



San Francisco State University
Senior Exit Survey Results

Administration Period:
January 1st, 2016 – December 31st, 2016

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San Francisco State Senior Exit Survey

Introduction

The Senior Exit Survey is conducted by the Office of Institutional Research (IR) at San Francisco State University to provide institutional performance assessment of San Francisco State's undergraduate program. The survey is intended to facilitate evaluation of the level of students' satisfaction with their San Francisco State experience as a whole and with their major program, their involvement with academic, campus or community activities, the improvement of their intellectual abilities, and their personal and social development in other areas. Students are administered the survey online and must proceed through it in order to reach the undergraduate application for graduation. The only survey question that must be completed, however, is the request for their student identification number, the validity of which is not confirmed at that time. Usable responses to the survey questions were obtained from 5,266 undergraduates submitting graduation application between January 1st, 2016 and December 31st, 2016.

Executive Summary

In general, responses were similar to those of the last Senior Exit Survey data collection period. A total of 32% of students indicated that they will not have graduated in the time they expected, which is nine percentage points *lower* than the previous reporting period. The top three reasons students indicated that they will not have graduated in the time expected included: 1. Lack of availability of courses (40%), 2. Financial pressure or the need to work (18%), and 3. Change in major or indecision about a major (17%). Although lack of availability of courses continued to be the highest area of dissatisfaction, this is six percentage points lower than the previous reporting period.

Compared to the previous reporting period, students reported higher rates of satisfaction with San Francisco State's contribution to various areas of their personal and social development. A total of 60% of students reported that San Francisco State contributed to their development of leadership skills to a considerable or great extent, four percentage points higher than the previous reporting period. Seventy-seven percent of students reported that San Francisco State contributed to learning effectively on their own, two percentage points higher than the previous reporting period. Sixty percent of students reported that San Francisco State contributed to their commitment to social justice, two percentage points higher than the previous reporting period. Fifty-four percent of students reported that San Francisco State contributed to their commitment to civic engagement, two percentage points higher than the previous reporting period.

A total of 48% of students reported taking an online course in their major, which is consistent with the previous reporting period. Of the students who reported dissatisfaction with online courses taken in their major, the top three areas of dissatisfaction included: 1. Too little

interaction with course instructor and/or instructor was not sufficiently responsive (20%), 2. Course and course materials were not well organized (16%), and 3. Course was not as rigorous as a face-to-face course (14%). Students who reported that there was too little interaction with course instructor and/or instructor was not sufficiently responsive is down six percentage points compared with the previous reporting period.

Nearly eight in ten students (79%) indicated that they would recommend San Francisco State to their friends, this is up four percentage points over the reporting period. The top three plans upon graduation included: 1. Employment (67%), 2. Graduate Study (22%), and 3. Volunteer Service (2%). These findings are consistent with the previous reporting period.

Responses for Each Survey Question

Presented below for each question is the distribution of responses by all who answered each survey question. Also reported are any statistically significant differences¹ in responses between groups of students by demographic category². Appendix A provides tables of the frequencies and percentages of survey responses by all respondents combined. Tables presenting frequencies and percentages of responses by demographics, (i.e., by age group, sex, race/ethnicity, college of major, and geographic origin) for each question are available upon request from eshindle@sfsu.edu. Efforts have been made to make this report accessible to the visually impaired. If difficulty is encountered in reading or interpreting specific parts of this report, please contact The Office of Institutional Research at institutionalresearch@sfsu.edu.

Overall San Francisco State Experience

Will you have graduated in the time you expected?

A little over three in ten respondents (32%) indicated that they will not have graduated in the time expected. This rate is 9 percentage points lower than the previous reporting periods.

	Frequency	Percent
Yes	3,544	68%
No	1,690	32%
Total	5,234	

There was a statistically significant association between age group and graduation expectation: specifically, students 25 and over were significantly more likely than students 24 and under to indicate that they would graduate in the time expected. There was a statistically significant

¹ Statistical significance is noted where the probability is less than one in 100 that the difference is due to chance ($p < .01$).

² Native Hawaiian/Pacific Islander, Native American/Alaska Native, and Unknown are not included in the statistical analyses by race/ethnicity, and Interdisciplinary Studies and Other and the colleges of Education and Ethnic Studies are not included in the statistical analyses in order to prevent distortion of the results by the small numbers of respondents in those race/ethnicity and college categories.

association between race/ethnicity and graduation expectation: specifically, White students were more likely than Latino/a students to indicate that they would graduate in the time expected. There was a statistically significant association between college and graduation expectation: specifically students majoring within the College of Liberal and Creative Arts were significantly more likely to indicate that they would graduate in the time expected compared with students majoring in other colleges.

If you will not have graduated in the time you expected, what is the main reason why not?

Four in ten respondents (40%) experiencing a delay in graduation, attributed it to a lack of availability of courses, down six percentage points from the last reporting period.

	Frequency	Percent
Lack of availability of courses	672	40%
Financial pressure or the need to work	300	18%
Change in major or indecision about a major	283	17%
Took one or more semesters off	97	6%
Family responsibilities	68	4%
Other	259	15%
Total	1,679	

Students 25 years of age and over were significantly more likely than were students 24 years of age and under to cite financial pressure/need to work, having to take one or more semesters off, or family responsibilities as the main reason for not graduating in the time expected. Students 24 years of age and under were significantly more likely than were students 25 years of age and over to cite lack of availability of courses or change in major/indecision about major as the main reason for not graduating in the time expected. Asian students were significantly more likely than White students to cite lack of availability of courses as the primary reason for not graduating in the time expected. Respondents majoring within the College of Liberal and Creative Arts were significantly *less* likely than were those majoring in another college to attribute their prolonged studies to a lack of availability of courses.

