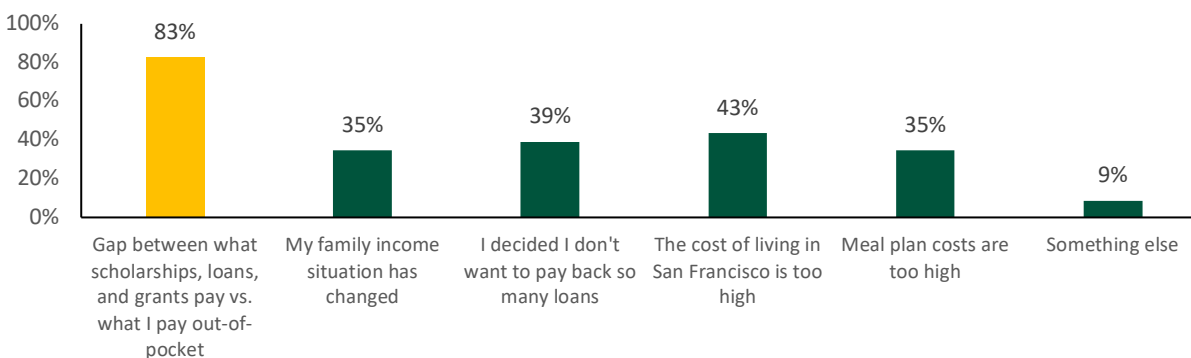


Financial Difficulties

Respondents 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; the cost of living in San Francisco is too high; meal plan costs are too high; and something else*. Participants could select all that apply.

- The highest percentage of respondents (83%, $n = 19$) 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 respondents who selected each response option.



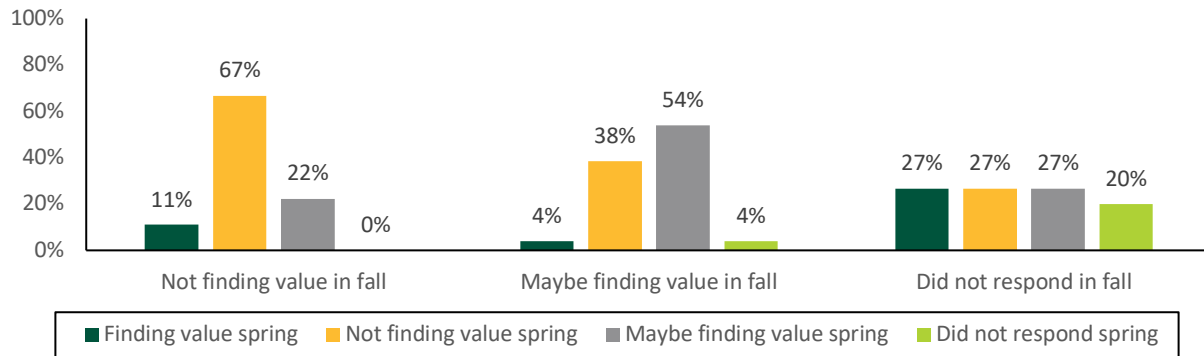
FINDING VALUE IN THE COST OF USF

Participants were asked to indicate if they are finding value in the cost of USF using the following response options: *yes, no, and maybe*.

- Of the 9 participants who initially indicated on the fall NSSS that they were not finding value in the cost of USF, 11% ($n = 1$) are now finding value, 22% ($n = 2$) are now maybe finding value, and 67% ($n = 6$) are still not finding value in the cost of USF.
- Of the 26 participants who indicated on the fall NSSS that they were maybe finding value in the cost of USF, 4% ($n = 1$) are now finding value, 54% ($n = 14$) still feel the same way, and 38% ($n = 10$) are now not finding value in the cost of USF, and 4% ($n = 1$) did not respond.

- Of the 15 participants who did not respond to the question on the fall NSSS, 27% ($n = 4$) are not finding value, 27% ($n = 4$) are finding value, 27% ($n = 4$) are maybe finding value in the cost of USF, and 20% ($n = 3$) did not respond.

