

FEBRUARY
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The Advising Alert

2008 - 09

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HELPING DISQUALIFIED UNDERGRADUATES

At the end of the fall 2008 semester, 542 SJSU undergraduate students were academically disqualified, and each of these students had a different and very personal response to the news. While some forecasted their dismissal and were not surprised by it, others were perplexed and overwhelmed. Quickly, they visited advisors for explanations about why they had been disqualified and how they could be reinstated, often in hopes of enrolling in spring classes. The processes of reinstatement and readmission

are sometimes confusing for students. Advisors need convey to students that reinstatement and readmission are two separate processes with different procedures and different deadlines.

There are many different categories a student may use to seek reinstatement, including: SJSU Cumulative GPA of 2.0 or Better,

Special Consideration, Extenuation, Petitioned Grade Change, and the Program of Study. The Program of Study is the most commonly used category and is only available to students who have been disqualified once (http://www.sjsu.edu/registrar/docs/reinstatement_petition.pdf).

Under the Program of Study, students must complete a minimum of two courses (6 semester units or nine quarter units) and a maximum of three courses (9 units) within a single semester at SJSU or another institution [MORE](#)



GOT BLOGS?

"I have a student who wants to take my SJSU studies class, but he has not yet taken the WST. He is a great student with tremendous potential and he has already taken his lower division core GE classes. I would really like to advocate for him to get into my class. How can I make this happen?"

Would you like to know the answer to this question? If so, you will need to go to the SJSU Advising Alert Blog. As we all know, one advisor may come forward and ask for information, but many other advisors will share the same question.

Therefore, each week, I will select one "Question of the Week" and answer it online. The question may be a frequently asked question, a particularly interesting question, or it may be a question that has an often misunderstood answer.

Furthermore, you will be able to make comments and hold an online discussion, which will allow for a dialogue on relevant issues. You are certain to learn something new without having to wait for the monthly newsletter.

Because this blog is a new endeavor, please do not be surprised if the blog's features or appearance change slightly. It is a work in progress and I look forward to your questions and feedback.





“Although the disqualification process can often be a difficult one, advisors can help students by working with them to strategize the next steps and develop plans for future academic success.”

[Helping Disqualified Undergraduates \(cont.\)](#)

(http://www.sjsu.edu/registrar/docs/reinstatement_presentation.pdf). The courses must be approved by an advisor, taken for a letter graded and count toward the degree. To be guaranteed reinstatement, undergraduate and post baccalaureate students must earn a minimum grade of “B” in each course attempted in the program of study. If students register for additional classes beyond those listed on the program of study and earn grades below a “B”, their petitions may be denied. Regardless of which category a student and advisor use for reinstatement, a personal statement is required. The student’s personal statement must address the issues that lead to disqualification and the resolution of these issues.

In addition to reinstatement, most students wishing to return to SJSU must also be readmitted to the university. With CSU impaction, readmission is not likely to happen as quickly as students would like. SJSU admission for fall 2009 is closed and spring 2010 admissions remain uncertain. However, students who are disqualified at the end of spring 2009 may complete a program of study during Summer 2009 and be reinstated for the fall 2009 semester without having to reapply for SJSU (restrictions apply; please visit http://www.sjsu.edu/registrar/docs/reinstatement_presentation.pdf for more information).

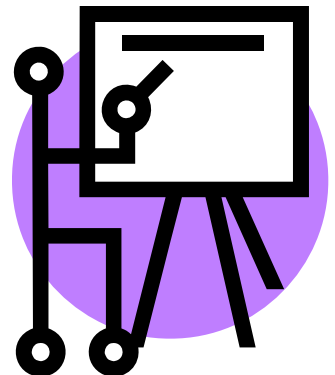
Unfortunately, simply hearing how long students will have to wait to become matriculated often causes even more stress to disqualified students. As an advisor, what can you do to help the anxious student? You can begin by helping students plan their reinstatement and readmission to SJSU:

1. Make sure you understand the procedures for both reinstatement and readmission or seek assistance when you are unsure. Visit http://www.sjsu.edu/registrar/docs/reinstatement_presentation.pdf for more information.
2. Work with the student to examine some of the factors that led to the disqualification and if necessary, refer the student to the appropriate resources.
3. Select the most appropriate category for reinstatement.
4. Approve appropriate classes the student should use for reinstatement.
5. Outline important components to include in the personal statement.

Although the disqualification process can often be a difficult one, advisors can help students by working with them to strategize their next steps and develop plans for returning as a matriculated student. You can find more useful information at http://www.sjsu.edu/registrar/docs/reinstatement_presentation.pdf.

FACULTY ADVISOR LIAISON TRAINING

On Friday, January 30, 2009, twenty-five faculty advisors from most of SJSU’s seven colleges attended Faculty Advisor Training hosted by the Advising Council. This training was geared toward Faculty Advising Liaisons, assigned faculty from each college who serve as a contact for issues within their colleges, as liaisons between their respective colleges and the Advising Council, and as liaisons between the seven colleges. Each Advising Liaison invited two faculty advisors as guests. Advisors were given training on PeopleSoft, including how to remove holds and review degree progress reports. Training topics also included resources, referrals, and advising techniques. Furthermore, advisors were given the opportunity to learn from each other about how the various colleges structure their advising services.



LIGHTS! CAMERA! ACTION!