Would you recommend San Francisco State to your friends?

A total of 79% respondents indicated that they would recommend San Francisco State to their friends. This result is up four percentage points from the last reporting period but roughly the same as in earlier reporting periods.

	Frequency	Percent
Definitely yes	2,044	39%
Probably yes	2,107	40%
Unsure	654	12%
Probably not	328	6%
Definitely not	115	2%
Total	5,248	

A recommendation of San Francisco State to their friends was significantly more likely to be made by students 25 and over than by students 24 and under. Latino/a students were significantly more likely than were Asian, White, and Two or more students to recommend San Francisco State to their friends. Additionally, students identifying as Black/African American were significantly more likely than were White or Two or more students to recommend San Francisco State to their friends. Students majoring within the College of Liberal and Creative Arts were significantly more likely to recommend San Francisco State than students majoring within the College of Science and Engineering. Respondents from Southern California were significantly *less* likely than were those from the bay area and all other areas to recommend San Francisco State to friends.

Is there at least one member of the SF State faculty or staff that you consider your mentor?

More than six in ten respondents (66%) indicated that they have a mentor. This is an increase of two percentage points from the last reporting period.

	Frequency	Percent
Yes	3,432	66%
No	1,793	34%
Total	5,225	

Female students were significantly more likely than were male students to indicate that there is at least one member of the San Francisco faculty or staff that they consider their mentor. Students with a major in the College of Business were significantly *less* likely than were students with majors in the other colleges to have a mentor at San Francisco.

Choose the category of the one thing that, if changes were made, would have improved your overall SF State experience the most.

The top three changes students reported that would have improved their overall San Francisco State experience were course availability (37%), advising (18%), and financial concerns or cost of attendance (11%). This is consistent with earlier reports.

	Frequency	Percent
Course availability	1,919	37%
Advising	941	18%
Financial concerns or cost of attendance	551	11%
Parking and transportation	455	9%
Campus life	398	8%
Degree requirements	288	6%
Instruction/teaching	286	5%
Campus facilities	214	4%
Other	164	3%
Total	5,216	

Students 24 and under were significantly more likely than were students 25 and over to indicate that campus life and course availability would have improved their San Francisco State experience most. On the other hand, students 25 and over were significantly more likely than were students 24 and under to indicate that instruction/teaching would have improved their San Francisco State experience most.

Female students were significantly more likely than male students to indicate that advising and financial concerns/cost of attendance would have improved their San Francisco State experience. Conversely, males were significantly more likely than female students to indicate campus facilities would have improved their San Francisco State experience most.

Students identifying as Asian were significantly more likely than were students identifying as White and Latino/a to indicate course availability would have improved their San Francisco State experience most. Students identifying as Latino/a or White were significantly more likely than were students identifying as Asian to indicate that advising would have improved their San Francisco State experience. Additionally, Latino/a students were significantly more likely than were Asian students to cite financial concerns/cost of attendance would have improved their San Francisco State experience.

Students majoring within the College of Business were significantly more likely than students majoring in Health and Social Sciences or Liberal and Creative Arts to indicate that course availability would have improved their San Francisco State experience. Liberal and Creative Arts majors were significantly more likely than were students majoring within the College of Business or the College of Health and Social Sciences to indicate that advising would have improved their San Francisco State experience.

Students from the Bay Area were significantly more likely than students from other institutions to indicate that course availability would have improved their San Francisco State experience most. Students from Southern California were significantly more likely than students from the

Bay Area and other areas that campus life would have improved their San Francisco State Experience most.

Satisfaction with Your Major Program

Please indicate your level of satisfaction with each of the following aspects of your major:

Quality of teaching in your major

Eight in ten respondents expressed satisfaction (82%), which is consistent with earlier reports.

	Frequency	Percent
Very satisfied	1,861	36%
Satisfied	2,407	46%
Neutral	683	13%
Dissatisfied	162	3%
Very dissatisfied	87	2%
Total	5,200	

Asian students expressed significantly *less* satisfaction with the quality of teaching in their major as compared with White, Latino/a, and Two or more students. Business majors indicated significantly *less* satisfaction with quality of teaching than students in other colleges. Science and Engineering majors indicated significantly *less* satisfaction with quality of teaching than students majoring in Health and Social Sciences and Liberal and Creative Arts.

Accessibility of faculty in your major

Nearly eight in ten respondents expressed satisfaction (78%), which is consistent with earlier reports.

	Frequency	Percent
Very satisfied	1,759	34%
Satisfied	2,267	44%
Neutral	878	17%
Dissatisfied	192	4%
Very dissatisfied	93	2%
Total	5,189	

Asian students expressed significantly *less* satisfaction of accessibility of faculty than Latina/o or White students. Liberal and Creative Arts majors as well as Health and Social Science majors expressed significantly greater satisfaction with accessibility of faculty in their majors compared to students majoring in Science and Engineering or Business.

Faculty interest in your academic success in your major

Three quarters of the respondents expressed satisfaction. This is consistent with earlier reports.

	Frequency	Percent
Very satisfied	1,804	35%
Satisfied	2,097	40%
Neutral	965	19%
Dissatisfied	225	4%
Very dissatisfied	99	2%
Total	5,190	

Asian students expressed significantly *less* satisfaction with faculty interest in their academic success than Latina/o or White students. Liberal and Creative Arts and Health and Social Sciences majors expressed significantly greater satisfaction with this than did students with majors in Business or Science and Engineering.

