



**SPARTANS**

SAN JOSÉ STATE UNIVERSITY

**Academic Advising Summit**

**March 5, 2021**

# Welcome to the March 2021

## Undergraduate Academic Advising Summit!

- SJSU Graduation Initiative 2025 Updates
- COVID-19 Academic Policy Changes Overview, Q&A
- Fall 2020 Advisor Survey Key Findings
- Fall 2020 Student Survey Key Findings
- Student Panel: What do you want your advisors to know about your experiences over the past year?
- **SAVE THE DATE: Next Advising Summit April 23!**

## Graduation Rates Update

Four year FTF graduation rate: 28.8% (+3.6) for 2016 frosh cohort with goal of 35% by 2025

Six year FTF graduation rate: 66.1% (+1.8) for 2014 frosh cohort with goal of 71% by 2025

Two year UDT graduation rate: 35.8% (+2.9) for 2018 transfer cohort with goal of 36% by 2025

Four year UDT graduation rate: 75.6% (+4.9) for 2016 transfer cohort with goal of 80% by 2025



**Congratulations to 5681 new SJSU alumni after Spring 2020!**



## Equity Gaps Update

### 6 year FTF Graduation Rates:

Equity gap based on race/ethnicity: **-14.9% (+4.0)** gap for 2014 frosh cohort with goal of 0 by 2025

Equity gap based on Pell eligibility: **-5.9% (+1.9)** gap for 2014 frosh cohort with goal of 0 by 2025

### 4 year Transfer Graduation Rates:

Equity gap based on race/ethnicity: **-3.4% (-0.9)** gap for 2016 transfer cohort with goal of 0 by 2025

Equity gap based on Pell eligibility: **-2.5% (-1.3)** gap for 2016 transfer cohort with goal of 0 by 2025

CO Briefing Report on Graduation Initiative 2025 – Focus on Advising – will be sent with post-Summit slides (posted on SJSU Advising Hub website)

Future Summit planned to further explore and discuss strategies for closing equity gaps

<b>Policy Change</b>	<b>Spring 2020</b>	<b>Fall 2020</b>	<b>Spring 2021</b>
<b>Any course allowed to change to CR/NC by petition (no advisor signature required)</b>	<b>Yes</b>	<b>No</b>	<b>??</b>
<b>F grades automatically changed to NC*</b> *NC will revert to F in academic integrity violation cases	<b>No</b>	<b>Yes</b>	<b>Yes</b>
<b>WU grades automatically changed</b>	<b>No</b>	<b>Yes (-&gt; W)</b>	<b>Yes (-&gt; NC)</b>
<b>No academic disqualification; students with GPA &lt; 2.0 continue on probation</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>

*Details posted here: [sjsu.edu/ue/covid19](https://sjsu.edu/ue/covid19)*

## *What did students choose in Spring 2020?*

- 6402 unique undergraduate students requested 12,059 grade changes
- 690 of these requests were to change grades back from CR/NC to graded
- Breakdown of letter grades changed to CR/NC:
  - 58% C or above (635 were A grades) → CR
  - 8% C- grades → CR
  - 10% D grades → NC
  - 24% F or WU grades → NC

*Is it too late to petition to change to CR/NC or from CR/NC back to letter grade?*

- Yes, except when changing back to letter grade (D) will allow student to graduate. Please refer these cases to Melinda Jackson, Associate Dean for Undergraduate Education ([undergraduate-education@sjsu.edu](mailto:undergraduate-education@sjsu.edu)).



- D grades may fulfill graduation requirements; NC grades do not
- CR/NC grades do not harm OR help GPA (not included in GPA calculation)
- Dean's and President's Scholars require a minimum of 12 graded units to qualify for honors (CR grades do not count)
- Students with NC are considered repeaters when retaking courses (with later enrollment date)
- NC units count toward attempted units; Financial Aid support is limited to 150% of units required to earn degree (120+60=180)

- W grades represent approved withdrawal, units are NOT counted toward attempted or graded units (Note: Instructors cannot assign W grades, this is by petition only)
- WU grades are included in attempted and graded units (included in GPA calculation, zero grade points)
- Students with W grades are not considered “repeaters” when retaking a course (and register on regular schedule)
- Students using Veterans benefits and international students may be disadvantaged by W grades; please refer these students to Registrar’s Office, Veterans Resource Center, or International Student & Scholar Services



- **Students using Veterans Benefits**
  - NC grades require students to pay back benefits
  - Refer students to Veterans Resource Center for advice:  
<https://www.sjsu.edu/veterans/>
- **International students**
  - Must maintain minimum 12 units enrollment (9 units for graduate students)
  - W grades may drop students below these minimums
  - Refer students to International Student & Scholar Services (ISSS) for advice
- **Student Athletes**
  - May be subject to additional grade/unit restrictions
  - Refer to Athletics Advising

- WST suspended through at least Fall 2021; online Directed Self-Placement is being utilized and assessed
- Academic Disqualification will resume after Fall 2021
  - Students on probation must earn at least a 2.0 GPA each term to avoid DQ
  - College Student Success Centers are reaching out to students on continuing probation

- Students may reduce course load, take Summer/Winter courses to “catch up” (Financial Aid can be used if at least 6 units in Summer)
- Students may choose to “stop out” for one semester, no paperwork
- Students may petition for Leave of Absence for up to 4 semesters
- Students may petition to withdraw from one or more courses (or all courses) for the current or previous semesters; COVID-19 and wildfire-related circumstances will be given special consideration



- Counseling & Psychological Services ([CAPS](#)), available in Summer too
- [SJSU Cares](#) (Spartan Food Pantry, other Basic Needs referrals)
- Learn Anywhere ([sjsu.edu/learnanywhere](https://sjsu.edu/learnanywhere)) online learning resources
- Discover SJSU ([sjsu.edu/discoverjsu](https://sjsu.edu/discoverjsu)) - one stop shop for student engagement opportunities



