



**SPARTANS**

SAN JOSÉ STATE UNIVERSITY

**Academic Advising Summit**

**September 17, 2021**

## Advising Summit Agenda

- **Introducing Dr. Shonda Goward, Assistant Vice Provost for Undergraduate Advising & Success**
- **How can Advisors help students connect to campus resources?**
- **Student Support Services Panel**
- **Undergraduate Advising Transitions Update and Discussion with Provost Del Casino**
- **Updates/Q&A**

## But First...



**For all you are doing to welcome and orient our new Spartans!**

**3985 First-year students**

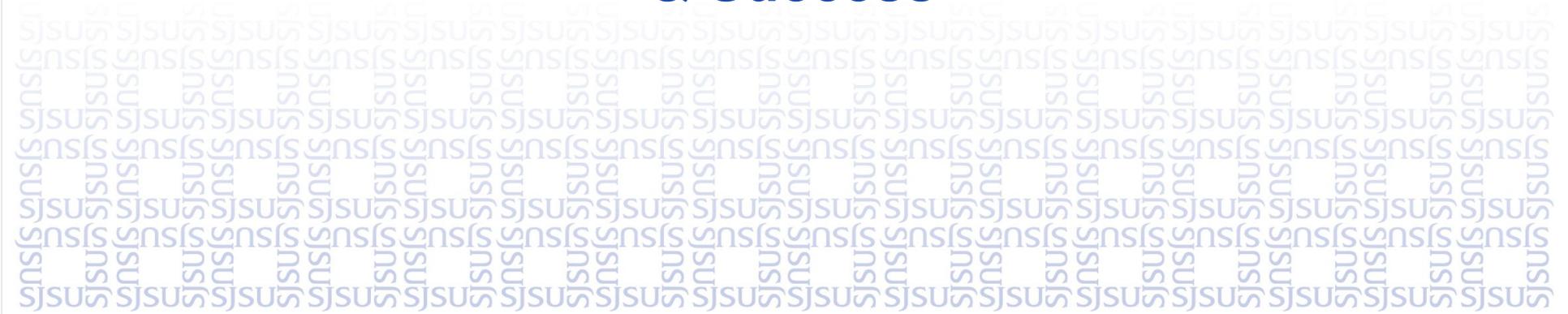
**3680 New Transfer students**



**Please join us in welcoming**

**Dr. Shonda L. Goward**

**Assistant Vice Provost of Undergraduate Advising  
& Success**



Shonda L.  
Goward, Ed.D.



How did you get here?  
Nobody's s'posed to be  
here?

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11% of students  
from the lowest  
socioeconomic  
quartile graduate  
from college in 8  
years (NCES, 2007)





The People of Color Bond and Free



The ESPN logo is displayed in a bold, red, italicized sans-serif font. The letters are closely spaced and have a slight shadow effect.

**GIRL SCOUTS**

Are we going to play football this weekend?



Moving forward  
together

Reflecting on what we are, what we've learned about ourselves, and applying it to our new situation.

# How can Advisors Help Students Connect with Campus Resources?

- The vital role of Advisors in listening and helping students determine what kind of support(s) they need
- Knowing about our (many) campus resources
- The importance of a “warm hand off”



# Student Support Services Panel

- ❖ **Counseling & Psychological Services (CAPS) - Scheanelle Green, Educational Counselor**
- ❖ **Accessible Education Center (AEC) - Cindy Marota, Director**
- ❖ **Black Leadership Opportunity Center (BLOC) - Emerald Green, Program Director**
- ❖ **Chicanx/Latinx Student Success Center - Lilly Gangai, Program Director**
- ❖ **UndocuSpartan Center - Ana Navarrete Avina, Program Director**
- ❖ **SJSU Cares - Ben Falter, Senior Student Affairs Case Manager**
- ❖ **Career Center - Anita Manuel, Interim Director**



# Student Wellness Center

*Supporting the health and well-being of students as they learn, grow, and thrive at San José State University*