Academic rigor of classes in your major

Slightly more than three quarters of the respondents expressed satisfaction. This is consistent with earlier reports.

	Frequency	Percent
Very satisfied	1,440	28%
Satisfied	2,520	49%
Neutral	956	18%
Dissatisfied	182	4%
Very dissatisfied	87	2%
Total	5,185	

Female students expressed significantly greater satisfaction with the academic rigor as opposed to males. Liberal and Creative Arts majors as well as Health and Social Science majors expressed significantly greater satisfaction with the academic rigor of classes in their major than did students having majors in Business or Science and Engineering.

Quality of academic advising by faculty in your major

Two thirds expressed satisfaction. This is consistent with earlier reports.

	Frequency	Percent
Very satisfied	1,541	30%
Satisfied	1,981	38%
Neutral	1,084	21%
Dissatisfied	396	8%
Very dissatisfied	190	4%
Total	5,192	

Liberal and Creative Arts majors as well as Health and Social Science majors expressed significantly greater satisfaction with the quality of academic advising by faculty in their major than did students majoring in Business or Science and Engineering.

Online Courses in Your Major Program

Did you take any online courses in your major?

Nearly half of the respondents indicated that they took an online course, consistent with the previous reporting period.

	Frequency	Percent
Yes	2,501	48%
No	2,703	52%
Total	5,204	

Asian students were significantly more likely to take an online course in their major compared with Latino/a or White students. Business majors were significantly more likely than were students in other colleges to report taking online courses in their major. Students from the Bay Area were significantly more likely to take an online course in their major compared with students from other areas (not including Southern California).

Please indicate your level of satisfaction with the online courses you took in your major.

Two thirds of the respondents expressed satisfaction. This is consistent with the previous reporting period.

	Frequency	Percent
Very satisfied	542	22%
Satisfied	1,100	44%
Neutral	596	24%
Dissatisfied	174	7%
Very dissatisfied	76	3%
Total	2,488	

Students 24 and under were significantly *less* satisfied than students over 25 with online courses in their major. Students from Southern California were significantly *less* satisfied than students from the Bay Area with online courses taken in their major.

What was the main reason you were dissatisfied with online coursework in your major?

The main reason for one quarter of the respondents who took online courses in their major was that there was too little interaction with the course instructor and/or that the instructor was not sufficiently responsive. Although this is the main reason for dissatisfaction with online coursework, it is down six percentage points from one year ago. The second-most frequently provided reason was that the course and course materials were not well organized. This is up five percentage points from the previous reporting period.

	Frequency	Percent
Too little interaction with course instructor and/or instructor was not sufficiently responsive	49	20%
Course and course materials were not well organized	40	16%
Course was not as rigorous as a face-to-face course	34	14%
Course was more demanding than a face-to-face course	26	10%
Too little interaction with other students in the course	20	8%
I did not have the self-discipline to keep up with the course	19	8%
Deadlines were not clear	14	6%
Software was difficult to navigate	8	3%
Something else	40	16%
Total	250	

There were no significant differences between groups of respondents on the basis of any of the demographic categories included in the analysis.

Your Involvement in Academic, Campus, and Community Activities

What was your level of involvement in the following activities while enrolled at SF State?

Internship or field experience that was not required by your major

More than one third indicated that they participated. This is consistent with earlier reports.

	Frequency	Percent
Yes	1,795	35%
No	3,396	65%
Total	5,191	100%

Students 24 and under were significantly more likely to report participation in an internship/field experience than were students 25 years of age and over. African American students were significantly more likely to report participation in an internship/field experience than Asian students. Students majoring in Health and Social Sciences or Liberal and Creative Arts were significantly more likely to participate in an internship or field experience as compared to students majoring in Business. Students from Southern California were significantly more likely to participate in an internship/field experience than students from the Bay Area and other areas.

Study abroad

Less than one in ten respondents indicated that they participated. This is consistent with earlier reports.

	Frequency	Percent
Yes	345	7%
No	4,832	93%
Total	5,177	

Students 24 and under were significantly more likely to report participation in a study abroad than were students 25 years of age and over. Female students were significantly more likely to report participation in a study abroad than male students. Two or more students were significantly more likely to participate in a study abroad than Latino/a students. Students from the Bay Area were significantly *less* likely than were students from Southern California and other areas to report participation in a study abroad.

Culminating senior experience (e.g., comprehensive exam, capstone course, thesis/senior project, student teaching, etc.)

One third of the respondents indicated that they participated. This is up two percentage points from the previous earlier reports.

	Frequency	Percent
Yes	1,688	33%
No	3,491	67%
Total	5,179	

Male students reported significantly higher participation in a culminating senior experience than female students. White students were significantly more likely to participate in a culminating senior experience than Asian students. Health and Social Sciences majors reported significantly more participation (and Business majors significantly *less* participation) in a culminating senior experience than did students in other colleges.

Community service or volunteer work

A little *less* than four in ten respondents reported a moderate or high level of participation. This is slightly lower than previous reports.

	Frequency	Percent
High	624	12%
Moderate	1,364	26%
Low	1,264	24%
None	1,935	37%
Total	5,187	

A significantly higher level of involvement in community service or volunteer work was reported by students 24 years of age and under and female students than by students 25 and over and male students. White students reported significantly *less* involvement in community service or volunteer work than did African American, Asian, or Latino/a students. Health and Social Sciences majors reported significantly more participation than did students having majors in other colleges. Students from the Bay Area reported significantly lower levels of participation in community service or volunteer work than students from Southern California or other areas.