SJSU  
Cares



*What questions do you have?*

*What questions are you hearing from students?*



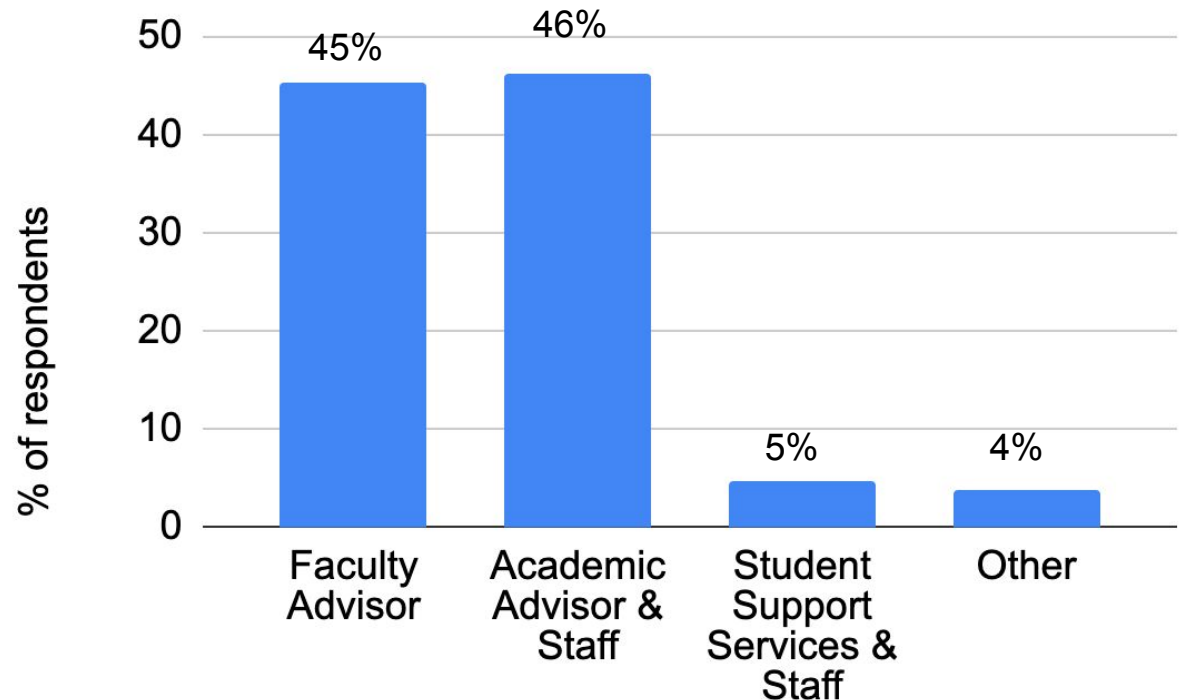
## General Overview

- Administered Nov. 9 - Dec. 11, 2020
- Goals
  - Understand how advisors are transitioning to remote advising
  - Identify the types of support that advisors need
  - Examine topics of interest related to professional development



## General Overview

- 130 respondents



College	Number of Respondents
AARS	7
Engineering	8
Health & Human Services	23
Humanities & the Arts	10
Science	9
Social Sciences	21
Education	4
Business	6
Professional and Global Education	1
Student Support Services	12

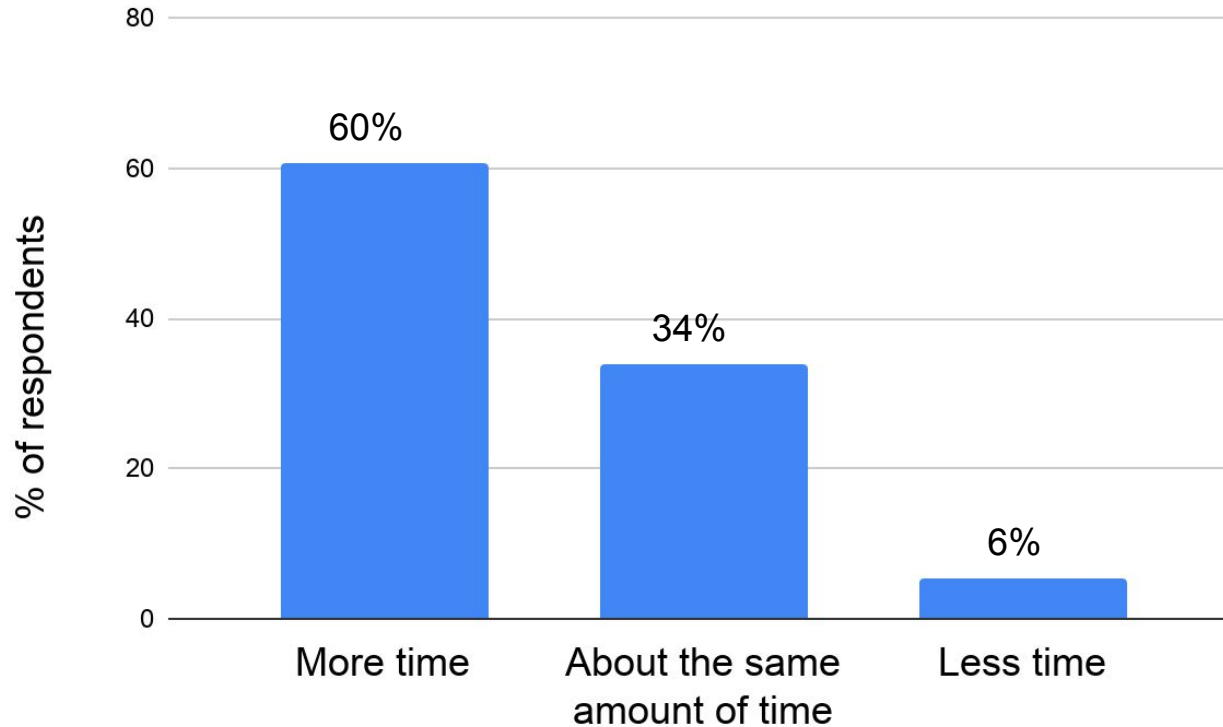
Classification	Number of Respondents
SSP I (A or B)	1
SSP II	13
SSP III	28
SSP IV	7
Other	3

