

Transfer Voices:



Transfer Student Survey Results Fall 2019

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Executive Summary

The Transfer Advisory Committee (TAC) was formed following a 2017 convening, *Transfer Student Success in the CSU*, sponsored by the [CSU Student Success Network](#). The goals of this event included developing a better understanding of transfer patterns and student outcomes across the CSU; sharing information and identifying successes and challenges experienced at our campuses, while exploring the implications for student success and equity; and reflecting on strategies for establishing and growing transfer support programs.

With support from San Francisco State University's Student Success and Graduation Initiative (SSGI) taskforce, an advisory committee representing multiple areas in Academic Affairs and Student Affairs was created in the fall of 2018; representation from City College of San Francisco was invited as well. The TAC's charge was to examine how the campus might improve practices that directly impact transfer students, with a special focus on the critical period between admission to SF State and the end of the first semester. This includes aspects such as improving communication about key procedures and functions that impact transfer students; improving coordination of transfer-focused services and support; and building opportunities for transfer students to experience a sense of inclusiveness and community at San Francisco State, while increasing their awareness of these opportunities.

Recognizing that student voices are critical to guiding recommendations, TAC partnered with the Office of Institutional Research (IR) to develop and administer the Transfer Student Survey in 2019. TAC created survey questions which were further refined and expanded based on recommendations and feedback from a transfer student focus group and IR. In collaboration with Strategic Marketing and Communications, Academic Technology, and Student Affairs, the survey was promoted through various social media platforms, flyers, a dedicated website, video monitors across campus, the local learning management system (iLearn) and by email to a total of 10,622 new and continuing transfer students enrolled in Fall 2019. Participating students were entered into a drawing for gift cards, 'Gator Dollars', and with the support from the Associate Registrar, priority registration for the following semester. In addition, all survey respondents received a discount at an on-campus café (Café Rosso).

Survey Goals:

- Develop a deeper understanding of transfer students' experiences regarding:
 - their transition to SF State
 - how available resources and programs address their unique needs
 - becoming members of the university community
- Prioritize and direct campus resources to ensure that, at SF State, transfers have access to support and experiences designed to help them reach their potential as students, and eventually as graduates contributing to the betterment of their communities.

Methodology:

The survey was administered during the Fall 2019 term, from October 15th through November 3rd through the Qualtrics Survey Platform. After cleaning the survey data, usable responses to the survey items were obtained from 1,639 students (survey response rate: $1,639/10,622 = 15\%$). The transfer survey sample's demographic and academic characteristics data closely aligns with the overall Fall 2019 transfer student population¹. Both qualitative and quantitative methods were utilized for this survey. Students were asked a series of Likert-type items to assess their satisfaction with the various components of their experiences at SF State. Students were also asked six open-ended questions that allowed them to comment further on the various aspects of the transfer experience. The report includes frequency charts for responses to the Likert-type items, and check-all-that-apply questions, and the top themes that emerged from the open-ended comments.

The survey report is divided into 6 sections:

1. **Tell us about yourself:** demographic and academic characteristic data on the survey respondents
2. **Transitions:** transfer students' experiences of the transfer process
3. **Campus Experiences:** transfer students' perceptions of themselves as members of the SF State community
4. **Life Experiences:** transfer students' experiences as they navigate the various non-educational challenges
5. **Reflections:** suggestions for prioritization of resources to better address gaps
6. **Transfer Voices:** transfer students' comments

Key Findings:

- Given their campus experiences, **89%** of students would **still choose to enroll** in SF State.
- **Over 65%** of continuing students **believe they are on track to graduate**.
- Of students who viewed SF State as **very committed** to helping students transfer successfully, **64%** rated **creating a transfer-focused website as very important**.
- **Slightly less than 30%** of students had an overall positive experience with **feeling a sense of belonging**. In the survey, "sense of belonging" refers to being an **engaged and valued member** of the university community.
- Of students who viewed SF State as **very committed** to helping students transfer successfully, **80%** indicated that **improving initial transfer credit evaluation was very important**.

¹ There was a higher percentage of women students in the sample compared to the overall transfer population. The top three primary majors in the sample were: Business Administration, Psychology, and Communication Studies compared to the overall transfer population: Business Administration, Communication Studies, and Psychology. There was a higher percentage of full-time students in the sample compared to the overall population.

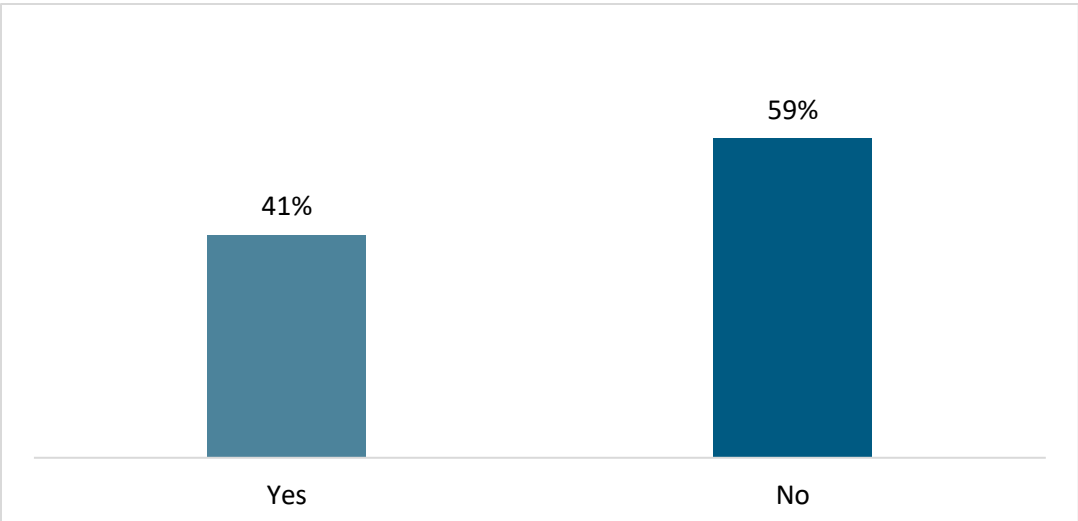
- Students who rated SF State's commitment to helping students transfer successfully as **very committed** also referred to these three areas as needing expanded transfer support:
 - **Resources for Transfer Population**
 - **Community, Belonging, and Social Interaction**
 - **Advising**
- The following three areas of improvement were prioritized by students who indicated they would **still** opt to attend SF State (89%):
 - **Advising**
 - **Campus Events and Programs**
 - **Evaluation of credits earned**
- The following three areas of improvement were prioritized by students who indicated they would **not** opt to attend SF State (11%):
 - **Campus Events and Programs**
 - **Advising**
 - **Clarity of Campus Communications**

Item Responses and Frequencies

The following pages include demographic and academic characteristics of the transfer student survey respondents. These characteristics were mapped from the fall 2019 official census enrollment file.

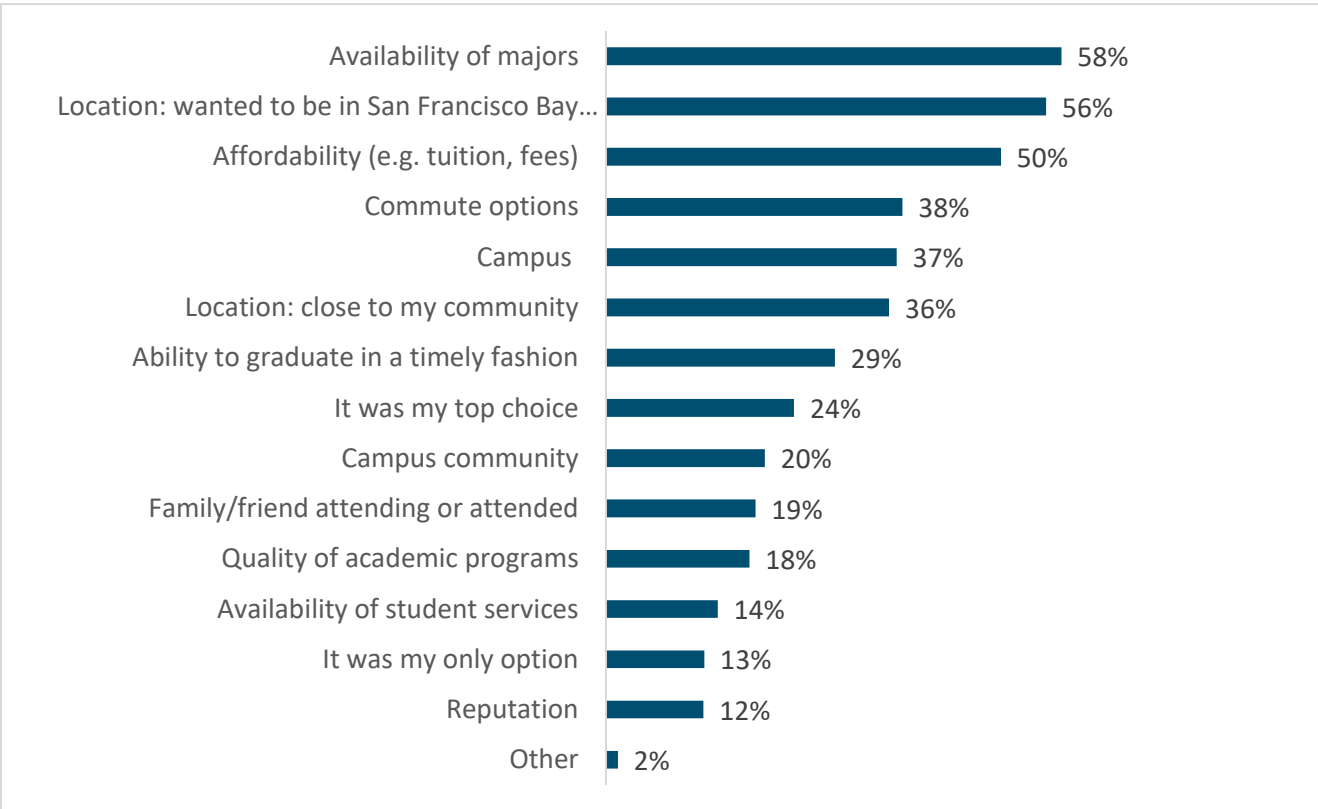
Tell us about yourself

Chart 1. Is this your first semester at San Francisco State University? (n= 1,639)



Note: Yes = New Students; No = Continuing students, including returning and returning transfers

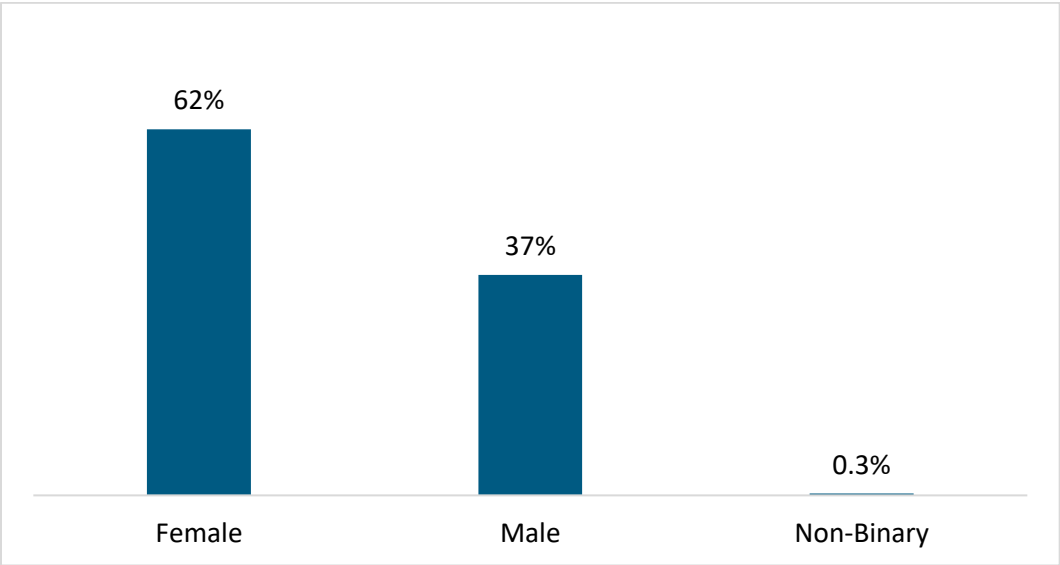
Chart 2. Why did you select San Francisco State University? (select all that apply) (n=1,636)



Note: Percentages will be greater than 100% due to the select "all that apply" response option.

