



SAN JOSE STATE UNIVERSITY
Division of Student Affairs
Annual Report

2015-2016

Division of Student Affairs

Mission, Values, and Learning Goals

From The Vice President

OUR MISSION

In keeping with the academic mission of the institution, the Division of Student Affairs exists to provide student-focused programs and services that support student success and enhance the student experience at San José State University. Our aim is to create critical student learning opportunities beyond the classrooms that support the intellectual, personal, and civic growth of our students.

OUR VALUES

Our core values are what we stand for as employees and professionals in the field of Student Affairs at San José State University. These six values—**Learning, Student Success, Excellence, Integrity, Diversity, and Community**—are reflected in the many programs and services we offer our students and the campus community. Our values guide us as we carry out our mission and the vision of the institution:

LEARNING

We value education above all. The academic freedom of faculty and students is vital to our role of promoting life-long learning. We recognize learning takes place both in and out of the classroom and strongly support the educational mission of the institution and the integration of theory and practice, scholarship and application.

STUDENT SUCCESS

Our highest priority is to ensure our students' success. We provide highly successful programs that complement in-class learning and enhance the college experience of our students. *The success of our students is our success!*

EXCELLENCE

We set high standards and support continuous improvement and innovations. We model quality service delivery and excellence in our co-curricular offerings.

INTEGRITY

We expect honesty, fairness, and accountability in all our interactions. We promote academic integrity and ethical and personal responsibility. We attempt to be the same on the inside as we are on the outside, thereby exercising our highest professional standards.

DIVERSITY

We value diversity and inclusion by treating others with trust, care, and mutual respect. We foster just communities that appreciate and embrace different perspectives; we promote a campus that is welcoming and inviting to ALL.

COMMUNITY

We recognize that community begins with us as a campus family – how we care for and support one another. Community also extends beyond our campus to our surrounding neighborhoods. As such, we embrace and value collaborative relationships and service within and beyond our campus.

DIVISION LEARNING GOALS:

CRITICAL THINKING SKILLS: Critical thinking skills refer to the ability to independently and accurately evaluate information, data and ideas from multiple perspectives.

EFFECTIVE COMMUNICATION: Effective communication embodies the ability to receive information, exchange ideas, present information, and convey messages in ways that are effective and appropriate to the situation and audience.

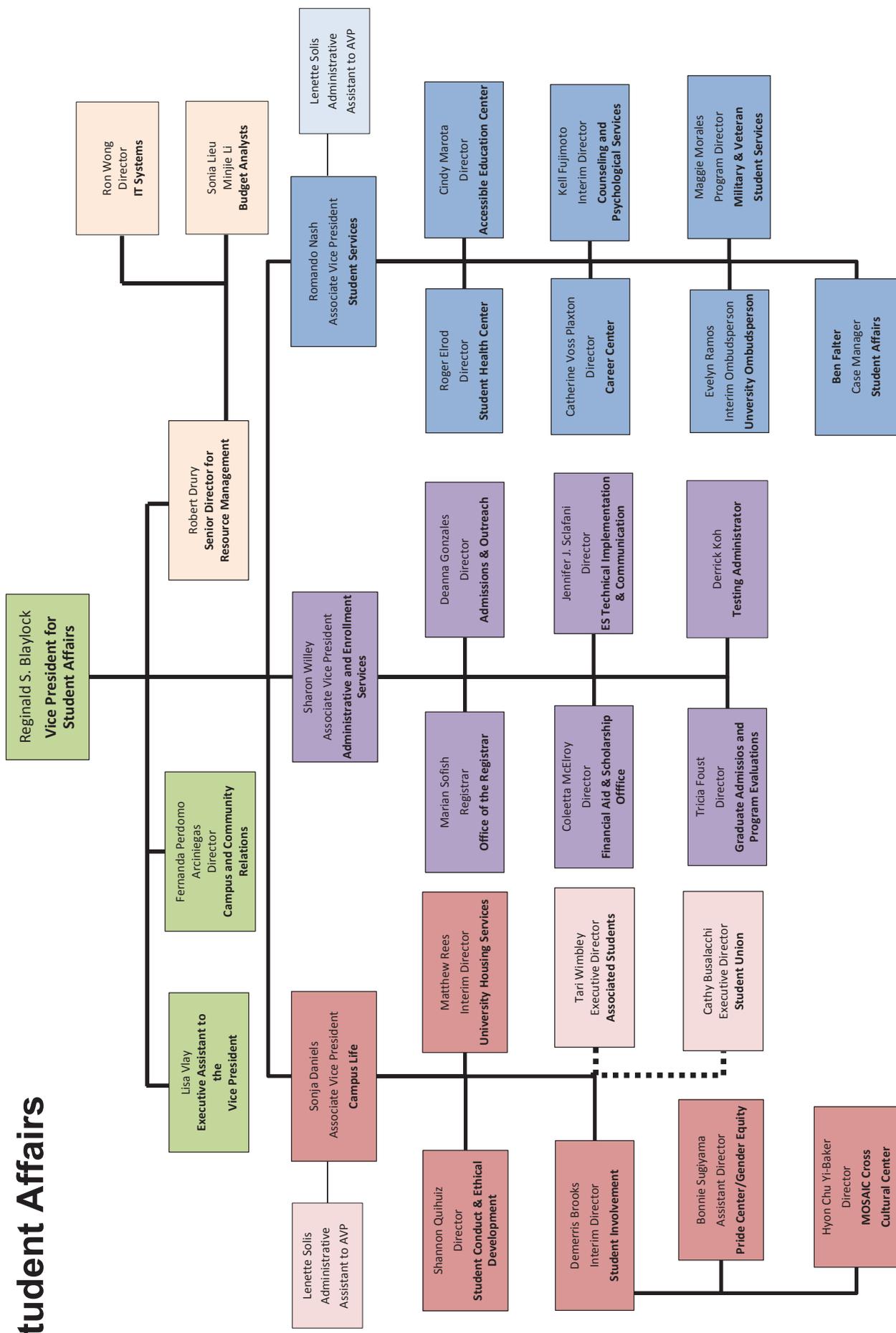
MULTICULTURAL COMPETENCE AND ACTIVE CITIZENSHIP: Multicultural competence and active citizenship refer to understanding and appreciating human differences as well as positively contributing to the community.

PRACTICAL COMPETENCE/LIFE SKILLS: These skills refer to the capacity to manage one's affairs both inside and outside the university.

LEADERSHIP AND INTERPERSONAL COMPETENCE: These skills refer to the ability to mobilize groups around shared interests as well as demonstrate and sustain meaningful relationships.

HEALTHY LIVING: Healthy living refers to making informed decisions and acting on those decisions to enhance personal and community health.

Division of Student Affairs



August 2016

DEAR MEMBERS OF THE SAN JOSE STATE UNIVERSITY COMMUNITY:

I am pleased to share with you the Annual Report for the Division of Student Affairs 2015-2016. This resource is used for assessment and planning purposes and summarizes important highlights of the offices and departments of Student Affairs. We are excited to take this opportunity to further connect you to our departments, services, and programs and highlight some of the excellent work our dedicated staff does each day in support of current and prospective students, faculty, and the broader community.

The 2015-2016 academic-year was one of challenge, invigoration, collaboration and new beginnings. There were many achievements during this past year, which you will discover in the pages of this report. To highlight just a couple: The opening of the Student Wellness Center as a one stop shop for SJSU student mental and physical health needs and the completion and opening of the Student Union which provides an additional 100,000 square feet of student living room space in the heart of campus. In addition, the Division of Student Affairs implemented an assessment workshop series and a formalized end of year assessment process, including the creation of this document, our first ever division-wide annual report.

As we welcome our new class of nearly 7,000 first-year and transfer students, we look forward with great excitement to introducing them to the traditions embedded in the SJSU experience. Together with our returning students, we will continue advancing student success and providing supportive and safe environments for student transformation. Throughout the course of the year we will:

- Complete planning on the new Divisional Strategic Plan 2016-2019
- Collaborate with our colleagues across the institution to implement SJSU's Four Pillars of Student Success
- Collaborate with Academic Affairs to launch the Faculty Residence, Faculty Fellows, and other student support programs

Many Thanks goes to the Student Affairs Leadership Team (SALT) for their work and leadership this past year as we sought to create more integrated, collaborative learning experiences for SJSU students. We hope this report gives you a rich sense of the contributions of Student Affairs departments and how we support the academic mission of San Jose State University.

Sincerely,

Dr. Reginald Blaylock
Vice President for Student Affairs

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Accessible Education Center (AEC)

HIGHLIGHTS '15-'16

1. CAT and Testing Restructuring: Restructure of the Center for Accessible Technology (CAT) to support evolving student curriculum assistive technology requirements & to provide greatly needed support to CAT's operations and to students.

2. DHoH Bridges Program: This program provides Deaf and Hard of Hearing students all the benefits of the classroom experience without being limited to where they sit in the classroom; by way of the Bridges Program the Captioner and student are no longer required to sit next to on another. The Captioner's laptop screen streams in real-time onto an iPad mini the Captioner provides to the student at the beginning of each class. The iPad mini provides the student with the ability to scroll up and down to review a portion of the lecture as well as to adjust text to a size most comfortable for the student.

3. MyAEC: The Accessible Education Center is currently working to launch MyAEC, a database system that will take AEC students online to make appointments with counselors, receive faculty approval for accommodation course requests, and request alternative materials from the Center for Accessible Technology (CAT).

4. B4 (Math) Substitution: A substitution process for matriculated students identified as having dyscalculia, or a disability related to a quantitative reasoning impairment, verified by the Accessible Education Center (AEC), for whom required completion of a B4 class (and developmental math courses) effectively prevents the student from ever completing a Baccalaureate Degree. This process honors CSU commitments to critical thinking and logical reasoning consistent with the overall aims of the GE program while respecting the requirements of SJSU degree programs. This substitution of the B4 requirement is determined through the collaborative efforts of the SJSU degree program (or, in the case of an undeclared student, the intended degree program), a representative from AEC, and a representative from the Office of Graduate and Undergraduate Programs. If the department deems that the B4 requirement is essential for success in a specific degree program then the substitution will not be permitted for that program.

OUR MISSION:

The Accessible Education Center (AEC) through collaboration with the campus and community, is committed to redefining ability for students with disabilities by providing comprehensive services in support of the educational development and success of students with disabilities in a student-centered and professional environment. Recognizing the role of the campus in fostering educational access, the Employment Accommodations Resource Center provides reasonable accommodations to employees with disabilities.

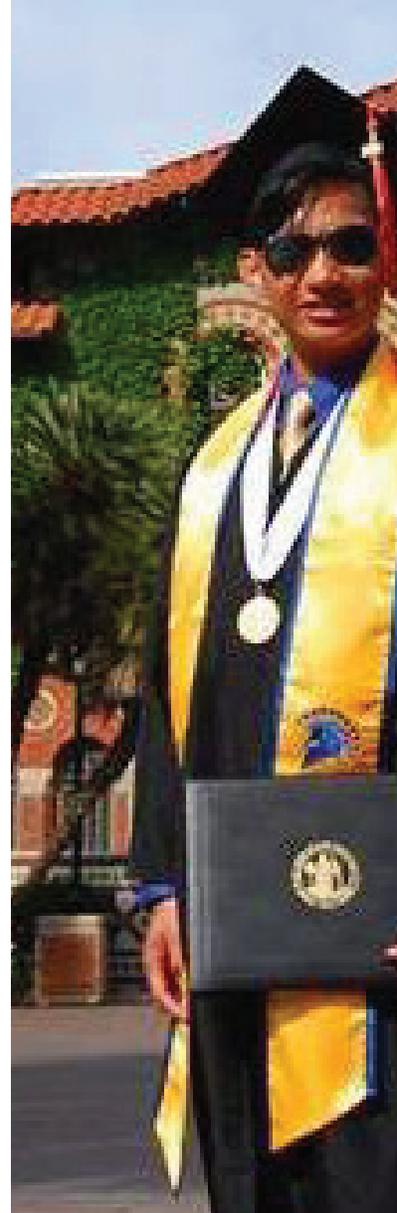
16-'17 GOALS

1. To create a Retention webpage in support of informing and engaging transfer and prospective students as well as assisting in the persistence of matriculated students.

2. To implement technology platforms and business process automation (via MyAEC) which will streamline accommodation requests and delivery of services in support of student learning and success.

3. To promote equal opportunity education for those students with quantitative reasoning disabilities the AEC will lead an interdepartmental collaboration working in partnership with the Office of Undergraduate Studies and academic departments to develop the B4 substitution process.

4. To allow for student independence, and to foster an inclusive learning environment for SJSU Deaf & Hard of Hearing students, the AEC will formally launch the Bridges Program Fall 2016 following success of the pilot program.



approx.
15%

of AEC students have
comorbidities

Approximately 15 percent of AEC students have comorbidities, which is the simultaneous presence of **two or more** disabilities. This statistic reflects the nationwide increasing incidences of comorbid diagnoses (i.e. attention deficit hyperactivity disorder and learning disability) in higher education. This increase calls for more in depth discussions with AEC counselors during intake appointments, and specialized accommodations, such as utilizing assistive technology which support students in achieving their academic learning goals.

DID YOU KNOW

781 exams
over a
5 day period

were administered by the AEC

The AEC successfully administered 781 exams over a 5 day period for a total of 2,439 student testing hours! The 781 exams reflect an increase of 21.7% from Spring 2015. During finals week, together with finals prep days, approximately 1000 emails were sent to faculty/students/staff; 800 emails were received from faculty/students/staff; this includes the 410 exams individually scanned and returned by email.

WHAT OUR COMMUNITY IS SAYING



“ Dear Accessible Education Center, at this time, I would like to thank each staff member of the Accessible Education Center for the guidance and support during my time at San José State University. Without a doubt these past four and half years have been challenging, but I was able to overcome every academic obstacle thrown my way because of the Accessible Education Center. I am thankful to have received genuine assistance while organizing my upcoming semester schedules, along with having my notetaker and test accommodations set up. Once again, I offer my sincerest thanks for your assistance. I will always be grateful to the Accessible Education Center for guiding me through my college career. I want to thank all of your staff for all of the help that you gave me. ”

One grateful student



“ I have found the AEC to be so kind and respectful. I really feel so welcomed and taken care of. I appreciate all they’ve done for me. ”

One grateful student



Associated Students Inc.