## Transition to Remote Advising

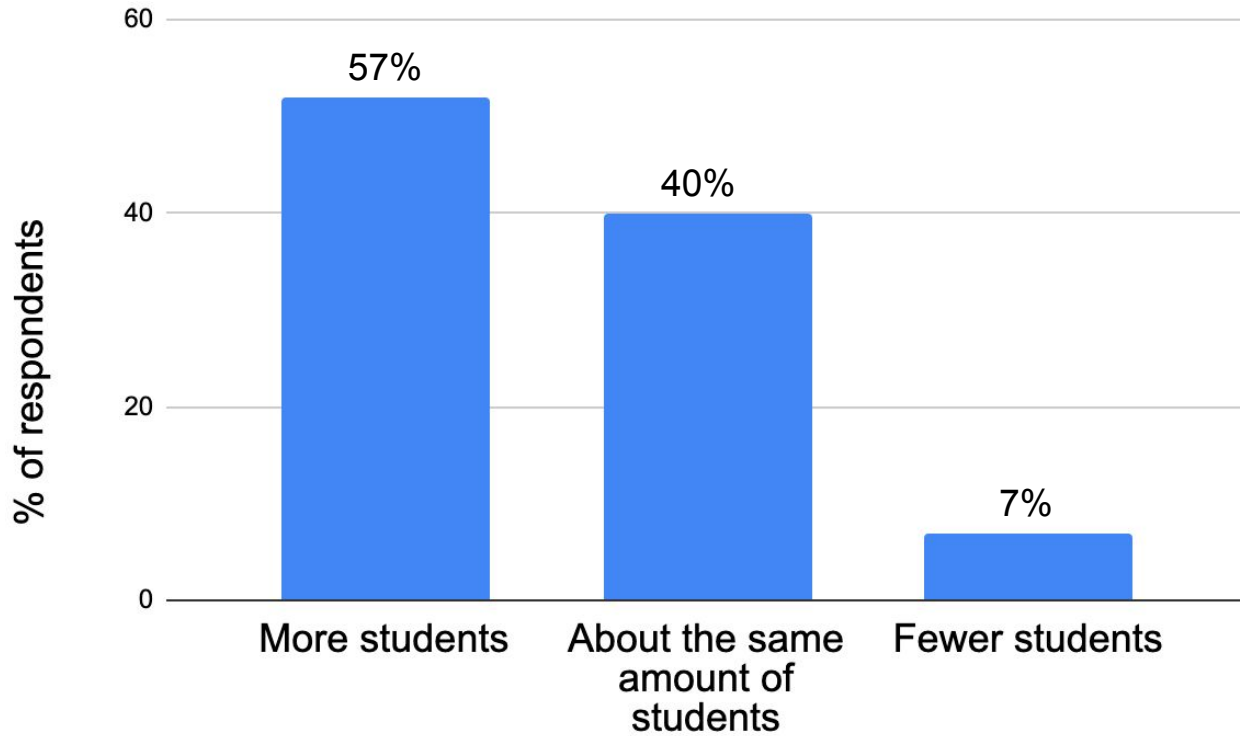




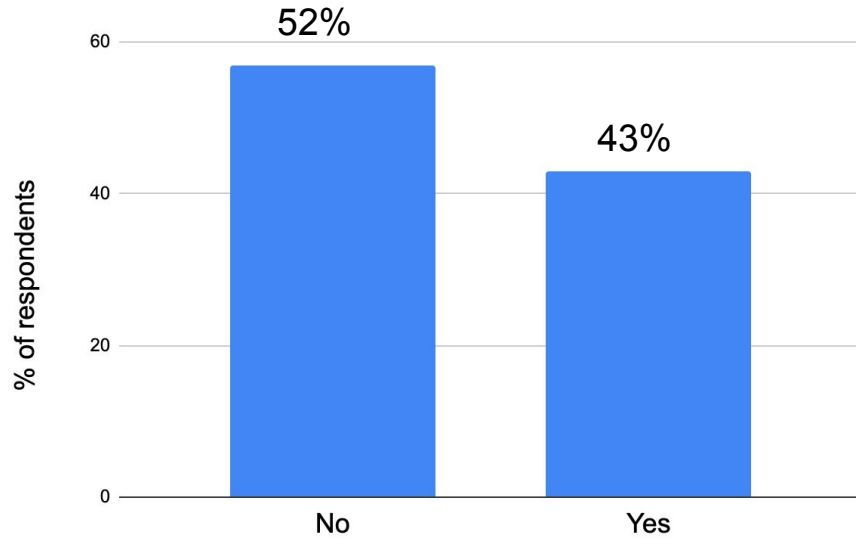
Since the transition to remote advising, how would you describe the amount of time you are spending on advising students?



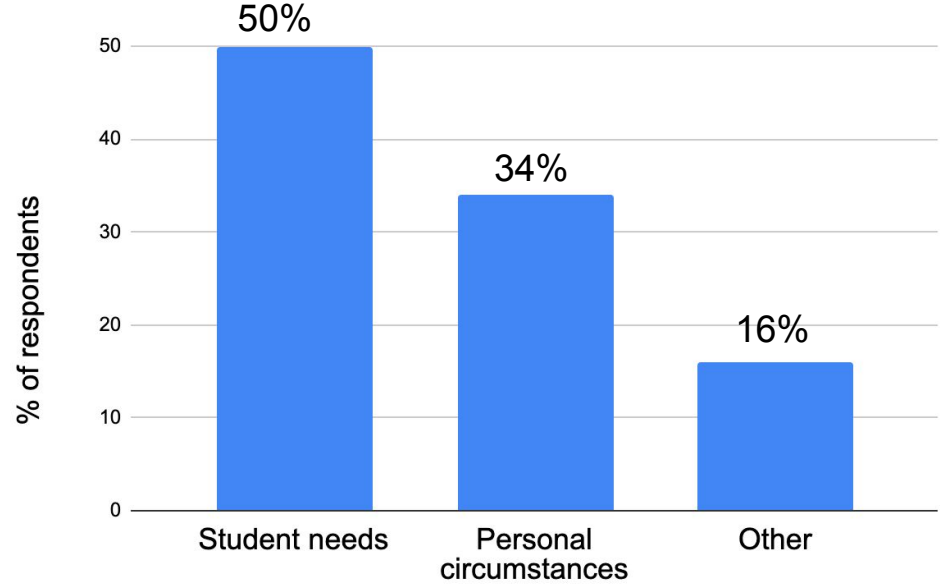
Since the transition to remote advising, how would you describe the number of students that you are advising?