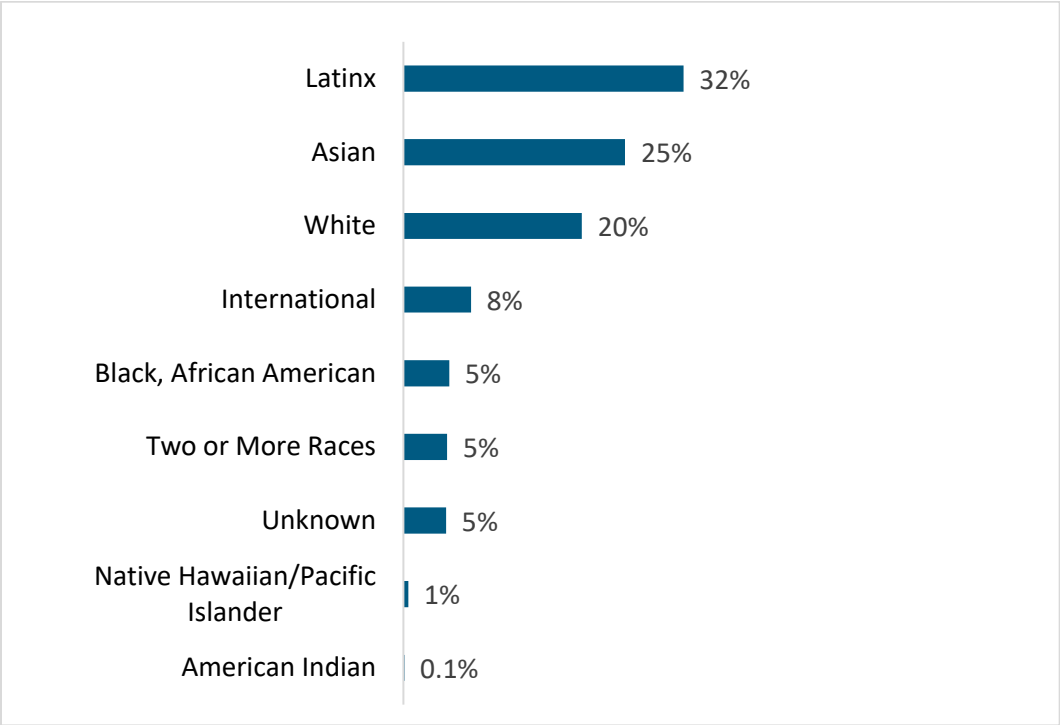
Demographic and Academic Characteristics Data

Chart 3. Sex (n=1,639)



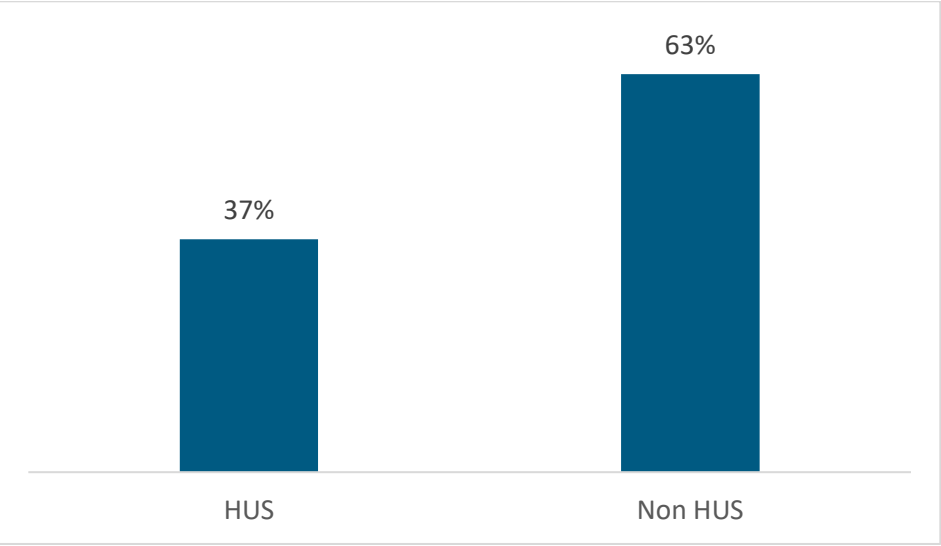
Note: Percentages may not sum to 100% due to rounding.

Chart 4. Ethnicity (n=1,639)



Note: Percentages may not sum to 100% due to rounding.

Chart 5. Historically Underrepresented Students (n=1,639)



Note: HUS are defined as American Indian, Black, African American, and Latinx. Non-HUS are defined as Asian, Native Hawaiian/Pacific Islander, Two or More Races, White, International, and Unknown.

Chart 6. Average Age of Survey Participant (n= 1,639)

Mean Age	26 years old
Median Age	24 years old
Min Age	18 years old
Max Age	77 years old

Chart 7. Status (n= 1,639)

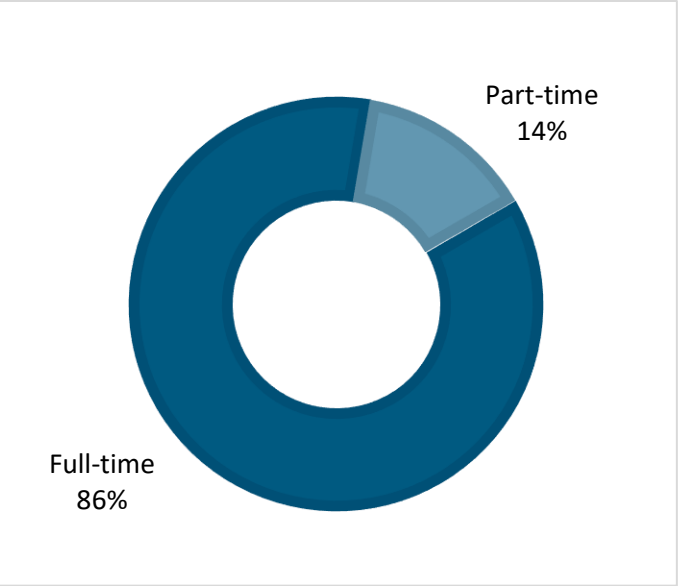
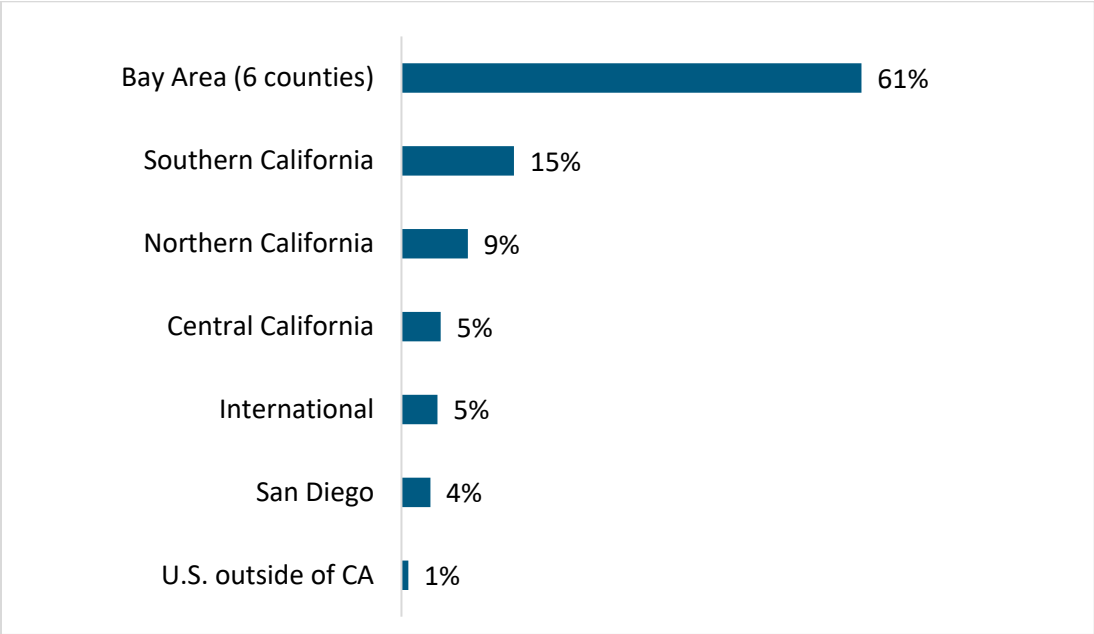
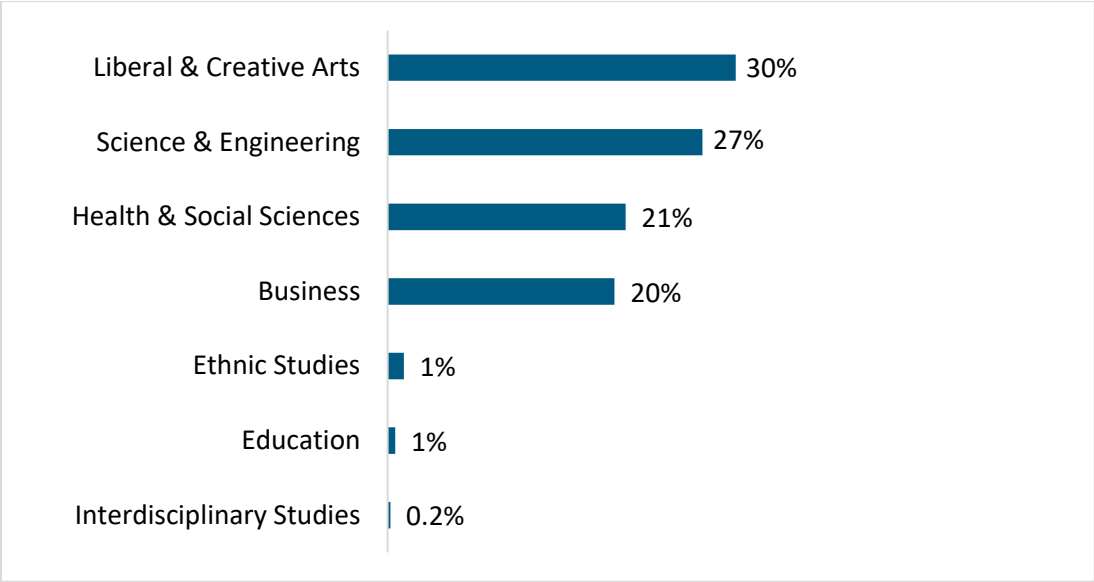


Chart 8. Residence at Time of Application (n= 1,639)



Note: Bay Area (6 counties): Alameda, Contra Costa, Marin, San Francisco, San Mateo, and Santa Clara

Chart 9. College of Primary Major (n=1,639)



Note: Percentages may not sum to 100% due to rounding.