HIGHLIGHTS '15-'16

1. The A.S. Board saw a record number of students and stakeholders at public meetings and facilitated dialogue about resolutions supporting important global and campus issues such as divestment and resource centers for underrepresented students. They also launched a comprehensive Programs and Services survey, hosted a Town Hall on student success, hosted the California State Student Association Conference, installed the campus Peace Pole, held the 2nd Annual Diversity Day, and challenged traditional gender roles by crowning two Homecoming Queens.

2. Operating without student fees and completing over 110K transactions this year, the Print Shop provided services for thousands of students, faculty, and staff. The 2016 A.S. Programs and Services Survey revealed that 90% of student respondents learn about on-campus activities through flyers and posters, further recognizing the importance of this essential service on campus. An A.S. resolution was also passed this year honoring the life and legacy of Paul Lee, Print Shop Manager and SJSU alum, for his 28 years of service to students and the organization.

3. The Child Development Center (CDC) is A.S.' largest student employer providing students the opportunity to work side-by-side with professional teachers and gain hands-on work experience that prepares them to not only be teachers, but skilled leaders in the classroom. In addition, 186 SJSU students completed 2,701 hours of classroom observations fulfilling graduation requirements for their major.

4. A.S. Cesar Chavez Community Action Center is keeping Spartans fed. The Campus Community Garden is at capacity, and students volunteered more than 1,000 hours harvesting 1,000 pounds of fresh produce. In addition, the student-led Food Shelf Program promotes campus responses to food insecurity and manages 14 food shelves distributing more than 5,000 pounds of food in 15-16 AY.

5. The A.S. Board voted to shift operations of the Campus Recreation department including: Intramural Sports, Outdoor Adventures, and Fitness programs and staff to the Student Union, Inc. The transition aims to streamline students' recreational opportunities and experiences as the Union spearheads the new Campus Recreation Center.

OUR MISSION:

The mission of the Associated Students, Inc. (a student-led auxiliary of San Jose State University) is to represent the students of San Jose State University (via nine distinct program and service areas) and continually improve the quality of their educational

16-'17 GOALS

1. Re-vamp the Student Leader Experience for our Board and students-at-large on committees to include a comprehensive, 12-month development plan beginning with a Boot Camp, targeted committee recruitment and training, monthly trainings and bi-yearly retreats. The training is also designed to strengthen connections between A.S. staff and campus departments and support student leaders in achieving their goals.

2. Transform the Print Shop and Computer Services Center into a state-of-the-art tech center housed in the new Student Union to provide a central, student-friendly space which maximizes student fees to streamline current services and respond to students needs by expanding repair services and offering training classes.

3. Implement a full assessment cycle in the 16-17 AY, given the new training and structure provided by the Division of Student Affairs. A.S. will invest in staff training and development to build an Associated Students assessment team that is more intentional about planning, measuring, and analyzing outcomes.

4. Streamline the student organization funding process in an effort to increase efficiency including a revised application process, clearer communication with student applicants, improved timeliness, expand students' ability to make purchases using a AS credit card with support from A.S. General Services Center.

5. Develop a strategic plan with a renewed vision and mission; strategic priorities; goal and a 12-month, 3-year implementation plans.



Associated Students offsets the cost of attending college by providing **\$82,000** in scholarships, **\$30,000** in Affordable Textbook Vouchers, and free scantrons and green books.

Associated Students provided more than **\$330,000** to **182** student clubs and organizations this year after receiving additional support from Student Affairs to fund their activities and events.

DID YOU KNOW

A.S. Campus Recreation sponsored **301 teams** and **22 events.** Over **9,000** students participated in recreation events over the course of the school year.

A.S. Transportation Solutions is improving alternative transportation options for students, with their annual survey showing only **32.9%** of Spartans drive to campus alone, while the remaining **77%** walk, bike, carpool or use public transportation.

WHAT OUR COMMUNITY IS SAYING

“ The biggest gift Associated Students has given me is the confidence to pursue opportunities not matter how large or unattainable it may seem at the time. I didn’t realize it before but it also had propelled me into this state of mind where I felt as if I could do anything. ”

Reported through the End-Of-Yea Survey

“ I now have the ability to communicate in a more professional manner by: writing better, more comfortable public speaking, and greater understanding of how body language is used. ”

Reported through the End-Of-Yea Survey

“ I cannot afford child care without the subsidy. I love the child development center because of the wonderful staff and healthy food. The children here are very well taken care of and get plenty of physical activity outside as well as fun projects and art indoors. ”

From Student Parent comment



Behavioral Intervention Team (BIT)

OUR MISSION:

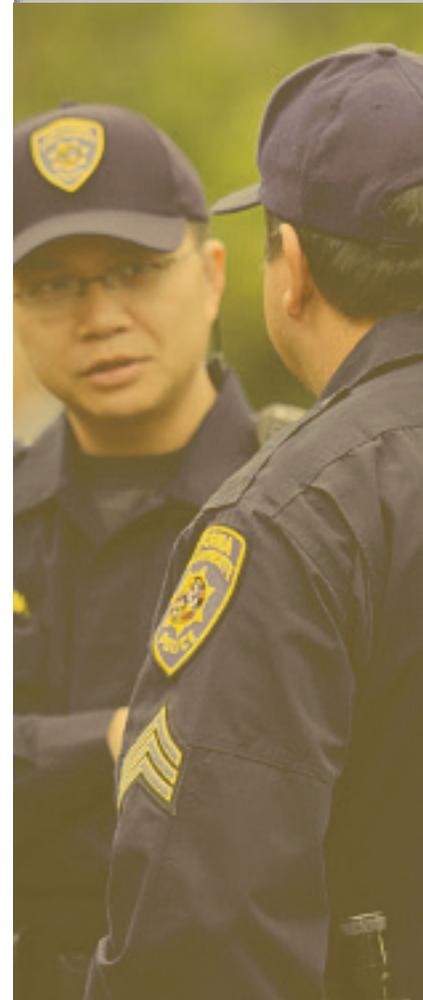
The mission of the Behavioral Intervention Team (BIT) is to improve campus safety through a pro-active, thoughtful, and caring approach to situations that pose, or may reasonably pose, a threat to the safety and well-being of the SJSU community.

HIGHLIGHTS '15-'16

1. During the 2015-16 academic year 364 people received the formal BIT001 training session; 109 additional individuals received a smaller focused version of the training. Monthly sessions listed on the HR101 series & on-demand sessions were offered to CAPS, Faculty Administrators, Enrollment Services, FD&O, Registrar's Managers, ISSS, Spartan Shops, UPD, Study Abroad Pre-Departure, Student Health Services Staff, and more.
2. Within BIT meetings members of the team use their individual lens to review information, bring in difference of opinion, and educated peers, so that we best assess cases, action plans and NaBITA threat assessment rankings.
3. The Case Manager makes numerous consultation phone calls with faculty members to assist them in next steps with confronting behavior, giving examples of providing a caring approach, and brainstorming options.
4. Case Management meeting with students often reveal multiple personal, academic, social, and mental health concerns in which we work together to help the student openly identify coping skills, support networks, strengths, and goals themselves as well as connect to additional resources for these areas.

16-'17 GOALS

1. Develop and deliver multiple opportunities for Red Folder/BIT training for employees each semester. This SMART goal is tied to CSU Better Practice Recommendations 15 & 16. Based in need/request from departments as well as recognizing gaps in the ways that new employees (and seasoned) are educated about signs of distress in individuals, campus resources, reporting mechanisms, etc.
2. Establish a set of detailed internal procedures for BIT by Summer 2017. This SMART goal is tied to CSU Better Practice Recommendations 9 & 10.
3. BIT will provide training to 200 members of the campus community this academic year
4. BIT will keep appropriately detailed case files including action plans and NaBITA rankings



Most of the students with high levels of anxiety or depression have not seen a professional before our interventions. As a result we are often able to get them to understand the benefits of and attend at least one **CAPS session**.

Many of the students who are in distress and are causing disruptions on campus have **food insecurities**, have had severe **academic struggles**, and are often **first generation students**.

DID YOU KNOW

WHAT OUR COMMUNITY IS SAYING

“ Anyway, you’re an asset to SJSU and I hope you continue to help many other students because I can’t be the only one who deals with stuff like that. ”

One student shared via email

“ ... the advisor who worked with the student had just come from your See Something... workshop. Great job raising folk’s awareness of BIT and student issues! ”

From Malu Roldan, Associate Dean, College of Business via email

“ I am thankful that you went out of your way to make sure I stayed alive = You cared. Thanks :) ”

One student shared via a note in the Gratitude Jar

“ Firstly, I would like to thank you for the wonderful training session you lead today. You built greatly upon the knowledge that I already had on the topic and really shined light on things in a new way for me. I think that the information supplied in today’s session would be invaluable for all of the leadership at my cafe to possess. Therefore, I would like to arrange a training session with you so that I can have all of my Leads gain the same knowledge that I did today. ”





The Career Center

HIGHLIGHTS '15-'16

1. In 2015-2016 the Career Center successfully served 2,979 students (through May 2016) in one-on-one appointments and through drop-in appointment services.
2. In 2015-2016 the Career Center planned and executed the largest 2-day technical Job Fair in recent Career Center history, service nearly 3500 students and 176 employers.
3. In 2015-2016 the Career Center launched a new service model and student success series for International Students to address specialized concerns and questions related to job search process in the U.S.
4. In 2015-2016 the Career Center conducted the largest number of classroom workshops (180 to date) in addition to their scheduled programming. The reach estimates 5,806 students and strengthens our academic partnerships and infusion of career development into curriculum across colleges.
5. In 2015-2016 the Career center oversaw the vetting, contract and transition of a new CSIS system in a 3-month period. This service will provide more robust job opportunities and intuitive job search tools. This will also provide the students with a larger career opportunity database for greater national resources.
6. Provided Student Engagement Events to help support Graduation and Retention and engaging a wide variety of the student body. Events included Standing Out Event, Love your Major, Leadership Conference, LinkedIn Alumni presentation and Photo Bus event.

OUR MISSION:

The mission of the Career Center is to promote professionalism by providing the tools to guide students in making career planning decisions. We satisfy the needs of the employment community and complement the academic curriculum. Our high-touch customer service approach motivates, educates, and empowers students by giving them access to: Customized consulting services and programs, job and internship opportunities, and a network of industry professionals and alumni.

16-'17 GOALS

A. Student Engagement

- i. Redesign the student engagement plan and strategies to incorporate regular student needs assessment
- ii. As measured through Handshake (career services system), achieve engagement of 50% of students in at least one Career Center service.

B. Staff Professional and Personal Development

- i. Design progressive Career Center organization structure and associated job descriptions that ensure a focus on meeting student career preparation needs, deliver top quality career development and employer services, and foster team collaboration, development, and stability. Through placement, hiring, and onboarding, establish the new organization.
- ii. Complete a competency analysis and professional development plan for the new organization.

C. Leveraging Technology to Support Student Success

- i. Design and implement a revised Sparta-Track Career Plan in Handshake.
- ii. To better understand student career interests and build relationships with employers valued by students, initiate the regular deployment of SJSU's First Destination Survey and Job/Internship Survey through Handshake.
- iii. Assess, select and implement an automated resume review tool to better serve the needs of students, in particular.



over 3,000
appointments

have been served to students by the Career Center, which has professional staff that is specifically aligned with your major and will assist you with your career development

99% of
students

surveyed conveyed satisfaction and helpfulness with the Career Center Staff

DID YOU KNOW

8,225 students
&
546 employer
organizations

were served by Career Center, which ran 8 Job Fairs in 2015-16 and helped connect students with Job Opportunities

over 100
employers

register at the Career Center each week who wish to hire SJSU students and alumni?

WHAT OUR
COMMUNITY
IS SAYING

“ I encourage everyone to meet with counselors from the Career Center. They give you a lot of useful tips and they want you to succeed in your career. I love the workshops, events, conferences, and career fairs. Attend as much as you can, you will get a lot out of them... ”

From a student who left us a Facebook 5 star rating and review on Oct. 31, 2015



HIGHLIGHTS '15-'16

1. Counseling and Psychological Services provided three workshops during the 2015-16 Academic-Year on the topic, Communication and Assertiveness. The workshops were attended by a total of 54 students who gave an overall effectiveness rating of 4.76 on a five-point Likert-type scale.

2. Counseling and Psychological Services provided 11,319 appointments to 2508 students in individual and group counseling. Students receiving services completed a Student Opinion of Counselor Effectiveness form that resulted in an overall rating of 4.87 (out of 5) for personal counseling and 4.82 for educational counseling.

3. During the 2015-16 Academic-Year, CAPS continued to address its multicultural competence, by hosting its annual Multicultural Training Day for Counseling Centers in the Northern California Region. Additionally, counselors are provided continuing education units (CEUs) on various identity issues and actively participate in the various ethnic identity task forces on campus.

4. Counseling and Psychological Services provided group therapy services to 186 students in three different group modalities (support, psychoeducational, and process) on various topics, such as social skills; addiction; women's and men's issues; sexual orientation and gender identity; and ethnic identity challenges.

5. Counseling and Psychological Services' annual Stress Less for Success event focuses on alternative effective techniques students can engage in to address stress and manage it to be a successful student. Students engaged in art therapy, yoga therapy, and time management skills, as examples to manage stress.

6. Counseling and Psychological Services continues to support its peer mentor programs, such as the Peers in Pride (PiP) and Mental Health Ambassadors (MHA). These programs allow students to gain awareness on mental health issues and educate them with leadership skills. It also provides an opportunity for student mentors to assist the campus community.

7. Counseling and Psychological Services Training Program was recently awarded Palo Alto University's Center for Excellence in Diversity Award. The award recognizes training programs that emphasizes a commitment to diversity. This is the second time Counseling and Psychological Services has been recognized by Palo Alto University.

