



San Francisco State University  
Fall 2017 First-Time Freshmen:  
Students who Left Survey

# A Collaboration Between: First-Year Experience, Institutional Research, & Developmental Studies

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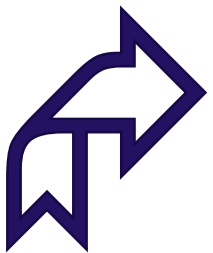
# I. Background & Literature

**89%** National first-year persistence rate for those who entered a 4-year institution on a full-time basis

Citation: <https://nscresearchcenter.org/snapshotreport33-first-year-persistence-and-retention>

**79%** SF State's first-year, full-time persistence rate for the fall 2017 cohort

Citation: <http://ir.sfsu.edu/content/student-outcome>



**10%** Gap between the national average & SF State's first-year, full-time persistence



# I. Background & Literature

Five constructs identified in the literature as barriers to retention:



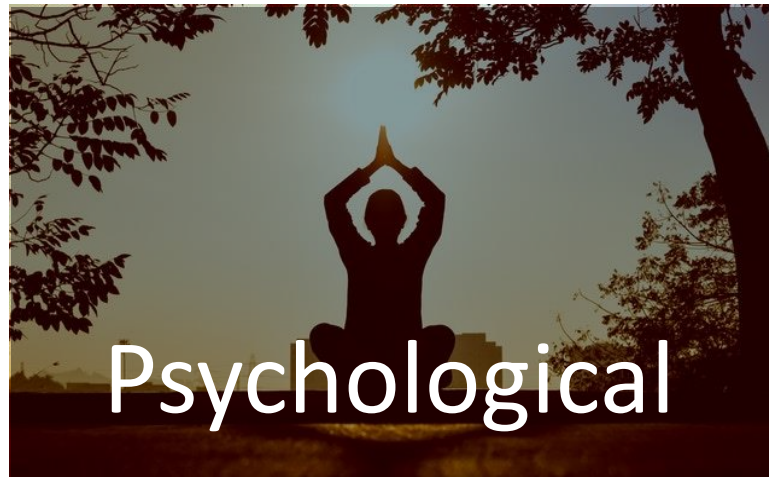
Economic



Societal



Organizational



Psychological



Interactionalist

# I. Background & Literature

What is the purpose of our survey collection?

**To make informed decisions.**

- Identify common factors which contribute to first-year students not retaining.
- Identify factors that can be impacted by the University.
- Increase awareness of these factors.



- **End goal:** Address factors (as possible) and reduce loss of first-year students.

# II. Data Collection

## Training

- Trained 4 transition mentors & 1 FYE student assistant
- Reviewed & provided feedback to the script
- Reviewed and provided feedback to questions
- Tone of care needs to be a part of the process

## Process

- Phone calls (x3)
  - Called during various times of the day
- No answer – Voicemail
- For all non-responses, followed-up with an email



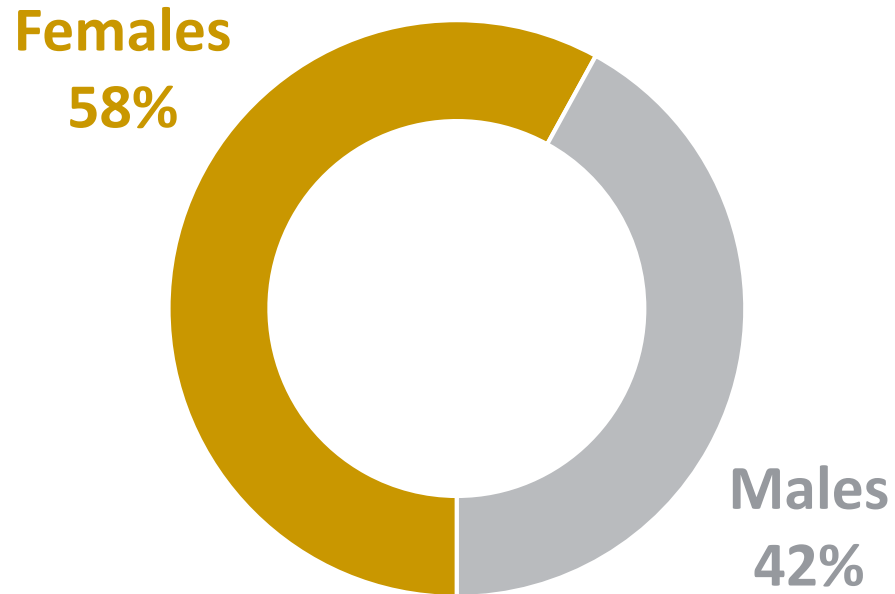
### III. SF State First-Year Students Who Left