Chart 10. Top 10 Primary Majors (n=1,639)

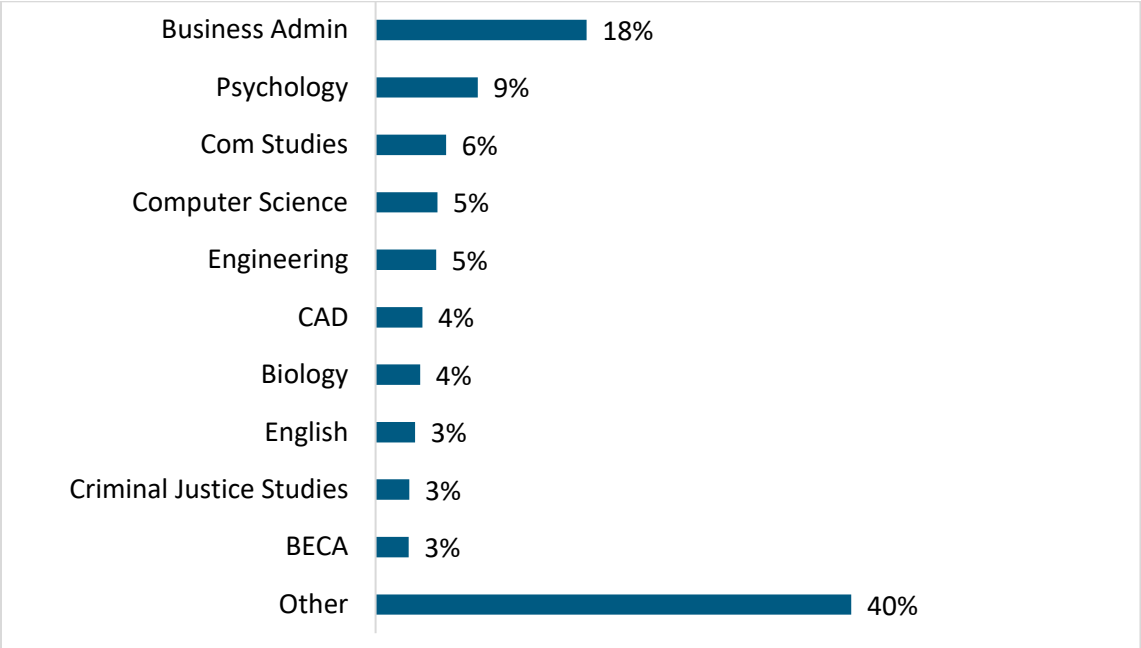
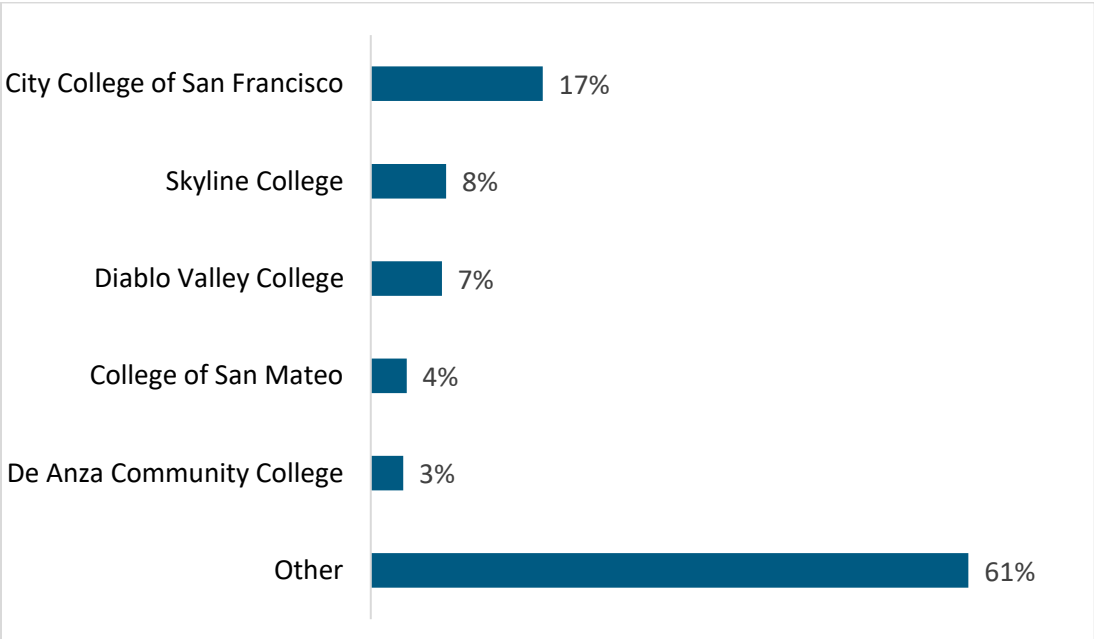
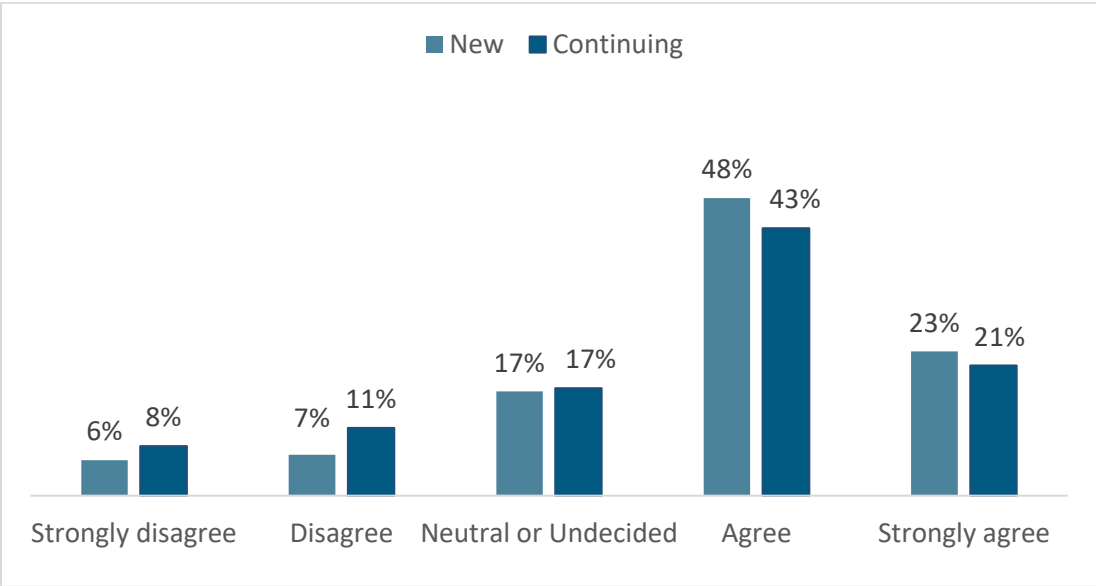


Chart 11 Top 5 CA Community College Feeder Schools (n=1,397)



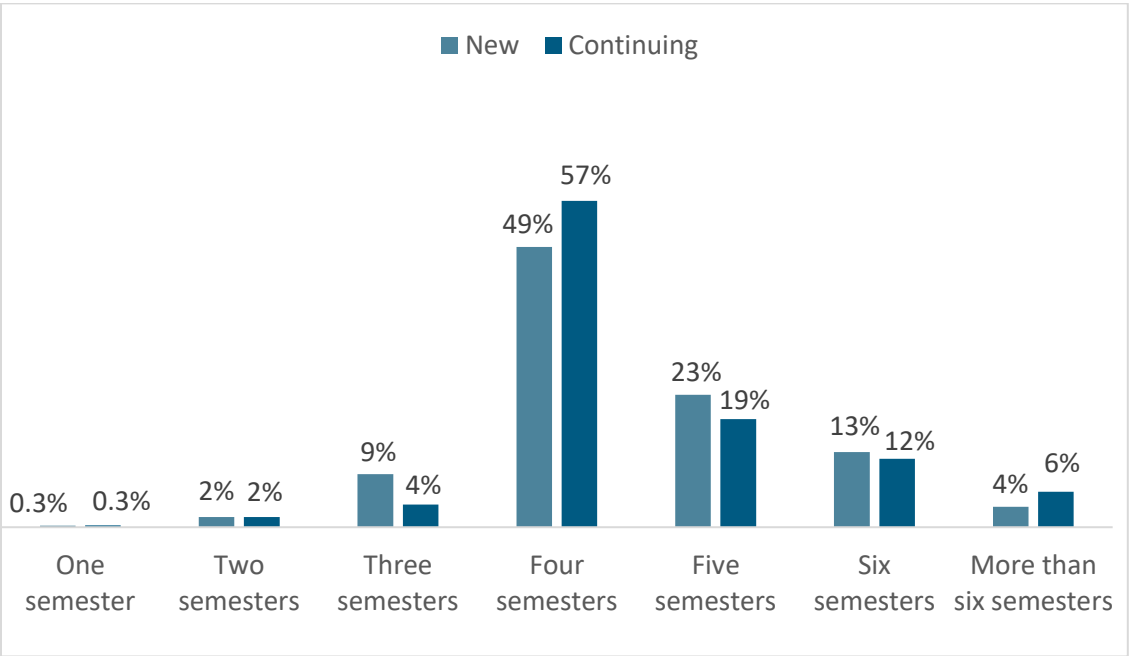
Transitions

Chart 12. I was satisfied with my transition. (New students n = 669; Continuing students n= 956)



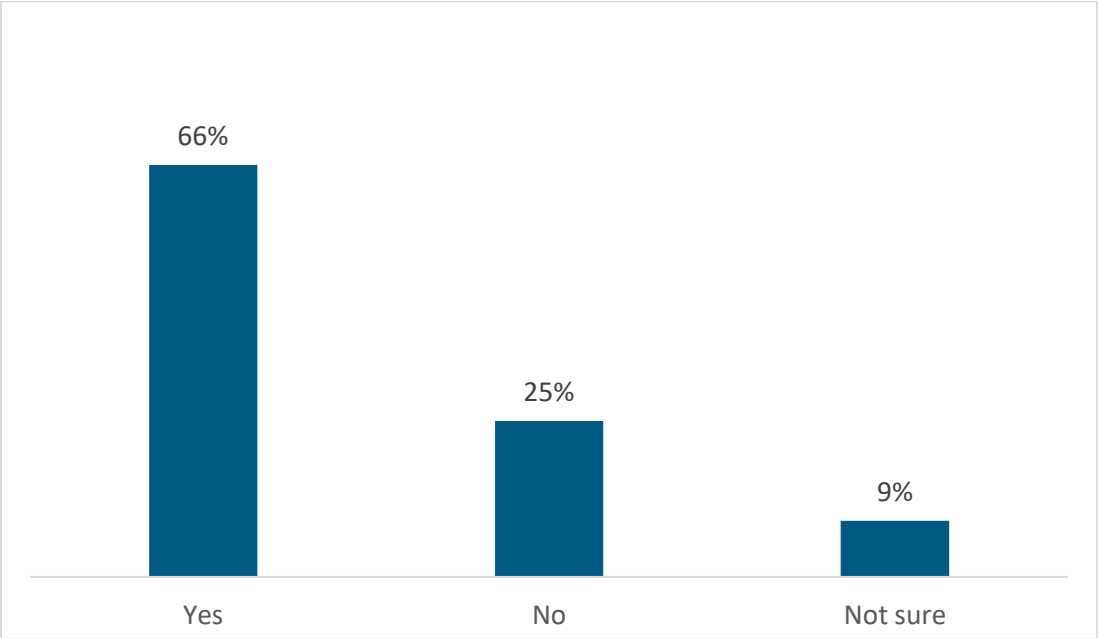
Note: Percentages may not sum to 100% due to rounding.

