

SJSU SAN JOSÉ STATE
UNIVERSITY

SPARTAN CONNECT

SUCCESS REPORT 2022



SPARTAN CONNECT SUCCESSSES



Spartan Connect has become the primary advising platform for students and advisors at SJSU.

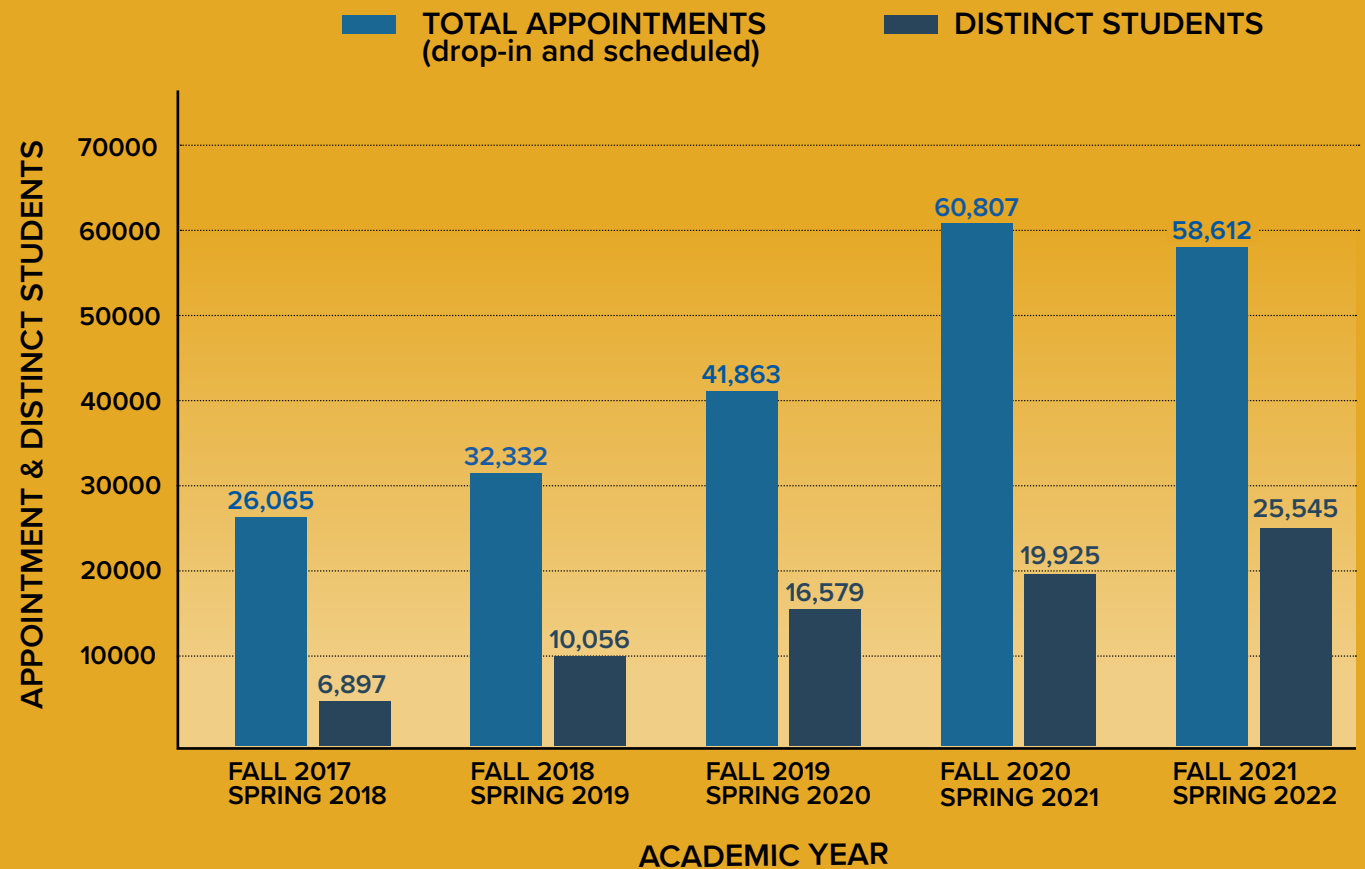
Successes include:

- For the Fall 2021/Spring 2022 academic year, 25K students were served in 58K appts. A continued increase in students served from previous years.
- The larger proportion of service delivery continued to be through virtual channels in 2021/2022. And, visit summary reports were filed more frequently for virtual appointments vs in-person appointments.
- Terminology related to our Early Support Program was updated to increase engagement and reduce stigma.
- Persistence rates and average GPA are higher for students with one appointment or more in Spartan Connect with an even greater positive difference for HUS students.