Counseling & Psychological Services

OUR MISSION:

The mission of Counseling and Psychological Services is to advance personal development, enhance student learning, and address life crises by providing culturally inclusive mental health services and educational counseling.

16-'17 GOALS

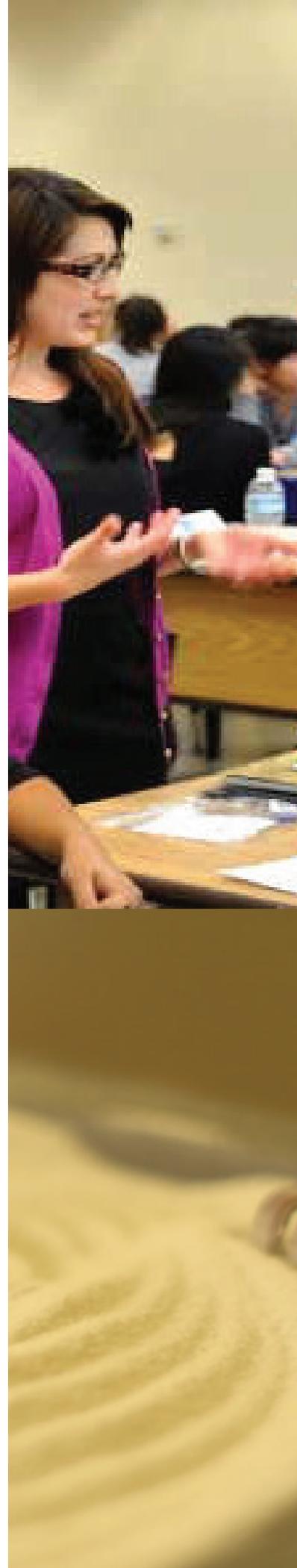
1. Obtain reaccreditation from the International Accreditation of Counseling Services (IACS) to ensure services provided to the student population and campus community meet standards set. (Practical Competence/Life Skills)

2. Expand the services available to the students and campus community by enhancing the hours of operation for CAPS. (Multicultural Competence and Active Citizenship)

3. Enhance the services provided to the campus community by researching and implementing, as appropriate, innovative technology assisted services. Technology assisted services include TAO (Therapy Assistance Online) and/or RIO (Recognition, Insight Openness). (Leadership and Interpersonal Skills)

4. Enhance the peer mentor programs provided by CAPS to the campus community, which may include collaboration with various departments across campus. Peer programs include the Mental Health Ambassadors (MHA); Peers in Pride (PiP) with the Pride Center; and SpartaFit with Wellness and Health Promotion. (Multicultural Competence and Active Citizenship)

5. Implement assessment tools that clearly measure the Department's Learning Objectives and student progress in counseling. (Healthy Living)



2,507
students

utilized Counseling and Psychological Services for personal and/or educational counseling during the 2015-16 Academic-Year.

Anxiety
Stress
Depression
Academic Concerns
&
Concentration Difficulties

are the top five reasons students seek out personal counseling

DID YOU KNOW

WHAT OUR COMMUNITY IS SAYING



“ I was extremely satisfied with the attentiveness and thoroughness of our sessions. My counselor was very open to any concerns that I might have about any area within my life, which I very much appreciated. ”

From Student Opinion of Counselor Effectiveness, Spring 2016

“ The workshop was very good and helped me learn a lot. I also got to actively participate when engaging in activities. ”

From Spartan Success Workshop evaluation, October 2015



Enrollment Services Technical Implementation and Communication

HIGHLIGHTS '15-'16

1. We launched the supplemental application as a method to collect information from transfer applicants related to preparatory coursework for our impacted majors. We required all 15,000 transfer applicants to complete the application – over 80% complied. Anecdotal feedback from the academic advising side suggests that our admitted students who indicated completion of supplemental coursework are better prepared to graduate in a timely manner.
2. Increase Social Media use for Enrollment Services (Facebook, Twitter) – We increased the frequency of posts to our social media channels to foster engagement.
3. Live Chat in the admissions area. Our monthly average of chats over the last six months is 150. We hope to increase this usage through active marketing as a more accessible medium for immediate help than email or phone.
4. Our overall Customer Satisfaction Index (CSI) on text and tell since we implemented this feedback mechanism on our email responses in 2012 is 85%.

DID YOU KNOW

81%

completion rate was achieved in year one of the Supplemental Application for Upper Division Transfer applicants.

30
publications

approximately are produced by ESTIC each year to help students understand and complete our processes

OUR MISSION

The mission of Enrollment Services Technical Implementation and Communication (ESTIC) is to support the services of other units in Enrollments Services through the administration of communication plans for our applicants and enrolled students, and through the timely and accurate processing of admission and graduation related documents. ESTIC also acts as a functional resource in the development and implementation of technical tools intended to further the university goal of facilitating graduation.

16-'17 GOALS

1. We will modify the language in our communication plan to transfer students regarding completion of the supplemental application in an effort to increase the accuracy of the self-report process for CSU eligibility. We will measure the number of students (Fall 2017 over Fall 2016) who are initially withdrawn for CSU Eligibility based on self-reported data on the supplemental application and the number who successfully appeal.
2. We will roll out Steps to Graduation publication to help increase the use of MyProgress.
3. We will make the Intent to Enroll checklist an automated process to more clearly communicate to students that they have completed the required intent to enroll process by the May 1 deadline. We will measure the number of email inquiries we get in the weeks preceding May 1 to see if there is a reduction.
4. We will measure the effect on admit to enroll numbers for international students who register for express mail.

WHAT OUR COMMUNITY IS SAYING

“The person who helped me was very helpful and my issue was resolved easily! I am very satisfied with the admissions communication system.”

“My person was very helpful since I am the first to go to college in my family.”

From a student who emailed admissions through our text and tell system





Financial Aid and Scholarship Office



OUR MISSION:

The mission of The Financial Aid and Scholarship Office is to provide quality educational financing options, while delivering consistent, equitable, and timely services to student aid applicants at San José State University. In addition to federal and state funding, the Financial Aid and Scholarship Office connects students with campus scholarship opportunities and other off campus resources.

HIGHLIGHTS '15-'16

1. Students will apply knowledge about the scholarship application process by successfully applying for scholarships for the 16-17 year as demonstrated by an increase in scholarship application numbers. In Spring 2014, 3447 students applied for scholarships. In Spring 2015, 3908 students applied for scholarships.
2. Students scored 95.6% on understanding the process to apply for financial aid, which exceeded the goal by 15.6%.
3. FASO will pass the KPMG audit of financial aid in 15/16 and successfully clear all audit findings.
4. FASO will pass the CSU audit of scholarships in 15/16 and successfully clear all audit findings.

16-'17 GOALS

1. Increase the awareness and completion rate of the 2017-18 financial aid applications in light of the new application cycle that begins on October 1, 2016.
2. Create a comprehensive communication plan to provide earlier notifications to all potential aid applicants to include incoming students and continuing recipients.
3. Develop a semester newsletter to send to students regarding the important deadlines and other information.
4. Train staff to meet changing demands to increase knowledge leading to accurate, timely service to students.
5. Develop a project plan in partnership with University Advancement to increase the usage of the AcademicWorks Scholarship Program by campus departments.

DID YOU KNOW

63%

of San Jose State students receive some type of financial aid.

The percentage of undergraduates receiving Pell Grants has increased

18%

over the last five years

WHAT OUR COMMUNITY IS SAYING

“ Thanks for the help! ”

“ Very helpful financial aid people. ”

From financial aid attendees

Graduate Admissions & Program Evaluations (GAPE)



OUR MISSION:

The mission of the Office of Graduate Admissions & Program Evaluations (GAPE) is to perform the administrative and evaluative functions to maintain and implement the policies and procedures related to admissions, advancement to candidacy, graduation, and university level program requirements for all graduate students. The GAPE Office strives to ensure the quality of graduate and credential programs by meeting efficiency goals in processing academic requests, to act as an advisory resource to graduate program personnel and students, to advocate for faculty and student programmatic needs in the area of admissions, student scholarship and graduation, to ensure the university is in compliance with all federal, state, and CSU policies related to admissions and graduation, to disseminate the guidelines for policy related to graduate admission eligibility requirements, to promote graduate student retention and graduation, and to assist in the development of collaborative graduate department activities.

HIGHLIGHTS '15-'16

1. The graduation workshop encouraged increased effective communication with GAPE and department advisors, specifying when appropriate to contact GAPE staff vs. department advisors and how to reach specific staff/faculty to address concerns (Effective Communication).
2. The new graduate student orientation and graduation workshop assists international students in navigating policy within a different academic culture (Practical Competence/Life Skills).
3. This year we offered varying times and more graduation workshop sessions to accommodate student's schedules. In addition, we piloted an online session of the graduation workshop for one program (Public Health) this Spring. Starting Fall 2015, GAPE also collaborated with the ESTIC department to expand communication about graduation workshops to social media.
4. We increased the amount of feedback from the Enrollment Services text & tell program by more than 300% (15 responses prior year to 67 responses the first few months after the start of the Fall 2015 semester). In addition, we invigorated staff to be more engaged at our front counter and encourage student feedback with each visit to our office. Text & Tell is an Enrollment Services opportunity for students that visit our front counter or email our main graduate@sjsu.edu email to text and let us know how we are doing by completing a 3-question survey and providing open-ended feedback about service. Students who participate have the opportunity to win a \$25 Gold Points Card.
5. Increased audience participation in our graduation workshop by offering interactive questions and answers during the session to continually maintain attention.

16-'17 GOALS

1. Maintain, practice, and communicate CSU eligibility requirements for prospective graduate applicants and students.
2. Support new students in ensuring successful enrollment, retention, and graduation.
3. Support students in obtaining knowledge about their program requirements at the department and university level.
4. Increase students' knowledge of pertinent filing deadlines to ensure timely graduation.
5. Support the efforts of graduate departments in sustaining workable and successful admissions and graduation



SJSU has the largest number of graduate students in the CSU system. In 2014-2015 SJSU ranked #1 for hosting the most (3696) International students among Master's granting institutions (Open Doors Data <http://www.iie.org/Research-and-Publications/Open-Doors/Data/International-Students/Leading-Institutions-By-Institutional-Type/2014-15>). Given this large population, graduate students request more resources in order to succeed. When asked at a graduation workshop what advising resources graduate students have, 41 out of 73 (or 56%) commented little to none. One indicated, "None. So hard to find right resources. Why is Peer Connections only for undergraduate? Most program is for undergraduate only. School should offer extra writing help for international student regardless of undergrad/grad status because 30 mins is not very helpful for especially international student." Another graduate student remarked, "I have not received much advising. I have only received information at the orientation and on websites. I wish there is a function on MySJSU to display my progress and also remaining requirement/units I need to satisfy."

The amount of graduate applications has been increasing over the past few years, particularly for international students (Overall applications: Fall 2014 – 8499; Fall 2015 – 9050; Fall 2016 – 9424 so far and still accepting applications; Fall 2016 – 14% increase in International applications over last year). In addition, we have seen an increased number of current students who applied for graduation (Fall 2015 – 1191 vs. approximately 750-800 in prior years; Spring 2016 – 1867 vs. approximately 1350-1400 in prior years). Due to this increase, we have streamlined our process in collaboration with department advisors so that we are now conferring more degrees than in past years (91% conferral rate for Spring and Fall 2015 vs. 65-75% conferral rates in the previous years).

DID YOU KNOW

17
out of
29

students voted the workshop as
"informative for their education journey"
Fall 2015

42
out of
59

students voted the graduation
workshops as *"useful"*
Spring 2016

WHAT OUR COMMUNITY IS SAYING

“*The workshop was very helpful and I got a clear idea on what I should do for graduating at right time.*”

One student from our graduation workshop

“*Good to have seminars like this. Helps us to know what to do and when to fill the forms (deadlines).*”

One student from our graduation workshop



Military and Veteran Student Services



HIGHLIGHTS '15-'16

1. Spring '16 term, the MVSS Office created an online Veteran Scholarship program application to better align with University Scholarship processing/timelines that minimized MVSS staff time in administering the program and made it easier for students to apply; therefore increased the number of applicants from prior years.
2. In the Fall '15, the MVSS Office brought the Combat Paper Workshop to campus to support our student Veterans' wellbeing and to educate the general student body on military culture that yielded in a 99% satisfaction rate.
3. Partnered with Univ. Advancement to bring the "Eleven" film screening to campus in order to connect our SJSU campus and surrounding community to not only the Alumni that served in WWII, but to also showcase the Alumnus that Directed the film in an effort to educate our community on what these soldiers endured during their time in service and have a rare opportunity to meet these final survivors of that era. Over 140 people attended!
4. In April '16, the MVSS Office moved to its brand new VRC and opened as a fully accessible space with minimal disruption to our Students.

OUR MISSION

The mission of Military and Veteran Student Services is to introduce San Jose State's Veterans Resource Center (VRC,) which plays a primary role in serving the University's growing community of Veterans and military students. It provides multi-faceted assistance to prospective and enrolled student Veterans and Dependents. Most notably, the center assists eligible students with accessing state and federal education benefit programs, assistance with completing the admission application process, connections to campus resources, involvement in leadership activities, and transition support into the civilian work world. The VRC supports our military students and Dependents with their adjustment to academic careers by serving as a one-stop resource for their administrative, academic, and psycho-social needs.

16-'17 GOALS

1. By Fall '16, the VRC will create a more streamlined online check-in system to track student usage in order to identify needs/areas for growth and satisfaction of VRC services.
2. To partner with the Gender Equity Center to engage women veterans in specific workshops geared toward academic and career success and foster the connections amongst our female student body population.
3. To better align SJSU reporting with National reporting data (for ex: Million Records Project data re: GPA and graduation rates), VRC staff will seek to gain a better connection with IEA to develop a reporting and data tracking system for student Veterans regarding GPA, retention, and graduation rates.
4. By Fall '16, will create the one-stop resource center in the VRC by developing stronger working partnerships with CAPS and Career Services to provide Counseling and Career Advising in-house within the VRC on a regularly scheduled basis.
5. Re-vamp the Veterans Orientation for our First-Year/Transfer students to include the Faculty Mentoring program and Peer Mentoring program components to engage our students from the beginning with direct resources on campus and introduce the students to their provided mentors.