Chart 13. How many semesters (including summer) do you think it will take to graduate? (New students n= 671; Continuing students n= 955)



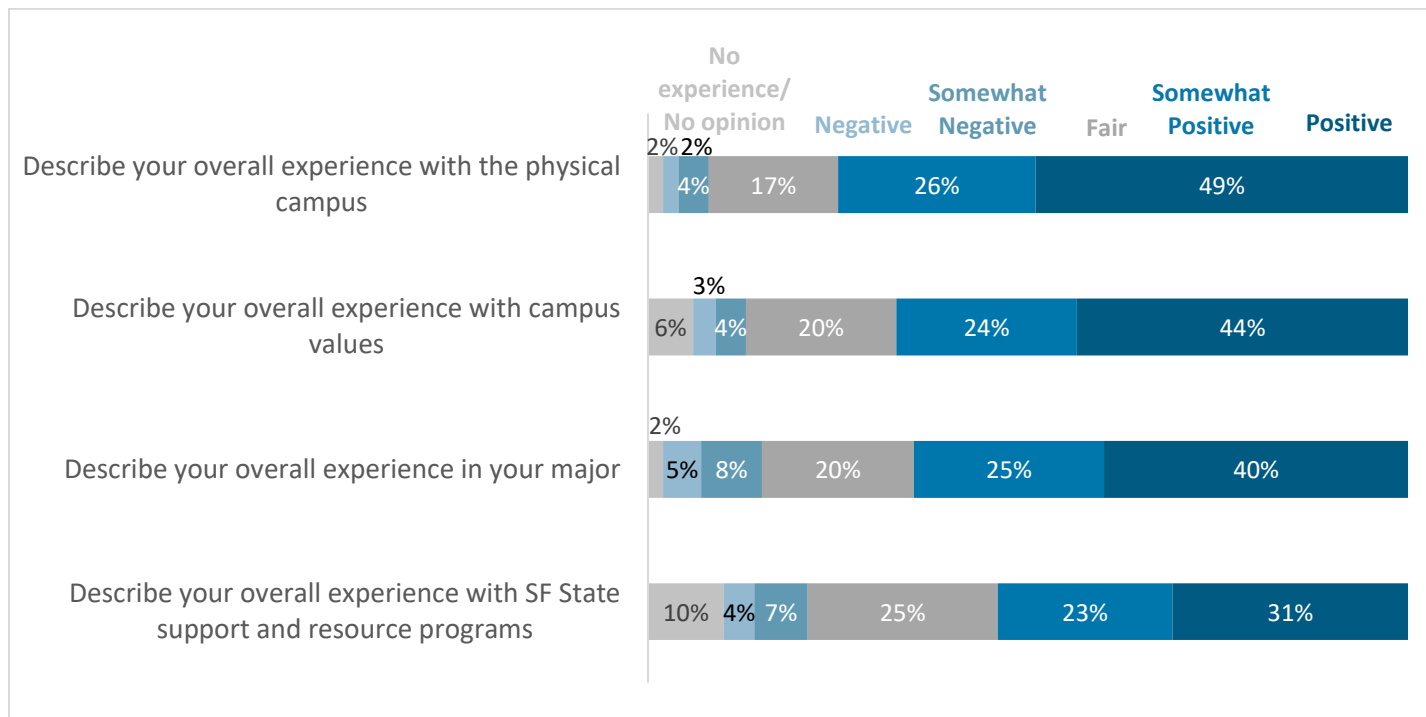
Note: Percentages may not sum to 100% due to rounding.

Chart 14. Do you think you are on track to graduate in the time frame indicated above?
(Continuing students only; n = 945)



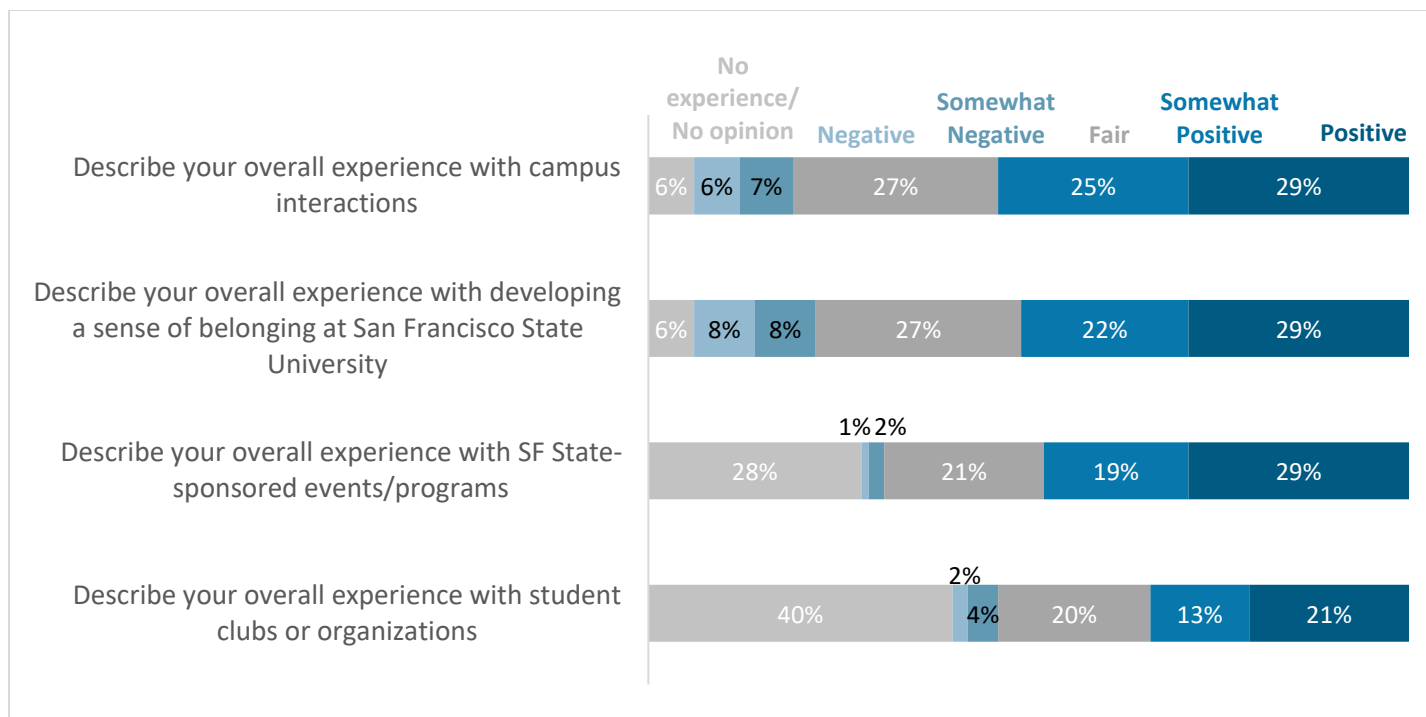
Campus Experiences

Chart 15a. Describe your overall campus experiences. (n = varies for each question)



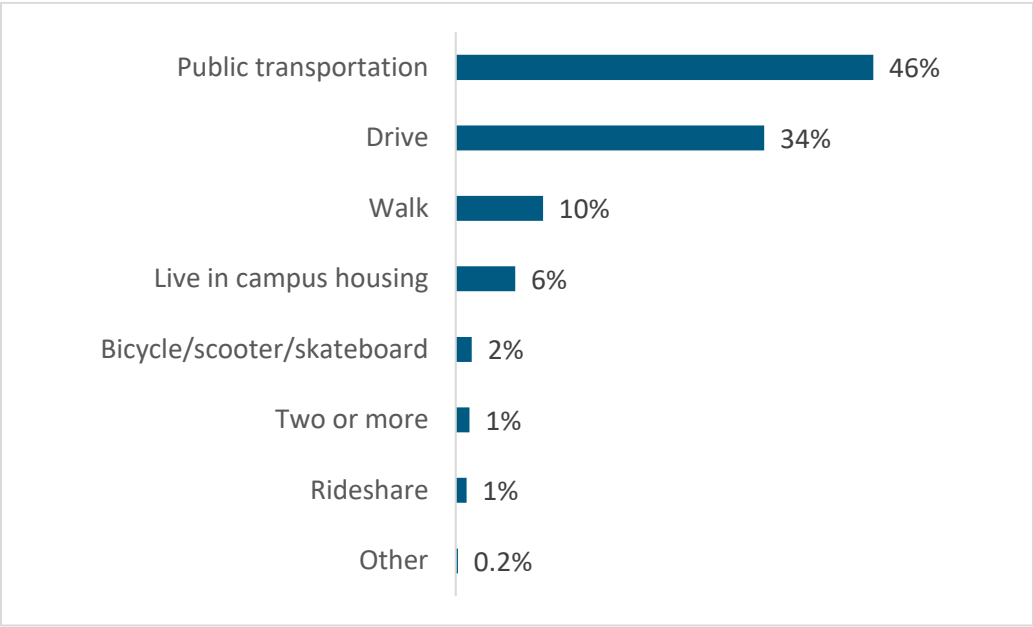
Note: Percentages may not sum to 100% due to rounding.

Chart 15b. Describe your overall campus experiences. (n = varies for each question)



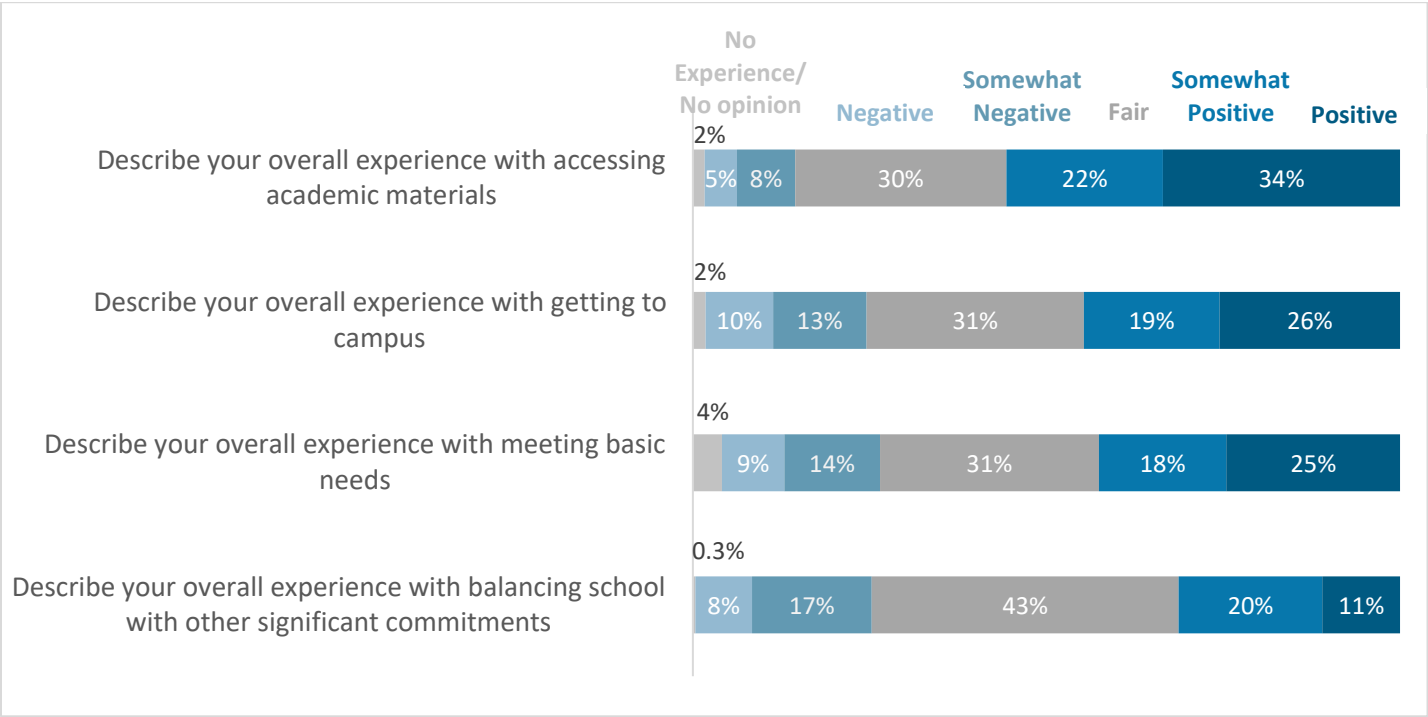
Life Experiences

Chart 16. What is your primary mode of getting to campus (in time and/or miles)? (n = 1,605)