939

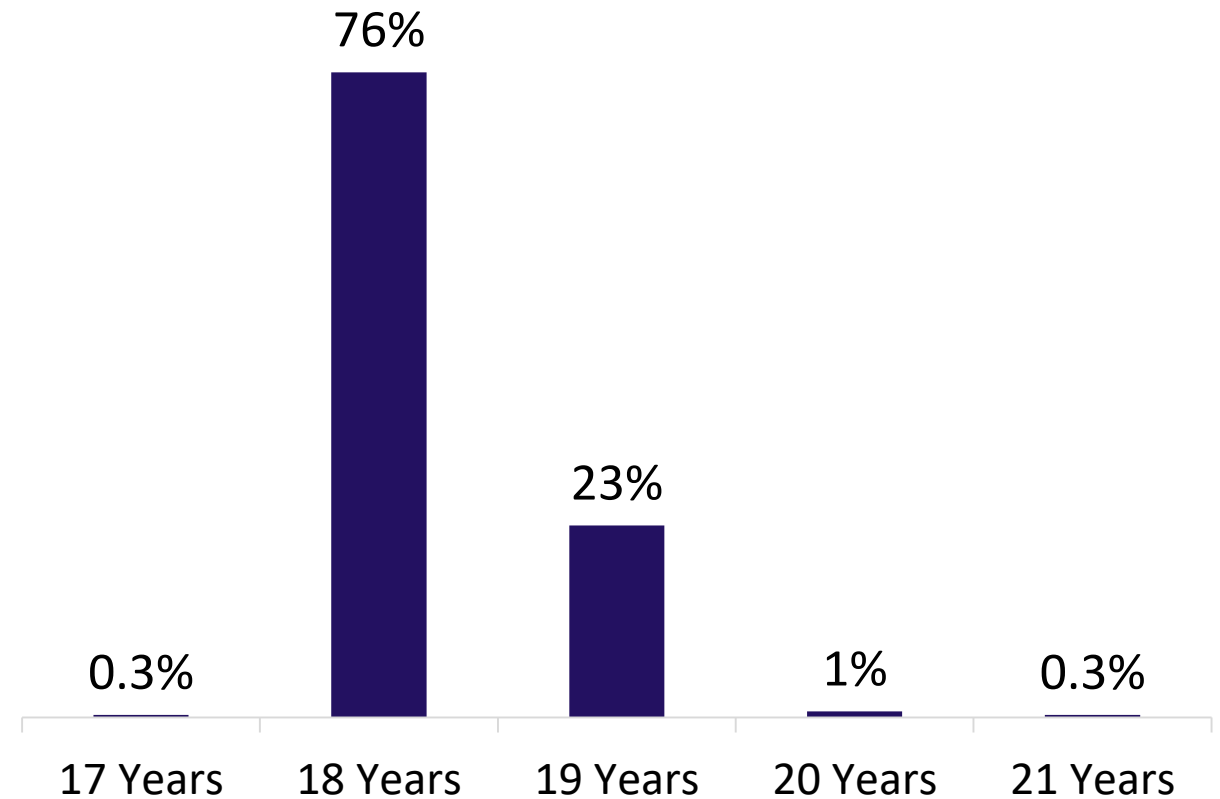
Number of fall 2017 first-time freshmen  
who **DID NOT** return for their second year