Since the transition to remote advising, have you had to shift your work schedule outside the traditional work hours (Mon - Fri, 9am-6pm)?



If yes, what were the reasons for this shift in your work hours? (check all that apply)



What are you finding most challenging about remotely advising students?

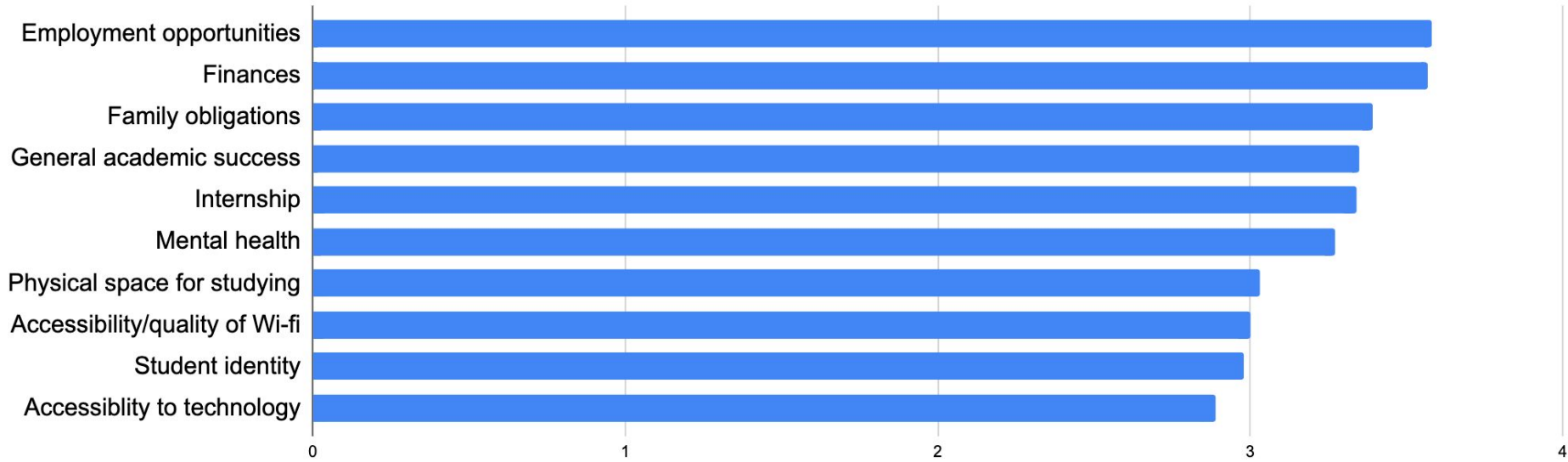
- Advising feels more transactional
- Missing the human aspect of meeting with students in person
- Helping students navigate university websites, policies & forms
- Communicating effectively with students via email about critical/complex issues
- Technical issues (e.g., wi-fi instability)
- Fatigue, burnout, work-life balance



If remote advising continues into the foreseeable future, what equipment, training, and/or technological solutions would benefit your ability to work remotely?

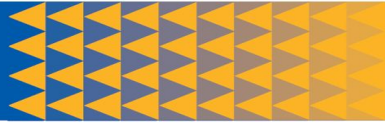
- Work-from-home office equipment (e.g., ergonomic set-up, standing desk, monitor)
- Training for students on how to use various advising tools (e.g., MyProgress) and understanding about university policies & forms
- Training for faculty on how to use SJSU advising tools (e.g., Spartan Connect)
- Infrastructure (e.g., updated university websites, Live Chat functions)
- More advisors

From your interactions with students, how concerned are students about various areas of their academic, career and personal lives?



## Professional Development Program





<b>Informational</b>		<b>Relational</b>	<b>Conceptual</b>
1	Campus resources	Understanding & accommodating special populations (e.g., historically underserved students, transfer students, etc)	Trends in higher education and advising
2	Referral to campus resources/services	Students in heightened emotional states distress and/or crisis	Advising structure/models
3	Advising techniques	Coping with advising burnout (e.g., caseload, working overtime)	Campus culture
4	Academic requirements, policies & forms	Partnering with other staff, faculty members, advisors & students	Theoretical frameworks for advising delivery



## Professional Development Program

- General Structure for 2021-2022

Format	Frequency
Canvas Course	Ongoing with updated Modules 1 - 2 times/semester
Webinars & Workshops	1 - 2 times /semester
Videos	1 - 2 times /semester (can be embedded in Canvas)

- Recognition & Awards in spring
- Soft launch of PD Program summer 2021

## Professional Development Subcommittee

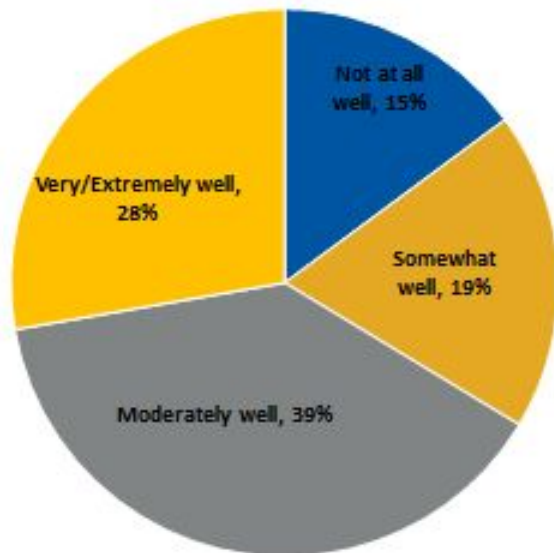
- Eva Chan
- Christie Johnson
- Faranak Memarzadeh
- Hugo Mora-Torres
- Brent Petersen
- Lilly Pinedo Gangai (*Co-chair*)
- Marcos Pizarro
- Kim Tsai (*Co-chair*)
- Lauren Welch