1
out of
4

student veterans are *female!*

Our women veteran population at SJSU is 21% of our student veteran population

DID YOU KNOW

over 400

students are utilizing their GI Bill to pay for school and living expenses while attending SJSU

The Military and Veteran Student Services Office processed over 400 GI Bill enrollment certifications to the VA this past academic year.

WHAT OUR COMMUNITY IS SAYING

“ *What was your biggest take away?*
...the rare historical opportunity to meet and hear these heroes in person. ”

The impact of a student from a Satisfaction Survey after a veteran movie screening

What did you personally like about this event?

“ *The appreciation wall, the actual cars (military vehicles displayed), cool being able to get in them. Talking to the veterans and learning from their experiences, interesting.* ”

From a satisfied student



MOSAIC

Cross Cultural Center

HIGHLIGHTS '15-'16

1. GENERATE's "I Relate" Campaign was featured in EAB Strategic Research's study "Transforming the First-Generation College Student Experience," with our campaign being one of the featured pieces in their highly requested infograph. First-Generation College Students Program was able to make a valuable contribution to this study and receive national attention.

2. The First Connection event was created to provide a safe, welcoming environment for students, faculty, and staff to network, discuss the first-generation experience, bond over shared experiences, and be connected to resources. In partnership with MentorCommunity@SJSU, this event mobilized faculty and staff not previously engaged with GENERATE to interact with our students on a personal level. Most attendees appreciated having a place to communicate and build community outside of the classroom.

3. This year marked the return of the collaborative event, the Hip Hop for Change Conference, back at SJSU. After a 2 year hiatus for the collaboration, SJSU re-joined Mills College (Oakland, CA) to host the 8th annual conference at our campus. It provided a space that connected the hip hop community from all around the bay area with the SJSU campus community. Multicultural Competence and Active Citizenship - Participants were introduced to social justice issues through the lens of hip hop.

4. The Leadership Today program (done in partnership with Student Involvement) successfully brought 30 students with different lived experiences, to a 3-day intensive retreat to learn about their our identities and how that understanding influences their leadership. The retreat utilizes the social change model to structure its outcomes and the progression of the activities.

OUR MISSION

The mission of MOSAIC is to provide a safe and welcoming environment that honors and celebrates diversity. We offer support, advocacy for historically underrepresented groups, leadership opportunities, and intentional programming that focus on critical thought, social justice, and cultural empowerment for the SJSU community.

16-'17 GOALS

1. Engage at least 30% of current active GENERATE students in MOSAIC's programming.
2. Expand the reach of the Diversity Advocate Intern Workshops to have an average of 25 participants per workshop.
3. Further develop the Hip Hop community at SJSU. Utilize more Hip Hop pedagogy in the programs and workshops, provide more spaces and outlets for the community building and engagement in hip hop culture.
4. Do a short and long term strategic plan utilizing an external consultant.
5. Partner with at least 2 different departments that MOSAIC has not yet partnered before.
6. Solidify Faculty Fellows program and figure out how to best integrate their research scholarship and interest.



MOSAIC

has a significant amount of student workers who have pursued a masters in student affairs or similiar graduate programs. Many of them have told us that it was their work experience at MOSAIC that inspired them to go into student affairs or continue to do work around social justice.

DID YOU KNOW

Students who attend Diversity Advocate Intern Workshops are provided the opportunity to engage in deep conversation around controversial social issues with their peers in a safe environment.

Before attending GENERATE's 5th annual Come Together! Family Dinner,

68.9%

of student attendees said that they felt like they belonged at SJSU, but by the end of the event it increased to

92.3%

of student attendees saying that they felt like they belonged.

WHAT OUR COMMUNITY IS SAYING

“ Earlier in my college education when I would run into problems such as struggling with a class I would not know where or how to get help. It was intimidating to try to talk to the professors or to other classmates because to me, it was embarrassing and felt like everyone would look down on me. Getting involved with Generate has given me a sense of community with other first generation students I have met through the program in the social events held by the program. It has also helped me feel more confident walking around campus because thanks to the Navigate with Generate I have a sense of direction. Through Navigate through Generate I was introduce to the Wellness Center and Writing Center in Clark Hall, two places I would have not walked in on my own. ”

From Diego Marquez, 3rd Year Chemical Engineering/ Mathematics and Chemistry Student

“ This experience has been, by far, one of the best of my life. It has been insanely informative, transformative, educational, and revelatory. I would not change it for anything. I learned so much about myself, my identities, my privileges, and so much more. I made friends who have changed me and made me radically social justice conscious. I want to continue growing in this way, to continue pushing myself to understand my privileges and the meaning of my brown skin, my religion, my gender, etc., for the rest of my life. ”

From a Diversity Advocate Intern's end of the year self-assessment



Office **OF** **THE** Registrar

HIGHLIGHTS '15-'16

1. Critical Thinking Skills: this was our goal in the assessment of the knowledge and understanding gained by graduating seniors in attending the graduation workshop. The pre and post quiz to use their critical thinking skills on what they know before and after attending the workshop.

2. Effective Communication: The Office of the Registrar, by virtue of its role in the university as the office responsible for enforcing federal, CSU, university policies and procedures, takes pride in utilizing current technology to inform the campus community of information related to registration, grading, and undergraduate graduation. In addition, the office utilizes SJSU messaging to notify students about upcoming dates and deadlines for registration and graduation, and maintains a communication calendar that encompasses all the messages sent out to the students. During designated hours in the workday, a number of staff members are assigned to login to Live Chat. The Live Chat provides a two way communication between the staff member and the student. Students are able to provide their feedback about their experience directly and instantaneously. We also utilize Text and Tell which allows students to give their feedback about the service provided to them by the staff member who handled the transaction.

3. Improved Service Delivery & Training: The Office of the Registrar interfaces with various divisions and departments across campus. It provides graduation workshop training to the campus constituents, such as the academic colleges and departments who request training either to a group or an individual advisor. Upon request, the Registrar also conducts a FERPA training to interested units on campus. The Office also participates in the orientation activities by providing important info related to enrollment appointments, registration, important dates, and university protocol. Pam Bustillo, Associate Registrar for Undergraduate Graduation, facilitates the Graduation Project which was launched in Fall 2015. The pilot for the online undergraduate graduation application for the College of Business was a soft roll out for the Spring 2016 applications. The etranscript (pdf) service for official transcript requests was launched this May 2016. This project was facilitated and coordinated by Joni Talley, Associate Registrar for Registration/Records/Transcripts. Francine Davis, Associate Director for Enrollment Services Imaging Operations led the implementation of a reporting mechanism to flag transcripts requiring line by line data entry.

OUR MISSION

The mission of The Office of the Registrar is to serve the San Jose State University community by maintaining the integrity of student records, upholding and enforcing regulations relating to policies and explaining those policies to students, alumni, faculty, and staff through accurate, efficient services, delivered with respect and care.

This (along with reports from Undergrad Admissions) has allowed us to complete entries with greater efficiency which has positively impacted University yields. Between September and May we processed 108,994 (excludes part B) student admission documents.

4. Healthy Living for Staff: Staff members are encouraged to initiate personal celebrations of staff members or student workers. The Office also holds a whole day annual retreat whose goal is to promote professional development among staff who volunteers to serve in the Staff Retreat committee. For example, the theme of last year's retreat was on Team Building. We had a speaker from Empathia who presented on Improving Communication Skills, and Liz Romero from Wellness who facilitated the group activities in team building as well. All of these events contribute to raising the staff morale in holding these activities for their welfare. One of our staff members also initiated a veggie/fruit smoothie bar in the morning which was shared with everyone.

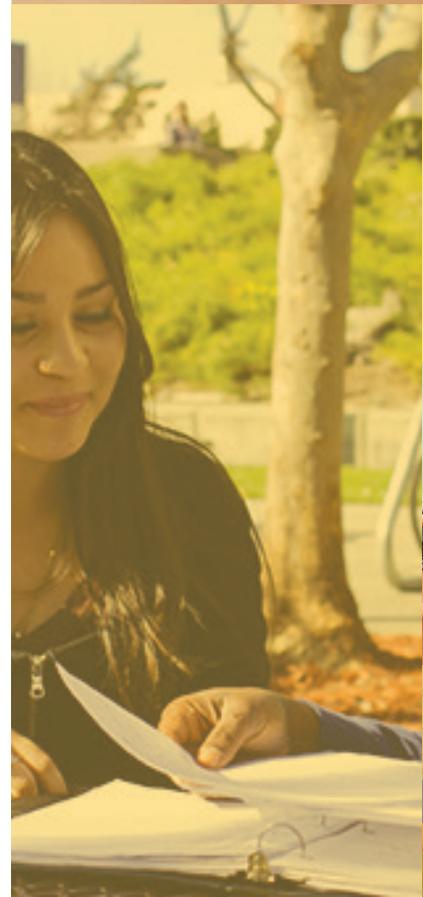
16-'17 GOALS

1. To implement technology enhancements/conversions such as OnBase for ES imaging operations, Online Graduation application for College of Science and CASA, Change of major (Advisor requests), Online change of grades for Incomplete grades, Deans list notations on transcripts

2. To successfully recruit, train and retain employees

3. Build partnerships with campus community in enhancing the student experience around the 4 Pillars of Success: College Readiness, Advising, Student Engagement, and Clearing Bottlenecks.

4. Continue to streamline processes by leveraging new technology to make processes more efficient and effective.



Did you know that if you use
Live Chat
you can resolve your issue immediately?

You can apply for graduation
2 semesters
in advance and that doing so will ensure that
your record is up to date and you can graduate
on time as well as receive priority registration!

DID YOU KNOW

WHAT OUR COMMUNITY IS SAYING

“ The workshop was extremely helpful. I now have a better understanding of the complexity of the graduation process. Prior to today, I incorrectly assumed that it was largely automatic. ”

“ Live Chat with Sally was helpful. So happy this feature exists! ”

“ I was happily greeted and asked how my day went. I really felt good after I submitted my request to switch majors and add a minor. It was nice talking to the Student Services Associate. ”

“ Through a very difficult challenge to rush process my transcript each staff was very eager to help me with my situation. Though I was very upset that it wasn't brought to my attention earlier that my transcript was lost everyone was eager to help me. Once my transcript was processed my date was changed immediately. Though it's for later today & I still won't get my classes necessary I'm pleased with the sense of urgency that all of responding staff from Registrar and Evaluations department held. Alex, Sally, Darcel, and Cynthia from each department (other's names unknown) were very helpful in the process. Thank you all very much!! ”

From students via Text & Tell





HIGHLIGHTS '15-'16

1. Though the PRIDE Center's Peers in PRIDE program we had 11 students, mentor 29 first year, transfer and graduate students.

i. The program touches on all of the division learning goals for the mentors, while the mentees gain skills in all of the goals except, "Leadership and Interpersonal Competence."

2. The centers moved into their new home in the Student Union after being in the portables for the last four and a half years. Yay!

3. The PRIDE Center hosted the first conference in northern California focused on the experience of Japanese American LGBTQ community. The conference had widespread community support and was well attended with over 150 participants.

4. The Production of the Vagina Monologues raised \$2,529.66 for local programs to support violence recovery services for survivors of domestic/intimate partner violence and sexual assault.

OUR MISSION:

The mission of the PRIDE Center is to support the LGBTQQA (Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Questioning, Ally) students of San José State University. Through dynamic programming and educational outreach the PRIDE Center seeks to improve the campus climate for LGBTQQA students and advocate for the respect and safety of all members of the campus community. In collaboration with other campus programs the center works to meet the needs of students to promote the successful completion of their educational goals.

The mission of the Gender Equity Center is to advocate for the respect and safety of all members of the San José State University community, by educating the campus community on issues experienced by people because of their gender and/or gender identity and/or their perceived gender and/or gender identity. The GenEC provides dynamic programming and educational outreach opportunities through collaborative partnerships with other campus and community organizations. The GenEC works to empower individuals with the tools and skills they need to successfully complete their educational goals and to become leaders in the community.

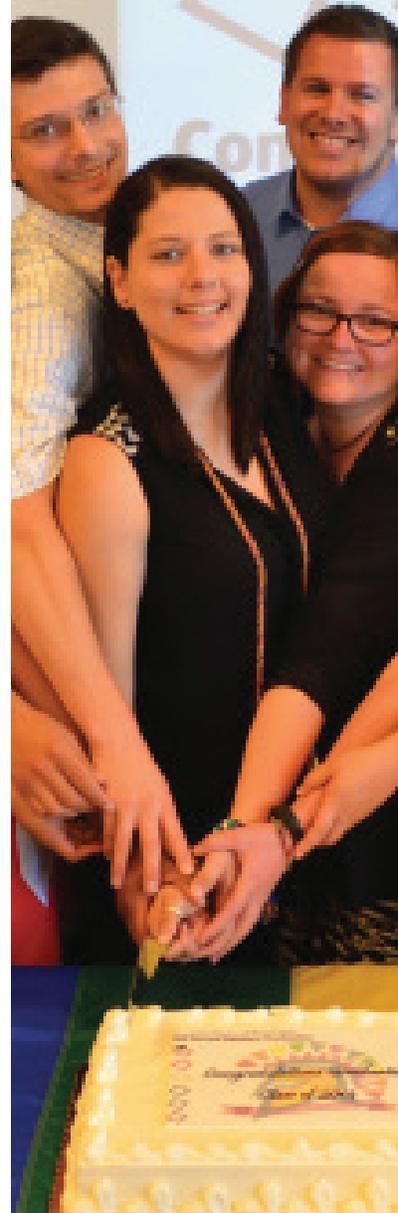
16-'17 GOALS

1. Create a programming board for the Gender Equity Center that hosts at least one educational program a month (minimum 7 programs) during the fall and spring semesters.