### III. SF State First-Year Students Who Left (n = 939)

Sex

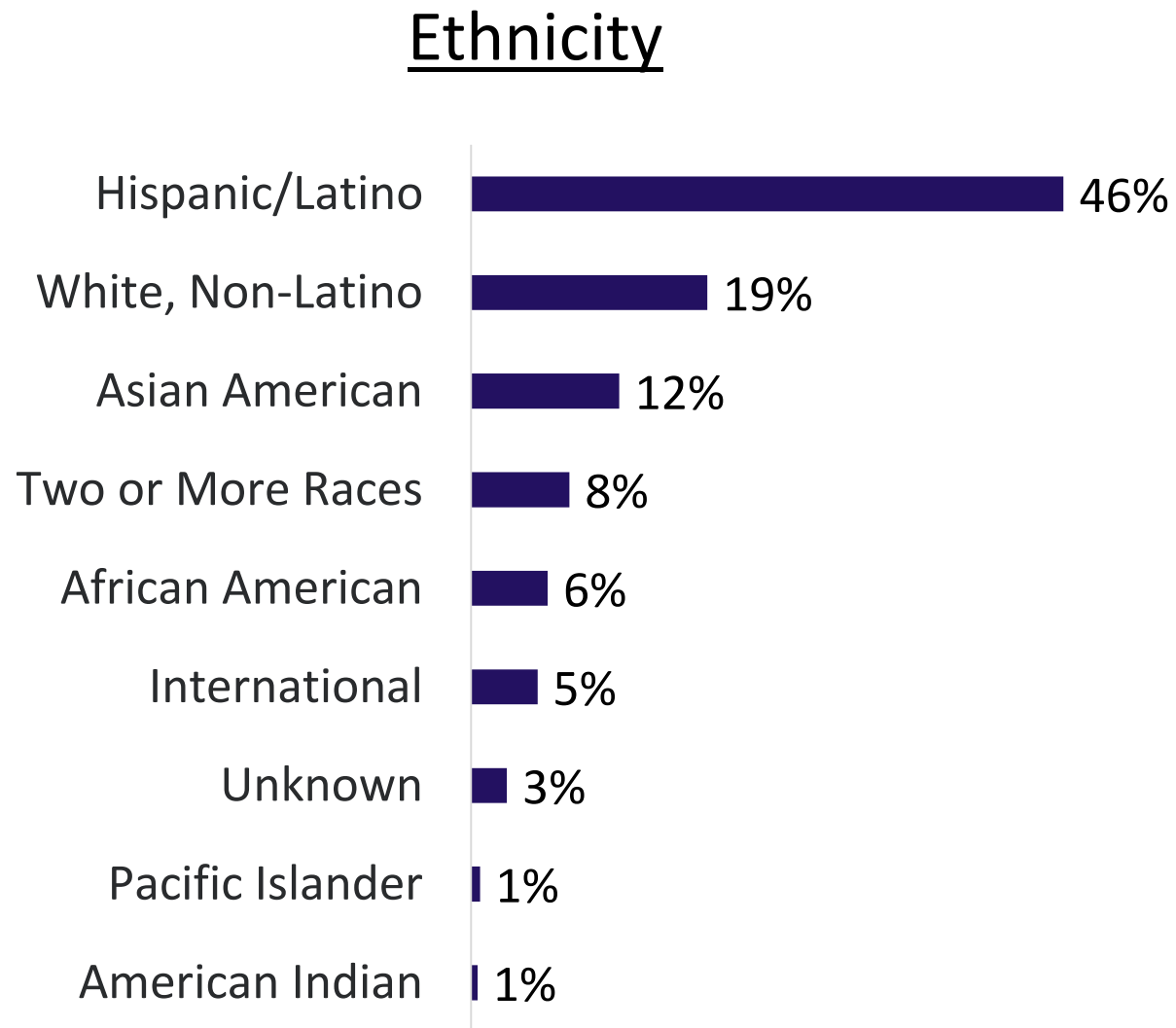


Age Group

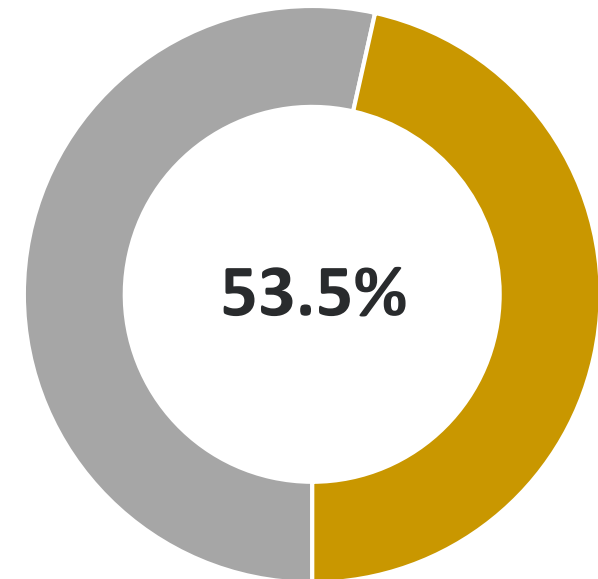




# III. SF State First-Year Students Who Left (n = 939)



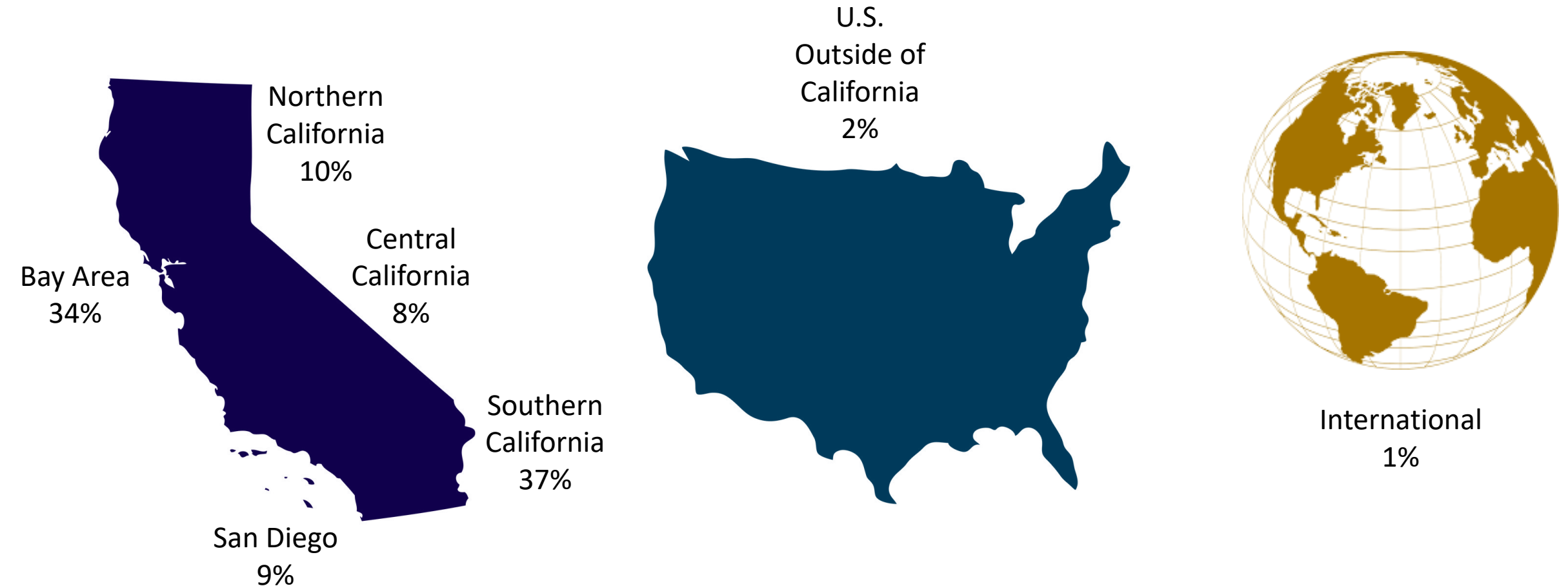
Traditionally Underrepresented (URM)\*



\*Note: Traditionally Underrepresented = African American, American Indian, & Hispanic/Latino