# Student Wellness Center

- **Counseling & Psychological Services**
- **Wellness & Health Promotion**
- **Student Health Center**



# Counseling and Psychological Services

# Operating Hours



**Currently, CAPS is providing all services through confidential telehealth sessions**

## Fall Session CAPS Hours

**Mon - Thurs**

8:00am - 6:00pm

**Friday**

8:00am - 5:00pm

## 24-hour Crisis Counseling Services

- (408) 924-5910, option 4

## Santa Clara County Suicide & Crisis Hotline

- (855) 278-4204

## National Suicide Prevention Lifeline

- (800) 273-8255
- Text "Hello," "Home," or "Start" to 741741

# Counseling Services

## Confidential Short-Term Counseling

- Personal Counseling
- Educational Counseling
  - Drop-in hours
- Crisis Intervention
- Clinical Case Management Services
- Outreach
- Workshops & Groups



# Counseling Services

- Accredited by the International Accreditation of Counseling Services (IACS)
- Licensed psychologists (PSY), clinical social workers (LCSW), marriage and family therapists (LMFT), professional clinical counselors (LPCC)
- Internship for doctoral graduate students in psychology (Accredited by the American Psychology Association (APA))
- Multicultural Postdoctoral Residents
- Training in mental health awareness and suicide assessment to the campus community



# Resources

## “Let’s Talk,” Spartans!

Drop in Consultation Services

CAPS staff are available to talk with students at the following locations.

A circular collage of photos and names for various campus consultation centers. The centers and their staff are:

- MOSAIC Cross-Cultural Center**: Nicole Bultrago, Psy.D.
- Chicana/Latinx Student Success Center**: Cefelada Miranda, LCSW
- Veterans Resource Center**: Richard Francisco, Ph.D.
- University Housing Center**: Jimma Cortes-Smith, M.A.
- PRIDE Center**: Stephanie Preston, Psy.D.
- Yoshihiro Uchida Hall**: Colleen Johnson, Ph.D.
- African American/Black Student Success Center**: Schwanelle J. Green, M.A.

**TAO**  
Therapy Assistance Online



**YOU**

**SJSU**

**SAN JOSÉ STATE  
UNIVERSITY**



To make an appointment

Medical: (408) 924-6122

Counseling: (408) 924-5910



[sjsu.edu/wellness](https://sjsu.edu/wellness)



@SJSUWellness

@SJSUCAPS



# How to Connect a Student to CAPS

- (Zoom) Stay on the line with the student
- Have the student call CAPS Office 408-924-5910 and request a crisis counselor appointment
- CAPS Admin Staff will assist with connecting the student
  
- (On-Campus) OK to walk student to CAPS, SWC 300B
- Request a crisis counselor appointment
- CAPS Admin Staff will assist with connecting the student

***Stress Less for Success*** ~ September 23rd, 10am-3pm SWC North Patio



# Accessible Education Center



*The San José State University Accessible Education Center (AEC) is a comprehensive center providing students with accommodations and services.*

*Ability Redefined*

[www.sjsu.edu/aec](http://www.sjsu.edu/aec)



@sjsuaec



myaec

# AEC Accommodations & Services

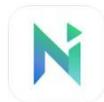
- Alternative media
- Educational/ Lab assistants
- Disability management
- Faculty accommodation information/consultation
- Housing Accommodations
- Assistive technology training
- Notetakers
- Priority registration
- Assistive Technology
- RealTime captioning
- Scribes
- ASL interpreters
- Test accommodations

*(Non-exhaustive)*

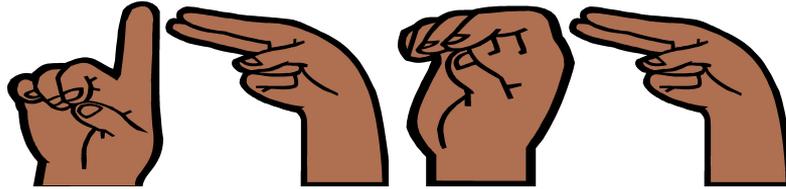
# Emma E. Legg Center for Accessible Technology