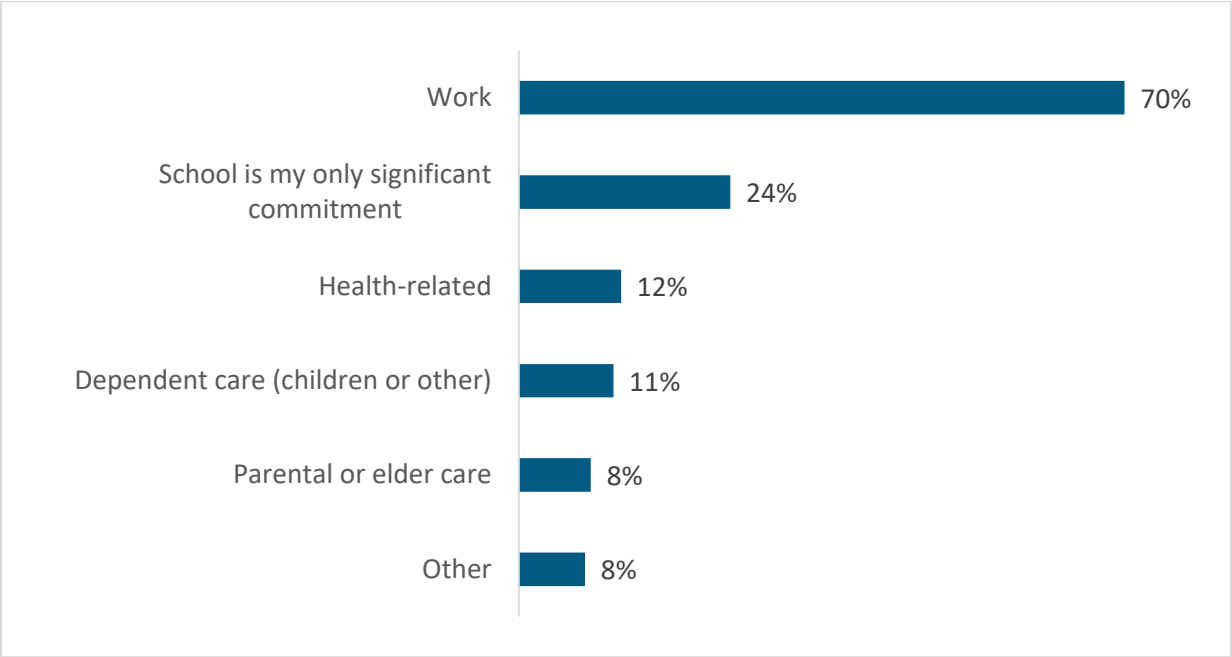
Note: The “Other” option includes those students engaged in distance education/online course work and those who commute outside of the Bay Area.

Chart 17. Describe your overall life experiences. (n = varies for each question)



Note: Percentages may not sum to 100% due to rounding.

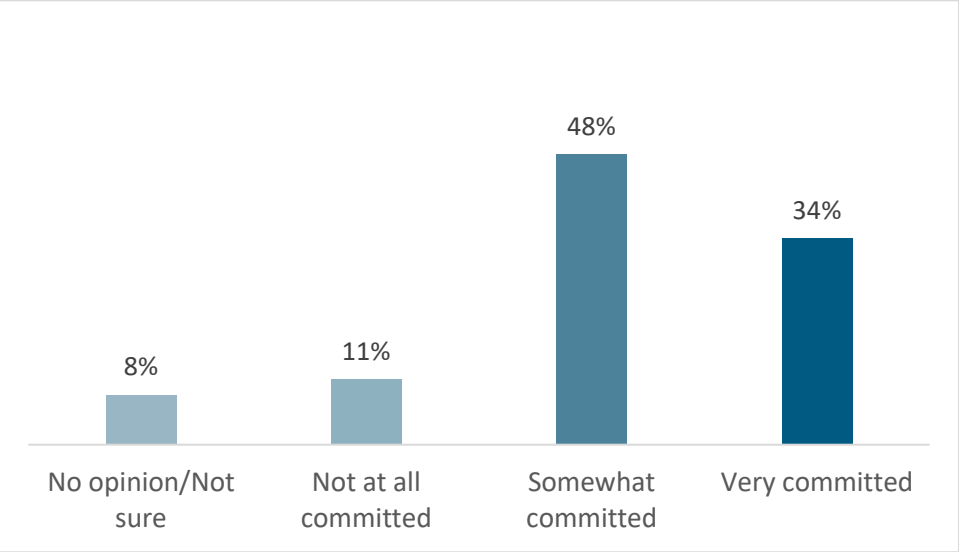
Chart 18. Besides school, what other significant commitments do you have? (n = 1,598)



Note: Percentages will be greater than 100% due to the select “all that apply” response option. The “Other” option includes other significant commitments, such as volunteering, religious participation and other extracurricular activities.

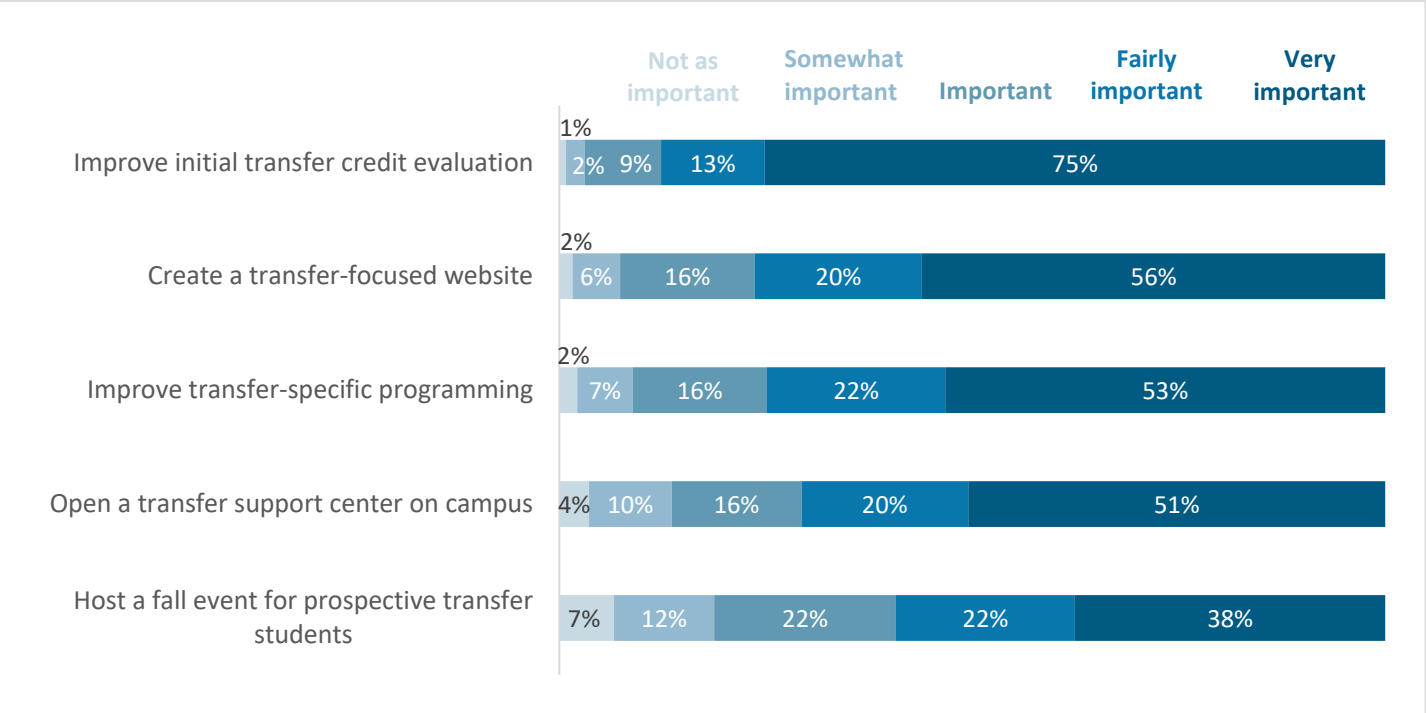
Reflections

Chart 19. Please rate SF State’s commitment to helping students transfer successfully into the university (for example, this includes helping students understand the transfer process and appropriate coursework at the community college, assistance as they apply and enroll to SF State, and supporting students to graduate in a timely manner). (n = 1,576)



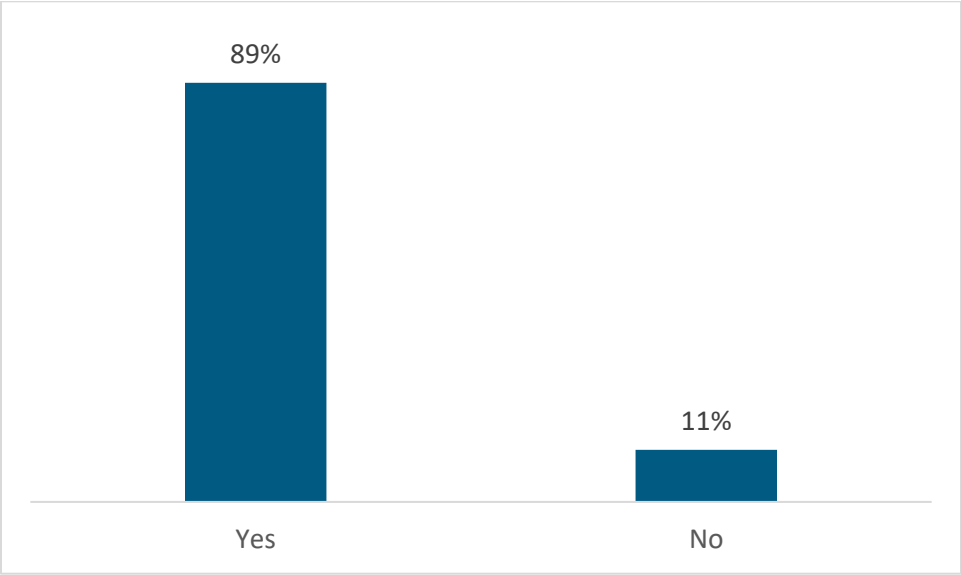
Note: Percentages may not sum to 100% due to rounding.

Chart 20. We have identified some potential, transfer-supportive actions we could take as a campus. Please rate each action. (n = varies by question)



Note: Percentages may not sum to 100% due to rounding.

Chart 21. Knowing what I know now, I would still choose to enroll at SF State. (n = 1,573)



Transfer Voices

Students offered a wealth of qualitative feedback that allows us to examine, more precisely, areas where we can improve our support. The Transfer Voices section provides snapshots (representing both summary and analysis) of this feedback. Over 69% of the students who responded to the survey, commented on at least one of the six questions. Qualitative analysis was conducted to identify the top themes. Sample comments of the top themes and percent of respondents are presented below.