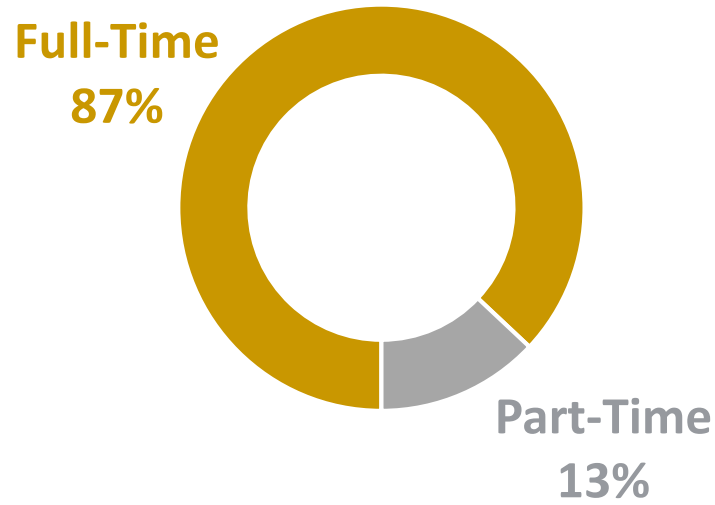
# III. SF State First-Year Students Who Left (n = 939)