# Fall 2020 Student Success Survey Overview

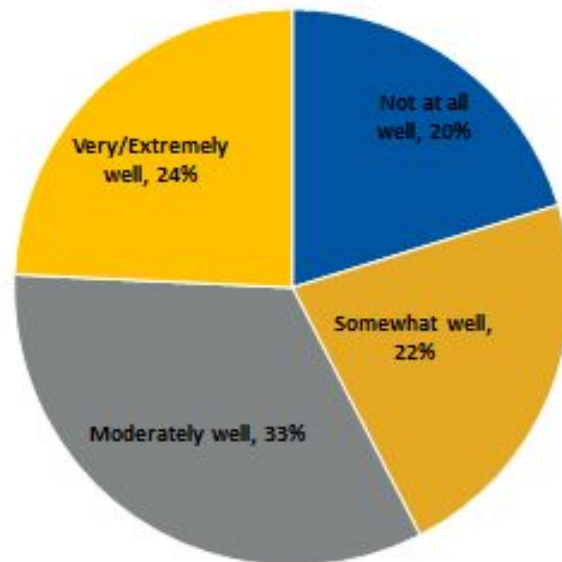
- Online survey conducted between Dec 2 – Feb 3, 2020
- All SJSU students (N = 36,210) invited to participate
- Total of 4,565 respondents (13% response rate)
  - N = 3,232 (71%) Undergraduate Students (presented here)
  - N = 1,333 (29%) Graduate Students
- Survey Topics:
  - Satisfaction with Fall 2020 Courses
  - Readiness for Remote Learning
  - Utilization of Campus Resources
  - Caretaking Responsibilities
  - Impacts on Academic Progress
  - SJSU Connections and Communication
  - Online Learning Preferences

*Note: Key Findings presented today - full report anticipated by end of March*

How well would you say you are doing overall?

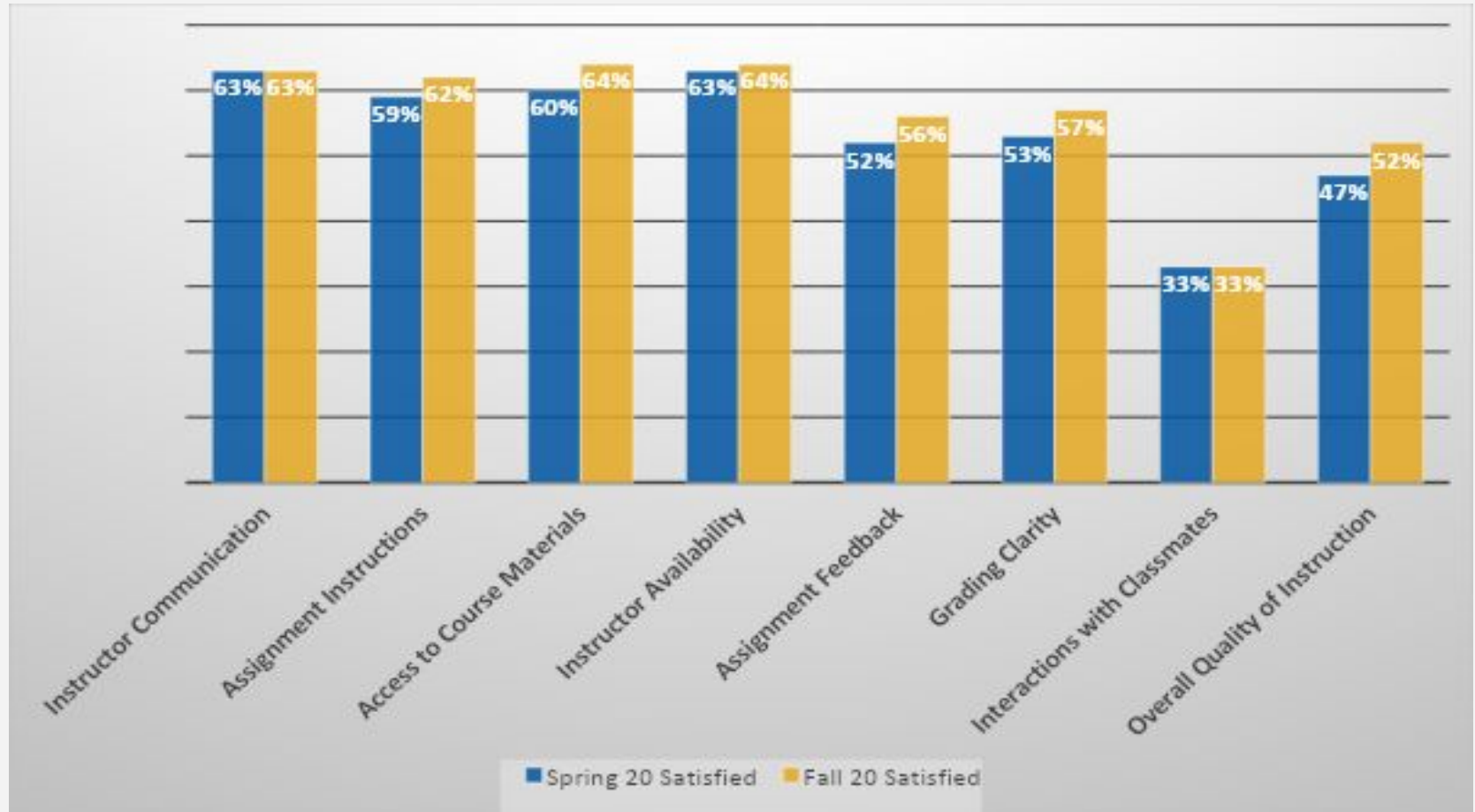


How is online learning going for you this semester?