Work on a research project with a faculty member

A little *less* than two thirds of respondents reported no participation, consistent with the last August to January reporting period.

	Frequency	Percent
High	336	6%
Moderate	674	13%
Low	848	16%
None	3,318	64%
Total	5,176	

Asian students reported significantly greater participation than did White students. Business majors and Liberal and Creative Arts majors indicated that they participated in work on research projects with faculty significantly *less* frequently than did students majoring in Health and Social Sciences or Science and Engineering. Students from the Bay Area reported significantly lower levels of participation than students from other areas (outside of Southern California).

Student organizations

A little over three in ten respondents reported a moderate or high level of participation, while nearly five in ten reported none. This is similar to earlier reporting periods.

	Frequency	Percent
High	718	14%
Moderate	926	18%
Low	1,182	23%
None	2,345	45%
Total	5,171	

Students 24 and under reported significantly more involvement in student organizations than did those 25 and over. Asian students reported significantly higher levels of participation in student organizations than White students. Liberal and Creative Science majors reported significantly *less* participation in student organizations than did students with majors in Business or Health and Social Sciences. Bay area students reported significantly *less* participation compared to students from Southern California or other areas.

Extracurricular athletic or physical recreation activities

More than two in ten respondents reported a moderate or high level of participation, while six in ten reported none. This is similar to earlier reporting periods.

	Frequency	Percent
High	344	7%
Moderate	748	14%
Low	944	18%
None	3,145	61%
Total	5,181	

Reported involvement in extracurricular athletic or physical recreation activities was significantly greater among students 24 years of age and under than among students 25 and over, greater among male students than female students, and greater among Asian students than White students. Liberal and Creative Science majors reported significantly *less* participation in extracurricular athletic or physical recreation activities than did students with majors from other colleges.

Improvement in Your Intellectual Abilities

During your SF State experience, to what extent did your abilities improve in each of these areas?

Quantitative reasoning

Six in ten respondents reported considerable or great improvement, similar to the last reporting period.

	Frequency	Percent
To a great extent	956	18%
To a considerable extent	2,208	43%
Somewhat	1,563	30%
Not very much	299	6%
Not at all	148	3%
Total	5,174	

Students 25 and over reported significantly greater improvement in quantitative reasoning than students 24 years of age and under. Latino/a students reported significantly greater improvement in this than did Asian or White students.

Writing

Two thirds of the respondents reported considerable or great improvement. This is consistent with the previous reporting periods.

	Frequency	Percent
To a great extent	1,338	26%
To a considerable extent	2,090	41%
Somewhat	1,301	25%
Not very much	338	7%
Not at all	84	2%
Total	5,151	

Female students reported significantly more improvement in their writing skills than did males. Latino/a students reported significantly more improvement in their writing skills than did White, Asian, or Two or more students. Liberal and Creative Arts and Health and Social Sciences majors reported significantly more improvement in writing than did students having majors in Business or Science and Engineering.

Oral communication

Seven in ten respondents reported considerable or great improvement. This is consistent with earlier reports.

	Frequency	Percent
To a great extent	1,491	29%
To a considerable extent	2,097	41%
Somewhat	1,181	23%
Not very much	279	5%
Not at all	92	2%
Total	5,140	

Female students reported significantly more improvement in oral communication skills than did males. Latino/a reported significantly more improvement in their oral communication skills than Asian or White students. Science and Engineering students reported significantly *less* improvement in this area than did students in the other colleges.

Critical thinking (e.g., evaluating the truth of evidence or arguments, reasoning clearly and accurately, solving non-mathematical problems, drawing logical conclusions)

Over three quarters of the respondents reported considerable or great improvement, consistent with the previous reporting periods.

	Frequency	Percent
To a great extent	1,797	35%
To a considerable extent	2,203	43%
Somewhat	957	19%
Not very much	154	3%
Not at all	58	1%
Total	5,169	

Females reported significantly more improvement in critical thinking skills than did males. Latino/a students reported significantly more improvement in their critical thinking skills than did Asian, White, or Two or more students. Students with majors in Health and Social Sciences or Liberal and Creative Arts reported significantly more improvement in critical thinking skills than students with majors in Business or Science and Engineering.

Information literacy (e.g., finding, evaluating, and using information in various forms, information research skills, fact checking, distinguishing fact from opinion)

Three quarters of the respondents reported considerable or great improvement. This is similar to earlier reports.

	Frequency	Percent
To a great extent	1,707	33%
To a considerable extent	2,248	43%
Somewhat	994	19%
Not very much	173	3%
Not at all	62	1%
Total	5,184	

Latino/a students reported significantly more improvement in information literacy than did Asian or White students. Business majors reported significantly *less* improvement in information literacy than did students with majors in other areas. Additionally, students with majors in Science and Engineering reported significantly *less* improvement in information literacy than did students with majors in Health and Social Sciences or Liberal and Creative Arts.

Your Personal and Social Development

Please indicate the extent to which your experience at SF State contributed to the following:

Exposure to cultures or groups different from your own

Seven in ten respondents reported considerable or great contribution. This is consistent with the previous reporting period, but up two percentage points from the report prior.

