Advising Summit Agenda

• Undergraduate Advising Transitions at SJSU: Where we’re going, and How we will get there

• Q&A

• Policy and Process Updates
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
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
# 3 Year Implementation Process

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| Spring 2021 | Advising Center Directors collaborate with Undergraduate Education to develop position descriptions  
               | Ongoing dialogue about details of model implementation                 |
| Summer 2021 | Recruit AVP Undergraduate Advising & Success                             |
| Fall 2021   | Develop new Undergraduate Advising & Success structure and training program  
               | Recruit SASS Specialists                                                 |
| Spring 2022 | Continue to Recruit and Train SASS Team in preparation for Summer Orientation  
               | Collaboration phase to develop transition plan for next 2 years          |
| Summer 2022 | Implement new SASS advising model for incoming First-year Students       |
| Next 2 years| Implement new model in stages, in collaboration with undergraduate advising community |
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)
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
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

Welcome to the UASC! Undeclared student? We will help you find which program you belong 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 of 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
See you next time!