- CAT utilizes the latest assistive hardware and software technology
- One-on-one assistive technology training provided by experienced professionals
- Alternative media production
  - Alternative media formats include
    - Braille (Nemeth, music, & literary)
    - e-text (electronic text),
    - Mp3,
    - large print



# Deaf and Hard of Hearing (DHOH)



- Facilitates communication in support of curriculum access in the classroom, advisement/instructor meetings, campus events or anytime an accommodation is curriculum related (e.g.: clinicals, practicums, student teaching).
- Provides effective communication for co-curriculum activities.
- Provides professional Educational Sign Language Interpreting and Educational Real-Time Captioning services.
- Notetaking services and an Assistive Listening Device (ALD) Loaner Program are also available.

# AEC Testing Center



A state of the art facility designed to provide an optimal environment to support test accommodations.

Testing Locations: IS 223 & MLK 230

Accommodating Exams Monday – Friday

8:00AM – 5:00PM

Exams scheduled conveniently online 24/7 through

MvAEC



# Accessible Education Center (AEC)

AEC Main Number

408-924-6000

General email:

[aec-info@sjsu.edu](mailto:aec-info@sjsu.edu)

Center for Accessible Technology (CAT)

[aec-cat@sjsu.edu](mailto:aec-cat@sjsu.edu)

Testing Center

[aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu)

[\*www.sjsu.edu/aec\*](http://www.sjsu.edu/aec)

*Ability Redefined*

# The BLOC

**Mission:** The SJSU Black Leadership & Opportunity Center (**The BLOC**) serves to holistically empower, uplift, and develop all students in the African Diaspora through strengthening and building community bonds, encouraging a positive Black identity, and providing social and academic support.



## How we serve students:

- ❖ Cultural and Identity based programming
- ❖ Leadership programming
- ❖ Academic and Career Success programming
- ❖ Mentoring programming (Peer and Professional)
- ❖ Direct access to campus resources (CAPS/Career Center/Peer Connections)

## Tap In w/ the BLOC!

*Website:* <https://www.sjsu.edu/thebloc/>

*Email:* thebloc@sjsu.edu

*Instagram:* @thebloc\_sjsu

*Youtube:* Black Student Center SJSU

# BLOC FAQ's

## **How do students join the BLOC?**

Simply show up/participate in the programs and services that we offer our community!

## **How can I refer students to the BLOC?**

Simply do a warm hand off by email or in person with Professional Staff!

## **What do you offer for 1st year Frosh/transfer students?**

New Black Spartan Institute, BAM (Peer Mentor Program), Black Spartan Leadership Retreat, Black Scholars Floor community and MORE!