Please comment further on any response in the Transitions section. (New students only)

The top two themes expressed in student comments were related to:

1. **Acclimating to a Large Commuter School** (experience of being on a campus in which most students do not live in the same community)
2. **Community, Belonging, and Social Interaction** (feeling valued; sense of belonging and community)

1. Acclimating to a Large Commuter School (41%)

- a. "I wasn't properly helped and was tossed around once I got accepted and a lot of trouble came from seeking help and financial aid as well as getting into classes. I was travelling to see my family before I would start the semester and handling anything from online was not helpful. I had to reach a peer mentor to make calls for me directly into the departments because no one was replying to anything through the internet. It has been one of the most bumpy transfers to anything I have done."
- b. "my transition has been an adjustment I will admit. It was a process to get accustomed to the campus. Having to commute was tough during the beginning...."
- c. "So far so good. I am a mature returning student. As such, I am at a time in my life when I believe that the difference between success and failure is whether or not I am giving something my best effort."

2. Community, Belonging, and Social Interaction (18%)

- a. "The transition hasn't been easy. I feel as if first-time freshmen are prioritized over Transfer students. It's hard to connect when communities have already been formed. The only friends I have are the ones I transferred with and my roommates. I don't feel a part of a community, granted it's only the first semester."
- b. "As an older transfer student, it has been challenging finding a community/friend group"
- c. "I have felt very comfortable in my transition because the faculty and students have made me feel welcome and included. I was worried coming in as a transfer that I might feel out of place, especially since theatre is such a tight-knit community, but having so many other transfers around and being in such an open environment has definitely made me feel more comfortable."

Please comment further on any of your responses in the Transitions section. (Continuing students only)

The top two themes expressed in student comments were related to:

1. **Advising** (academic advising, by semester degree roadmaps, major, and GE requirements)
2. **Evaluation of credits earned** (transfer credit process, evaluation/articulation of courses, transition and pre-admission/outreach).

1. Advising (51%)

- a. "It wasn't clear to me how long I would be here because it was very difficult to meet with an advisor in my major. When I finally met with an advisor in my major, they did not have answers to my main questions, and referred me to the Student Advisors, who knew even less. This was confusing and I unfortunately had to figure out a lot of things on my own."
- b. "When going through orientation I was advised specifically NOT to take classes in my major even though I had already taken three pre-requisite classes. Academic advisors should be encouraging transfer students to take majors classes alongside gen-ed classes."
- c. "The advising staff at SFSU are extremely helpful in mapping out my progress and helping me figure out the steps I needed to take in order to graduate in a timely fashion."

2. Evaluation of credits earned (19%)

- a. "Two of the classes I had taken at my Community College did not count towards their respective classes at SFSU, so I had to repeat two prerequisite classes. This put me behind by a full semester. Two semesters later, assist.org has been updated to show that at least one of those classes now DOES count, after I had already taken the class again. It is very frustrating."
- b. "Most of the credits from my original university were not transferred to SF state."
- c. "The transitions from my community college to SFSU were smooth and the response was pretty fast for a state university that has many students."

Please comment further on any of your responses in the Campus Experiences section. (New and Continuing students)

The top two themes expressed in student comments were related to:

1. **Community, Belonging, and Social Interaction** (feeling valued; sense of belonging and community)
2. **Physical Environment and Material Resources** (urban setting, campus facilities and landscaping).

1. Community, Belonging, and Social Interaction (40%)

- a. "It is extremely difficult to create a sense of belonging here. I came to SF State very excited hoping to connect with other students in my department, but everyone seems to have their life already figured out, or they live outside SF. I feel lonely and disconnected..."
- b. "I am a commuting student, and am sure that I would feel very disconnected from campus culture and isolated altogether, if not for finding a job on campus. Working in Cesar Chavez has directly and intensely augmented my experience on campus."
- c. "I am a pretty shy person I tend to withdraw from social interactions yet I still long for human connection. Previous experiences lead me to be a little timid around people and I generally assume the worst of a social interaction but the people I've met in clubs and the faculty have been extremely welcoming and friendly which kinda helps me get out of my shell..."

2. Physical Environment and Material Resources (22%)

- a. "...The condition of the buildings could be cleaner and safer. Makes sure there is less suspicious activity going around because getting email notifications of these scary incidents causes me and many other people that I know, a worry and scared. Leaves us with a sense of feeling unsafe."
- b. "Missing gender neutral bathrooms"
- c. "love that the wellness center is LEED certified... would be great if all of the buildings were! would also love to see a ban of single-use plastics on campus"

Please comment further on your responses in the Life Experiences section. (New and Continuing students)

The top two themes expressed in student comments were related to:

1. **Accessing Academic Materials** (bookstore, library, textbooks and other required supplies)
2. **Balancing school and other significant commitments** (work, family, personal or professional obligations).

1. Accessing Academic Materials (34%)

- a. "Everything at SFSU is crazy expensive especially the academic materials. The school should be more proactive in helping low-income students."
- b. "greater availability of textbooks/required books in the library would be helpful"
- c. "I have really benefited from the academic materials provided through the university. All of the electronic resources at the library have been extremely helpful and convenient for me."

2. Balancing school and other significant commitments (28%)

- a. "There is no life balance on campus. There is no policy for getting sick. Often we are told that is we miss an exam, too bad. There is the expectation to work on school work continuously regardless of everything else."
- b. "Attending SFSU, I feel that much of my priorities are on my academics and spend most of my time studying. I try to balance my academic life with my non-academic life, however, the coursework piles up."
- c. "Meeting basic needs and juggling school with other commitments is difficult, but these experiences have molded me into the man I am today. I have a higher tolerance and better ability to overcome difficulties."

Besides the above, please suggest other transfer-supportive actions that the campus could consider. (New and Continuing students)

The top two themes expressed in student comments were related to:

1. **Resources for Transfer Population** (general campus resources)
2. **Advising** (academic advising, by semester degree roadmaps, major, GE requirements)

1. Resources for Transfer Population (41%)

- a. "a mini intro to sf state online required class or video that is a comprehensive overview of what resources are available. How the library works, the process of advising, what resources your major department can provide, places to print and work besides the library, where things are and the services they provide..."
- b. "Provide a dedicated website or service in which current transfer and incoming transfer students can sync to find housing together. Also, provide better housing resources for older transfer students..."
- c. "I had an easy time transferring because EOP summer bridge. There should be a program like summer bridge or winter, to help students transfer and learn about the different programs and organizations!"

2. Advising (33%)

- a. "Give information or options for students scrambling to add classes they need for upper division, but can't because they do not have priority. This is especially stressful for students who depend on minimum requirements for financial aid (sp). It feels like a waste of time to have to take "filler" classes the first semester. I am a working, single mother of three kids, and I do not have time to waste on "filler" classes, even though they may be informative and fun."
- b. "There are advisors for new students, undecideds. But not for transfer, I went from Undergraduate Advising to Faculty advising to finally ARC and they still didn't or rather couldn't help me. A dedicated transfer advisory staff member would be nice. I felt like I was doing it on my own and I just happened to see a table and even then I had to find an advisor that understood my frustration to finally help me."
- c. "The dedicated website is a very good idea. Maybe making transfer-specific academic counseling appointments required so somebody is able to sit down one-on-one and help organize and plan our next moves."

Please explain your selection in the above question. (Knowing what I know now, I would still choose to enroll at SF State) (New and Continuing students)

The top two themes expressed in student comments were related to:

1. **Individual Circumstances** (personal reasons, only option; location)
2. **Academic Environment and Support** (quality of instruction, access to support, and connections with faculty).

1. Individual Circumstances (35%)

- a. "I would not. The scholarship I am on covers the cost of living which is adjusted but given my experience with the hectic lifestyle of the bay area i (sp) would not do it again. That hectic rushing rat race that happens to the area surrounding the school gets transferred to the school by virtue of association. Absolutely nasty."
- b. "I would choose to enroll as it was my only option and I have made it work, but transferring was not an easy nor super accessible process for me."
- c. "I'm grateful to have experienced being a student here, though I do wish I could have applied to locations closer, this was still a good option in enrolling here to learn what I did I feel. Though, if I had known, if I wasn't as lucky, and didn't get the classes I needed, like many others, I likely would have strongly considered other universities."

2. Academic Environment and Support (34%)

- a. "My experience at SFSU has not been the best, mainly because of how difficult it was to find available sections for major-required courses. While supporting myself, three thousand miles away from any family, having to work full-time, requesting modifications to a set work schedule has not always worked out so well. Many of the course curriculums were so unorganized, that many of us ended up teaching ourselves the material. My professors at CCSF were much more passionate about teaching and willing to pass their knowledge onto their students, putting in the effort to teach in a way and manner so that we could be successful."
- b. "State is still a good University, and I knew it was going to be a challenge to enroll. It would just be nice with a little more support. --- The program I am enrolled in is incredibly competitive, and full of dedicated faculty."
- c. "Overall my experience with my first major, International Relations, has been worth the two-hour commute and all the stress and effort of navigating a new school system. I would do it over and over again to be a part of this department."

Identify one aspect of the transfer experience that you wish we could improve. (New and Continuing students)

The top two themes expressed in student responses were related to:

1. **Advising** (academic advising, by semester degree roadmaps, major, and GE requirements)
2. **Campus Events and Programs** (orientation, sneak previews, gator days, campus tours).

1. Advising (31%)

- a. "I transferred as an international student, which makes it more difficult to navigate what classes I need to take in order to graduate, and which of my previous courses from abroad will count toward my major. So far I have not met a single advisor who has been able to help me with this question (and I have met with a LOT of them), so that is definitely an area for improvement."
- b. "SFSU needs to match the level of counseling support students have at community college. We were at supportive community colleges with access to counselors who would help us plan our classes to meet our academic goal. To finish this SFSU needs to match them. Otherwise SFSU will see a decrease in retention...Although there have been a few bumps in the road I am still going to reach my goal of getting a BS in accounting and a CPA. I just wish someone would have held my hand a little more along the way because the community college I came from did and I am a student who needs extra support due to adversity..."
- c. "A transfer center sounds perfect. I'd like to see people get advising one on one. Kinda like this Program I was in called Puente."

2. Campus Events and Programs (22%)

- a. "I felt the orientation was not as helpful as it could have been. When I got to SFSU for orientation I found it difficult to find where I needed to go. The lines to check in were unclear and it made things harder. It would have been nice to have actually got a tour of the campus when I came for orientation as well because I had a hard time finding where to go when I got here first day of school. I also found the advising portion to be unhelpful. As a new student I had no idea what I needed to take and there was no one from my department there to assist. I feel that there should be separation. History majors go together and so on, that way people can get the help they need while trying to register for the first time."
- b. "One thing that would have been nice is having an event of some sort, a program or place for transfer students to connect, meet people and/or access help. ... There should be a place or area where transfer students can network and help each other. Maybe incorporate something during gator week, or in addition to gator week."
- c. "Making friends and support groups and more emphasis on clubs or creating a club for transfer students where they could help support one another."

Recommendations

Transfer students follow multiple, diverse paths to our campus, bringing with them unique educational backgrounds and life experiences, thereby enriching our community. Transfer students represent, in many ways, SF State's values, including courage and resilience. Helping transfers realize the promise of our mission in a limited timeframe but equitable manner is a challenge that we can meet thoughtfully and in accordance with our commitment to social justice. In spring 2018, TAC developed a set of preliminary initial recommendations, with the understanding that a survey was necessary for assessing their validity. (Implementation is in progress for action items one through four.)

The Transfer Advisory Committee recommends the following action items:

1. Design and launch a web hub or centralized virtual space for transfer students; implement transfer-focused social media and other communication tools.