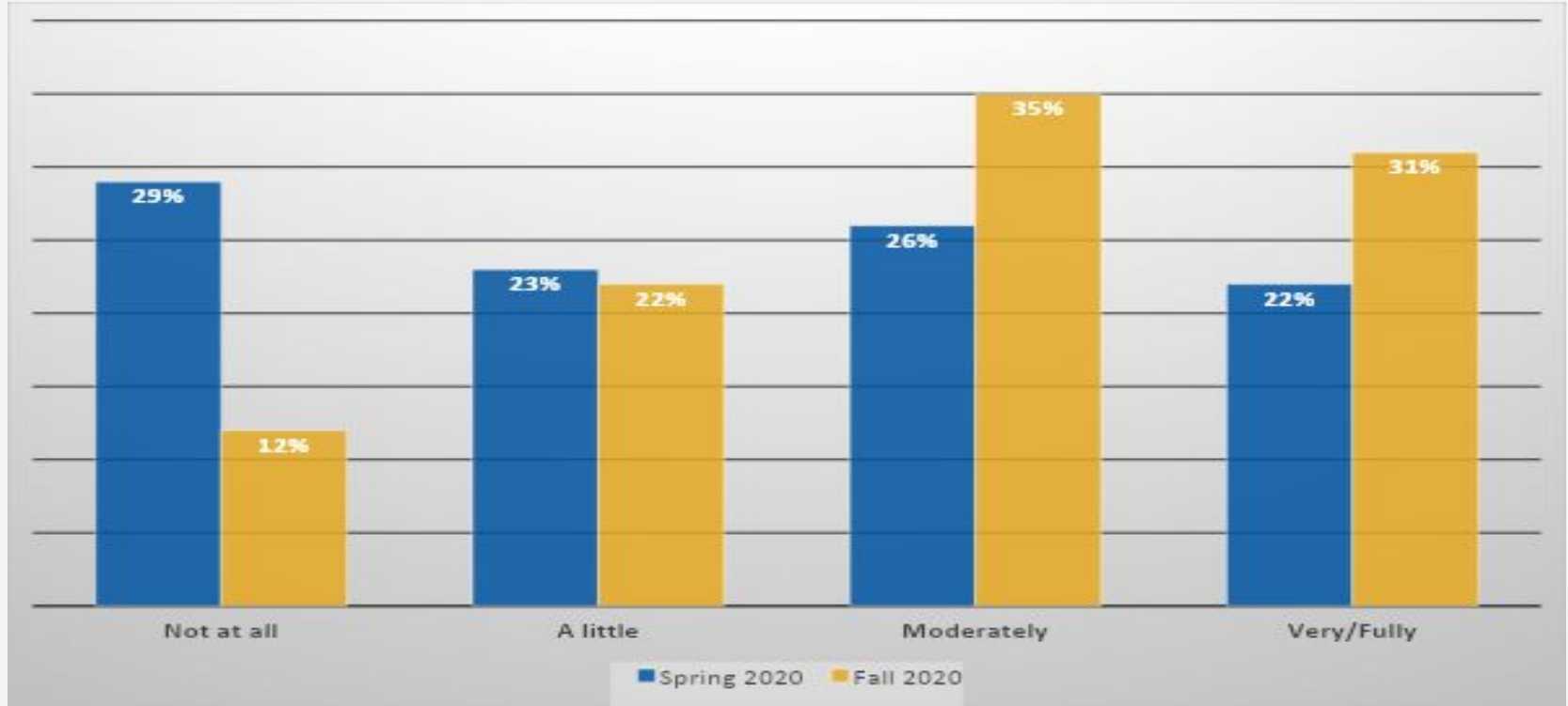




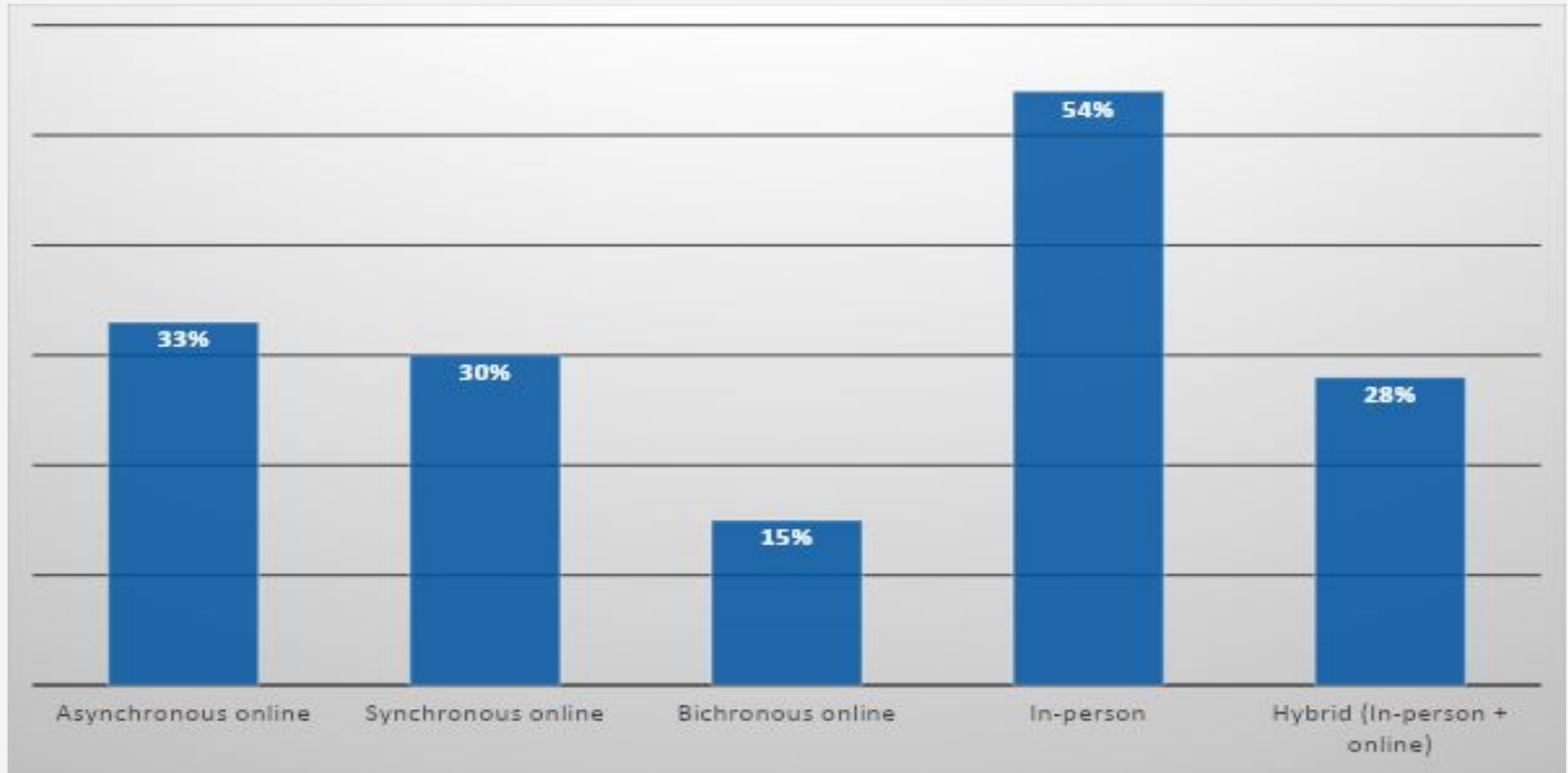
# Satisfaction with Aspects of Remote