2. Create a student advisory board for the PRIDE Center with a minimum of 5 students who will begin meeting by October on at least a monthly basis during the fall and spring semesters.

3. In preparation for our 10 year anniversary, in the 2018-2019 academic year, create a database of PRIDE Center alumni and begin the cultivation process by engaging them in a variety of mediums: events, newsletters, programs, etc.

4. Create an assessment of the Speakers Bureau program to be implemented by Spring to measure the impact of discussing LGBTQ+ identities with a panel of students in classrooms.





WHAT OUR COMMUNITY IS SAYING

“ The session really makes you think about what goes on around you that might get ignored on a daily basis. ”

From a 2015 Orientation Student Participant, “We Are Sparta” Diversity Session (survey)

“ I entered this space with a lot of questions and confusion, and left with an amazing system of support and a deeper understanding of my transness and the world around me. ”

From a 2016 T-Camp Student Participant, survey

“ With PIP (Peers In PRIDE) I felt validated and I got to talk about my experiences with peers who felt the same way. Bonnie was actually one of the first people I met from the Pride Center because they were giving an educational presentation during frosh orientation. That made impacted me greatly and they encouraged me to come by the Pride Center. My high school didn’t have much diversity and refused to talk about social issues so when Bonnie discussed microaggressions, gender, and pronouns during their presentation, it was like I was transported into a whole new world. I finally found a safe place. ”

From 2015 mentee, 2016 mentor



Student Conduct



And Ethical Development



HIGHLIGHTS '15-'16

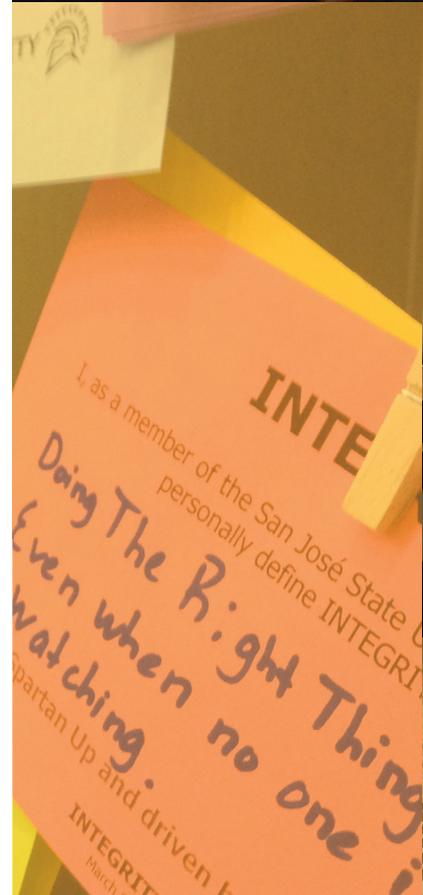
1. Student Conduct and Ethical Development sponsored our "Donut" Cheat event on April 21, 2016. Students learned about the Academic Integrity Policy, reviewed their rights and responsibilities, documented their personal definition of the word integrity, identified resources, and signed an integrity pledge.
2. Student Conduct and Ethical Development identified San José State University's suspended and expelled students from the past ten years. This information was uploaded into a CSU systemwide database. Student Conduct and Ethical Development then led the initiative to record the rest of the 22 CSU campuses information into San José State University's database.
3. Student Conduct and Ethical Development completed migration of a prior student conduct database (PAVE) into San José State University's current student conduct database (Maxient). Student Conduct and Ethical Development scanned all paper files, reviewed all online information and revised legacy charges to match current language prior to the migration.
4. Student Conduct and Ethical Development collaborated with the Writing Center to provide research and citation resources during the Academic Integrity Seminar. As a result of this collaboration, students expressed increased confidence in their ability to properly cite their work, paraphrase concepts using their own words, and knowing when to use quotations in their paper.

OUR MISSION

The mission of Student Conduct and Ethical Development is to promote fairness and consistency in the administration of the student conduct process while supporting a safe and inclusive living and learning environment. Student Conduct and Ethical Development commits to the principles of empathy, ethics, equity, integrity, and respect. Through effective prevention (interactions, outreach, presentations) and response (student conduct process) initiatives, Student Conduct and Ethical Development facilitates ethical development, effective decision making, and problem solving skills and contributes to students' personal and academic success.

16-'17 GOALS

1. Develop a brochure for student clubs and organizations. Disseminate the brochure to all club and organization presidents with a copy of the University's Alcohol Policy (i.e., F10-1 The Use and Abuse of Alcohol and Other Drugs) during the 2016-2017 academic year.
2. Create an academic integrity seminar course utilizing Canvas during summer 2016. Identify learning outcomes, content for modules, assessment, and data collection. Launch the course during fall 2016 for students who violate the Academic Integrity Policy.
3. Create an academic integrity awareness campaign during summer 2016. Disseminate the tool to faculty to provide to their students with the aim of reducing academic integrity policy violations.
4. Revise learning outcomes and assessment tools during summer 2016 to more closely align key performance indicators with student development theories in student conduct administration.



6
out of
510

went to formal hearing.

Out of the 510 informal conferences facilitated by Student Conduct and Ethical Development, only six went to formal hearing.

DID YOU KNOW

145
out of
362

went to Student Conduct and Ethical Development for academic dishonesty

Faculty referred 145 students to Student Conduct and Ethical Development for administrative sanctions from the 362 cases of academic dishonesty.

WHAT OUR COMMUNITY IS SAYING

“ I learned we are responsible for all our actions and there are many resources on campus to help us with our daily problems. ”

From a Satisfaction Survey after a conference

“ That the process is not simply about punishment and is used to help students. ”

From a Satisfaction Survey after a conference

“ Thanks so much for listening to us and quickly helping us with our situation! You two have been the nicest people in administration that we've talked to, and it was a breath of fresh air. ”

Thank You letter from a student



Student Health Center

HIGHLIGHTS '15-'16

1. The SHC transitioned into a new facility 2015-2016: The SHC team moved into the new building with very little downtime for student services. Many hours have been spent "inhabiting" the building as the team works together to address warranty issues, furnish the building, and implement new ideas for service delivery that maximizes the new space. Exciting new resources include the Food Lab, the lactation room, expanded PT & Pharmacy. Utilization is up in every area of the SHC.

2. HIV Testing: 86 students were tested for HIV during the month of April. This is almost 4x what we see for an entire year! The program established LO's that students would understand the pathway to getting tested for HIV AND know their personal HIV status. All students demonstrated they knew how to find SHC and make an appointment. Further, all were provided with their HIV status. (See HIV survey)

3. Violence Prevention Workshops: Our violence prevention coordinator co facilitated 4 workshops for 1900 students: Students in attendance at these workshops will learn to recognize signs of relationship violence and learn ways they can intervene in situations where they believe relationship abuse is ongoing. Thru videos, discussion, and a "spectrum of violence" activity, students identify and categorize violent or harassing behaviors in order from least to most harmful. Over 1,000 SJSU students signed up online indicating their engagement in the One Love movement on campus. Some Fraternities and Sororities submitted videos highlighting signs of unhealthy relationships in a contest.

4. EverFi Online Courses: We coordinated the delivery and tracking of online educational courses for ~14,000 incoming students addressing sexual assault and alcohol education.

OUR MISSION

The mission of Student Health Center is to promote and maintain a state of optimum health among the diverse student community in support of academic excellence.

16-'17 GOALS

1. Prepare for and pass the AAAHC accreditation
2. Support efforts to address food insecurity amongst students on campus.
3. Collaborate to support Title IX/Campus SaVE Act mandates at SJSU.
4. Furnish and expand programming and services in the Wellness Lounge.
5. Launch a Healthy Campus 2020 campaign.



2
out of
4

years the Peer Health Education has won
top student org of the year

over 33,859

condoms were distributed last year by
the Wellness & Health Promotion

DID YOU KNOW

100%
of the
316

students who used the massage chair in
2015-16 indicated that their stress levels
have decreased

SJSU students can meet with the
campus dietitian for *free*

WHAT OUR COMMUNITY IS SAYING

“ Front desk student worker: “Thank you for giving me the opportunity to serve the community as well as learn and grow. I am so grateful for...being able to know, work, and learn with PHE, trying out StrengthsQuest, and getting to speak at the student lunch-in. ”

From a front desk student worker

“ The CHEW class shows you that there are healthy and economical ways to prepare food at home. ”

From a student and CHEW participant

“ I am half Japanese and have always wanted to take a sushi class... I am so thankful to have learned the recipe from school. ”

From a student and CHEW participant



Student Involvement



OUR MISSION:

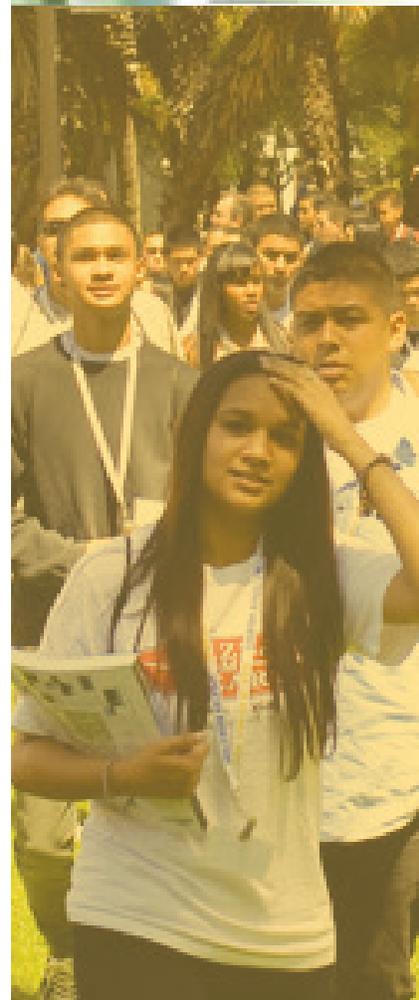
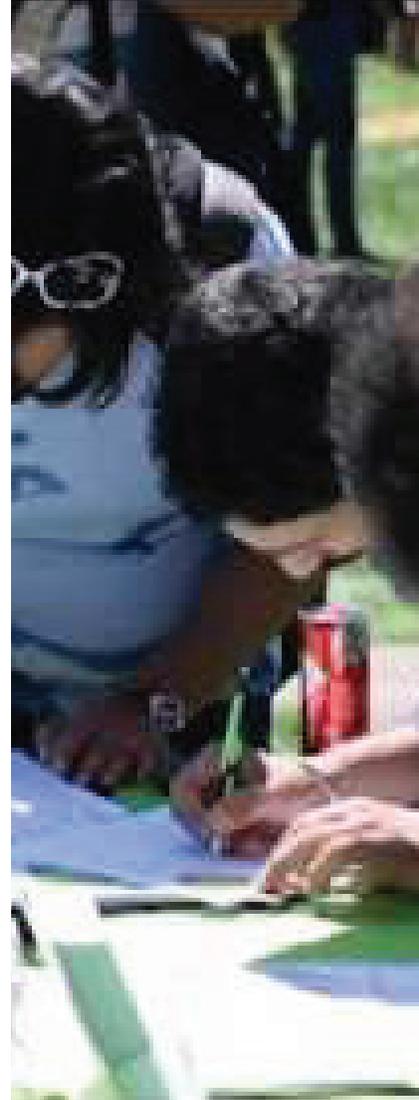
The mission of Student Involvement is to engage students in learning and personal development by fostering connections within our diverse university community, promoting campus citizenship, and preparing students for current and future leadership roles.

HIGHLIGHTS '15-'16

- 1.** For the first time, the entire membership of the SJSU fraternity/sorority community participated in Title IX training that emphasized cultivating awareness and skills regarding bystander intervention.
- 2.** For the summer of 2015, 3604 new frosh and 1364 parents/family participated in Frosh Orientation.
- 3.** Through the generosity of the Vice President of Student Affairs, Student Involvement provided a new source of funding for recognized student organizations. Approximately \$35,000 was distributed to fund 38 programs sponsored by 42 student organizations.
- 4.** Student Involvement provided support through the Finals Week program to thousands of SJSU students in both the fall and Spring semesters.

16-'17 GOALS

- 1.** To maximize the return on investment of Frosh Orientation attendees and to produce the highest-possible quality program at the most efficient cost.
- 2.** To shift the Student Engagement staff approach from generalists to specialists in order to best serve students and to promote the success of students and student organizations.
- 3.** To increase student life programming to ensure a vibrant campus experience and to provide enhanced opportunity for student connection to the SJSU community.
- 4.** To increase educational and financial opportunities for the recognized student organization (RSO) community.



Frosh Orientation welcomes, educates, and inspires over

3,000

incoming new first-year students each year.

The SJSU fraternity/sorority community annually raises over

\$150,000

for charitable local and national charitable organizations and programs.

DID YOU KNOW

WHAT OUR COMMUNITY IS SAYING

“ [Fraternal Values Summit] allowed me to reevaluate my organization and how we do things. We must work together as whole committed to each other. ”

“ Leadership Today was an eye-opening experience. My peers and I explored diversity and individuality as we broke down barriers perceived within today's modern culture. ”

Both from the comment section of the Leadership Today Assessment

“ I absolutely loved the whole bonding experience of orientation. Meeting new people and establishing new friendships gave me a sense of security and happiness. ”

From the comment section of the Student Frosh Orientation Assessment

“ I loved how the students were honest and down to earth. Coming from out of state, I cannot stress enough how it made me feel at ease. I was happy to see he [the respondent's son] has made friends right away. ”

From the comment section of the Parent/Family Frosh Orientation Assessment



Student Union: Aquatic Center

HIGHLIGHTS '15-'16

1. Rescue Skills/Facility EAP Protocol –

i. The lifeguards attended the initial staff training in the fall 2015 semester and were given the pre-test. This test asked questions regarding the steps of the primary assessment and the different care required to help victims with cardiac and breathing emergencies. After taking the pre-test each lifeguard then physically demonstrated the emergency care on a manikin. At the conclusion of this training the guards were then administered a post-test containing the same information. The scores of the post-test were significantly higher than those of the pre-test.