## **What do you do for students?**

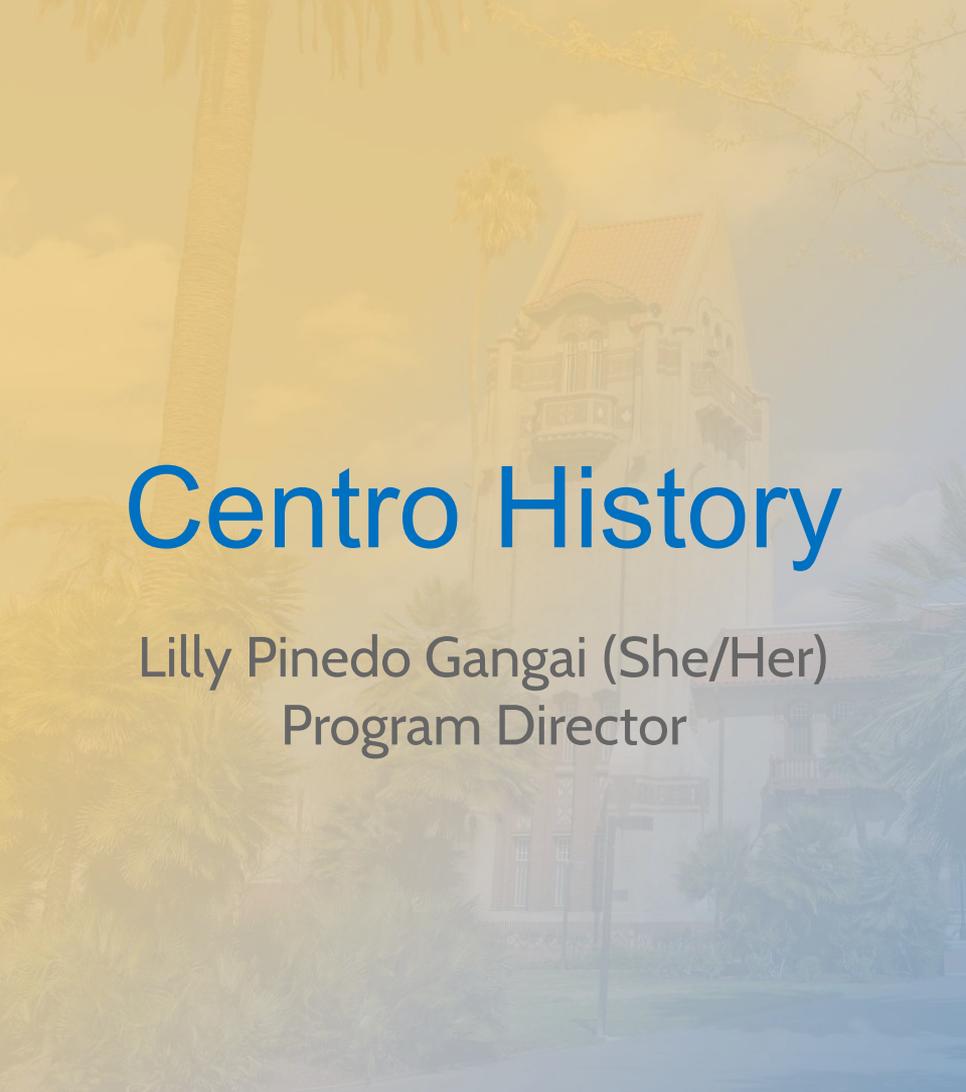
Offer holistic support through their journey at San Jose State University.

## **What do you offer at the BLOC?**

We offer academic, cultural, leadership, and wellness based programming, free printing, free snacks, games, good music, family energy, and direct campus partner services.

## **Where are you located?**

Near Jamba Juice in the Student Union.