## Residence at time of application



# III. First-Year Students Who Left (n = 939)

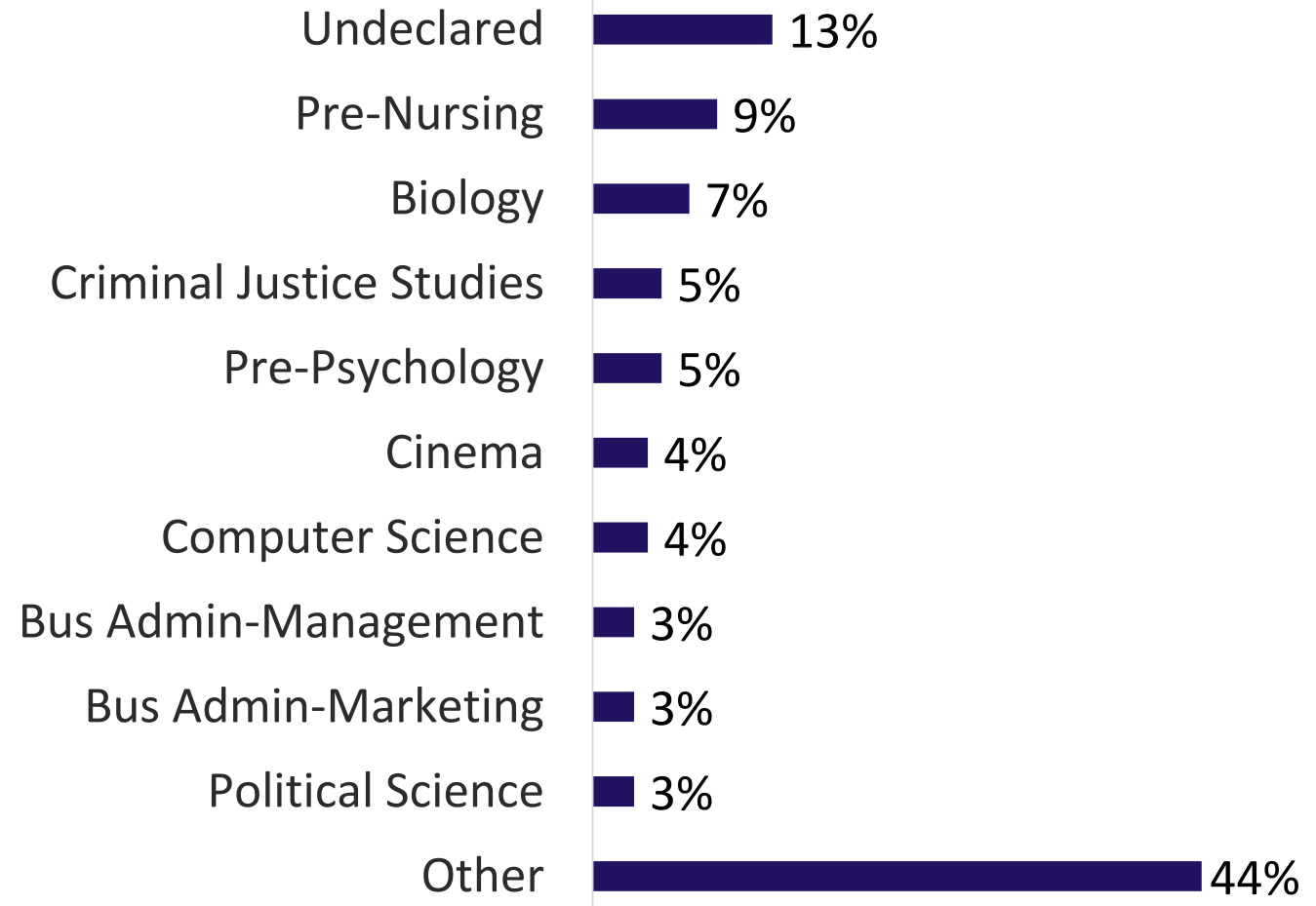
Status



Housing

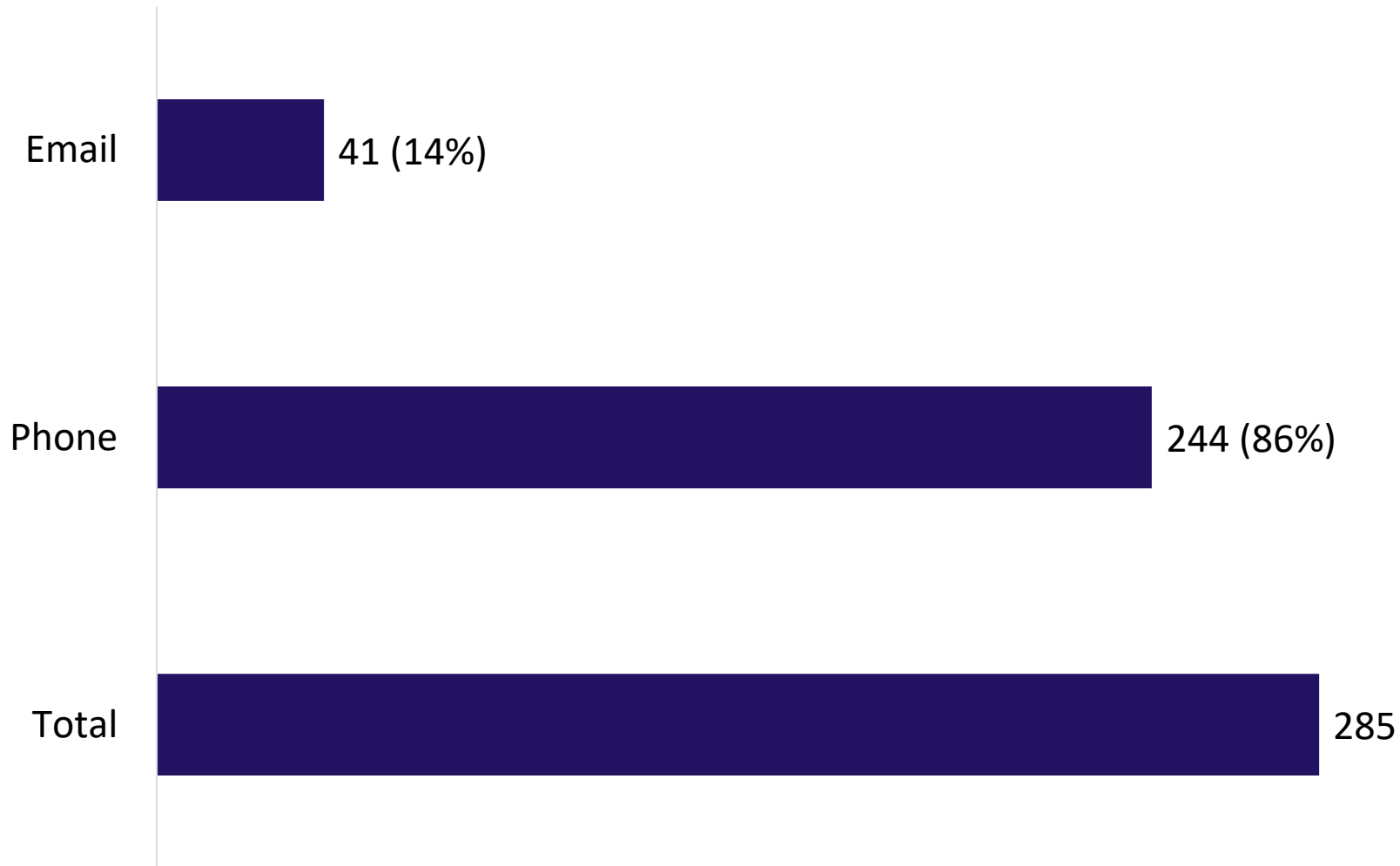
**51%** of students were in SF State housing

Top 10 Majors



# IV. Response Rate

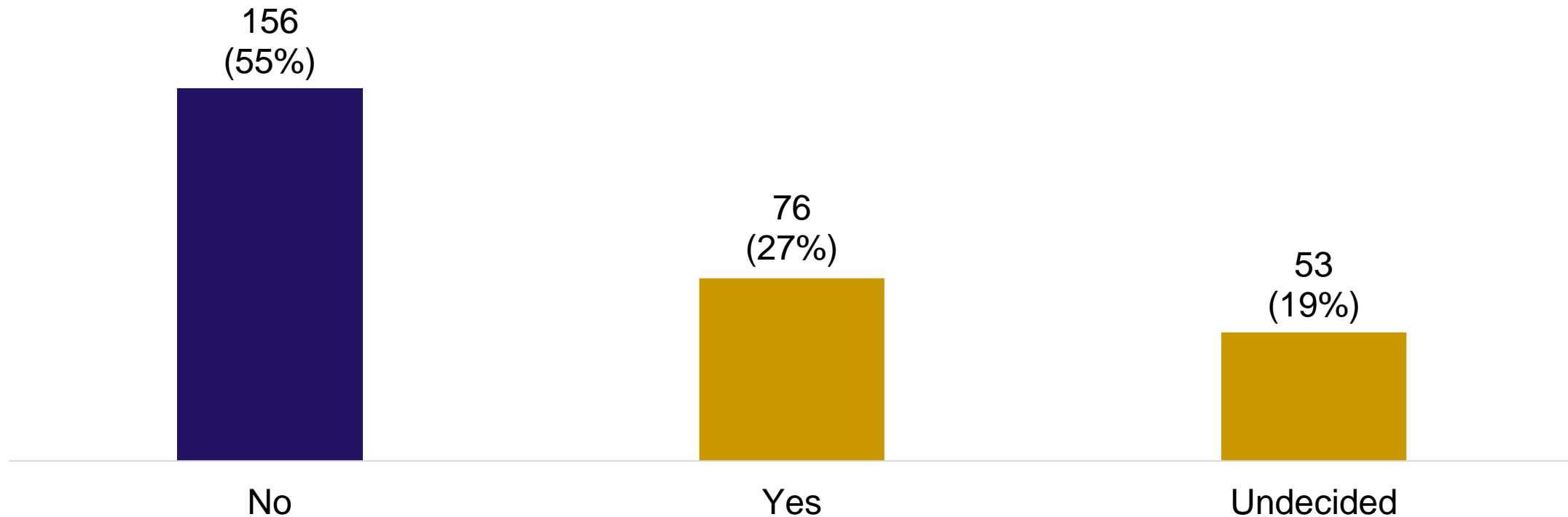
Phone and Email Response Rate (n = 285)