Goal: Facilitate transfer students' ability to fully function as soon as possible after matriculation. Centralize information that is specific to transfer students. Communicate with transfer students in welcoming and accessible ways, conveying awareness of the unique aspects of their experience and path to SF State.

2. Survey current population of transfer students for their input. How was their transition impacted by SF State's resources and practices?

Goal: Understand student perceptions and experiences in order to best prioritize areas or needs for subsequent focus.

3. Examine transfer awareness during the planning of campus-wide events such as Sneak Preview, New Student Orientation and Gator Fest.

Goal: Create meaningful opportunities for transfer students to connect with each other and with key campus resources at these events.

4. Improve processes related to transfer credit intake and evaluations for all incoming students, including international students transferring from domestic institutions.

Goal: Provide more timely and accurate information about how previous credit counts towards SF State requirements; minimize time and expense earning unnecessary credit after transfer. Develop a centralized system for launching, distributing, and resolving transfer credit inquiries.

5. Expand Outreach's transfer-dedicated staffing. Establish an annual open house event for prospective transfer students.

Goal: Present SF State as an attractive, viable option among Bay Area universities, and make repeated connections with prospective students.

6. Establish a physical location on campus for transfer students, where students can access transfer-focused support, resources, and make connections with other transfer students.

Goal: Provide a central location dedicated to providing resources and facilitating meaningful contact with other members of the campus community.

7. Create a dedicated staff position to address responsibilities related to the coordination of many of the items above, including:

- a. Coordinate and maintain web hub and social media outreach to prospective and current transfer students.
- b. Act as a campus contact and coordinator for ongoing transfer student “onboarding” and support efforts.
- c. Provide transfer-focused input on communications and event planning related to new students.
- d. Coordinate a program for current SF State student/peer mentors who will support incoming transfer students.
- e. Advocate for unique transfer student needs with multiple campus areas.

Goal: Increase the viability and success of SF State’s efforts by dedicating staff resources to the necessary coordination.

Appendix A - Transfer Student Survey Responses

Tell us about yourself

Is this your first semester at San Francisco State University?

	Frequency	Percent
Yes	674	41%
No	965	59%
Total	1,639	100%

Why did you select San Francisco State University? (select all that apply)

	Frequency	Percent
Availability of majors	949	58%
Location: wanted to be in San Francisco Bay Area	917	56%
Affordability (e.g. tuition, fees)	823	50%
Commute options	618	38%
Campus	606	37%
Location: close to my community	590	36%
Ability to graduate in a timely fashion	477	29%
It was my top choice	392	24%
Campus community	331	20%
Family/friend attending or attended	312	19%
Quality of academic programs	299	18%
Availability of student services	233	14%
It was my only option	205	13%
Reputation	203	12%
Other	25	2%

Percentages will be greater than 100% due to the select “all that apply” response option.

Transitions (Continuing students only)

I was satisfied with my transition (from the time you were admitted to SF State to the end of your first semester).

	Frequency	Percent
Strongly disagree	76	8%
Disagree	104	11%
Neutral or Undecided	165	17%
Agree	411	43%
Strongly agree	200	21%
Total	956	100%

When you began your studies at San Francisco State University, how many semesters (including summer) did you think it would take to graduate?

	Frequency	Percent
One semester	3	0.3%
Two semesters	17	2%
Three semesters	38	4%
Four semesters	544	57%
Five semesters	180	19%
Six semesters	114	12%
More than six semesters	59	6%
Total	955	100%

Do you think you are on track to graduate in the time frame indicated above?

	Frequency	Percent
Yes	624	66%
No	236	25%
Not sure	85	9%
Total	945	100%

Please comment further on any of your responses in the Transitions section.

Transitions (New students only)

I've been satisfied with my transition so far (from the time you were admitted to SF State until now).

	Frequency	Percent
Strongly disagree	38	6%
Disagree	44	7%
Neutral or Undecided	112	17%
Agree	320	48%
Strongly agree	155	23%
Total	669	100%

How many semesters (including summer) do you think it will take to graduate?

	Frequency	Percent
One semester	2	0.3%
Two semesters	12	2%
Three semesters	62	9%
Four semesters	328	49%
Five semesters	155	23%
Six semesters	88	13%
More than six semesters	24	4%
Total	671	100%

Please comment further on any of your responses in the Transitions section.

Campus Experiences

Describe your overall experience with SF State support and resource programs (for example, academic advising resources; career services; counseling services; enrollment support services; tutoring programs).

	Frequency	Percent
No experience/No opinion	155	10%
Negative	66	4%
Somewhat negative	120	7%
Fair	405	25%
Somewhat positive	371	23%
Positive	501	31%
Total	1,618	100%

Describe your overall experience with campus interactions (for example, accomplishing tasks; getting answers to questions; accessing information; dealing with campus bureaucracy).

	Frequency	Percent
No experience/No opinion	92	6%
Negative	92	6%
Somewhat negative	120	7%
Fair	433	27%
Somewhat positive	407	25%
Positive	472	29%
Total	1,616	100%

Describe your overall experience with student clubs or organizations.

	Frequency	Percent
No experience/No opinion	652	40%
Negative	25	2%
Somewhat negative	64	4%
Fair	329	20%
Somewhat positive	208	13%
Positive	340	21%
Total	1,618	100%

Describe your overall experience with SF State-sponsored events/programs (for example, career fairs; orientation programs; recreation programs; events in the Malcolm X Plaza, Cesar Chavez Student Center or Student Event Center/Annex I).

	Frequency	Percent
No experience/No opinion	461	28%
Negative	13	1%
Somewhat negative	34	2%
Fair	335	21%
Somewhat positive	308	19%
Positive	468	29%
Total	1,619	100%

Describe your overall experience with the physical campus (for example, urban setting; facilities; landscaping).

	Frequency	Percent
No experience/No opinion	30	2%
Negative	29	2%
Somewhat negative	69	4%
Fair	277	17%
Somewhat positive	417	26%
Positive	787	49%
Total	1,609	100%

Describe your overall experience with campus values (for example, approach to student success; diverse campus community; shared principles and commitments).

	Frequency	Percent
No experience/No opinion	97	6%
Negative	45	3%
Somewhat negative	58	4%
Fair	325	20%
Somewhat positive	379	24%
Positive	703	44%
Total	1,607	100%

Describe your overall experience in your major (for example, making connections with faculty advisors; understanding the pathway through your major requirements; access to department support; opportunities to explore major-related interests outside of class).

	Frequency	Percent
No experience/No opinion	32	2%
Negative	77	5%
Somewhat negative	122	8%
Fair	318	20%
Somewhat positive	409	25%
Positive	649	40%
Total	1,607	100%

Describe your overall experience with developing a sense of belonging at San Francisco State University.

	Frequency	Percent
No experience/No opinion	98	6%
Negative	123	8%
Somewhat negative	124	8%
Fair	433	27%
Somewhat positive	361	22%
Positive	469	29%
Total	1,608	100%

Please comment further on any of your responses in the Campus Experiences section.

Life Experiences

What is your primary mode of getting to campus (in time and/or miles)? - Selected Choice

	Frequency	Percent
Public transportation	732	46%
Drive	541	34%
Walk	153	10%
Live in campus housing	104	6%
Bicycle/scooter/skateboard	28	2%
Two or more	24	1%
Rideshare	19	1%
Other:	4	0.2%
Total	1,605	100%

Describe your overall experience with getting to campus.

	Frequency	Percent
No experience/No opinion	29	2%
Negative	153	10%
Somewhat negative	212	13%
Fair	493	31%
Somewhat positive	308	19%
Positive	410	26%
Total	1,605	100%

Besides school, what other significant commitments do you have? - Selected Choice

	Frequency	Percent
Work	1,120	70%
School is my only significant commitment	391	24%
Health-related	189	12%
Dependent care (children or other)	175	11%
Parental or elder care	133	8%
Other	122	8%

Percentages will be greater than 100% due to the select "all that apply" response option.

Describe your overall experience with balancing school with other significant commitments.

	Frequency	Percent
No experience/No opinion	4	0.3%
Negative	97	8%
Somewhat negative	204	17%
Fair	524	43%
Somewhat positive	245	20%
Positive	133	11%
Total	1,207	100%

Describe your overall experience with meeting basic needs (for example, housing; food).

	Frequency	Percent
No experience/No opinion	66	4%
Negative	141	9%
Somewhat negative	217	14%
Fair	496	31%
Somewhat positive	289	18%
Positive	394	25%
Total	1,603	100%

Describe your overall experience with accessing academic materials (for example, bookstore; library; textbooks and/or other required supplies/tools/equipment needed for classes).

	Frequency	Percent
No experience/No opinion	27	2%
Negative	73	5%
Somewhat negative	132	8%
Fair	479	30%
Somewhat positive	355	22%
Positive	538	34%
Total	1,604	100%

Please comment further on any of your responses in the Life Experiences section.

Reflections

Please rate SF State's commitment to helping students transfer successfully into the university (for example, this includes helping students understand the transfer process and appropriate coursework at the community college, assistance as they apply and enroll to SF State, and supporting students to graduate in a timely manner).

	Frequency	Percent
No opinion/Not sure	128	8%
Not at all committed	168	11%
Somewhat committed	749	48%
Very committed	531	34%
Total	1,576	100%

We have identified some potential, transfer-supportive actions we could take as a campus. Please rate each action.

- Create a transfer-focused website with information specific to current and prospective transfer students.

	Frequency	Percent
Not as important	25	2%
Somewhat important	91	6%
Important	257	16%
Fairly important	319	20%
Very important	884	56%
Total	1,576	100%

We have identified some potential, transfer-supportive actions we could take as a campus. Please rate each action.

- Host an open house event in the fall and invite prospective transfer students to learn more about the university and our resources.

	Frequency	Percent
Not as important	104	7%
Somewhat important	191	12%
Important	346	22%
Fairly important	341	22%
Very important	591	38%
Total	1,573	100%

We have identified some potential, transfer-supportive actions we could take as a campus. Please rate each action.

- Improve initial transfer credit evaluation to better identify remaining requirements and help students avoid taking unnecessary units.

	Frequency	Percent
Not as important	13	1%
Somewhat important	36	2%
Important	145	9%
Fairly important	198	13%
Very important	1,184	75%
Total	1,576	100%

We have identified some potential, transfer-supportive actions we could take as a campus. Please rate each action.

- Improve transfer-specific programming; provide more opportunities for transfer students to explore campus resources, connect with others, and develop a sense of belonging.

	Frequency	Percent
Not as important	34	2%
Somewhat important	106	7%
Important	256	16%
Fairly important	340	22%
Very important	839	53%
Total	1,575	100%

We have identified some potential, transfer-supportive actions we could take as a campus. Please rate each action.

- Open a center on campus dedicated to providing transfer support services and transfer-specific information.

	Frequency	Percent
Not as important	57	4%
Somewhat important	157	10%
Important	248	16%
Fairly important	318	20%
Very important	796	51%
Total	1,576	100%

Besides the above, please suggest other transfer-supportive actions that the campus could consider.

Knowing what I know now, I would still choose to enroll at SF State.

	Frequency	Percent
Yes	1,399	89%
No	174	11%
Total	1,573	100%

Please explain your selection in the above question.

Identify one aspect of the transfer experience that you wish we could improve.

Transfer Voices

Please comment further on any response in the Transitions section. (New students only)

Themes	# of Responses	% of Respondents
Acclimating to Large Commuter School	67	41%
Community, Belonging, and Social Interaction	30	18%
Advising	29	18%
Resources and for Transfer Population	25	15%
Clarity of Campus Communications	23	14%
Course Availability and Enrollment	17	10%
Academic Environment and Support	16	10%
Orientation, Preview, and Campus Tour	13	8%
Evaluation of credits earned	13	8%
Student Support Programs	9	5%
Interactions with Staff and Faculty	8	5%
Affordability	8	5%

Note: Percentages could sum to greater than 100% due to check all that apply response option.