ACADEMIC YEAR TOTALS

TOTAL APPOINTMENTS AND DISTINCT STUDENTS

While the total number of appointments dipped slightly in the most recent academic year, the number of individual students receiving service continued to increase by more than 25% over the prior year.

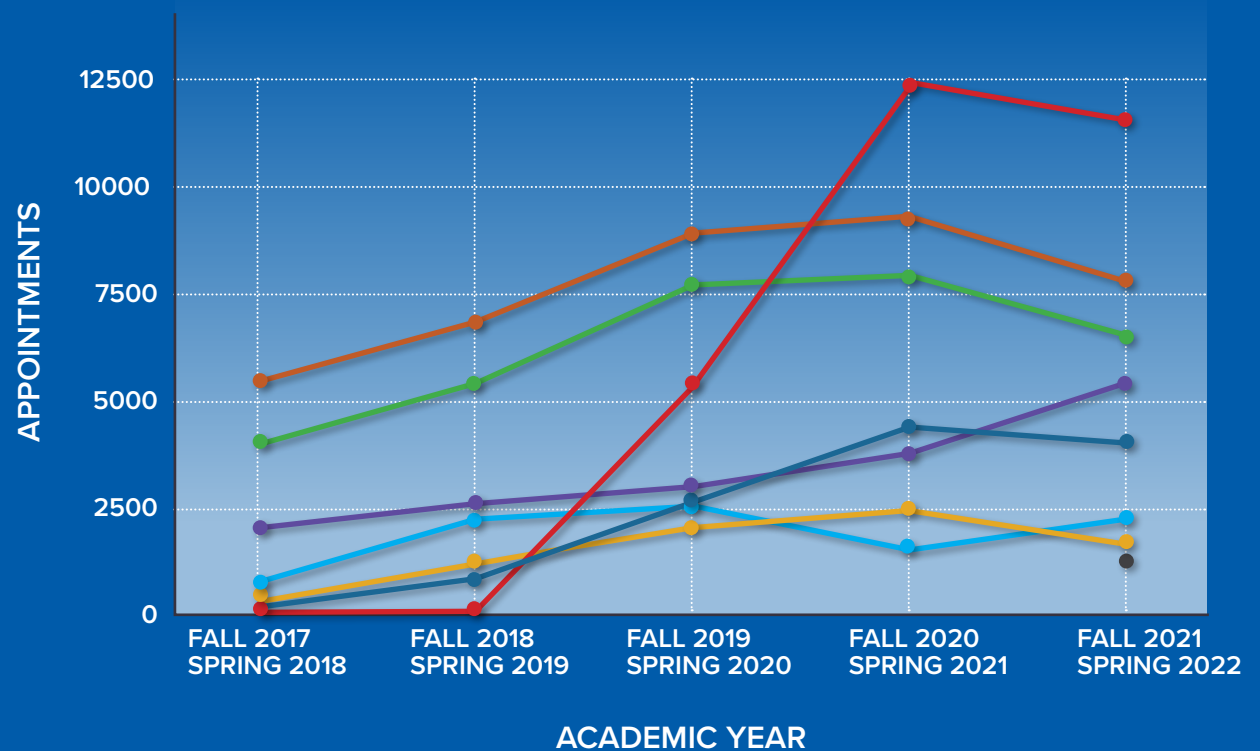


ACADEMIC YEAR TOTALS

APPOINTMENTS BY

COLLEGE SUCCESS CENTERS

The adoption by college-based advisors prompted significant growth in the number of appointments tracked in Spartan Connect.