Crazy wedding videos, dogs jumping rope, and cats on roller skates – we’ve all seen the videos online. Considering the extreme popularity of websites that offer such videos, why not use the popularity of videos as an advising resource to benefit SJSU students? Some departments including the Career Center and the Student Advising Center already employ online videos because they can be used to effectively communicate certain feelings, emotions, and complex thoughts that are difficult to convey through text.

If you have visited the Advising Hub, then you know that text on the website is plentiful. Although most of the information posted there is clear and concise, students do not always read information thoroughly, causing an incomplete or inaccurate understanding of what they read. In spite of the university’s best attempts, students continue to misunderstand important policies, procedures, and deadlines.

Therefore, the Advising Council wanted to give students a different way of learning and understanding advising information, with the



expectation that offering information through different types of media will improve their understanding of important information. Therefore, the Advising Council is currently publicizing a [request for proposals](#) for advisors to develop videos on advising topics such as applying for graduation, accessing the degree progress report, and selecting

classes. Faculty and staff with accepted [proposals](#) will have the ability to work alone or in teams to develop the videos. Fortunately, advisors developing these videos will have the assistance of Academic Technology to ensure professional quality. Furthermore, the author of each completed video will be awarded a \$500 stipend.

Once these videos are produced, they will be available for viewing on the Advising Hub. So, put on your creative thinking caps and get ready to be stars!

Would you like to submit a [proposal](#)? Click [HERE](#) for an application.



WEBSITE REVIEW – HELP!

As we all know, SJSU has an extensive website. Between departments’ sites, faculty pages, news, etc., SJSU has an abundance of online information. As the Go To person for academic advising, I have been charged with ensuring the accuracy and completeness of advising information on SJSU’s website. Related to this, I have good news and bad news.

As a personal rule, I generally prefer to share bad news first. The bad news is that because there is so much information on SJSU’s website, my progress is moving at a pace that makes the Slowskys (Comcast’s mascot tortoises) seem fast. The good news is that I am extremely pleased to find that most websites I have reviewed contain accurate and complete advising information. This has made a big task seem a little smaller; however, in my search for mistakes, the most common issue I have found has been dead links. We all know about dead links – you click on a link that you are certain will contain the information you desperately need, a note pops up that says “Page Not Found”.

Fortunately, many of you know about your dead links and are in the process of updating your websites. With that in mind, as you update your websites, please make sure that your links work and that the links to time-sensitive information (such as class schedules, important deadlines, etc.) are updated regularly. If you use links to the catalog or schedule of classes, the page you link to may change often (fall to spring, etc.). Several of these pages also exist as “static links”, meaning that the page will automatically update every time a new version is posted. For a listing of these static links related to info.sjsu.edu content, including catalog, schedule, articulation, and admissions information, please see <http://info.sjsu.edu/web-dbgen/narr/static/>.

As you can imagine, reviewing the university’s website is a monumental task and I truly appreciate your assistance in keeping SJSU’s advising information current, accurate, and relevant for students, advisors, and the SJSU community in general.

TIP TO BECOME MANDATORY

Wouldn't it be great if all of your transfer students were aware of the WST, general education and major requirements, and an overall understanding of SJSU before they visit you for advising for the first time? If your answer is yes, you will be pleased to learn that the Transfer Information Program (TIP) will become mandatory for students entering fall 2009.

After many years of recognizing the difference in preparation among students who attended TIP and those who didn't, it has become abundantly clear that transfers who attend TIP get a better start to their academic careers at SJSU than those transfers who do not attend TIP. For instance, among the 2578 new transfer students for fall 2008, 1396 attended TIP and the remaining 1182 did not attend. Among new transfer students on academic probation at the end of fall 2008, 64% had not attended TIP, as compared to 36% who had attended. Additionally, of the transfer students who withdrew from the semester, 60% had not attended TIP while 40% had attended TIP. Furthermore, of the transfer students who requested to late drop from at least one class, 64% had not attended TIP and the remaining 36% had attended.

TIP has an ambitious schedule and a more ambitious goal. During the seven-hour day, students are introduced to the campus, colleges, major departments, and university resources, as well as general education, WST, and important policies. In essence, TIP serves as a crash course on how to graduate from SJSU. Given the multitude of TIP components, which account for the difference in probation, late drops, and withdrawals among those who attended and those who did not attend? While specific causation is difficult to

determine, Lupe Zuniga, Assistant Director of Academic Advising and Retention Services, believes the difference is that students who attend TIP learn important information that may not always be easily accessible elsewhere. For instance, advisors may be able to tell students which classes should not be taken together during the same semester or how to schedule classes to help students be successful. Similarly, advisors can offer encouragement and begin to build rapport with students during the TIP sessions. Those who do not attend TIP must find this important information on their own.

Making TIP mandatory is a proactive measure to ensure student success. As new transfer students begin to inquire about registering for Fall 2009 classes, please refer them to the Next Steps website at <https://nextsteps.sjsu.edu/> because if they do not attend TIP, they will NOT be allowed to register.

While SJSU needs to decrease enrollment, doing so through graduating students is preferable over losing students to academic difficulty, inability to meet deadlines, or misunderstanding of academic policies.

Visit the TIP website at <http://www.sjsu.edu/aars/tip/>.

TIP DATE	RSVP DEADLINE
Friday, April 17, 2009	Wednesday, April 8, 2009
Friday, May 1, 2009	Wednesday, April 22, 2009
Friday, June 5, 2009	Wednesday, May 27, 2009
Friday, August 7, 2009	Monday, June 1, 2009

Do you have advising updates and achievements? Send them to us for inclusion in the monthly Advising Alert.



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