Please comment further on any of your responses in the Transitions section. (Continuing students only)

Themes	# of Responses	% of Respondents
Advising	122	51%
Evaluation of credits earned	44	19%
Course Availability and Enrollment	38	16%
Resources for Transfer Population	24	10%
Academic Environment and Support	22	9%
Student Support Programs	19	8%
Acclimating to a Large Commuter School	18	8%
Interactions with Staff and Faculty	16	7%
Clarity of Campus Communications	15	6%
Orientation, Preview, and Campus Tours	14	6%
Balancing school and other significant commitments	13	5%
Community, Belonging, and Social Interaction	11	5%
Affordability	5	2%

Note: Percentages could sum to greater than 100% due to check all that apply response option.

Please comment further on any of your responses in the Campus Experiences section.

(New and Continuing students)

Themes	# of Responses	% of Respondents
Community, Belonging and Social Interaction	157	40%
Physical Environment and Material Resources	87	22%
Academic Environment and Support	83	21%
Acclimating to a Large Commuter School	65	17%
Clarity of Campus Communications	60	15%
Advising and Roadmap	55	14%
Student Support Programs	41	10%
Resources for Transfer Population	30	8%
Course Availability and Enrollment	22	6%
Interactions with Staff and Faculty	22	6%
Affordability	11	3%
Evaluation of credits earned	8	2%
Orientation, Preview, and Campus Tour	4	1%

Note: Percentages could sum to greater than 100% due to check all that apply response option.

Please comment further on any of your responses in the Life Experiences section.

(New and Continuing students)

Themes	# of Responses	% of Respondents
Accessing Academic Materials	112	34%
Balancing school and other significant commitments	94	28%
Affordability	68	20%
Commuting	63	19%
Basic Needs Housing	50	15%
Basic Needs Food	49	15%
Student Support Programs	38	11%
Physical Environment and Material Resources	15	5%
Community, Belonging, and Social Interaction	12	4%
Resources for Transfer Population	8	2%

Note: Percentages could sum to greater than 100% due to check all that apply response option.

Besides the above, please suggest other transfer-supportive actions that the campus could consider.

(New and Continuing students)

Themes	# of Responses	% of Respondents
Resources for Transfer Population	203	41%
Advising	162	33%
Community, Belonging, and Social Interaction	115	23%
Clarity of Campus Communications	112	23%
Course Availability and Enrollment	52	10%
Evaluation of credits earned	51	10%
Orientation, Preview, and Campus Tour	39	8%
Acclimating to a Large Commuter School	25	5%
Academic Environment and Support	22	4%
Student Support Programs	13	3%
Affordability	12	2%
Interactions with Staff and Faculty	3	1%
Physical Environment and Material Resources	3	1%

Note: Percentages could sum to greater than 100% due to check all that apply response option.

Knowing what I know now, I would still choose to enroll at SF State. Please explain your selection in the above question. (New and Continuing students)

Themes	# of Responses	% of Respondents
Individual Circumstances	327	35%
Academic Environment and Support	317	34%
Campus Values/Diversity/Experience	294	31%
Student Support Programs and Resources	206	22%
Community, Belonging, and Social Interaction	107	11%
Affordability	83	9%
Interactions with Staff and Faculty	80	8%
Commuting	50	5%
Physical Environment and Material Resources	32	3%
Course Availability and Enrollment	32	3%
Advising	22	2%
Balancing school and other significant commitments	16	2%

Note: Percentages could sum to greater than 100% due to check all that apply response option.

Identify one aspect of the transfer experience that you wish we could improve.
(New and Continuing students)

Themes	# of Responses	% of Respondents
Advising	267	31%
Campus Events and Programs	186	22%
Evaluation of credits earned	165	19%
Community, Belonging, and Social Interaction	147	17%
Clarity of Campus Communications	139	16%
Resources for Transfer Population	109	13%
Student Support Programs	106	12%
Interactions with Staff and Faculty	66	8%
Course Availability and Enrollment	64	8%
Academic Environment and Support	51	6%
Basic Needs	37	4%
Affordability	25	3%
Commuting	17	2%
Physical Environment and Material Resources	4	0%

Note: Percentages could sum to greater than 100% due to check all that apply response option.

Appendix B - Transfer Student Survey Items

Tell us about yourself

1. Please enter your student identification number. (this will not be shared)
2. Is this your first semester at San *Francisco* State University?
 - a. Yes
 - b. No
3. Why did you select San Francisco State University? (select all that apply)
 - a. Ability to graduate in a timely fashion
 - b. Affordability (e.g. tuition, fees)
 - c. Availability of majors
 - d. Availability of student services (for example, health and wellness program; themed residential communities; college resource centers)
 - e. Campus (for example, urban setting; facilities; landscaping)
 - f. Campus community (for example, approach to student success; diverse campus community; shared values and commitments)
 - g. Commute options
 - h. Family/friend attending or attended
 - i. Location: close to my community
 - j. Location: wanted to be in San Francisco Bay Area
 - k. It was my only option
 - l. It was my top choice
 - m. Quality of academic programs
 - n. Reputation
 - o. Other:

Transitions (Continuing students only)

4. I was satisfied with my transition (from the time you were admitted to SF State to the end of your first semester).
 - a. Strongly disagree
 - b. Disagree
 - c. Neutral or Undecided
 - d. Agree
 - e. Strongly agree

5. When you began your studies at San Francisco State University, how many semesters (including summer) did you think it would take to graduate?
 - a. One semester
 - b. Two semesters
 - c. Three semesters
 - d. Four semesters
 - e. Five semesters
 - f. Six semesters
 - g. More than six semesters

6. Do you think you are on track to graduate in the time frame indicated above?
 - a. Yes
 - b. No
 - c. Not sure

7. Please comment further on any of your responses in the Transitions section.

Transitions (New students only)

8. I've been satisfied with my transition so far (from the time you were admitted to SF State until now).
 - a. Strongly disagree
 - b. Disagree
 - c. Neutral or Undecided
 - d. Agree
 - e. Strongly agree

9. How many semesters (including summer) do you think it will take to graduate?
 - a. One semester
 - b. Two semesters
 - c. Three semesters
 - d. Four semesters
 - e. Five semesters
 - f. Six semesters
 - g. More than six semesters

10. Please comment further on any responses in the Transitions section.

Campus Experiences

11. Describe your overall experience with SF State support and resource programs (for example, academic advising resources; career services; counseling services; enrollment support services; tutoring programs).
 - a. No experience/No opinion
 - b. Negative
 - c. Somewhat negative
 - d. Fair
 - e. Somewhat positive
 - f. Positive
12. Describe your overall experience with campus interactions (for example, accomplishing tasks; getting answers to questions; accessing information; dealing with campus bureaucracy).
 - a. No experience/No opinion
 - b. Negative
 - c. Somewhat negative
 - d. Fair
 - e. Somewhat positive
 - f. Positive
13. Describe your overall experience with student clubs or organizations.
 - a. No experience/No opinion
 - b. Negative
 - c. Somewhat negative
 - d. Fair
 - e. Somewhat positive
 - f. Positive
14. Describe your overall experience with SF State-sponsored events/programs (for example, career fairs; orientation programs; recreation programs; events in the Malcolm X Plaza, Cesar Chavez Student Center or Student Event Center/Annex I).
 - a. No experience/No opinion
 - b. Negative
 - c. Somewhat negative
 - d. Fair
 - e. Somewhat positive
 - f. Positive

15. Describe your overall experience with the physical campus (for example, urban setting; facilities; landscaping).
- No experience/No opinion
 - Negative
 - Somewhat negative
 - Fair
 - Somewhat positive
 - Positive
16. Describe your overall experience with campus values (for example, approach to student success; diverse campus community; shared principles and commitments).
- No experience/No opinion
 - Negative
 - Somewhat negative
 - Fair
 - Somewhat positive
 - Positive
17. Describe your overall experience in your major (for example, making connections with faculty advisors; understanding the pathway through your major requirements; access to department support; opportunities to explore major-related interests outside of class).
- No experience/No opinion
 - Negative
 - Somewhat negative
 - Fair
 - Somewhat positive
 - Positive
18. Describe your overall experience with developing a sense of belonging at San Francisco State University.
- No experience/No opinion
 - Negative
 - Somewhat negative
 - Fair
 - Somewhat positive
 - Positive
19. Please comment further on any of your responses in the Campus Experiences section.

Life Experiences

20. What is your primary mode of getting to campus (in time and/or miles)?
- a. Live in campus housing
 - b. Bicycle/scooter/skateboard
 - c. Drive
 - d. Public transportation
 - e. Rideshare
 - f. Walk
 - g. Other:
21. Describe your overall experience with getting to campus.
- a. No experience/No opinion
 - b. Negative
 - c. Somewhat negative
 - d. Fair
 - e. Somewhat positive
 - f. Positive
22. Besides school, what other significant commitments do you have? (check all that apply)
- a. Work
 - b. Dependent care (children or other)
 - c. Parental or elder care
 - d. Health-related
 - e. School is my only significant commitment
 - f. Other:
23. Describe your overall experience with balancing school with other significant commitments. (this question will only be displayed if students do not select “school” from the question above)
- a. No experience/No opinion
 - b. Negative
 - c. Somewhat negative
 - d. Fair
 - e. Somewhat positive
 - f. Positive

24. Describe your overall experience with meeting basic needs (for example, housing; food).
- a. No experience/No opinion
 - b. Negative
 - c. Somewhat negative
 - d. Fair
 - e. Somewhat positive
 - f. Positive
25. Describe your overall experience with accessing academic materials (for example, bookstore; library; textbooks and/or other required supplies/tools/equipment needed for classes).
- a. No experience/No opinion
 - b. Negative
 - c. Somewhat negative
 - d. Fair
 - e. Somewhat positive
 - f. Positive
26. Please comment further on any of your responses in the Life Experiences section.

Reflections

27. Please rate SF State's commitment to helping students transfer successfully into the university (for example, this at the community college, assistance as they apply and enroll to SF State, and supporting students to graduate in a timely manner).
- a. No opinion/Not sure
 - b. Not at all committed
 - c. Somewhat committed
 - d. Very committed
28. We have identified some potential, transfer-supportive actions we could take as a campus. Please rate each action.
- a. Create a transfer-focused website with information specific to current and prospective transfer students.
 - b. Host an open house event in the fall and invite prospective transfer students to learn more about the university and our resources.
 - c. Improve initial transfer credit evaluation to better identify remaining requirements and help students avoid taking unnecessary units.
 - d. Improve transfer-specific programming; provide more opportunities for transfer students to explore campus resources, connect with others, and develop a sense of belonging.
 - e. Open a center on campus dedicated to providing transfer support services and transfer-specific information includes helping students understand the transfer process and appropriate coursework.

29. Besides the above, please suggest other transfer-supportive actions that the campus could consider.
30. Knowing what I know now, I would still choose to enroll at SF State.
- a. Yes
 - b. No
31. Please explain your selection in the above question.
32. Identify one aspect of the transfer experience that you wish we could improve.

Appendix C - Acknowledgments

The Transfer Advisory Committee is grateful for the contributions of the following members of the San Francisco State community. Their efforts and collegial support have made it possible for us to administer a thoughtful survey that included as many enrolled transfer students as possible.

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Enrollment Management: Outreach; Registrar; Undergraduate Admissions

Student Affairs: Career Services and Leadership Development; Educational Opportunity Program; International Programs

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