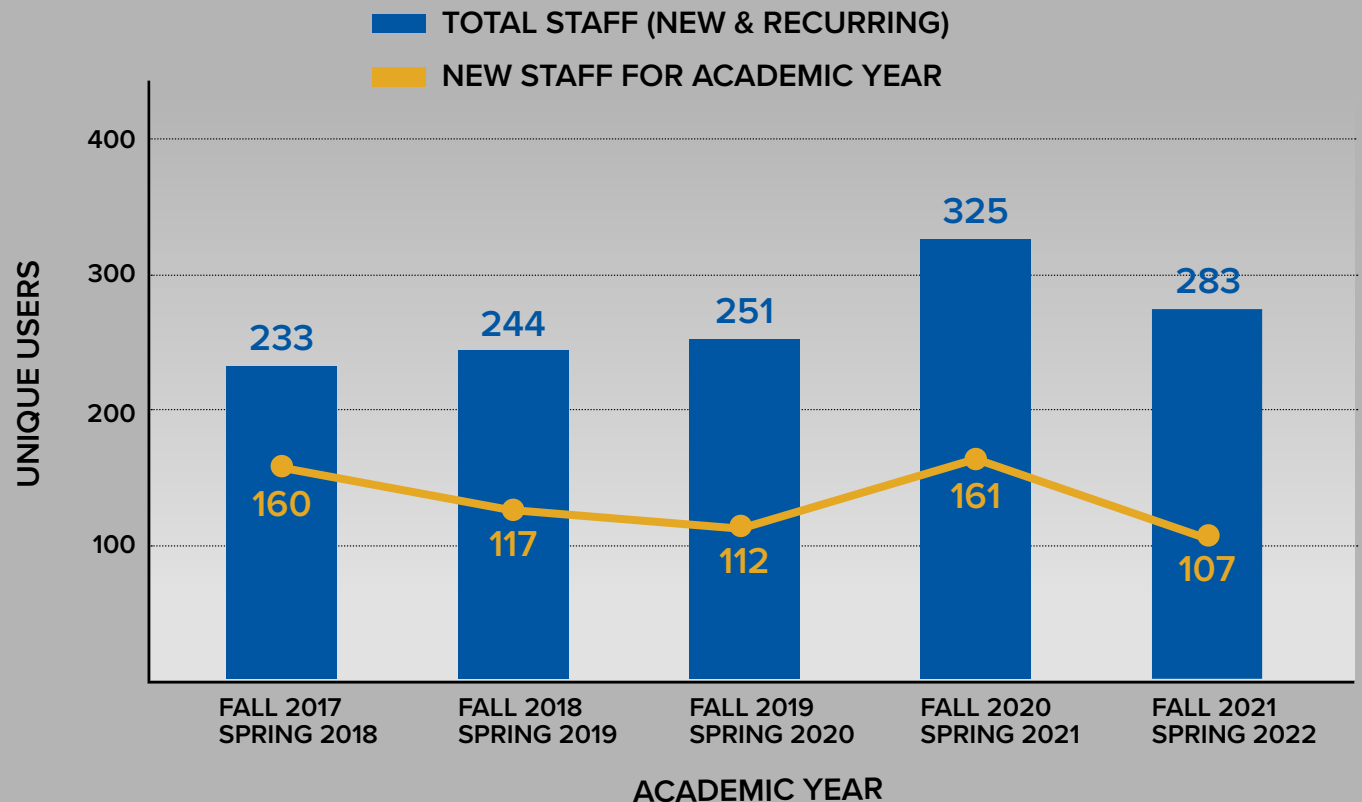


ACADEMIC YEAR TOTALS

ADOPTION BY STAFF/ADVISORS

The 2020/2021 Academic Year represents an increased reliance on Spartan Connect to serve students in a completely virtual environment.