**30.4%**  
**Response**  
**Rate**  
(285/939 = 30.4%)

# V. Quantitative Results

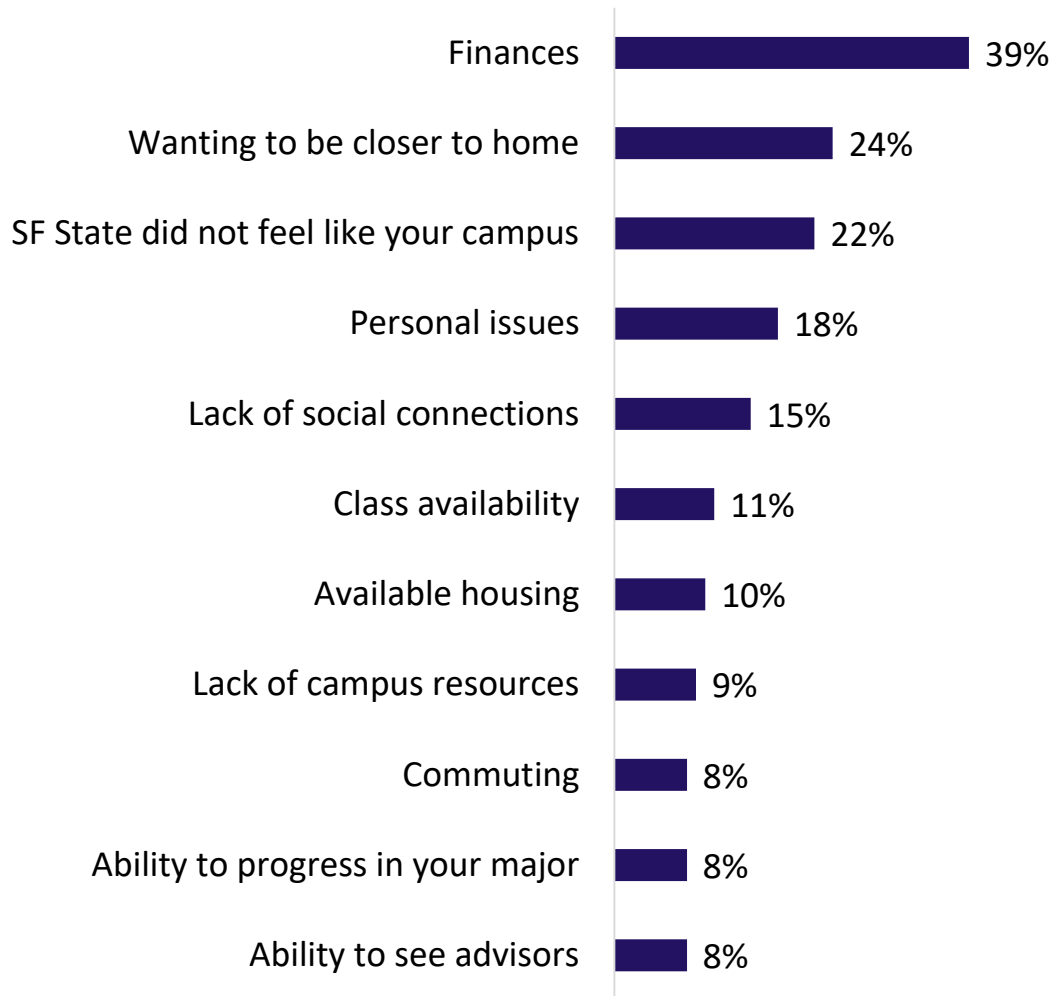
Are you planning to return to San Francisco State? (n = 285)