	Frequency	Percent
To a great extent	1,980	38%
To a considerable extent	1,758	34%
Somewhat	1,099	21%
Not very much	225	4%
Not at all	87	2%
Total	5,149	

Students 24 years of age and under and females reported a significantly greater contribution by San Francisco State to their exposure to cultures or groups different from their own than did students 25 years of age and older and male students. Latino/a students reported significantly greater contribution in this than students identifying as Asian, White, or Two or more. Students with majors in Liberal and Creative Arts reported significantly greater contributions in this than students with majors in Business or Science and Engineering. Bay area students indicated that their San Francisco State experience did this to a significantly *lower* extent than did students from Southern California or other areas.

Awareness of the ethical implications of your own and others' actions

More than seven in ten respondents reported considerable or great contribution. This is consistent with the previous reporting period, but up three percentage points from the report prior.

	Frequency	Percent
To a great extent	1,914	37%
To a considerable extent	1,864	36%
Somewhat	1,039	20%
Not very much	236	5%
Not at all	90	2%
Total	5,143	

Students 24 years of age and under and females reported a significantly greater contribution to their awareness of the ethical implications of their own and others' actions than did students 25

years of age and over and males. Latino/a students reported a significantly greater contribution to this than did Asian, White, or Two or more students. Business or Science and Engineering majors indicated a significantly *smaller* contribution to this than did students with majors in Health and Social Sciences or Liberal and Creative Arts. Students from the Bay Area indicated a significantly *smaller* contribution to this than did students from Southern California or other areas.

Acquiring a broad general education

Seven in ten respondents reported considerable or great contribution. This is consistent with previous reporting periods.

	Frequency	Percent
To a great extent	1,566	30%
To a considerable extent	2,051	40%
Somewhat	1,218	24%
Not very much	225	4%
Not at all	85	2%
Total	5,145	

Students 24 years of age and under and females indicated that their San Francisco State experience contributed to the acquisition of a broad general education to a significantly greater extent than did students 25 and over and males. Latino/a students reported that their San Francisco State experience contributed to this to a significantly greater extent than did Asian, White, or Two or more students. Students with majors in Business or Science and Engineering reported that their San Francisco State experience contributed to this to a significantly *lesser* extent than students with majors in Health and Social Sciences or Liberal and Creative Arts.

Development of leadership skills

Six in ten respondents reported considerable or great contribution, up four percentage points from the last report but consistent with the prior report.

	Frequency	Percent
To a great extent	1,270	25%
To a considerable extent	1,774	35%
Somewhat	1,469	29%
Not very much	461	9%
Not at all	167	3%
Total	5,141	

Students 24 years of age and under and females indicated that their San Francisco State experience contributed to the development of leadership skills to a significantly greater extent than did students 25 and over and males. Latino/a students reported a significantly greater contribution by their San Francisco State experience to this than did Asian, White, or Two or more students. Science and Engineering majors indicated a significantly *smaller* contribution by San Francisco State to this than did students in the other colleges. Liberal and Creative Arts majors reported a significantly smaller contribution by San Francisco State to this than did students with majors in Health and Social Sciences.

Learning effectively on your own

A little over three quarters of respondents reported considerable or great contribution. This is up two percentage points from the previous reporting period.

	Frequency	Percent
To a great extent	1,899	37%
To a considerable extent	2,043	40%
Somewhat	950	18%
Not very much	187	4%
Not at all	58	1%
Total	5,137	

Students 24 years of age and under and females indicated that their San Francisco State experience contributed to learning effectively on their own to a significantly greater extent than students 25 and over and males. Latino/a students reported a significantly greater contribution by San Francisco State to this than did Asian or White students. Students with majors in Business indicated that their San Francisco State experience contributed to learning effectively on their own to a significantly *lesser* extent than students with majors in Health and Social Sciences or Liberal and Creative Arts.

Commitment to social justice

Six in ten respondents reported considerable or great contribution. This is two percentage points higher than the previous two reporting periods.

	Frequency	Percent
To a great extent	1,406	27%
To a considerable extent	1,677	33%
Somewhat	1,366	27%
Not very much	475	9%
Not at all	219	4%
Total	5,143	

Students 24 years of age and under and female students reported a significantly greater contribution by their San Francisco State experience to their commitment to social justice than did students 25 and over and male students. Latino/a students reported a significantly greater contribution by San Francisco State to this than did Asian, White, and Two or more students. Liberal and Creative Arts and Health and Social Sciences students reported a significantly greater contribution to this than did those having majors in Business or Science and Engineering. Students from Southern California reported a significantly greater contribution by San Francisco State to this than did students from the Bay Area.

Commitment to civic engagement

More than half of the respondents reported considerable or great contribution, two percentage points higher than the previous reporting period but roughly the same as the report prior.

	Frequency	Percent
To a great extent	1,175	23%
To a considerable extent	1,619	31%
Somewhat	1,519	30%
Not very much	563	11%
Not at all	270	5%
Total	5,146	

Female students and Latino/a students reported a significantly greater contribution by San Francisco State to this than did males or Asian, White, or Two or more students. Health and Social Sciences and Liberal and Creative Arts students reported a significantly greater contribution to this than did those having majors in Business or Science and Engineering. Students from Southern California reported a significantly greater contribution to this than did students from the Bay Area.

Your Post-Graduation Plans

What is most likely to be your principle activity upon graduation?

Nearly seven in ten respondents indicated that they will most likely be employed and two in ten respondents indicating plans to attend graduate studies following graduation. This is consistent with the previous reporting periods.