The following figure details how respondents felt about the value of the cost of USF in the fall compared to how they feel in the spring.

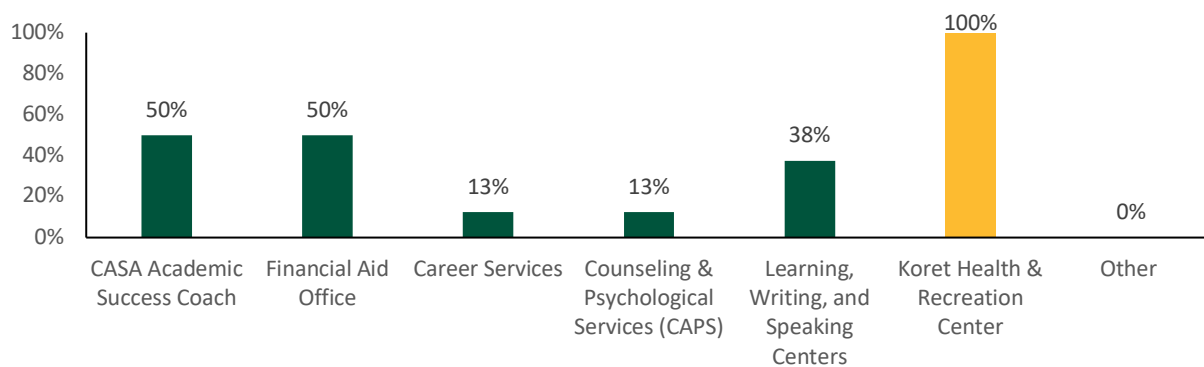


USE OF RESOURCES

Participants were asked if, since completing the fall survey, they have used any of the following resources: *CASA academic success coach; financial aid office; career services; counseling & psychological services; learning, writing, and speaker centers; koret health & recreation center* and *other*. Participants could select all that apply.

- The highest percentage of respondents (100%, $n = 8$) have used the Koret Health & Recreation Center since completing the fall survey.

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



Did Not Respond to the NSSS

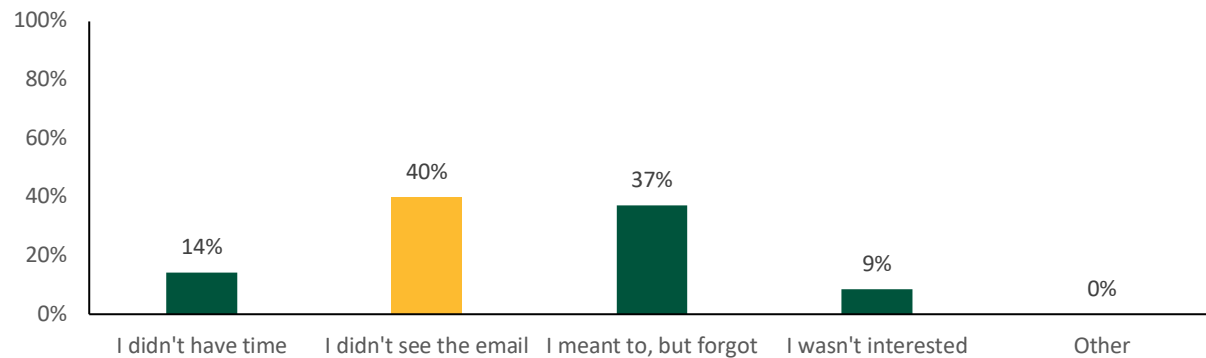
WHY THEY DID NOT RESPOND TO FALL SURVEY

Respondents indicated what prevented them from completing the fall NSSS using the following response options: *I didn't have time; I didn't see the email; I meant to, but I forgot; I wasn't interested; and other*.

- The highest proportion (40%, $n = 14$)¹ of respondents did not respond to the fall NSSS because they didn't see the email.

¹ One respondent selected other, but their write in response was "I don't remember seeing the email." This response has been included in the percentage of participants who selected *I didn't see the email* and excluded from *other*.