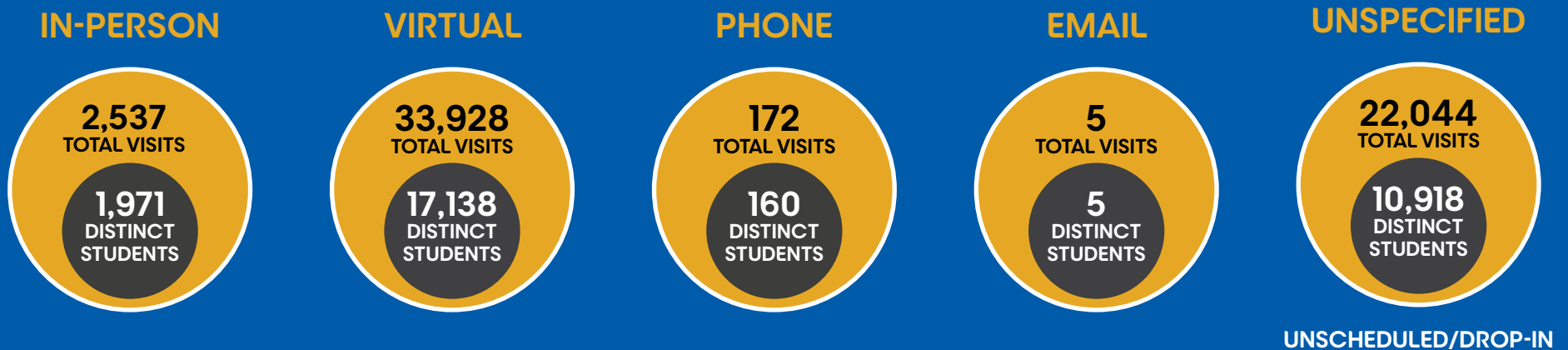
2021/2022 is a continuation of the growth trend of the previous years.



ACADEMIC YEAR 2021-22

APPOINTMENTS BY MEETING (SERVICE DELIVERY) TYPE

Breakdown of the proportion of summary reports filed.



SUMMARY REPORTS FILED

88%
TOTAL

51,360
TOTAL VISITS

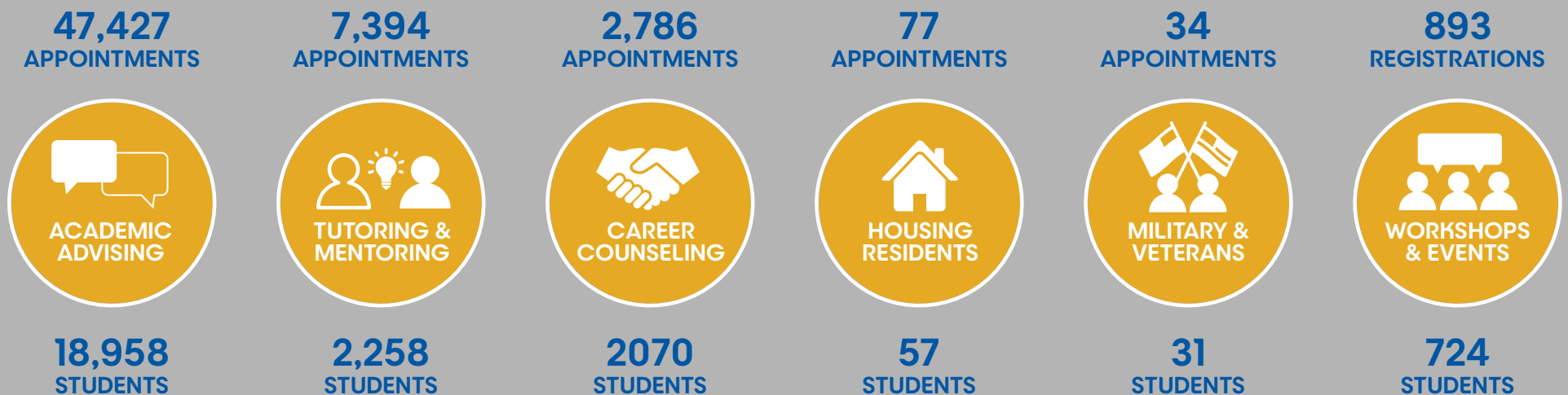
25,110
TOTAL DISTINCT STUDENTS

ACADEMIC YEAR 2021-22

TOTAL ENGAGEMENT

BY CARE UNIT

Facilitated engagement between students and staff/faculty within six broad categories of service known as Care Units in Spartan Connect.