	Frequency	Percent
Employment	3,469	67%
Graduate Study	1,165	22%
Volunteer Service	94	2%
Undergraduate Study	69	1%
Starting or Raising a Family	55	1%
Military	34	1%
Other	297	6%
Total	5,183	

Students 24 years of age and under were significantly more likely than students 25 and over to indicate that they plan to engage in volunteer service upon graduation. On the other hand, students 25 and over were significantly more likely to indicate that they plan to start or raise a family upon graduation. Female students were significantly more likely than were males or students of other race/ethnicity categories to indicate that they plan to engage in graduate study upon graduation. Male students were significantly more likely than females to indicate that employment or entering the military would be their most probable activity upon graduation. Asian students were significantly *less* likely than were students of other race/ethnicity categories to indicate that they would most likely pursue graduate study. Business majors were significantly more likely than were students with other majors to indicate that employment would be their most probable activity upon graduation, while students with majors in Health and Social Sciences, Liberal and Creative Arts, and Science and Engineering were significantly more likely to indicate that graduate study would be their most probable activity upon graduation.

Discussion

In general, responses were similar with those discussed in earlier Senior Exit Survey reports. Although 79% of the respondents indicated that they would recommend San Francisco State to their friends, three in ten indicated that they would not be graduating in the time they expected. Four in ten of those students attributed the delay to a lack of availability of courses. However, it is important to note that this is down four percentage points from the previous reporting period.

Satisfaction with **major programs** was high, with more than three quarters of respondents expressing satisfaction with the quality of teaching, accessibility of faculty, faculty interest in academic success, and academic rigor of courses. There was slightly lower levels of satisfaction with the quality of academic advising by faculty and online courses than there was about other aspects of the students' major program. Students having majors in Health and Social Sciences and Liberal and Creative Arts consistently reported significantly greater satisfaction with their major program than did students with majors in Business or Science and Engineering.

Reported involvement in various **academic, campus, and community activities** ranged from a low of 7% in study abroad to a high of 38% in community service or volunteer work. Students 24 and under reported higher participation than students 25 and over in the following activities: internships and or field experience, study abroad, community service or volunteer work, student organizations, and extracurricular athletic and/or physical activities. Students with majors in Health and Social Sciences reported significantly higher levels of participation than students with majors in other colleges in the following activities: culminating senior experience and community service and/or volunteer work. Students from Southern California reported significantly higher levels of participation than students from the Bay Area in the following activities: internship, study abroad, community service or volunteer work, and student organizations.

At least six in ten respondents reported that their **intellectual abilities** improved to a considerable or great extent during their San Francisco State enrollment. Latino/a students were significantly more likely than were Asian or White students to report considerable or great improvement in the areas of quantitative reasoning, writing, oral communication, critical thinking, and information literacy.

The extent to which the San Francisco State experience contributed to **personal or social development** varied by area, but students ages 24 and under, females, and Latino/a students reported San Francisco State's contribution to their exposure to cultures or groups different than own, awareness of the ethical implications of their own and others' actions, acquiring a broad general education, development of leadership skills, learning effectively on their own, and commitment to social justice to a significantly greater extent than students 25 and over, males, and Asian or White students, respectively.

Appendix A – Survey Responses

Will you have graduated in the time you expected?

	Frequency	Percent
Yes	3,544	68%
No	1,690	32%
Total	5,234	

If not, what is the main reason why not?

	Frequency	Percent
Lack of availability of courses	672	40%
Financial pressure or the need to work	300	18%
Change in major or indecision about a major	283	17%
Took one or more semesters off	97	6%
Family responsibilities	68	4%
Other	259	15%
Total	1,679	

Would you recommend SF State to your friends?

	Frequency	Percent
Definitely yes	2,044	39%
Probably yes	2,107	40%
Unsure	654	12%
Probably not	328	6%
Definitely not	115	2%
Total	5,248	

Is there at least one member of the SF State faculty or staff that you consider your mentor?

	Frequency	Percent
Yes	3,432	66%
No	1,793	34%
Total	5,225	

Choose the category of the one thing that, if changes were made, would have improved your overall SF State experience the most.

	Frequency	Percent
Course availability	1,919	37%
Advising	941	18%
Financial concerns or cost of attendance	551	11%
Parking and transportation	455	9%
Campus life	398	8%
Degree requirements	288	6%
Instruction/teaching	286	5%
Campus facilities	214	4%
Other	164	3%
Total	5,216	

Please indicate your level of satisfaction with the following aspect of your major.

Quality of teaching in your major

	Frequency	Percent
Very satisfied	1,861	36%
Satisfied	2,407	46%
Neutral	683	13%
Dissatisfied	162	3%
Very dissatisfied	87	2%
Total	5,200	

Please indicate your level of satisfaction with the following aspect of your major.

Accessibility of faculty in your major

	Frequency	Percent
Very satisfied	1,759	34%
Satisfied	2,267	44%
Neutral	878	17%
Dissatisfied	192	4%
Very dissatisfied	93	2%
Total	5,189	

Please indicate your level of satisfaction with the following aspect of your major.

Faculty interest in your academic success

	Frequency	Percent
Very satisfied	1,804	35%
Satisfied	2,097	40%
Neutral	965	19%
Dissatisfied	225	4%
Very dissatisfied	99	2%
Total	5,190	

Please indicate your level of satisfaction with the following aspect of your major.

Academic rigor of classes in your major

	Frequency	Percent
Very satisfied	1,440	28%
Satisfied	2,520	49%
Neutral	956	18%
Dissatisfied	182	4%
Very dissatisfied	87	2%
Total	5,185	

Please indicate your level of satisfaction with the following aspect of your major.