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



SENSE OF BELONGING

Sense of Belonging

Respondents indicated whether or not they feel like they belong at USF using the following response options: *yes*, *no*, and *kind of*.

- 69% ($n = 22$) indicated that they kind of feel like they belong at USF, 31% ($n = 10$) indicated they do feel they belong, and no respondents indicated they do not feel they belong at USF.

CONNECTION

Friends

Respondents indicated whether or not they have found a friend at USF they feel comfortable with using the following response options: *yes*, *no*, and *kind of*.

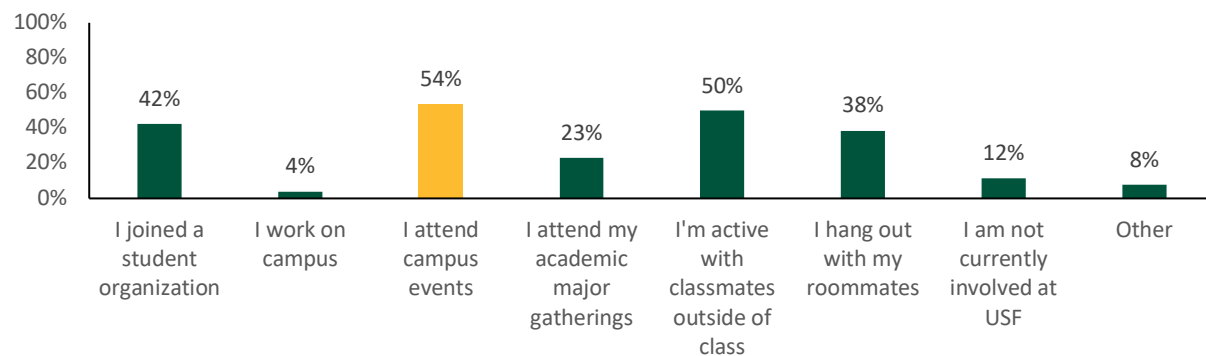
- 78% ($n = 21$) of respondents indicated they have found a friend at USF they feel comfortable with, 15% ($n = 4$) have kind of found a friend, and 7% ($n = 2$) have not found a friend at USF they feel comfortable with.

INVOLVEMENT

Respondents indicated how they are involved 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 involved at USF*; and *other*.

- The highest percentage of participants (54%, $n = 14$) indicated they attend campus events.

