



SPARTANS

SAN JOSÉ STATE UNIVERSITY

Academic Advising Summit

February 11, 2022

Advising Summit Agenda

- **Undergraduate Advising Transitions at SJSU:
Where we're going, and How we will get there**
- **Q&A**
- **Policy and Process Updates**



SPARTAN SERVICE CELEBRATION *and Staff Awards*



**Congratulations to 2021-22 Staff of the Year Award Winner:
Joel Morales, Director, ACCESS: College of Social Sciences
Student Success Center**

You're Invited!

ENGINEERING STUDENT SUCCESS
CENTER

ESSC OPEN HOUSE

Join us for some morning or lunch-time treats! We
look forward to seeing you!



FEBRUARY 14, 2022 | 10AM-2PM
ENGR 116

Undergraduate Advising Context @ SJSU

National Academic Advising Association (NACADA) evaluation report, Spring 2019

Challenges identified:

- Student dissatisfaction with advising structure & delivery
- Advising structures and processes fragmented, confusing
- Lack of standard definition for academic advising at SJSU; lack of clearly articulated mission, vision, and goals
- Lack of comprehensive training program
- Lack of university-wide, academics-focused communication plan
- Inconsistent use of, and access to, technology

Undergraduate Advising Context @ SJSU

Student Advising Survey, Spring 2021 - Key Findings

- 42% of undergraduate students reported having an assigned advisor, while 71% indicated that they would like one
- Students reported seeing advisors almost exclusively for transactional issues (choosing classes, questions about requirements), rather than holistic support
- 24% of UG students reported it is difficult to find information about advising on campus websites
- 16% of UG students reported meeting with an academic advisor less than once a year (8%), or never (8%)
- 12-16% of UG students reported not knowing about various types of advising (GE, graduation, career counseling, educational counseling)

Undergraduate Advising Context @ SJSU

Advisor Surveys - Spring 2020, Fall 2020

Desire for increased professional development opportunities:

- Understanding holistic advising
- How to use technological tools to support efficiency, effectiveness
- Communication strategies
- Role of advising in closing equity gaps
- Knowledge of campus resources for student support
- Knowledge of changing campus policies and procedures



Where we're going with Undergraduate Advising @ SJSU

- Cohort-based caseload advising for first and second year students
- Fall 2022 First-year students assigned to SASS advisors in their college Student Success Centers
- SASS = Student Academic Success Specialist
- Proactive/intrusive advising and success coaching model focused on outreach and engagement
- Students stay with SASS advisor through first 60 units

Changes Fall 2021 - Spring 2022

Academic Advising & Retention Services (AARS) has been sunset, staff reassigned to other Student Success Centers

Michael Randle - Student Athlete Success Services

Ashley Defensor - CHHS SSC, Undeclared Pre-Nursing

Valerie Chapman, Veronica Diaz - Jack Holland SSC (BUS)

Vanessa Colunga, Gabriela Garcia - UASC

Karina Avalos, Christian Piazza - H&A SSC

Brent Petersen - CoSAC (Science)

Cynthia Lopez - CHHS SSC

Angela Iraheta - Lurie CoE SSC

Monica Montelongo - Engineering SSC

Michelle Lam - CPGE

Christina Fernandez - ACCESS (CoSS)



THANK YOU

Changes Fall 2021 - Spring 2022

- Athletics Advising now reports to Shonda Goward, Assistant Vice Provost for Undergraduate Advising & Success

Danya Alsharif

Jeanine Haldi

José Macias

Subrina Martin

Michael Randle

Julie Stansberry

WELCOME!

UASC Now Open!

- UASC Advisors for Undeclared students: Vanessa Colunga and Taylor Colunga
- UASC Data Analyst: Gabriela Garcia
- Search for UASC Director anticipated Spring 2022



The graphic features a yellow path leading from a large question mark on the left towards an 'ADMINISTRATION' building on the right. Along the path are icons for a computer monitor with a bar chart, a paint palette, a globe with a person, and laboratory glassware. The background is a light yellow gradient.

SJSU SAN JOSÉ STATE UNIVERSITY

Undergraduate Advising & Success Center (UASC)

Email: undergraduate-advising@sjsu.edu
Phone: 408-924-2434

Welcome to the UASC!
Undeclared student? We will help you find which program you belongs to.



Undergraduate Advising Transitions @ SJSU

CENTRALIZATION

- **COORDINATION**
- **CONSISTENCY**
- **COMMUNICATION**

Shared Values

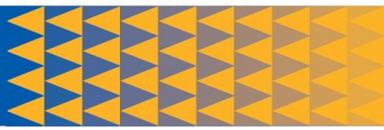
- **Academic advising is a profession with shared core values as outlined by NACADA**
- **Faculty advisors provide a key role in connecting students to the curriculum, and mentoring them through it to their career**

Types of Advising

In a study of 156 advising programs there were some challenges noted in advising similar to our advising report. It also highlighted the importance of the advising relationship. (Mu & Fosnacht, 2019)

Advising Method

- **Three major types of advising in higher education:**
 - **Prescriptive**
 - **Developmental (Holistic)**
 - **Proactive**
- **SJSU's model will be a combination of developmental and proactive.**



Q & A



Updates: Petitions, Policies & Procedures

- See Undergraduate Education Student Petitions page for full list and instructions: <https://www.sjsu.edu/ue/student-petitions/>
- Commonly used petitions:
 - Late course drops (now submitted to Undergraduate Education)
 - Semester withdrawals (submitted to UE)
 - Retroactive course drops and withdrawals (submitted to UE)
 - Enroll in SJSU Studies Coursework with less than 60 units (Google Sheet; students @ 54 units + are routinely approved)
 - Core GE equivalency petition (if no articulation in place)

Updates: Petitions, Policies & Procedures

- Other petitions (good to know):
 - PE waiver petition
 - Reinstatement petition (3 categories)
 - SJSU cumulative GPA > 2.0 (achieved through Open University)
 - Extenuating circumstances (with documentation), reinstatement on probation may be allowed
 - Special consideration (usually 5 years + since DQ), reinstatement on probation may be allowed
 - Appeal a Presidential Directive 2009-05 decision (denial of addition of major or minor, or change of major over 90 units, enforced grad date)

Updates: Petitions, Policies & Procedures

- Policies currently under referral/review by Academic Senate
 - Excused absence policy (new)
 - Late Drops and Adds (deadlines)
 - Adjustment of academic standing after approved retroactive course drop or semester withdrawal
- Any questions about individual student situations? Contact us in Undergraduate Education - we are happy to help!
 - undergraduate-education@sjsu.edu, 408-924-2447

Upcoming Events

- **Advising Training (advisors only): March 25**
- **Advising Summits - Developmental and Proactive Advising**
 - **Dates TBD**
- **CSU Success Network: These Precedented Times: Crisis Management in the CSU**
 - **March 4th**

thank
you!

See you next time!