SPARTAN CONNECT

POWER OF APPOINTMENTS

Fall 2021 first-year students with appointments facilitated by Spartan Connect showed increased persistence rates with both higher average cumulative GPAs and unit loads.

88%
PERSISTENCE RATE
WITH APPOINTMENTS

3.16
AVERAGE
CUMULATIVE
GPA

13.9
AVERAGE
ATTEMPTED
UNITS

81%
PERSISTENCE RATE
WITHOUT APPOINTMENTS

3.08
AVERAGE
CUMULATIVE
GPA

13.8
AVERAGE
ATTEMPTED
UNITS

DIFFERENCE IN
PERSISTENCE RATES



+7.2%
OVERALL



+11.0%
HUS
STUDENTS

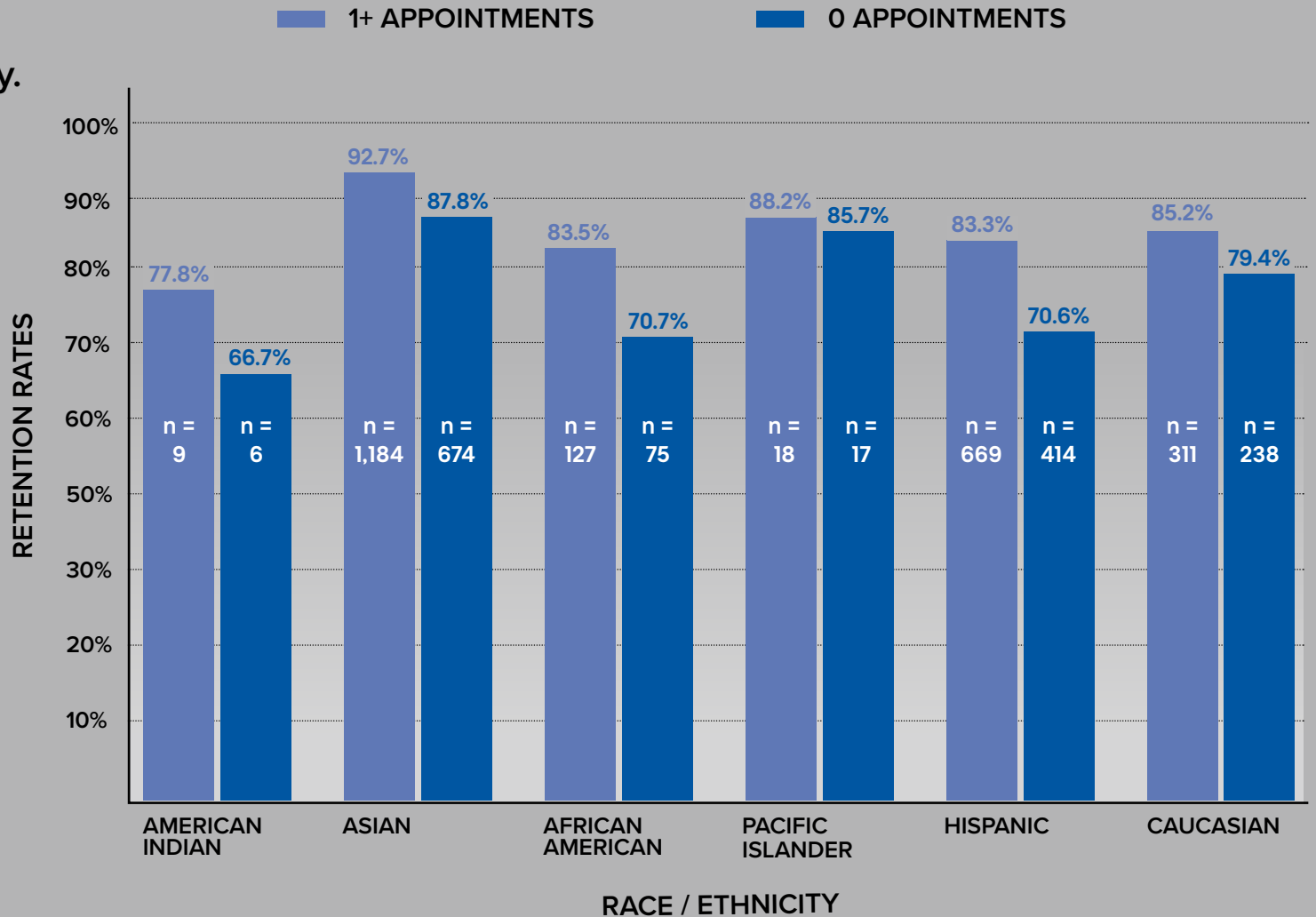


+10.4%
STUDENTS W/
GPAS <2.39

FALL 2021 - FALL 2022

APPOINTMENT IMPACT

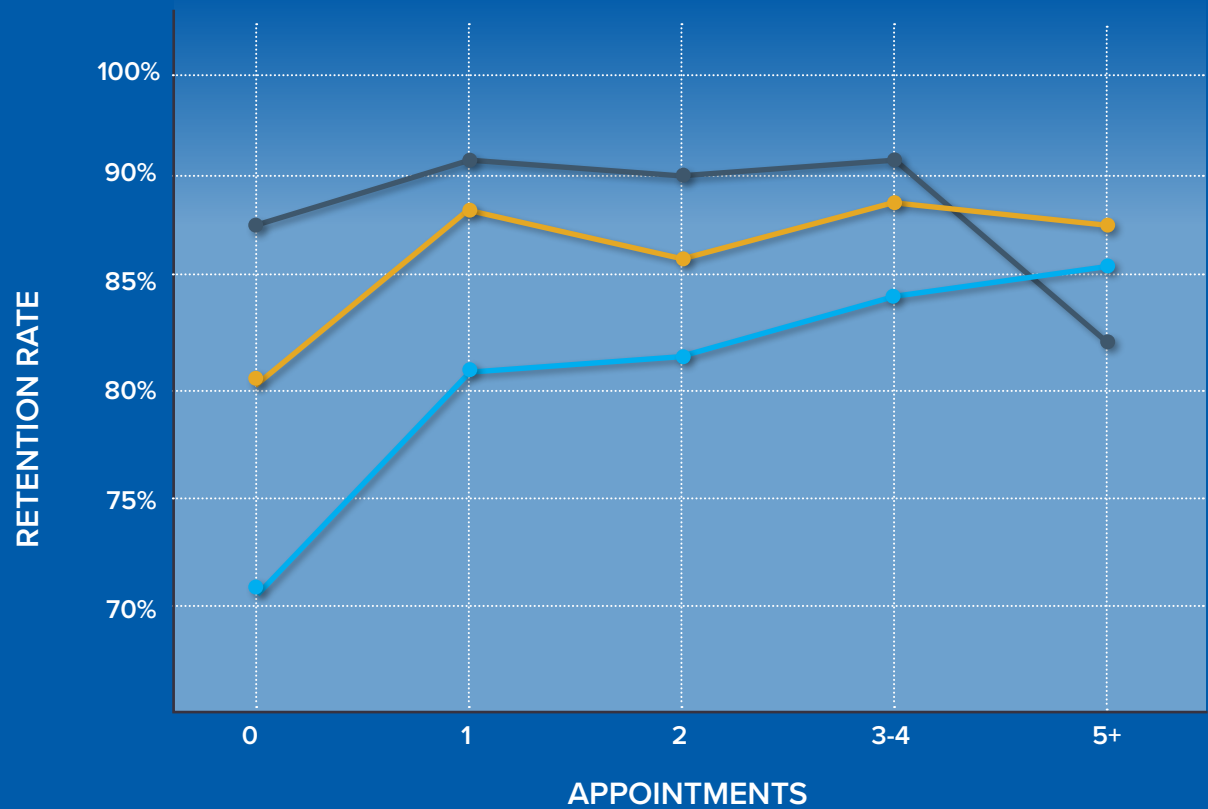
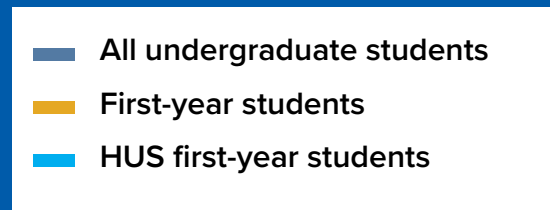
Retention rates of Fall 2021 first-time undergraduate students by race/ethnicity.