Learning



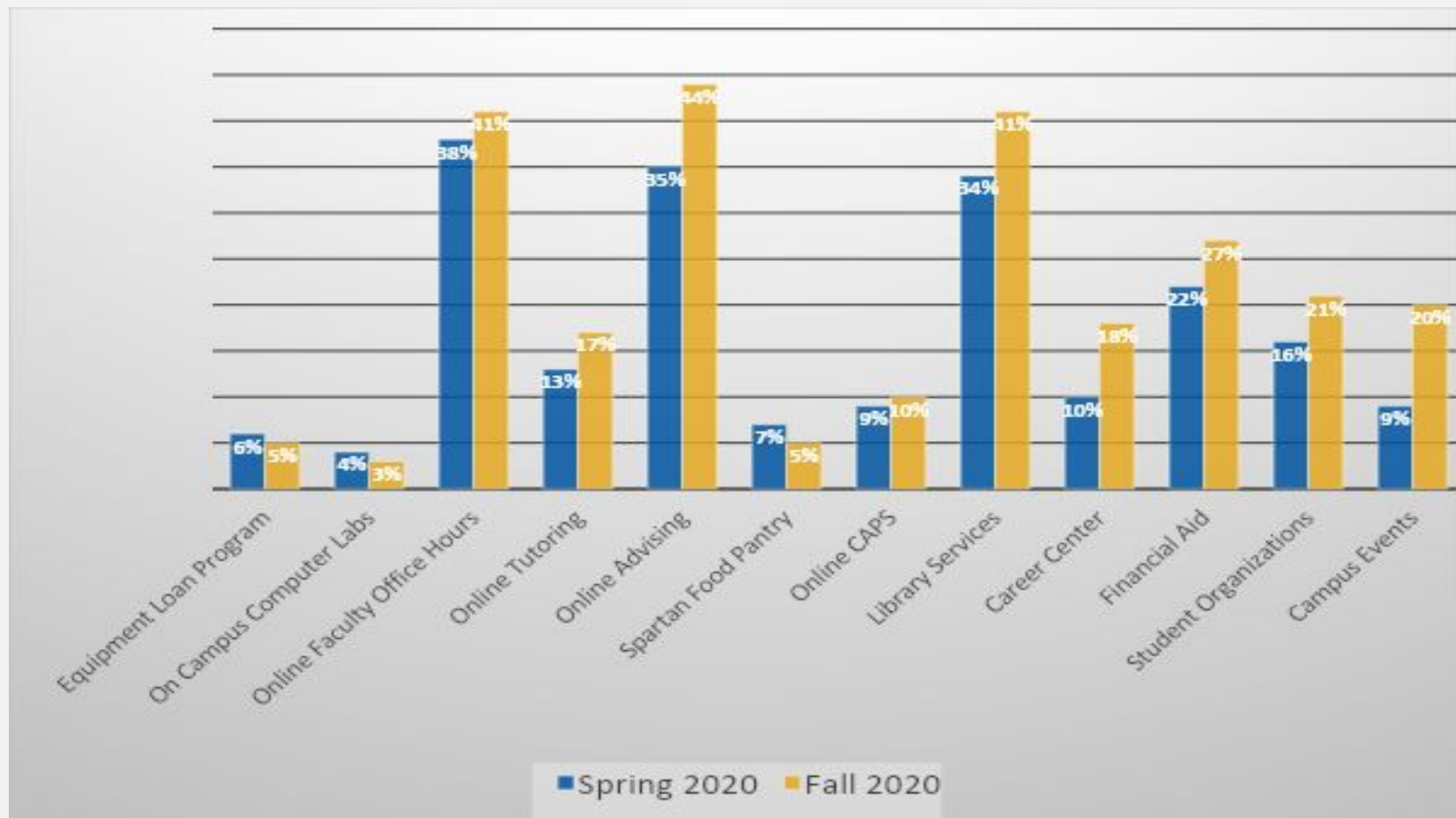
# How well prepared were you for online learning in Fall 2020?