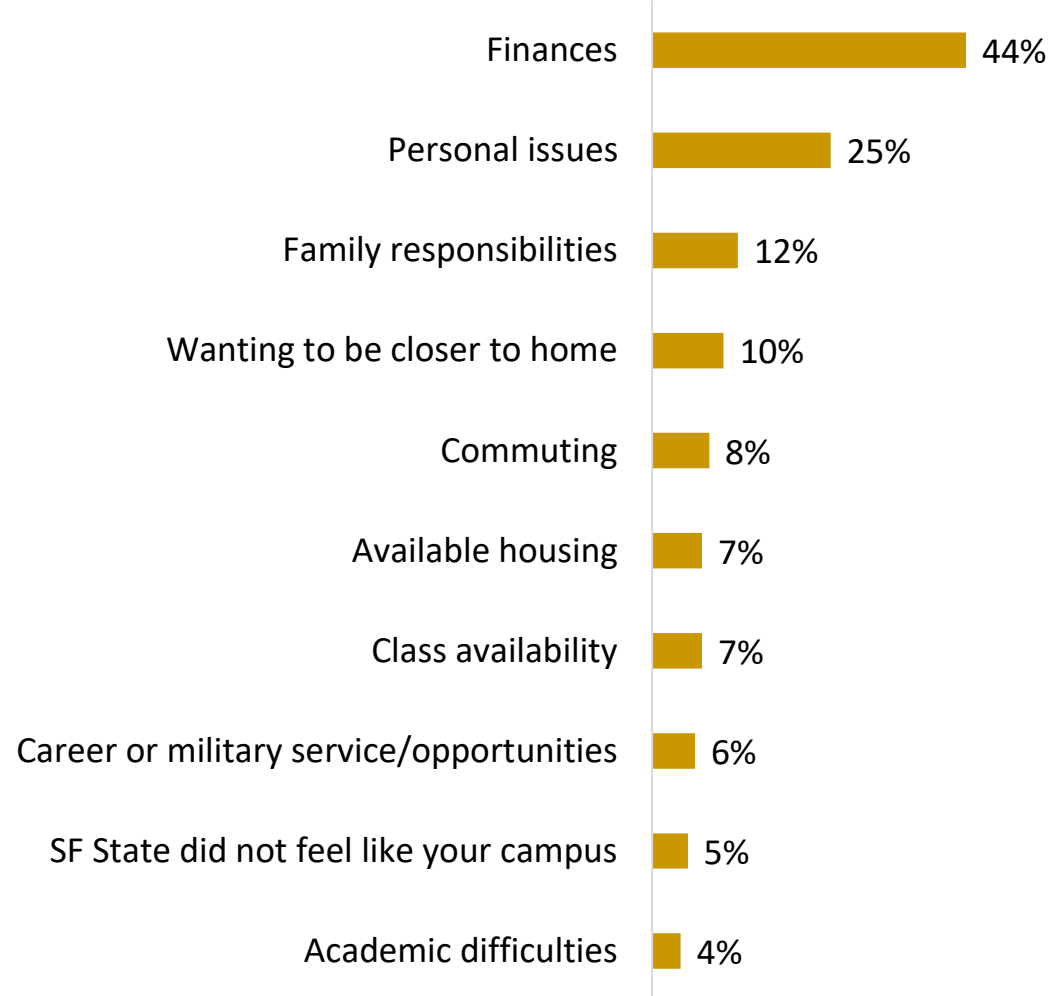


# V. Quantitative Results

Top reasons students indicated that they are **not** planning to return to SF State? (n = 156)



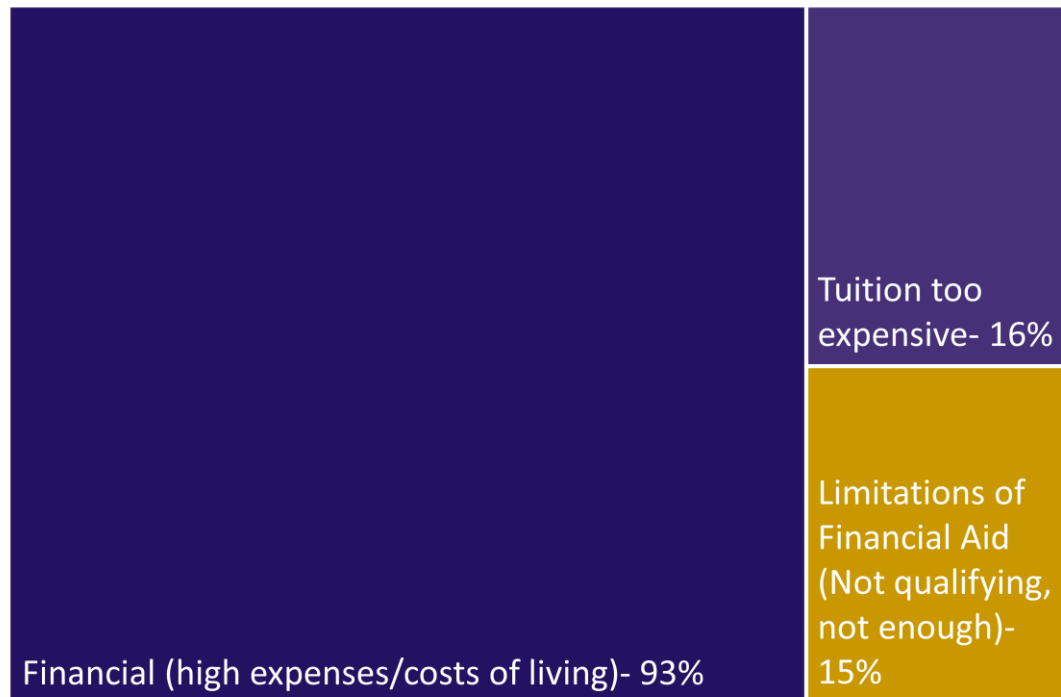
Top reasons students indicated why they are **taking a break** from SF State? (n = 130)