# Centro History

Lilly Pinedo Gangai (She/Her)  
Program Director

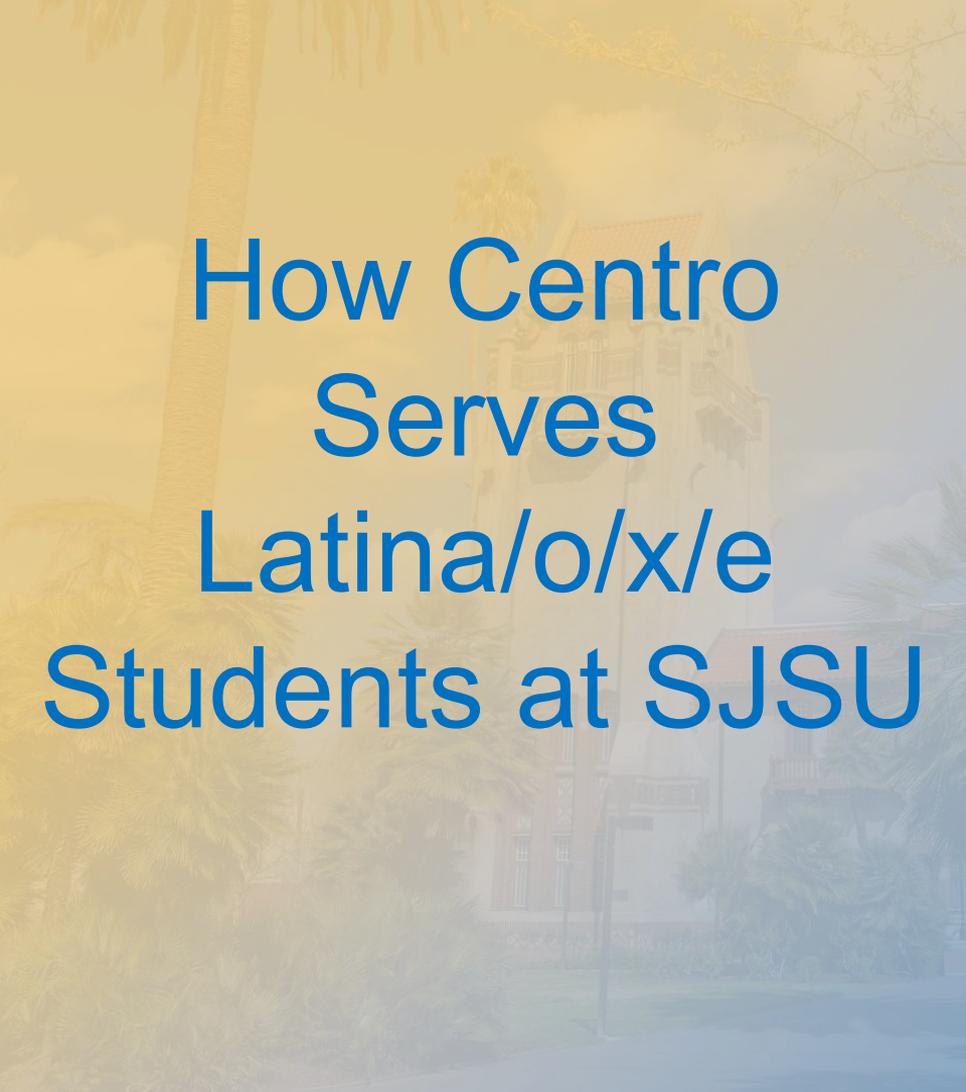
- Task Forces 2014-2017
  - A.S. Resolutions 2015
  - Center Established in Fall 2017
  - Latinx students make up 29% (~9,818) of student population at SJSU
  - Hispanic-Serving Institution (HSI)
-



# Centro Mission

Informed and inspired by the many cultural strengths of Latinx communities, Centro offers **innovative programming and support services** that are intentionally designed to enhance Latinx student success. As a result, Centro provides spaces that validate students' intersecting identities, affirm their academic capabilities, develop their leadership skills, and foster healthy relationships, while promoting civic and community engagement.

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# How Centro Serves Latina/o/x/e Students at SJSU

- Community-building opportunities
  - Physical Study Space
  - Peer Mentoring
  - Academic Advising
  - Career Advising
  - Counseling Services
  - Mentorship Opportunities with Professors
  - Alumni Engagement
  - Culturally-relevant academic and social events
  - Leadership and Identity Development Opportunities
  - Community Engagement
-

# How to Connect with Us

Follow us!

**Instagram** @Centro\_SJSU

**Facebook:** SJSU Chicanx Latinx Student  
Success Center

**LinkTree:** [https://linktr.ee/centro\\_sjsu](https://linktr.ee/centro_sjsu)

**YouTube:** Centro SJSU

**Website:** [www.sjsu.edu/chicanxlatinxssc/](http://www.sjsu.edu/chicanxlatinxssc/)

**Email:** [chicanxlatinxssc@sjsu.edu](mailto:chicanxlatinxssc@sjsu.edu)

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# About the UndocuSpartan Student Resource Center (USRC):

- 1:1 Personal and Academic Support
  - Accessing Financial Aid
  - Residency Questions
  - Student Rights
  - Navigating campus resources
- Free Immigration Legal Support Services for students and their direct family
- DACA fee assistance
- Workshops and resources that speak to the undocumented students experience
  - Academics and Educational Opportunities
  - Life After College (Employment and graduate school)
  - Financial Aid/ Scholarships
  - Immigration Policy updates
  - Know Your Rights
  - Wellness and Community building
  - Student Empowerment and Advocacy
  - Immigration and Intersectional Identities

## FREE IMMIGRATION LEGAL SERVICES



### Need to speak with an immigration attorney?

SJSU students, staff, faculty, and immediate family members can request a FREE consultation.

