



NSSE 2020: Qualitative Analysis

SAN FRANCISCO STATE STUDENTS WERE GIVEN THE OPPORTUNITY TO COMMENT ON WHAT IS GOING WELL AND WHAT THEY WOULD LIKE TO SEE CHANGED.

A combined total of 1,775 first-year and senior students responded to the open-ended survey item.

AREAS OF STRENGTH

WHAT ONE THING SHOULD NOT BE CHANGED AT THIS INSTITUTION?

The top 6 themes that emerged from the open ended comments were:

Diversity & Inclusion

Students celebrated SF State's commitment to diversity and inclusion. Students enjoyed having conversations with other students, faculty, and staff from different race and ethnicities, economic backgrounds, and religious beliefs. Students felt a deep sense of belonging and that they mattered.

Faculty Commitment & Support

Students spoke highly of the SF State faculty members. Students commented that the faculty were knowledgeable, open-minded, understanding, passionate about teaching, and committed to student learning.

Student Resources

Students were appreciative of the numerous resources available to them at SF State. Students remarked on the number of both academic and non-academic resources offered and how these resources continue to grow over time.

Overall Experience

Students reported that their overall experience has been good/excellent. Students enjoyed their time at the institution, some are looking forward to continuing their graduate studies at SF State, and others were satisfied with their decision to attend.

Commitment to Social Justice

Students were proud of SF State's commitment to social justice. Students enjoyed their social justice courses and learning about the social issues that are impacting the Bay Area and the country.

Library

Students were appreciative of the library and its resources. Students enjoyed the library space, 24 hour access, helpfulness of the library staff, the support received during midterms and finals, and the number of books and resources available.

STUDENT COMMENTS



"I think the importance on **diversity** in this institution has created a campus culture that should continue to be highly valued. It gives a sense of **celebrating** each person's uniqueness and lets people to express themselves how they see fit. This encourages the students, staff and people visiting the campus to feel free to be different and embrace it in an **inclusive** environment."

-Diversity & Inclusion

"Overall, SFSU is a **great college** and I hope to continue my education here for my masters program."

-Overall Experience

"**Professors** are all **high quality** and very **knowledgeable** on their topics. I appreciate the level of care they have for their students and bring in individuals within the field to teach, ultimately bringing their real-world knowledge with them."

-Faculty Commitment & Support

"One thing I do like is that I feel the campus is listening and creating more **resources** to help students in need. For instance, the launch of the **basic needs** initiative and creating zen dens around campus are two examples of new resources that the university is putting out to help students in need."

-Student Resources

"One thing that should not be changed is SFSU's long history and commitment to **social justice** issues."

-Commitment to Social Justice

"One thing that I would not change is the **library** system, which is very **user-friendly** and **accessible**."

-Library

AREAS OF OPPORTUNITY

WHAT ONE CHANGE WOULD IMPROVE YOUR EDUCATIONAL EXPERIENCE MOST?

The top 6 themes that emerged from the open ended comments were:

Advising

Advising was the most commonly reported theme. Students mentioned not understanding how to schedule an advising session, needing additional advising hours, more frequent sessions, scheduling difficulties, and receiving incorrect or conflicting guidance.

Organizations & Events

Students would like to see more organizations, events, and activities offered at SF State. Students were often unaware of upcoming events and would like to receive more frequent communications promoting these activities.

Tuition & Costs

Students commented about tuition and the costs of attending SF State. Students remarked on the difficulties of paying for the high cost of tuition, housing, living in the Bay Area, and textbooks.

Communication of Resources

Students reported on the need for resources and support services to be communicated more frequently, through a variety of channels, and available in a centralized location.

Class Availability & Scheduling

Students remarked on class availability and scheduling. Students noted difficulties registering for their required classes and that classes were often offered at times that did not align with their schedule.

Commuter Students

Students commented on the need for resources specifically for commuter students. Suggestions included: physical spaces, areas to store their belongings, additional shuttles, online course offerings, and activities and events hosted at varied days/times.

STUDENT COMMENTS

"One change that would most improve the educational experience at this school is assigning **advisors** to each student (advisors could have multiple students). This will ensure each student is able to reach out to a specific person for help rather than trying to talk to many different people."

-Advising

"I am sure that there are **social events** that occur on campus, but I'm not very aware of them. There should be a better way to promote these events to help ease socialization on campus."

-Organizations & Events

"Something that would really help me focus on my studies more would be if school wasn't so **expensive**. It's hard for me to focus on school sometimes because I'm having to work multiple jobs to keep up with rent and school payments."

-Tuition & Costs

"I would say that because many of our students **commute**, they would benefit from somewhere to hangout. Having a place for them to rest between classes provided by the building would help improve their educational experience."

-Commuter Students

"There are so many great **resources** our campus provides but either students don't know about them, don't know if they will actually help them, or how to find them."

-Communication of Resources

"One change that would improve the educational experience at this institution is having more time slots for **impacted classes** so students are able to still take the class and won't fall behind."

-Class Availability & Scheduling

