

March 9, 2018

Dr. Mary Papazian  
President  
San Jose State University  
One Washington Square  
San Jose, CA 95192-0030

Dear President Papazian:

This letter serves as formal notification and official record of action taken concerning San Jose State University (SJSU) by the WASC Senior College and University Commission (WSCUC) at its meeting February 14-16, 2018. This action was taken after consideration of the report of the review team that conducted the Special Visit to SJSU September 26-27, 2017. The Commission also reviewed the institutional report and exhibits submitted by SJSU prior to the Special Visit. The Commission appreciated the opportunity to discuss the visit your colleagues: Andy Feinstein, Provost; Thalia Anagnos, Associate Vice President/ALO; and Sharon Willey, Interim Vice President for Student Affairs. Your comments were very helpful in informing the Commission's deliberations. The date of this action constitutes the effective date of the institution's status with WSCUC.

#### **Actions**

1. Receive the Special Visit team report that focused on:
  - a. leadership, organizational climate, and shared governance
  - b. campus climate and diversity
2. Continue with the scheduled Offsite Review in fall 2021 and the Accreditation Visit in spring 2022
3. The Mid-Cycle Review scheduled for spring 2019 will be due May 1, 2019.

#### **Commendations**

The Commission commends SJSU in particular for the following:

1. SJSU administration for its positive momentum in regards to shared governance, as it has demonstrated strong engagement and widespread consultation with faculty in decision-making.
2. Efforts toward promoting inclusiveness in the strategic plan
3. Commitment toward promoting student success among its underrepresented minority (URM) student population, as demonstrated both by baseline funding of the African American/Black Student and Chicanx/Latinx Student Success Centers as well as by creation of the 4 Pillars initiative.
4. Hiring the university's first chief diversity officer, the establishment of the Office of Diversity, Equity, and Inclusion, and the extensive diversity training opportunities provided to faculty, staff, and students.

#### **Recommendations**

The Commission requires the institution to respond to the following issues:

1. Continue the excellent work in elevating student success, with a particular focus on strengthening Student Affairs, which will lead to a stronger university. (CFRs 2.10 and 4.3)
2. Address issues relevant to staff communication, quality of work life, and campus climate concerns. (CFRs 3.2 and 3.3).
3. Systematically re-examine the role of professional academic advising to ensure sufficient staffing, training, and cultural competencies to serve underrepresented minorities (URM), first generation college students, student veterans, students with disabilities, and other student groups. (CFRs 2.12, 2.13, and 2.14)
4. Pay closer attention to academic advising to ensure that all students have adequate access to degree planning and degree program requirements. (CFRs 2.12, 2.13, and 2.14)
5. Deepen the effort to recruit, hire, and retain faculty who reflect the diversity of the SJSU student community. (CFRs 1.4 and 3.1)

In accordance with Commission policy, copies of this letter will be sent to the chair of the CSU Board of Trustees and to Chancellor Timothy White in one week. The Commission expects that the team report and this action letter will be posted in a readily accessible location on the San Jose State University website and widely distributed throughout the institution to promote further engagement and improvement and to support the institution's response to the specific issues identified in these documents. The team report and the Commission's action letter will also be posted on the WSCUC website. If the institution wishes to respond to the Commission action on its own website, WSCUC will post a link to that response on the WSCUC website.

Finally, the Commission wishes to express its appreciation for the extensive work that San Jose State University undertook in preparing for and supporting this accreditation review. WSCUC is committed to an accreditation process that adds value to institutions while contributing to public accountability, and we thank you for your continued support of this process. Please contact me if you have any questions about this letter or the action of the Commission.

Sincerely,



Jamiene S. Studley  
President

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Cc: Reed Dasenbrock, Commission Chair  
Thalia Agnos, ALO  
Rebecca Eisen, Chair, CSU Board of Trustees  
Timothy White, Chancellor, CSU System  
Members of the Special Visit team  
Richard Osborn, Vice President