FALL 2021 - FALL 2022

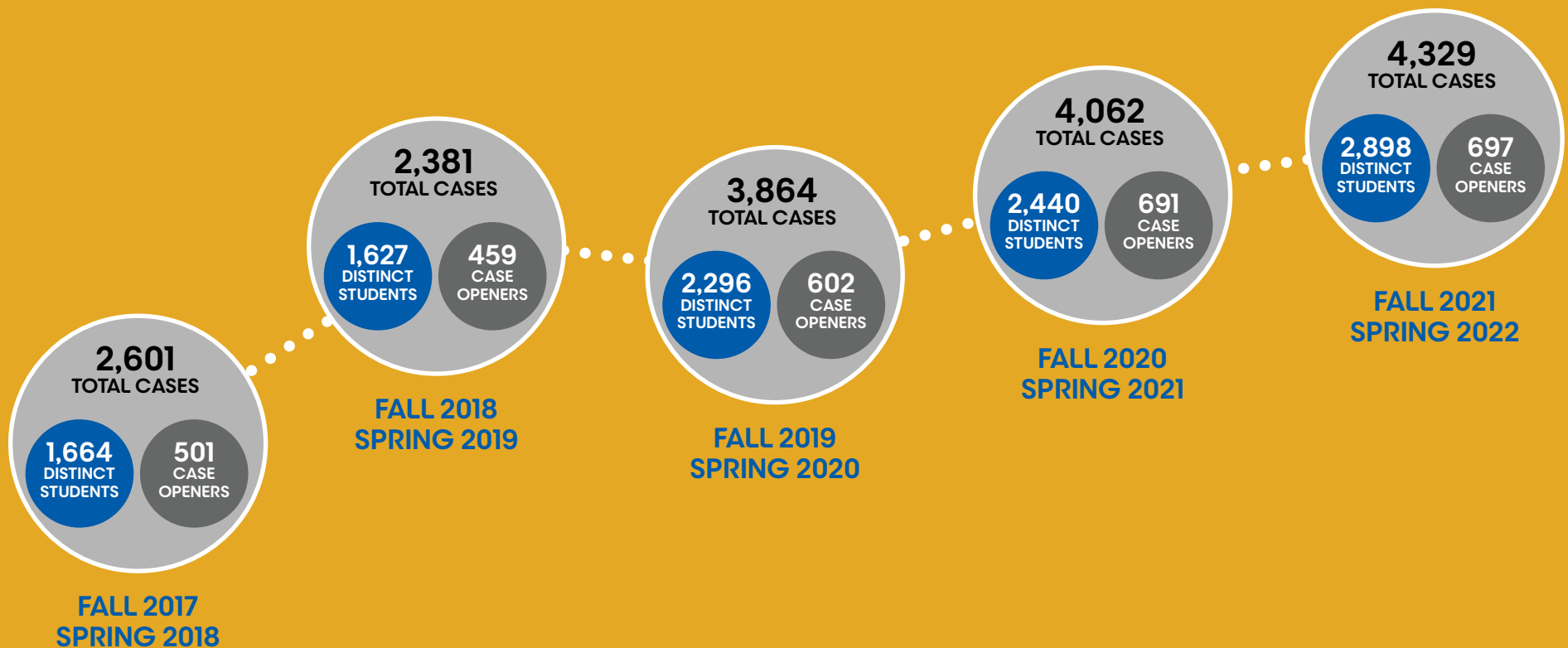
APPOINTMENT IMPACT BY NUMBER OF APPOINTMENTS

Retention and graduation rates.



EARLY SUPPORT PROGRAM

Enhancements for 2021-2022 include replacing the term “early alert” with the term “notification” throughout the system. This reduces perceived stigma and allows the functionality to be used to exchange information in a way that is more inclusive. For example, it will allow us to leverage this newly enhanced functionality to send notifications expressing “kudos” to students who are excelling.