### Services include:

· detained and non-detained deportation (court) defense · DACA · special immigration juvenile status · family petitions · U & T visas  
· asylum · applications for lawful permanent resident status · citizenship



ild.org

Register for an appointment at:  
[bit.ly/LegalServices\\_Calendar](https://bit.ly/LegalServices_Calendar)

SJSU students qualify for  
DACA fee assistance (\$500)

# Reach Out To Us! We are here to help!

**Location:** Clark Hall 100G and 100F (1st floor to your left)

**Phone:** (408) 924-2762

**Email:** [undocuspartan@sjsu.edu](mailto:undocuspartan@sjsu.edu)

**Hours:** Monday - Thursday: 9:00 am - 5:00 pm

Friday: 9:00 am-4:00 pm

**Drop-ins and appointments are available in person and online.**

- **USRC Contact us**

- Phone: (408) 924-2762

- [undocuspartan@sjsu.edu](mailto:undocuspartan@sjsu.edu)

- **Ana Navarrete**

- [ana.navarrete@sjsu.edu](mailto:ana.navarrete@sjsu.edu)

**USRC Website:** [sjsu.edu/undocuspartan/](https://sjsu.edu/undocuspartan/)



@undocuspartans



SJSU UndocuSpartans

# Office of Case Management

**Ben Falter, Sr. Student Affairs Case Manager**

408.924.1234

[sjsucares@sjsu.edu](mailto:sjsucares@sjsu.edu)

[sjsu.edu/sjsucares/](https://sjsu.edu/sjsucares/)

[sjsu.edu/bit/](https://sjsu.edu/bit/)

[sjsu.edu/casemanagement](https://sjsu.edu/casemanagement)

Clark Hall 140

**SJSU Cares**

Supporting Students' Basic Needs

# WHY REACH OUT/REFER STUDENTS?

- Holistic Case Management
- Interim Food & Housing Resources
- Unexpected Financial Crisis
- Support/Advocacy
- Hitting Barriers, Harm to self, Harm to Others, Repeated Behavioral Concerns
- Intervention & Prevention
- Community Referrals
- Faculty reach-outs
- Assistance w/ Personal Statements