2. Recognizing Distress and Drowning -

i. Staff participated in discussions regarding preventative tactics for lifeguarding, specifically recognizing potential hazards and at-risk recreation swimmers. Behaviors for swimmers, distressed swimmers, active drowning victim and passive drowning victim are discussed. After discussion each guard expressed their understanding of the information by completing the provided chart in order to compare behaviors of all swimmers so as they are easily identified. The information collected and provided allows management a starting point, so as to hold the staff accountable to the knowledge and to gauge what needs to be improved by the staff as a whole, as well as individually by staff members.

ii. All employees expressed more confidence in their scanning skills based off the discussion of behaviors to be on the look-out for. The level of confidence in recognition of emergencies increased.

3. Looking for Distress and Drowning -

i. Student employees will demonstrate and define elements of effective surveillance including scanning and victim recognition according to the American Red Cross standards. Student employees will discuss challenges of effective scanning and identify tactics to overcome scanning challenges. Skills and knowledge for this outcome are gained during the employee's Lifeguard/CPR/AED certification course and monthly in-service trainings.

OUR MISSION:

The mission of Spartan Recreation is to meet the dynamic needs and interests of students by providing programs and services that promote positive physical and mental health; encourage lifetime interest in active, healthy lifestyles; and provide student leadership opportunities that complement the academics experience. We promote an environment that values, embraces, and enriches individual differences by providing students, faculty, and staff with programs that reflect the diversity at San Jose State University.

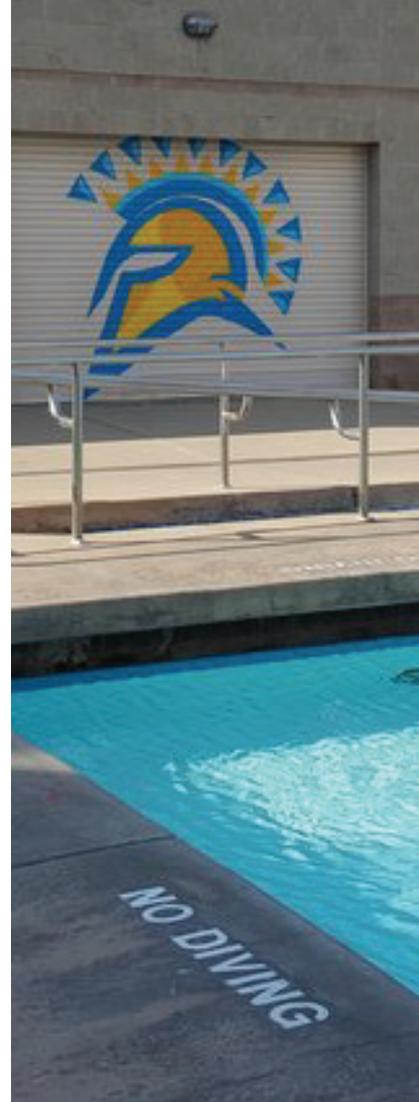
ii. Staff will participate in semester long scanning evaluations, using both direct observation and evaluations for the Red Ball Audit and Triple-Scan technique in different timed scenarios. The Red Ball Audit is utilized to measure time involved for recognition of an emergency. Once the red ball touches the water surface, the clock is started and the guard on duty is timed for time it takes to recognize the emergency. Once the lifeguard spots the ball, they must indicate this by standing, pointing at the ball and blowing their whistle once. At that moment the watch will stop and time will be recorded.

iii. The Triple-Scan Technique involves direct observation of guards while on duty. The supervisor or Aquatic Manager on duty will watch the lifeguard on duty and will record how many times employee moves his/her head to quickly scan the pool: the bottom, the middle and the surface. In order to accomplish an effective scan, one must be continually rotating their focus throughout their zone of surveillance. The number of times their head visually moves in a pre-determined time will be recorded.

iv. This visual audit will be a valuable assessment tool in the future. With this new audit in place consistency in administration is critical. Although each employee improved their recognition time by the end of the semester, more research is important to creating an acceptable baseline time.

4. Supervisor Leadership Roles -

i. Throughout the semester in staff meetings or when opportunities occur in which a presentation or leadership opportunity arises our student supervisors will be observed and evaluated. The results will be shared and feedback will be given. Direct observation, evaluations, and tests will be used to measure outcomes.



16-'17 GOALS

1. To determine the current and future needs of the Aquatic program at SJSU, what programmatic elements are required to meet the needs, and to identify the financial elements necessary for an operational plan to support the enhancement and growth of the Aquatics' programs.

2. The pool needs better marketing and signage – students do not know how to access the Aquatic Center and are largely unaware that the pool exists. For those that know the pool exists, they do not know the hours of the pool, how to access it, or what equipment is available (strategic marketing planning for new facility).

A valuable and fun experience I had during this time was being able to help plan and lead the end of the year **Spartan Splash Pool Party**, which gave me important experience I can now use within my studies of Hospitality Management and future career paths.

Attendance numbers for the Annual Spartan Splash 2016 exceeded

600

students. In addition, a water balloon fight ensued with over

3,500

balloons being tossed!

DID YOU KNOW

WHAT OUR COMMUNITY IS SAYING

“ My employment with Spartan Recreation has been a great opportunity within my college career that I am extremely grateful for. I came in as a commuter with not many friends or necessarily a place to belong on campus, and after getting hired as a lifeguard at the Aquatic Center, I found my place to fit in. I was surrounded by great coworkers and led by a great manager, which eventually allowed me to move into a supervisory position where I was able to help lead the facility in various outlets and grow exponentially career-wise. ”

“ I've had a great time with Spartan Recreation, and on top of the career opportunities I've gained, I was able to make awesome friendships, positive college memories, and better develop the fitness and physical training aspects of my life. I would definitely recommend any prospective student to get involved with Spartan Recreation-- whether it be by partaking and enjoying the events put on by the department, or finding a yourself a job within it! ”

Both from Supervisor-Lifeguard Michael White,
Junior- Hospitality Management major.



Club Sports @ SJSU



HIGHLIGHTS '15-'16

1. Men's Club Ice Hockey finished the regular season ranked 11th in the Western Region of the American Collegiate Hockey Association. The team traveled to Logan, Utah to compete in the 2016 Western Regional Playoffs. They won their first game versus #10 Montana Tech, but would fall in their second game versus #3 Utah State.

2. Men's Lacrosse finished third in their conference, the men's team began the year with six of its members having never played lacrosse. The Spartans travelled as far as Seattle for games this season. The team spent spring break on a ten day road trip, bonding and competing against other colleges in Oregon and Washington. The season ended with league recognition for four of its members, George Pertessis, Travis Rowney, Cody Gradone, and Shane Kendall, and local recognition for Trever Rivera as Most Improved at the Club Sports Awards. Men's Club Lacrosse at San José State is eager to start again in the fall.

3. Club Sports hosted its first Club Sports Awards. Ten awards were given out in six categories-- Male and Female Most Improved, Male and Female Sportsmanship, Male and Female Scholar Athlete, Male and Female Most Valuable, Coach of the Year, and Team of the Year. There were more than 230 Club Sports participants, parents, coaches, and supporter in attendance for the event on April 28, 2016. The night was a huge success and was received very well by everyone involved.

OUR MISSION

The mission of Club Sports is to support, with an emphasis on leadership development, non-varsity athletics at SJSU and enhance the college experience by allowing students to join a team and compete with their fellow Spartans in intercollegiate competition. Each team is comprised of and managed by students. The competitiveness of teams range from recreational to nationally elite teams.

16-'17 GOALS

1. Branding -

To develop a uniform identity that is adopted by all Club Sports teams and identifies with the campus brand.

2. New Content Management System -

i. Allow archiving of player rosters, schedules, statistics, and events for the club sports program.

ii. Create a homogenous look and feel for the Club Sports program in line with SJSU appearance

iii. Facilitate a more active club sports web presence.

3. Alumni Relations -

Develop a stronger alumni network from of the Club Sports program.

4. Funding -

To increase Club Sports funding on and off campus through resources such as community, alumni, and ad revenue.





DID YOU KNOW

Club Sports Teams

are Registered Student Organizations with Student Involvement. They travel and compete against other colleges and university in and out of state.

Club Sports Teams are

funded

by the students through a combination of player dues, donations, sponsorships, and fundraising.



Student Union:

Computer Services



HIGHLIGHTS '15-'16

1. Students will be able to effectively analyze and troubleshoot requests for technical support.
2. Students will be able to utilize project management software to take initiative and complete departmental projects in a timely fashion with little supervision.
3. Students will attend conferences on multicultural, diversity, citizenship, and social awareness events.
4. Students will be able to apply principles of healthy living by eat healthy, exercising regularly, and scheduling regular checkups with their physicians.

DID YOU KNOW

Colt Wilson broadcasts live on

90.5 KSJS
ground zero radio.

Did you know that

Colt Wilson
rides horses in his free time.

OUR MISSION:

The mission of The Student Union Inc. Computer Services is to provide quality IT services to all buildings and departments with the Student Union corporation. The facilities are comprised of the Student Union Building, the Event Center and the Aquatic Center.

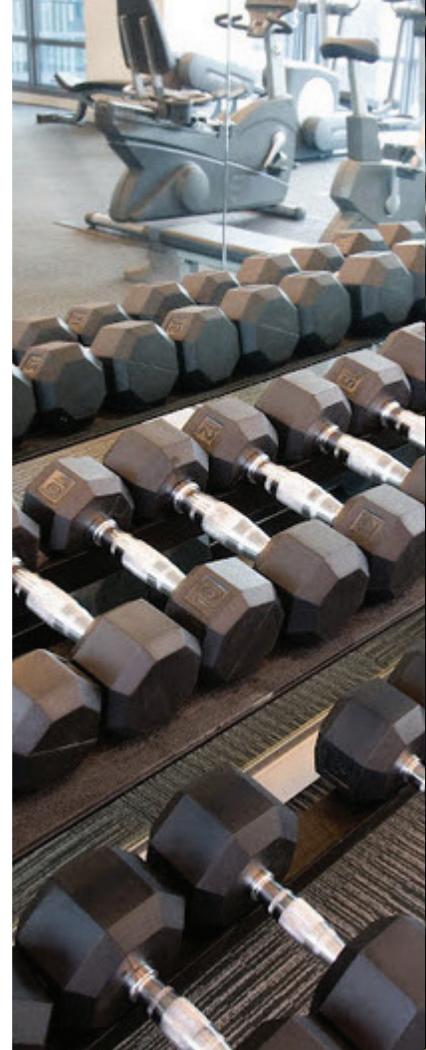
16-'17 GOALS

1. Enhance service availability through use of high availability technologies.
2. Provide faster incident resolution
3. Improve asset inventory system
4. Complete Active Directory migration with campus Active Directory
5. Enhance remote access options for staff

WHAT OUR COMMUNITY IS SAYING

“ I believe the Student Union offers students real work experience that is related to their intended major. The Student Union has given me eons of opportunities to rise above and conquer all aspects of computer science, information technology, and customer care. I could not be happier than where I am today. God bless the Student Union and God bless San Jose. ”

From Colt Wilson





Student Union:

The Event Center



HIGHLIGHTS '15-'16

1. During an Event Center Show the staff worked as a team to assess a possible emergency situation while effectively communicating the status of the situation as it progressed and resolved.
2. Staff was working a show where client was unorganized and requested a relatively large last minute. Staff was able to work out a solution that satisfied the needs of a client using the limited resources available.
3. A missing/lost child was reported at an event. Staff worked quickly and effectively with other departments to reunite the mother and child.

DID YOU KNOW

The Event Center student staff helps put on events with a ranging attendance of

15-7,000

at the

3rd

most active university building of its size.

Hours worked with the Event Center staff during concerts count as apprentice hours to gaining their Local 134

**IATSE
Card**

OUR MISSION

The mission of The Event Center is to offer quality services and programs that promote social, recreational, cultural and educational development. The Student Union Corporation of San Jose State University is committed to operating a financially responsible business, facilitating and enhancing the learning experience of a diverse campus community. The Student Union Corporation invests in the well-being of San Jose State university students to be socially responsible leaders and productive individuals who meet the challenges of an ever changing world.

16-'17 GOALS

1. Event Center staff will be able to work as a team without supervision to complete tasks on a daily basis.
2. Event Center staff will all be trained in basic life safety and blood borne pathogens disposals.
3. Event Center staff will learn how to professional communicate over radio using industry standards.
4. Event Center staff will learn time management skills balancing work, school, and their personal life.

WHAT OUR COMMUNITY IS SAYING

“

Working Bellator MMA was a challenge yet at the same time it exposed me to techniques and practices in the professional world of audio engineering. ”

From a student audio engineer trainee

“

After working my first full year, I never realized before what it takes to put on events. I have now gained an appreciation for it. ”

From a student

Student Union: Event Services



HIGHLIGHTS '15-'16

1. Event Services Student workers demonstrate critical thinking skills, effective communication, multicultural competence and active citizenship, practical competence/life skills, and leadership and interpersonal competence during any and all events in order to best serve the diverse on and off campus clients we serve.
2. Event Services Student workers demonstrate critical thinking skills, effective communication, multicultural competence and active citizenship, practical competence/life skills, and leadership and interpersonal competence during any given shift due to the diversity of our campus and tenants that may communicate any issues or needs to the Event Services staff.