**In the future, when in-person instruction is no longer restricted, what type of classes would you prefer? (Mark all that apply)**

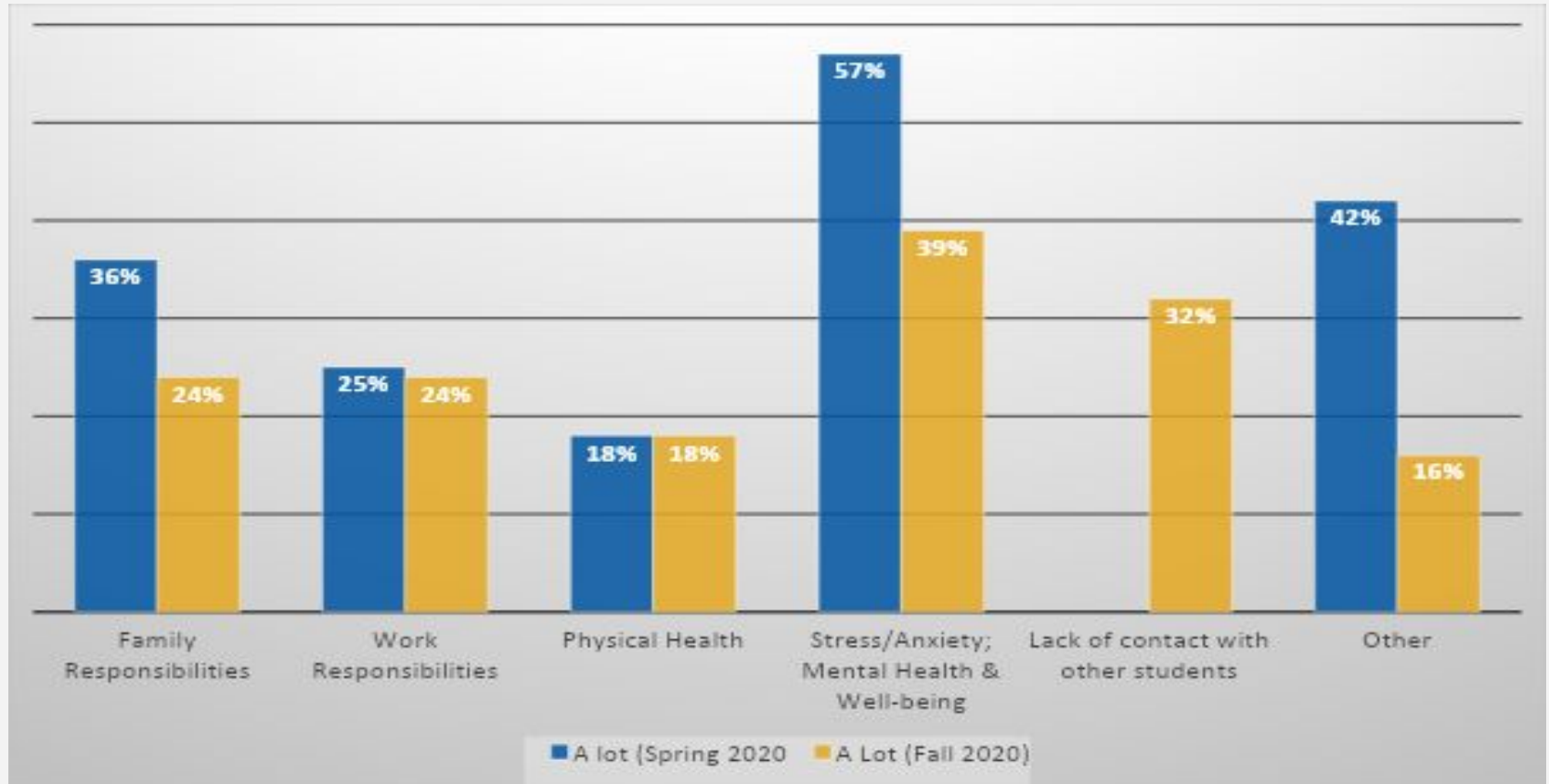


# Did you use any of the following after the switch to remote learning?





# To what degree did the following impact your academic success?



# STUDENT PANEL

“ I wish academic advisors knew...”

Moderator: Lilly Pinedo Gangai, Chicanx/Latinx Student Success Center

## Student Panelists

Edwin Sanchez-Ochoa, Chicanx/Latinx Student Success Center

Rudy Ibarra-Perez, Educational Opportunity Programs

Parul Puri, MOSAIC Cross Cultural Center

Christian Femat-Gomez, TRIO/McNair Scholars & ASPIRE

## Questions

- Share your name, gender pronouns, class level, major, and why you chose to attend SJSU.
- When and where did you first hear about academic advising services at SJSU? Describe your first experience engaging with an academic advisor and/or an academic advising office.
- How has the COVID-19 pandemic affected your ability to connect with an academic advisor (positive and negative experiences)? Describe how the advisor/advising office has communicated with you and whether or not this form of communication has been effective in meeting your needs.

## Questions

- How have academic advisors supported you during this time, in particular, what have they done that has made a difference in you feeling connected, cared for, and prepared?
- What do you wish academic advisors knew about you?
- Is there anything else you would like to share with the academic advising community?

# Academic Advising Steering Committee Members

Co-Chairs: Melinda Jackson, Catherine Voss Plaxton

Advising Center Directors: Jamie Alea, Francisco Castillo, Cindy Kato

Cultural Student Success Center/Program Directors: Lilly Pinedo  
Gangai, Mathew Stowe, Mike Palmieri

CAPS: Scheanelle Green

Faculty Advisors: Cynthia Rostankowski, Kim Tsai, Jessica Chin

Associate Deans: Jinny Rhee, Ron Rogers



**Next Advising Summit is April 23, 1:00-2:30pm**

**Professional Development & Advising Tools:**

**Focus on Spartan Connect (EAB Navigate)**

**New Advisor Onboarding course in Canvas**