© Bruce Cramer, 2010

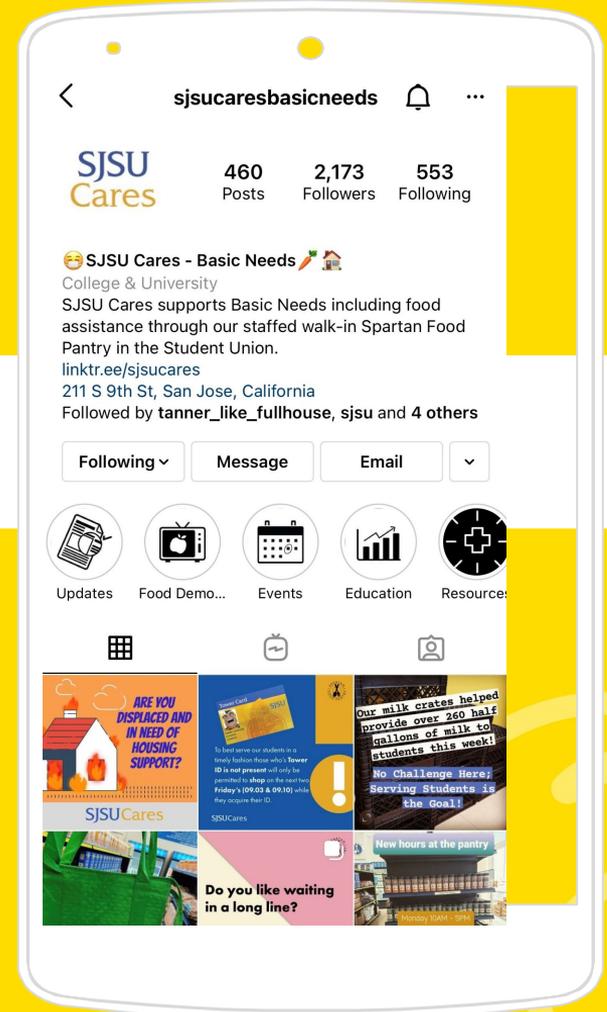


# JOIN THE CONVERSATION!



## Follow

# @SJSUCaresBasicNeeds on IG, Twitter, & FB





## Overview of Career Center Services

*Anita Manuel, M.A.*

*Interim Director*

## We help students:

- Design and prepare for meaningful careers during their time on-campus and beyond
- Identify, develop, and market their unique skills, strengths, and accomplishments to employers
- Find opportunities to get real-world experience: internships, jobs, mentorship & employer connection events



**Find your career counselor:**

<https://www.sjsu.edu/careercenter/students/career-pathways/>

## Virtual & In-Person Appointments

One-on-One sessions

*Schedule online  
[sjsu.edu/careercenter](https://sjsu.edu/careercenter) Students >  
Career Coaching  
EAB Spartan Connect*

## Virtual Workshops

Group sessions

*Job Fair Success, Resume,  
Networking & Informational  
Interview, Job/Internship Search and  
more*

## Virtual Fairs & Information Sessions

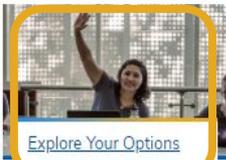
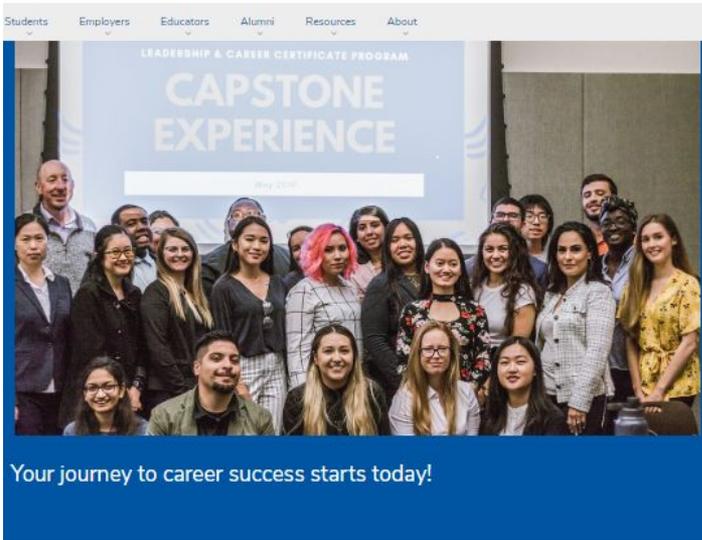
Connect with Employers

*See the schedule on  
[sjsu.joinhandshake.com](https://sjsu.joinhandshake.com) under Events*

### ***Virtual Workshop Fall Schedule:***

***<https://www.sjsu.edu/careercenter/docs/fall2021-career-ed-events.pdf>***

Career Center  
Student Affairs



## Our Website:

<http://www.sjsu.edu/careercenter>

## Featured Resources for:

- Major/Career Exploration
- Resume/Cover Letter
- Build Career Experience
- Networking & Interview Preparation
- Career Fairs & Events
- Career Guides by topic