DID YOU KNOW

100%

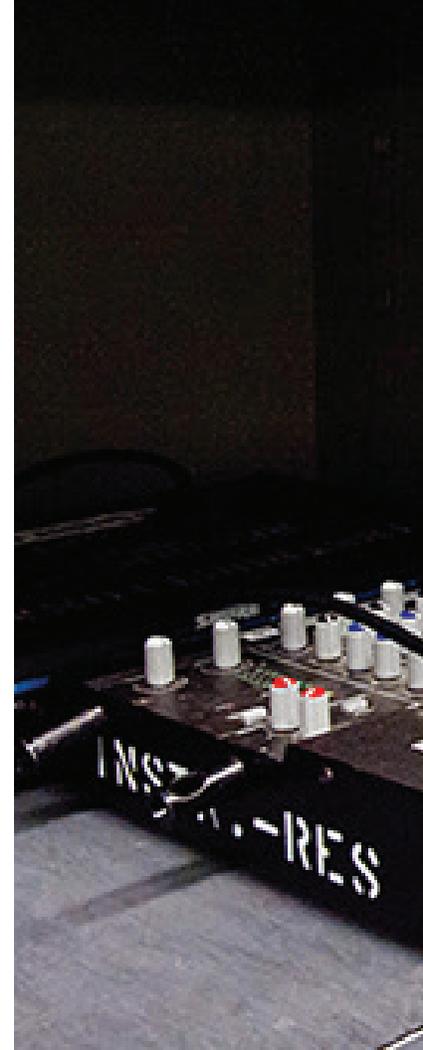
of Event Services staff had never used a Crestron or built in Audio Visual system

OUR MISSION:

The mission of Student Union Event Services is to provide event based Audio Visual and Customer support for the Student Union: Ballroom, Conference Rooms, Meeting Rooms, and Theater for both On-Campus and Off-Campus organizations.

16-'17 GOALS

1. Implementing an industry standard audio visual training system based off of the InfoComm International CTS certification.
2. Student Workers will continue to provide event based production services.
3. Student Workers will continue safe practices for all event and non-event shifts.
4. Student Workers will continue to learn event based skills and abilities for event production.



WHAT OUR COMMUNITY IS SAYING

“Clients compliment and praise event services staff several times a month in regards to their event production and the student workers appreciate the praise.”

Student Union: Operations



OUR MISSION:

The mission of Student Union Operations is to provide a clean, safe and green learning environment conducive to nurturing both the academic and social needs of the campus community.

HIGHLIGHTS '15-'16

1. Division Learning Goal/Undergraduate Learning Goal Connection: Using the training skills provided, the Student Workers in the Operations department were instrumental in cleaning and preparing the Student Union Main Building for its re-opening on 4/4/16.
2. "Turning Lemons into Lemonade", the Student Workers were constantly challenged with false fire alarms after moving into the new facility. Instead of becoming agitated by the situation, the students viewed it as an opportunity to apply the training they had received in real-time, and performed each evacuation of the building as if it were a real emergency.

16-'17 GOALS

1. Safety training as it relates to the department is on-going, and students will demonstrate the ability to properly react to emergency situations following the procedures and training provided.
2. A continued emphasis will be placed on the student's ability to demonstrate a thorough understanding of APPA cleaning standards and practices, and how this knowledge impacts the delivery of services.
3. Students will be challenged to possess an adequate knowledge of the various resources provided to the campus community, and how these services can be obtained. Promotional incentives will be used to encourage them to share this information with their fellow students.
4. Each Student Worker will demonstrate the ability to conduct safety training presentations with Operations staff in attendance.

DID YOU KNOW

100%

of the operation's student staff had never cleaned a public restroom until being employed by the SJSU Student Union

Students working for the SU Operations department on average are promoted to other positions in the organization within

18 months

of their initial hire date.

WHAT OUR COMMUNITY IS SAYING

“ Thank you for all that they do to keep the facility looking great. It's not easy cleaning up after us student's everyday but we appreciate what you do. ”

One grateful student



Student Union: Sports Club

HIGHLIGHTS '15-'16

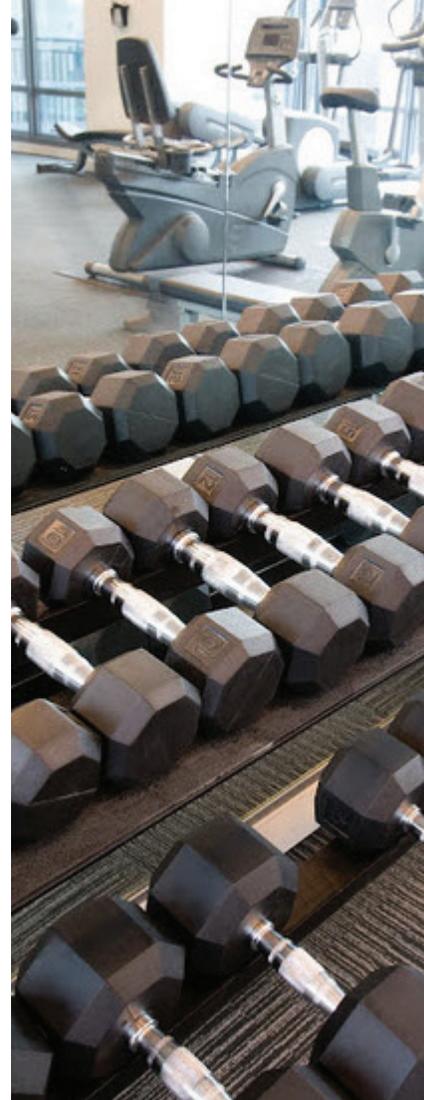
1. The Sport Club hosted the Collegiate Nationals - Powerlifting competition, hosted and won by the SJSU Power/Olympic Lifting club in early January.
2. Had two students (Jesse Layfield and Julia McNery) attend the national NIRSA Conference in Orlando, FL, where they were exposed to the educational and professional opportunities within collegiate recreation.
3. Over 250,000 total visits throughout the 2015/16 school year, with over 97% of those entrances to the Sport Club being students. Around 25% of the student body has participated in the Sport Club facility.
4. Implemented a new membership and operations management program (Fusion), enabling the Sport Club administration to streamline our operational needs, while meeting our patron's needs. This program will be critical to the successful transition to the new recreation center, enabling a smooth and consistent presence on campus.

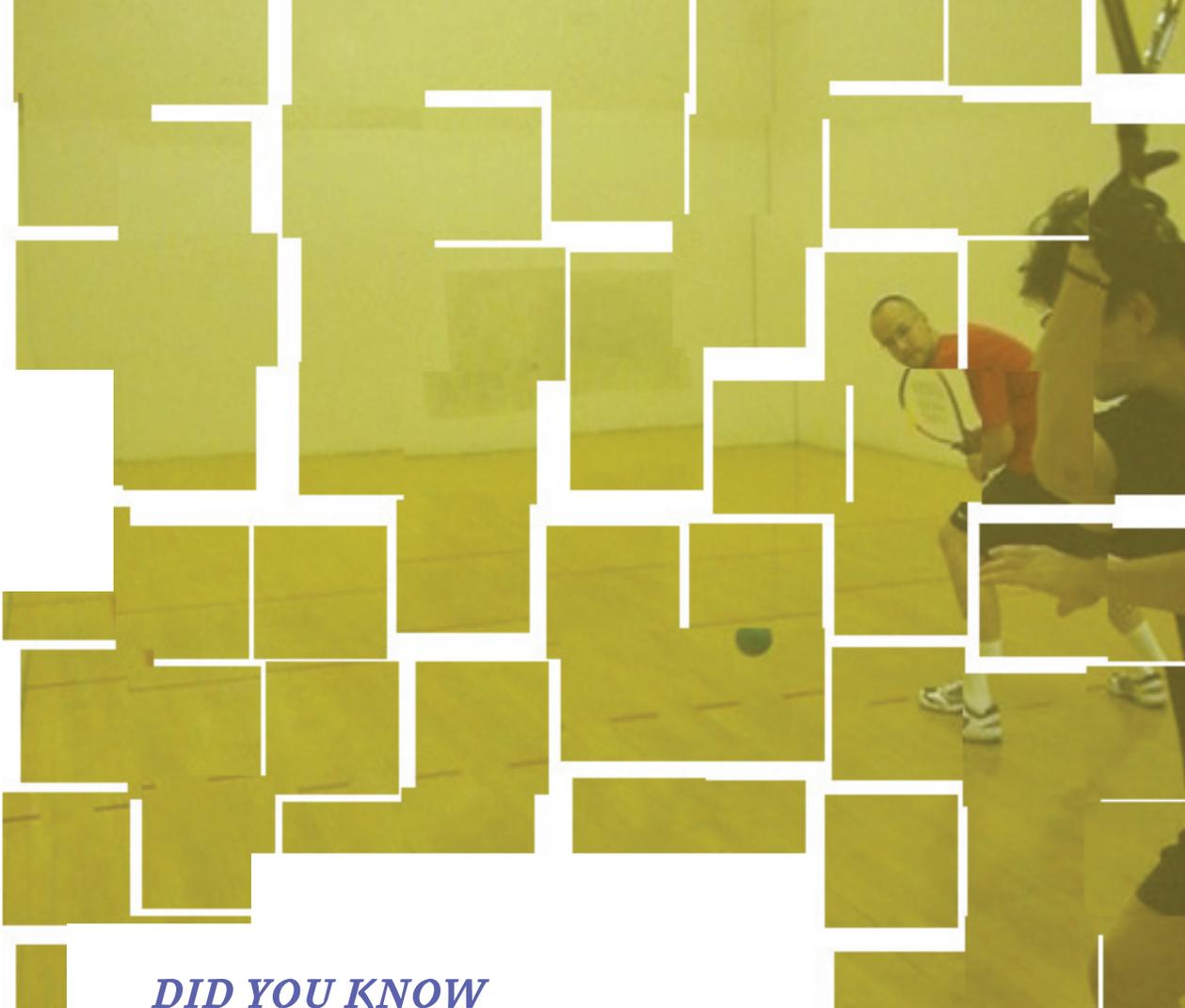
OUR MISSION:

The mission of Spartan Recreation is to meet the dynamic needs and interests of students by providing programs and services that promote positive physical and mental health; encourage lifetime interest in active, healthy lifestyles; and provide student leadership opportunities that complement the academics experience. We promote an environment that values, embraces, and enriches individual differences by providing students, faculty and staff with programs that reflect the diversity at San Jose State University.

16-'17 GOALS

1. **Healthy Living** – establish a better collaborative relationship with the Health and Wellness center to expand and enhance our educational programming opportunities.
2. **Leadership & Interpersonal Competence** – continue developing students through monthly trainings focused on professional development through national governing bodies and extern-ship opportunities.
3. **Practical Competence/Life Skills** – continue monthly drills and trainings focused on developing the understanding and confidence of enforcing the Sport Club Emergency Action Plan (EAP).
4. **Communication** – expand the Sport Clubs image on campus through a true marketing plan. Focusing to create a greater awareness of Spartan Recreation and the services offered to the SJSU student body.





DID YOU KNOW



Had two students (Jesse Layfield and Julia McNeary) attend the national

NIRSA

Conference in Orlando, FL, where they were exposed to the educational and professional opportunities within collegiate recreation.



The Sport Club hosted the **Collegiate Nationals - Powerlifting** competition, hosted and won by the SJSU Power/Olympic Lifting club in early January.



Testing Office



HIGHLIGHTS '15-'16

1. The Testing Office administered the Writing Skills Test to 9023 students in 2015-16. For 2014-15, the number of student test takers was 7747.
2. The Testing Office scored 33,043 scantron forms for faculty using a new scanner in 2015-16.
3. The Testing Office collaborated with faculty to administer 454 make up exams for students, an increase from 386 last year.
4. The Testing Office developed an initial process for credit by exam where SJSU students can try to pass an exam in order to earn credit for a course which will be refined in 2016-17.

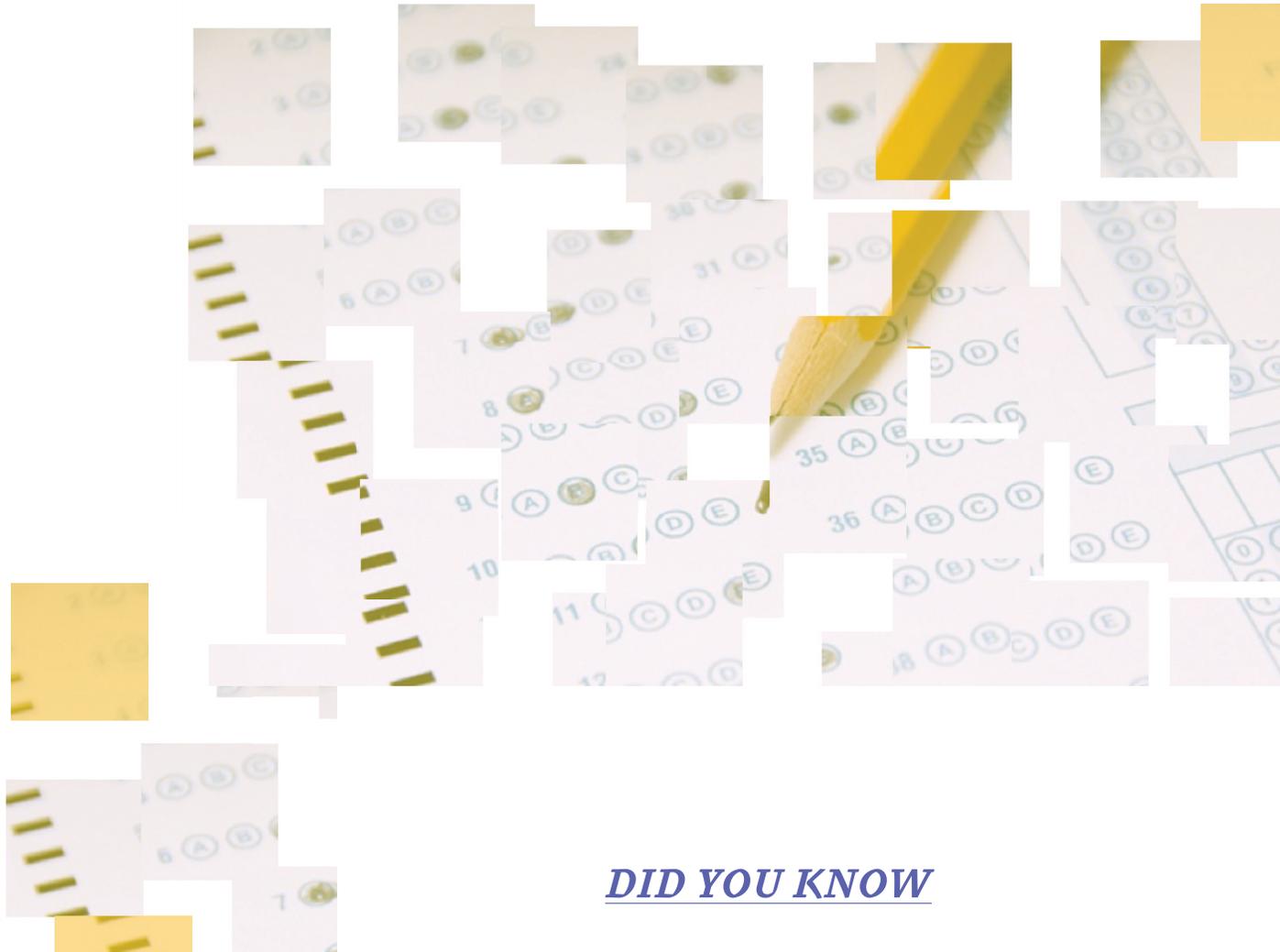
OUR MISSION:

The mission of The Testing Office Staff is to provide testing related services in support of the educational development and success of students. By collaborating with the campus faculty and community, we offer proctoring and test administration services. Our staff provides the highest level of service to students, faculty, staff, and the community. Our office ascribes to the National College Test Association (NCTA) Professional Standards and Guidelines.