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

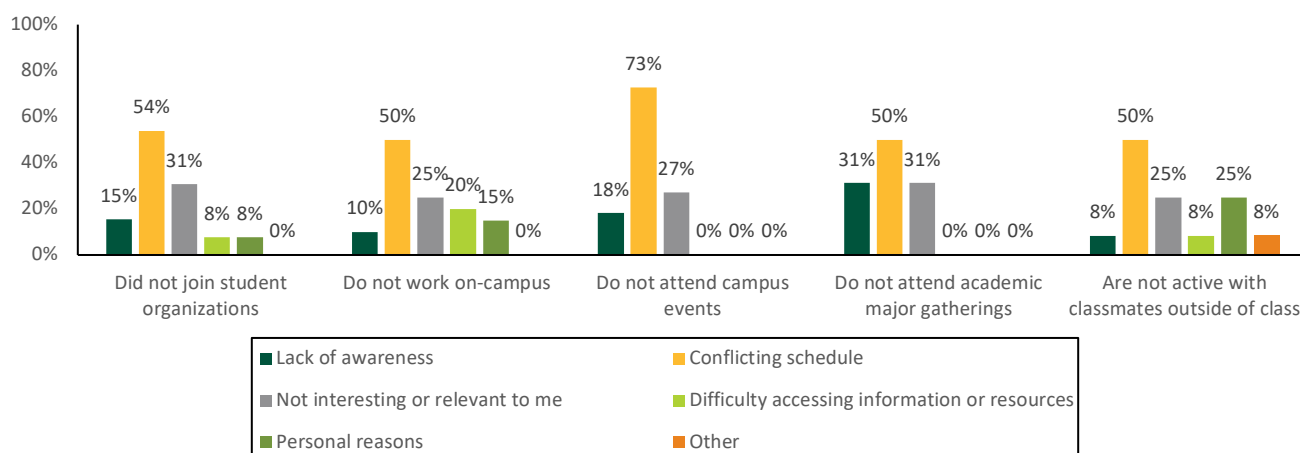


Reasons for Not Participating in Activities

Respondents who did not indicate they have joined a student organization; work on campus; attend campus events; attend their academic major gatherings; or are active with classmates outside of class, were asked to indicate what reasons, if any, have influenced their decision not to participate in these activities using the following response options: *lack of awareness*; *conflicting schedule*; *not interesting or relevant to me*; *difficulty accessing information or resources*; *personal reasons*; and *other*. Respondents could select all that apply.

- Conflicting schedules was the top reason why those who responded to this question do not participate in student organizations (54%, $n = 7$), do not work on campus (50%, $n = 10$), do not attend campus events (73%, $n = 8$) or academic major gatherings (50%, $n = 8$), and are not active with classmates outside of class (50%, $n = 6$).

The following figure details the percentage of respondents who do not participate in each activity, responded to this question, and selected each response option.



WORKING OFF-CAMPUS

Participants were asked whether or not they work off-campus, and, if so, if working off-campus has impacted their ability to connect with others at USF.

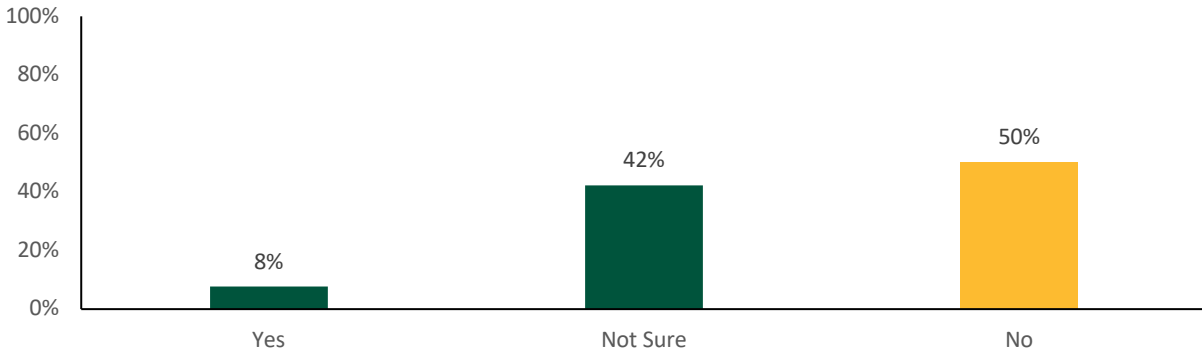
- 62% ($n = 16$) of respondents indicated they do not work off-campus, while 38% ($n = 10$) do work off-campus.
- Of those who indicated they work off-campus, 50% ($n = 5$) indicated that working off-campus has not impacted their ability to connect with others at USF, 20% ($n = 2$) indicated it has, and 30% ($n = 3$) indicated it has maybe impacted their ability to connect with others at USF.

FUTURE INTENTIONS

Respondents indicated whether or not they intend to stop attending USF in the future using the following response options: *yes*, *no*, and *not sure*.

- The highest proportion of respondents (50%, $n = 13$) do not intend to stop attending USF in the future.

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



Reasons for Leaving USF

Those who indicated they intend to leave USF in the future or were unsure if they would leave USF in the future were asked to indicate the reasons why they would leave USF using the following response options: *I want a different location; USF is too expensive; I want more social activities on campus; I want more school spirit; I don't feel connected to USF; I haven't found a friend yet; I am missing home too much; I plan to transfer; I plan to take time off and return to USF in the future; I am not planning on attending any college at this time; and something else.* Participants could select all that apply.

- Of the 13 respondents who indicated they plan to stop attending or are not sure if they intend to stop attending USF in the future, 1 participant did not indicate any reason why they would leave, of the remaining respondents, the highest proportion (50%, $n = 6$) indicated they would leave because USF is too expensive or because they plan to transfer.

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