Quality of academic advising by faculty in your major

	Frequency	Percent
Very satisfied	1,541	30%
Satisfied	1,981	38%
Neutral	1,084	21%
Dissatisfied	396	8%
Very dissatisfied	190	4%
Total	5,192	

Did you take any online courses in your major?

	Frequency	Percent
Yes	2,501	48%
No	2,703	52%
Total	5,204	

Please indicate your level of satisfaction with the online courses you took in your major.

	Frequency	Percent
Very satisfied	542	22%
Satisfied	1,100	44%
Neutral	596	24%
Dissatisfied	174	7%
Very dissatisfied	76	3%
Total	2,488	

What was the main reason you were dissatisfied with online coursework in your major?

	Frequency	Percent
Too little interaction with course instructor and/or instructor was not sufficiently responsive	49	20%
Course and course materials were not well organized	40	16%
Course was not as rigorous as a face-to-face course	34	14%
Course was more demanding than a face-to-face course	26	10%
Too little interaction with other students in the course	20	8%
I did not have the self-discipline to keep up with the course	19	8%
Deadlines were not clear	14	6%
Software was difficult to navigate	8	3%
Something else	40	16%
Total	250	

What was your level of involvement in the following activity while enrolled at SF State?

Did you participate in the following? Internship or field experience that was not required by your major.

	Frequency	Percent
Yes	1,795	35%
No	3,396	65%
Total	5,191	100%

What was your level of involvement in the following activity while enrolled at SF State?

Did you participate in the following? Study abroad

	Frequency	Percent
Yes	345	7%
No	4,832	93%
Total	5,177	

What was your level of involvement in the following activity while enrolled at SF State?

Did you participate in the following? Culminating senior experience

	Frequency	Percent
Yes	1,688	33%
No	3,491	67%
Total	5,179	

What was your level of involvement in the following activity while enrolled at SF State?

How much did you participate in the following? Community service or volunteer work

	Frequency	Percent
High	624	12%
Moderate	1,364	26%
Low	1,264	24%
None	1,935	37%
Total	5,187	

What was your level of involvement in the following activity while enrolled at SF State?

How much did you participate in the following? Work on a research project with a faculty member

	Frequency	Percent
High	336	6%
Moderate	674	13%
Low	848	16%
None	3,318	64%
Total	5,176	

What was your level of involvement in the following activity while enrolled at SF State?

How much did you participate in the following? Student organizations

	Frequency	Percent
High	718	14%
Moderate	926	18%
Low	1,182	23%
None	2,345	45%
Total	5,171	

What was your level of involvement in the following activity while enrolled at SF State?

How much did you participate in the following? Extracurricular athletic or physical recreation activities

	Frequency	Percent
High	344	7%
Moderate	748	14%
Low	944	18%
None	3,145	61%
Total	5,181	

During your SF State experience, to what extent did your abilities improve in this area?

Quantitative reasoning

	Frequency	Percent
To a great extent	956	18%
To a considerable extent	2,208	43%
Somewhat	1,563	30%
Not very much	299	6%
Not at all	148	3%
Total	5,174	

During your SF State experience, to what extent did your abilities improve in this area?

Writing

	Frequency	Percent
To a great extent	1,338	26%
To a considerable extent	2,090	41%
Somewhat	1,301	25%
Not very much	338	7%
Not at all	84	2%
Total	5,151	

During your SF State experience, to what extent did your abilities improve in this area?

Oral communication

	Frequency	Percent
To a great extent	1,491	29%
To a considerable extent	2,097	41%
Somewhat	1,181	23%
Not very much	279	5%
Not at all	92	2%
Total	5,140	

During your SF State experience, to what extent did your abilities improve in this area?

Critical thinking

	Frequency	Percent
To a great extent	1,797	35%
To a considerable extent	2,203	43%
Somewhat	957	19%
Not very much	154	3%
Not at all	58	1%
Total	5,169	

During your SF State experience, to what extent did your abilities improve in this area?

Information literacy

	Frequency	Percent
To a great extent	1,707	33%
To a considerable extent	2,248	43%
Somewhat	994	19%
Not very much	173	3%
Not at all	62	1%
Total	5,184	

Please indicate the extent to which your experience at SF State contributed to the following:

Exposure to cultures or groups different from your own

	Frequency	Percent
To a great extent	1,980	38%
To a considerable extent	1,758	34%
Somewhat	1,099	21%
Not very much	225	4%
Not at all	87	2%
Total	5,149	

Please indicate the extent to which your experience at SF State contributed to the following:

Awareness of the ethical implications of your own and others' actions

	Frequency	Percent
To a great extent	1,914	37%
To a considerable extent	1,864	36%
Somewhat	1,039	20%
Not very much	236	5%
Not at all	90	2%
Total	5,143	

Please indicate the extent to which your experience at SF State contributed to the following:

Acquiring a broad general education

	Frequency	Percent
To a great extent	1,566	30%
To a considerable extent	2,051	40%
Somewhat	1,218	24%
Not very much	225	4%
Not at all	85	2%
Total	5,145	

Please indicate the extent to which your experience at SF State contributed to the following:

Development of leadership skills

	Frequency	Percent
To a great extent	1,270	25%
To a considerable extent	1,774	35%
Somewhat	1,469	29%
Not very much	461	9%
Not at all	167	3%
Total	5,141	

Please indicate the extent to which your experience at SF State contributed to the following:

Learning effectively on your own

	Frequency	Percent
To a great extent	1,899	37%
To a considerable extent	2,043	40%
Somewhat	950	18%
Not very much	187	4%
Not at all	58	1%
Total	5,137	

Please indicate the extent to which your experience at SF State contributed to the following:

Commitment to social justice

	Frequency	Percent
To a great extent	1,406	27%
To a considerable extent	1,677	33%
Somewhat	1,366	27%
Not very much	475	9%
Not at all	219	4%
Total	5,143	

Please indicate the extent to which your experience at SF State contributed to the following:

Commitment to civic engagement

	Frequency	Percent
To a great extent	1,175	23%
To a considerable extent	1,619	31%
Somewhat	1,519	30%
Not very much	563	11%
Not at all	270	5%
Total	5,146	

What is most likely to be your principle activity upon graduation?

	Frequency	Percent
Employment	3,469	67%
Graduate Study	1,165	22%
Volunteer Service	94	2%
Undergraduate Study	69	1%
Starting or Raising a Family	55	1%
Military	34	1%
Other	297	6%
Total	5,183	

Appendix B - Senior Exit Survey

Student ID (required but will not be shared)

Will you have graduated in the time you expected?

- a) Yes
- b) No

If not, what is the main reason why not?

- a) Financial pressure or the need to work
- b) Lack of availability of courses
- c) Change in major or indecision about a major
- d) Took one or more semesters off
- e) Family responsibilities
- f) Other

Would you recommend SF State to your friends?

- a) Definitely yes
- b) Probably yes
- c) Unsure
- d) Probably not
- e) Definitely not

Is there at least one member of the SF State faculty or staff that you consider your mentor?

- a) Yes
- b) No

Choose the category of the one thing that, if changes were made, would have improved your overall SF State experience the most.

- a) Advising
- b) Campus facilities
- c) Campus life
- d) Course availability
- e) Degree requirements
- f) Financial concerns or cost of attendance
- g) Instruction/teaching
- h) Parking and transportation
- i) Other

Please indicate your level of satisfaction with each of the following aspects of your major.

Quality of teaching in your major

- a) Very dissatisfied
- b) Dissatisfied
- c) Neutral
- d) Satisfied
- e) Very satisfied

Accessibility of faculty in your major

- a) Very dissatisfied
- b) Dissatisfied
- c) Neutral
- d) Satisfied
- e) Very satisfied

Faculty interest in your academic success

- a) Very dissatisfied
- b) Dissatisfied
- c) Neutral
- d) Satisfied
- e) Very satisfied

Academic rigor of classes in your major

- a) Very dissatisfied
- b) Dissatisfied
- c) Neutral
- d) Satisfied
- e) Very satisfied

Quality of academic advising by faculty in your major

- a) Very dissatisfied
- b) Dissatisfied
- c) Neutral
- d) Satisfied
- e) Very satisfied

Did you take any online courses in your major?

- a) Yes
- b) No

Please indicate your level of satisfaction with the online courses you took in your major.

- a) Did not take any online courses in my major
- b) Very dissatisfied
- c) Dissatisfied
- d) Neutral
- e) Satisfied
- f) Very satisfied

What was the main reason you were dissatisfied with online coursework in your major?

- a) Course was not as rigorous as a face-to-face course
- b) Deadlines were not clear
- c) Course and course materials were not well organized
- d) Too little interaction with other students in the course
- e) Too little interaction with course instructor and/or instructor was not sufficiently responsive
- f) Software was difficult to navigate
- g) Course was more demanding than a face-to-face course
- h) I did not have the self-discipline to keep up with the course
- i) Something else

What was your level of involvement in the following activities while enrolled at SF State? Did you participate in the following?

Internship or field experience that was not required by your major

- a) Yes
- b) No

Study abroad (i.e., study outside of the U.S. but only if you did not come to the U.S. from another country to study at SF State)

- a) Yes
- b) No

Culminating senior experience (e.g., comprehensive exam, capstone course, thesis/senior project, student teaching, etc.)

- a) Yes
- b) No

What was your level of involvement in the following activities while enrolled at SF State? How much did you participate in the following?

Community service or volunteer work

- a) None
- b) Low
- c) Moderate
- d) High

Work on a research project with a faculty member

- a) None
- b) Low
- c) Moderate
- d) High

Student organizations

- a) None
- b) Low
- c) Moderate
- d) High

Extracurricular athletic or physical recreation activities

- a) None
- b) Low
- c) Moderate
- d) High

During your SF State experience, to what extent did your abilities improve in each of these areas?

Quantitative reasoning

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Writing

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Oral communication

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Critical thinking (e.g., evaluating the truth of evidence or arguments, reasoning clearly and accurately, solving non-mathematical problems, drawing logical conclusions)

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Information literacy (e.g., finding, evaluating, and using information in various forms, information research skills, fact checking, distinguishing fact from opinion)

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Please indicate the extent to which your experience at SF State contributed to the following:

Exposure to cultures or groups different from your own

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Awareness of the ethical implications of your own and others' actions

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Acquiring a broad general education

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Development of leadership skills

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Learning effectively on your own

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Commitment to social justice

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

Commitment to civic engagement

- a) Not at all
- b) Not very much
- c) Somewhat
- d) To a considerable extent
- e) To a great extent

What is most likely to be your principle activity upon graduation?

- a) Employment
- b) Starting or raising a family
- c) Military
- d) Volunteer service
- e) Undergraduate study
- f) Graduate study
- g) Other