16-'17 GOALS

1. Develop a clear process for credit by exam.
2. Implement new check-in process for the Writing Skills Test.
3. Increase revenue from outside testing with off campus partners.
4. Increase the number of CLEP exams administered on campus to help students make faster progress to degree.





DID YOU KNOW

The Testing Office administered tests to

51,558

students, applicants and community members

The Testing Office administered the EPT and ELM entry level tests to

2,565

high school students in 2015-2016

WHAT OUR COMMUNITY IS SAYING

“ *Wonderful, consistent, professional service.* ”

“ *Very helpful, nice people.* ”

From Test Taking Students



Undergraduate Admissions & Outreach

HIGHLIGHTS '15-'16

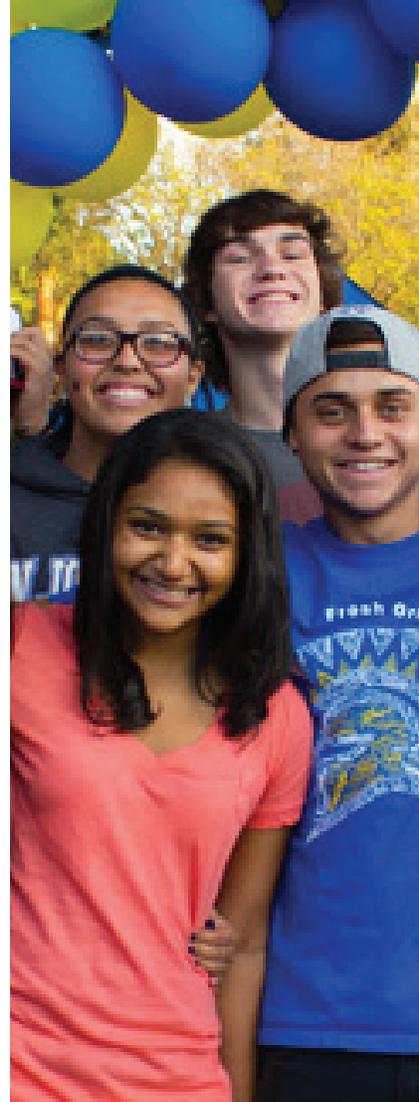
1. For our Admission Possible workshops, 250 out of 369 attendees who evaluated the workshop found it to be helpful. 110 out of 369 attendees found the workshop somewhat helpful and only 9 out of 369 attendees did not find the workshop helpful. The number of correct responses for the post-quiz increased by triple digits for five of the six questions, demonstrating that attendees were able to apply what they learned in the workshop as demonstrated by improved quiz scores.
2. SJSU received a record number of undergraduate applications for Fall 2016 at 48,323 compared to 47,055 for Fall 2015 which was a previous record year. The number of applications from freshmen increased from 30,632 for Fall 2015 to 31,660 for Fall 2016. The number of applications from upper division transfers increased from 16,423 for Fall 2015 to 16,663 for Fall 2016.
3. The Undergraduate Admissions evaluator team was able to post transfer credit for incoming Fall 2015 transfers two months earlier than for the Fall 2014 transfers.
4. The number of international upper division transfers completing the intent to enroll process for Fall 2016 compared to Fall 2015 increased by 104.

OUR MISSION:

The mission of The Office of Admissions and Outreach is to provide prospective students and their families with the tools and resources necessary to understand the admission requirements and application process for undergraduate applicants, both domestic, non-residents of California and international.

16-'17 GOALS

1. Increase the number of applicants from the East Side Union High School District with implementation of the Spartan East Side Promise.
2. Increase the number of international undergraduate transfers applying to and enrolling at SJSU.
3. Further increase the timeliness of posting transfer credit for incoming freshmen.
4. Increase the number of recruitment events targeting underrepresented minority applicants.





DID YOU KNOW

SJSU received a record number of applications from undergraduates for Fall 2016 with

48,323

The Visitors Center gave group and individual tours to over

16,000

individuals last year

WHAT OUR COMMUNITY IS SAYING

“ Perfect service! ”

“ Great Service. I am satisfied with the service I received and strongly agree that the staff member who served me today was knowledgeable. ”

Students participating in Text & Tell



University Housing Services



HIGHLIGHTS '15-'16

1. #ACTSJSU and Dear World

During the Spring 2016, University Housing Services in collaboration with campus partners coordinated two campus wide events focused on social justice and addressing issues of oppression and identity development. Similar to a Tunnel of Oppression, #ACTSJSU was a multi-sensory interactive experience for students to explore various social issues and how they intersect with social media. In its second year, #ACTSJSU 2016's theme was "Crossing Borders" and explored the various types of borders crossed on international, national and regional levels. Topics addressed included access to education, wealth, the intersectionality of identity and how access is impacted. 96 students participated in the program which included a facilitated debrief and discussion. Coordinated by Housing's "THE Committee" which is chaired by Residential Life Coordinator Ayanna Bledsoe, the program was a collaboration between, University Housing Services, MOSAIC and the Gender Equity Center Dear World Live is an interactive, award-winning event that explores the subtle and powerful connections between students, faculty and staff. Students, faculty and staff were invited to take portraits over a series of days, culminating with a participatory and emotionally stimulating closing event. Over 40 student leaders, staff and faculty administrators participated in the VIP Photo Shoot and over 140 took part in the open shoot. Natina Gurley, Assistant Director for Residential Life, led the efforts to bring this program to campus and was instrumental to its success. The full photo album can be found at: <https://goo.gl/onRsGP>

2. "Brave the Shave"

The staff and students of Joe West Hall partnered with the St. Baldrick's Foundation to hold their, "Brave the Shave" event, on April 21st in the CVB Quad. The St. Baldrick's Foundation is a nonprofit 501(c)(3), focused on raising money to support research on childhood cancers. Participants in the event were able to set a goal donation amount and work to find donors (family, friends, or otherwise) to reach and exceed their goal.

OUR MISSION:

The mission of University Housing Services is to create a residential community that supports and enhances academic success, fosters the learning and development of our students, and promotes student involvement and civic engagement. As a department, our practices promote efficiency, operational effectiveness and fiscal responsibility.

Participants could have their heads shaved by locally licensed barbers at the event as a sign of support for kids with cancer who often lose their hair during treatment. Over 100 students and staff participated in the event either as part of a team or individually. In addition Joe West Hall exceeded more than twice their fundraising goal of \$5K and ended up raising \$11,743.00. The event was coordinated by RLC, Adam Broudy along with the Joe West RA staff and hall government. Pictures of the event can be viewed at: <https://drive.google.com/folder-view?id=oByGzKHf9gXqNUGpKTUlld-VZtNzA&usp=sharing>

3. Residential Life Staffing and Academic Program Development

After reviewing the operational and staffing needs of the department, the decision was made to begin phasing out our nine Graduate Assistant RLC positions and create additional RLCs which are full time Master's level full-time staff positions. It was determined that the workload, assistance needed, increasing resident numbers and complexity of our student population, required additional FT staffing rather than PT Graduate level positions. In addition, increasing the number of FT live-in staff brings us in line with ACUHO-I standards for professional live-in housing staff/resident ratios. The new staffing plan calls for having additional RLC's in each residential community (2 in Suites, 2 in the Classics, 2 in CV2; 3 in Apartments) by the start of Fall '16. All positions were hired for by June '16. In an effort to transition our current Theme Living Communities to Living Learning Communities, nine faculty members were hired for our new Faculty-in- Residence program starting 2016-2017 academic year. A full recruitment process was conducted during the Spring 2016 with search committee representatives from Housing, an RA, DSA, and Academic Affairs.



HIGHLIGHTS '15-'16 (cont.)

The Faculty-in-Residence will work closely with the professional and paraprofessional staff and residence hall student government groups in developing a sense of community, fostering involvement in social and educational hall and campus programs and activities, and in meeting the academic, and community needs of resident students. This is a part-time position approximately 10 hours per week during the year from late July to the end of May with an option to continue living on campus in June. Compensation for Faculty In Residence includes a one or two bedroom furnished or unfurnished apartment (based on faculty request and availability) at a nominal rent and 100 meals per semester in the Dining Commons.

4. Tailgate Takeover!

Approximately 1700 students participated in SJSU's inaugural Tailgate Takeover! Celebrating the opening game of the football season, students enjoyed a free barbecue, games, activities and music on the practice field prior to the game. Just before kickoff students had an opportunity to run into the stadium on to the field waving pom poms, Spartan fingers and showing their Spartan Pride! University Housing Services chaired the planning committee which consisted of representatives from Student Involvement, Wellness Center, Athletics, Campus Recreation and Associated Students.

16-'17 GOALS

1. Successfully hire a new Director
2. Begin to transition Theme Living Communities to Living Learning Communities
3. Review current Residential Life staffing level, identify needs and implement changes for 2016-2017
4. Evaluate and manage the transition of department Maintenance Operations to campus Facilities Development & Operations
5. Continue preparations for CV2 including impact of an additional 350 residents on all functional areas

DID YOU KNOW

Resident Advisor GPA average for the fall 2015 semester was

3.18

Resident Advisor GPA cumulative average at the end of fall 2015 was

3.29



WHAT OUR COMMUNITY IS SAYING

“ Living on-campus was a great experience for me as a freshman. It gave me the chance to meet new people, understand my community and campus better, and it felt like a second home. ”

“ My floor became a family we helped each other when in need and all hung out as well. Living on campus was an amazing thing I was able to do. ”

SJSU Housing Residents

University Ombudsperson



OUR MISSION

The University Ombudsperson is an advocate for procedural fairness who supports the integrity of the campus policies and procedures and ensures the equity of their application.

HIGHLIGHTS '15-'16

1. Discussion from cases presented to SFC and collaborations resulted in supporting the Student Rights and Responsibilities policy S90-05 revision to include more relevant resources students can use in a dispute or appeal process. Supports Effective Communication and Practical Competence/Life Skills.
2. Greensheet/syllabi policy F69-12 was updated to provide clarification related to grading on participation vs. attendance. Supports Effective Communication and Practical Competence/Life Skills.

DID YOU KNOW

Students who use the Ombuds office and resources are able to identify campus policies that can support their discussion with instructors.

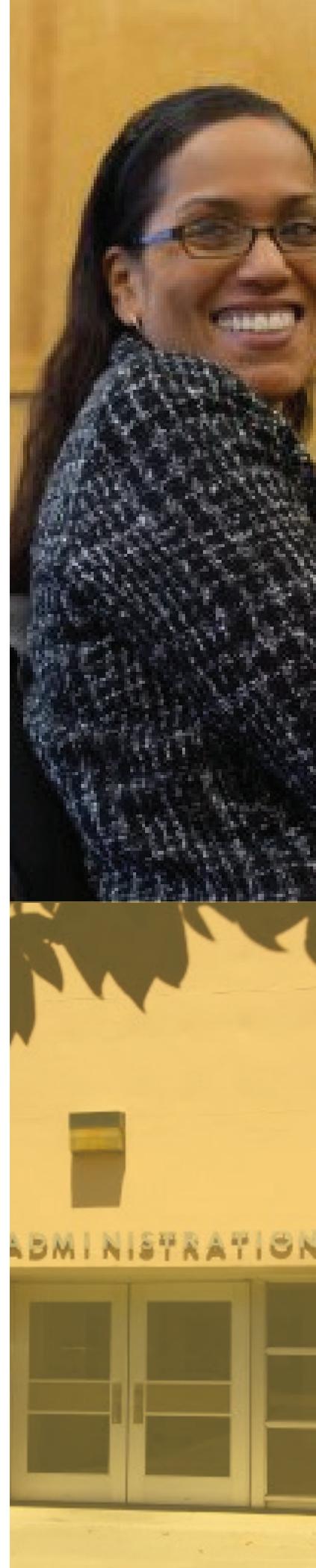
16-'17 GOALS

1. Identify key locations to promote/announce Student Rights and Responsibilities resources in order to increase students' access to resources. Assess points of referral on campus (faculty, staff, administrator, etc.)
2. Partner with Center for Faculty Development to increase opportunities for interaction with faculty and clarify purpose/provide consultation regarding policies affecting classrooms.
3. Collaborate with ISSS and Student Conduct in order to identify whether or not departmental policies may more adversely affect international students than national when combined with academic/administrative sanctions.
4. Identify and connect with at least two departments within student affairs to provide student programming.

WHAT OUR COMMUNITY IS SAYING

“ I just wanted to email you and tell you thank you for all of your help in dealing with my LLD2 class. Your support means a lot to me and I really appreciate it!! ”

From a student



WITH GRATITUDE

The Division of Student Affairs prizes the many partnerships we have developed over the years. We know that everyone across the University and our community partners works together for the good of our students. In that spirit, we would like to offer our thanks to many who have engaged in collegial partnerships with the departments of Student Development:





DIVISION OF STUDENT AFFAIRS

Engage • Explore • Transform • Achieve