# Career Apps

*Career Readiness on Your Schedule*

**SJSU**

**handshake**

*jobs, internships, events, and  
career coaching*

**SJSU<sup>2</sup>**  
*Mentoring & Meetups*  
*career mentoring from alumni*

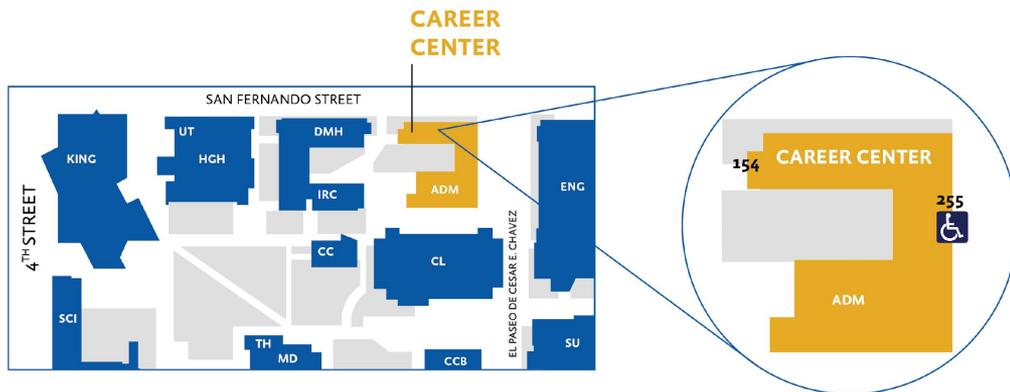
**Focus<sup>2</sup>**  
*career exploration and planning*

 **biginterview**  
*mock interviewing*

 **vmock**  
*instant resumé guidance*

For more details visit [sjsu.edu/careercenter](https://sjsu.edu/careercenter) > resources

**SJSU** | CAREER  
CENTER



**Questions? Feel free to email us:**

**careerhelp@sjsu.edu**

**Career Center**

**ADM Bldg, Room 255**



[linktr.ee/sjucareercenter](https://linktr.ee/sjucareercenter)

**We're Social! Connect with us virtually**

**Thank you!**

**SJSU** | CAREER  
CENTER

[sjsu.edu/careercenter](https://sjsu.edu/careercenter)

# Academic Support Services Too!



[sjsu.edu/writingcenter](https://sjsu.edu/writingcenter)

[sjsu.edu/peerconnections](https://sjsu.edu/peerconnections)

# And Many More...

## Learn Anywhere

eCampus

Getting Started

How-To

Technology

Campus Resources

FAQs

Workshops

Getting Started

How-To

Technology

**Campus Resources**

Study Resources

FAQs

Workshops

## Campus Resources

SJSU is committed to maintaining a vibrant and engaged campus community accessible to all students. All of the resources below are available online, and some in-person services will be offered as well. Stay connected to your fellow Spartans through clubs, events, and programs. We are here for you!

### Academic and Career Support

Accessible Education Center (AEC)

Career Center

Peer Connections

Writing Center

[sjsu.edu/learnanywhere](https://sjsu.edu/learnanywhere)

→ **Campus Resources**



# Undergraduate Advising @ SJSU Over The Years...

- ➔ 1980s (or earlier): General Education Advising Center
  - ◆ Faculty advisors on assigned time
- ➔ Early 2000s: Academic Advising & Retention Services (AARS)
  - ◆ Professional staff Advisors, GE Advising, Undeclared Advising, Retention
- ➔ Mid-2000s - 2020: College Student Success Centers developed
  - ◆ Professional staff Advisors, GE Advising, Retention, Tutoring, Graduation Advising, Workshops, Career Center and Identity Center Liaisons, some Major Advising

# Undergraduate Advising @ SJSU: Future Directions

**CENTRALIZATION**

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

# Undergraduate Advising Transitions

- 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 (approx. 200:1 ratio)
- 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



# Informational Updates

- REMINDER: Students on academic probation who do not earn at least a 2.0 semester GPA in Fall 2021 will be disqualified
- Students who have not completed their attestation of COVID-19 vaccination or approved exemption by September 30th **will be removed** from in-person or hybrid classes, and denied access to campus facilities

# Save the date!

**Next Undergraduate Advising Summit:**

**Friday, October 22, 1:00-2:30pm**

**Topics: Understanding Equity Gaps**

**Moving from Transactional to Holistic Advising**