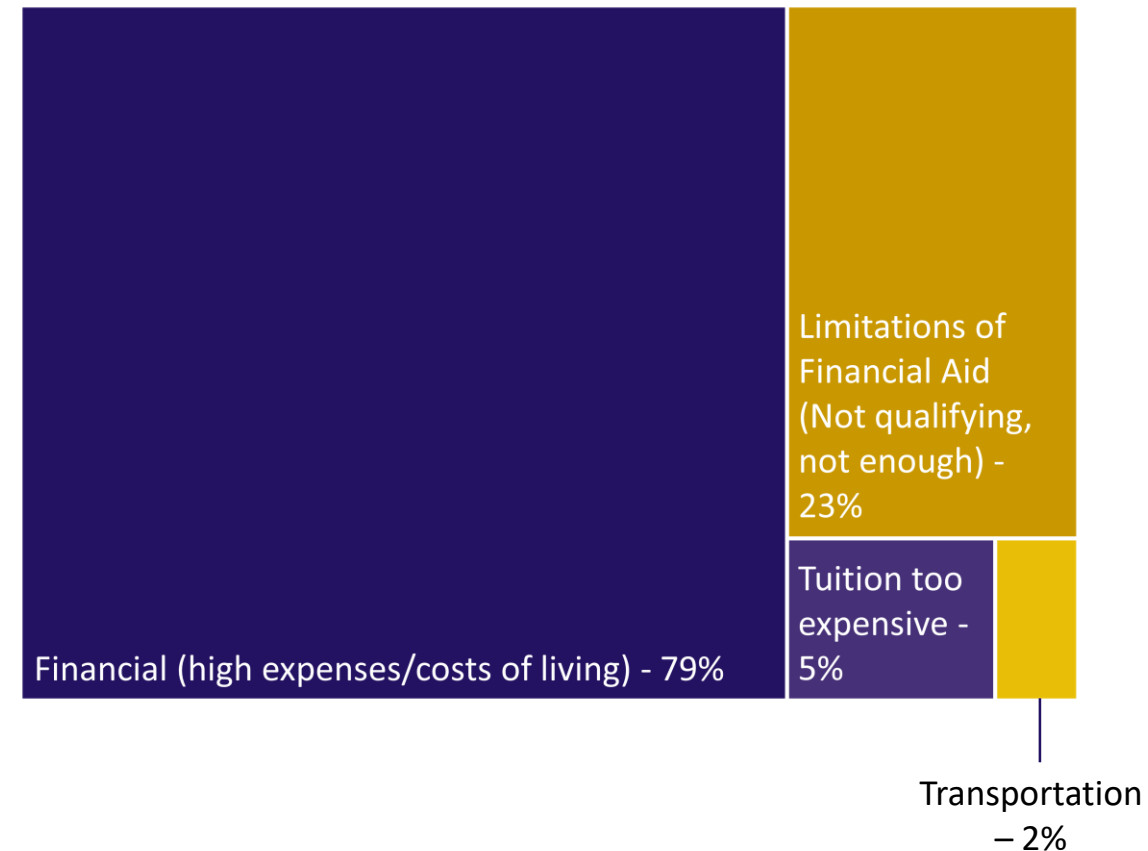
Note: Check all that apply response option (i.e., percentages do not sum to 100%).

# V. Quantitative Results

Students **not** planning to return to SF State:  
Financial breakdown (n = 61)



Students **taking a break** from SF State:  
Financial breakdown (n = 57)



Note: Respondents could refer to multiple categories (i.e., percentages do not sum to 100%).

# V. Quantitative Results

Is there something that SF State could have done differently that would have changed your decision to leave or take a break from SF State? (n = 285)



# VI. Qualitative Results (n = 99)

Is there something that SF State could have done differently that would have changed your decision to leave or take a break from SF State?



Financial  
assistance  
20%



Increase outreach, resources &  
communication regarding  
campus services (e.g., advising,  
counseling, tutoring), deadlines  
& campus activities  
17%



Increase class availability  
16%

Note: Respondents could refer to multiple categories (i.e., percentages do not sum to 100%).

# VI. Qualitative Results (n = 99)

Is there something that SF State could have done differently that would have changed your decision to leave or take a break from SF State?



Housing affordability  
10%



Did not feel connected  
9%



Housing issues  
9%

Note: Respondents could refer to multiple categories (i.e., percentages do not sum to 100%).



# VI. Qualitative Results (n = 99)

"I didn't receive any scholarships and was really hoping that I could have received some to help me financially."

"I would have liked SF State to be more communicative about programs, clubs, and resources on campus. It was difficult for me to know what the campus had to offer."

"More help with the college experience."

"I needed to work... It would help if the cost of housing was lowered."

"I was on the waitlist for housing and I did not have a plan to stay by the time classes started. I'm from Southern California so I didn't have any other options."

# VII. Intervention

Would you like assistance re-enrolling and/or links to resources that could assist you with re-enrollment?



**51** Students successfully emailed links to resources that could assist them with re-enrollment.



**42** Number of phone calls made to students to assist them with re-enrollment.

- Spoke to **17** students
  - 2 students already enrolled in Spring 2019
- Left **8** voicemails
- Could not reach **17** students



Thoughts?  
Ideas?  
Discussion.

