

Student Voices: Utilizing Qualitative Data

OFFICE OF INSTITUTIONAL EFFECTIVENESS (OIE)

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Why does qualitative data matter?

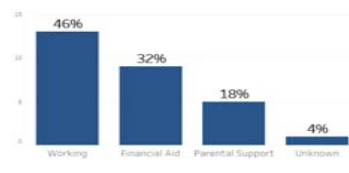
- Include students in the conversation about their success on campus
- Get a deeper understanding of student experiences

How did we collect this data?

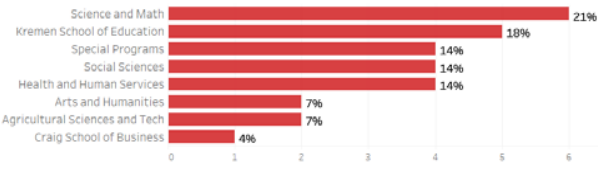
- Conducted 8 focus groups over the 18 – 19 academic year.
- Asked students a series of questions about their experiences as Fresno State students.

Who did we talk to?

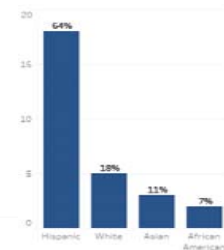
- 28 students total: 86% Women, 68% First Generation, 64% Pell Eligible



Self-Reported Methods of Financial Support



Academic College of Participants



Ethnicity Breakdown

The “Bulldog Spirit” and Sense of Belonging

- Bulldog Spirit is mainly for athletics and Greek life, but many students don’t feel like a “Bulldog.”
- Students take pride in Fresno State’s community involvement and diverse student body.
- Students’ primary focus is earning their degree.

I feel like the school spirit mainly lies in Greek life and the sports teams, but it doesn’t spread out among the general population of students.

I’m working hard to get my degree and that’s why I’m here. I’m not super into school spirit, I’m just focusing on getting my degree as soon as I can to focus on my career.

Course Availability

- Students struggle to get into the classes they need for graduation
- Lack of course availability can mean staying for extra semesters or taking filler courses to stay full time.

I had to take an extra year to finish my degree because I couldn’t get all the courses I needed because there weren’t enough teachers available. For me, that was a huge disappointment because now instead of graduating in 4 years I’m having to graduate in 5.

I’m considered a senior with my units and I still can’t get into History 20.

Student Responsibilities & Scheduling Courses

- Students have many outside factors to take into account when creating their schedules, including:
 - Working one or multiple jobs
 - Coordinating transportation to school (commuting, carpooling, taking the bus)

I have to go to school full time and then try to work full time just so I’m able to balance my life and eat and pay for my gas to get here. It’s very stressful.

I don’t drive myself to school, I carpool with a friend. So whenever we pick new classes, I always have to put my schedule around theirs, so that way I can have a ride to school.

Resource Usage

- It’s confusing / challenging to find information about on-campus support services.
- Once students find where to go, the resources are accessible and helpful.
- Resources aren’t as accessible for post-traditional students.

Sometimes students are working through the day and they can’t get here until after 5 o’clock, and the food cupboard is closed and they can’t pick up food. So I feel like all the services, except maybe for the recreation center, are very restrictive to people that can be there in the day rather than at night.

I take advantage of the health center a lot or sometimes tutoring, the library, the database, everything. They’re very accessible I would say.