CAMPUS DEVELOPMENT AND SUPPORT MILESTONES

Improvements in functionality and support have encouraged campus-wide integration of Spartan Connect in our delivery of advising, tutoring, mentoring, and support services to our Spartan Community.

FALL 2018 - SPRING 2019

- **Care Units Introduced (v18.1)**
- **Legacy Role Cleanup**
- **General Improvements Released (v19.1)**
- **Promoted Dedicated Support Mailbox**
- Launched Updates Listserv

FALL 2019 - SPRING 2020

- Legacy Data Cleanup
- Advisor Package Integration in MySJSU
- **Custom Relationship Assignments (v19.2)**
- Automated Professor Security Role in MySJSU
- **Automated Early Support Case Assignments**
- **Predictive Model**
- **Documentation/Training Resource Microsite**

FALL 2020 - SPRING 2021

- **Workshops & Events Care Unit Onboard**
- Automated Relationships & Categories
- Updated UI (v20.1)
- Staff Dashboard
- **V3 Student Scheduler (v20.1)**
- Personal Availability Links

FALL 2021 - SPRING 2022

- **Custom Meeting Types**
- **Text Messaging Functionality Rolled Out**
- **Success Markers**
- Report Date Range Search Improvements
- **Saved and Scheduled Reports**
- Staff Dashboard Improvements
- **Re-Enrollment Campaign Functionality**
- Automated Campaign Nudges
- **Student Activation Timeline Improvements**
- User Preferences for Defaults
- Messaging Merge Tags
- **Historical Group Data Cleanup**
- **Single Sign-on Integration Enhancements**
- Changes to "Notification" Language

- **Major - Release Technical**
- **Minor - Release Technical**

CAMPUS ADOPTION AND INTEGRATION MILESTONES

Departments that have adopted Spartan Connect for appointment scheduling and reporting benefit from a common scheduling workflow for students and collaborative reporting for staff.

FALL 2016 - SPRING 2017

- **Engineering (ESSC)**
- **Academic Advising & Retention Services (AARS)**
- Living Learning Center
- **Science (CoSAC)**
- Dr. Martin Luther King Jr. Library
- Biomedical Engineering
- Computer/Software Engineering
- Physics
- **Graduate Engineering**

FALL 2017 - SPRING 2018

- **Social Sciences (ACCESS)**
- MESA Engineering Program
- Electrical Engineering
- Retention Services Center
- Child & Adolescent Development
- **Humanities & Arts (HASSC)**
- Veterans Resource Center
- **McNair & ASPIRE**
- **Chicanx/Latinx (Centro)**
- Chemical & Materials Engineering
- **Black Leadership & Opportunity (BLOC)**

FALL 2018 - SPRING 2019

- **Lurie College of Education (LCOE)**
- Aviation
- MOSAIC Cross Cultural Center
- Spartan Hub
- Journalism & Mass Communication
- Student Involvement
- Mechanical Engineering
- Spartan Food Pantry

FALL 2019 - SPRING 2020

- **College of Health & Human Sciences (CHHS)**
- General Engineering
- **Business**
- **Housing Care Unit**
- Public Health
- Technology
- English

FALL 2021 - SPRING 2022

- Psychology
- Chicana & Chicano Studies (CCS)
- **Undergraduate Advising and Success Center**

FALL 2020 - SPRING 2021

- **Career Care Unit Onboard**
- Communication Studies
- **College of Professional & Global Education (CPGE)**

- **Success Center Adoption**
- Department Joining Platform

SPARTAN CONNECT ROAD MAP

COMPLETED

- Identify and implement Success Markers (Phase I)
- Development and roll-out of documentation site for internal and external (student) users (ongoing)
- Leverage (re)enrollment campaign functionality to support enrollment efforts
- Including admitted (matriculated) students in the data feed to Spartan Connect
- Implement enhancement to manage “active” student population – allows for greater flexibility in access provision to Spartan Connect

IN-PROGRESS

- Onboard the remaining Student Success Center

FUTURE

- Increased usage of the predictive model and historical analytics dashboard
- Increased use of predictive analytics
- Implementing use of HUS data for select users to support GI2025 goals
- Leverage advisor assignment enhancements in PeopleSoft
- Re-evaluate Early Support Program to enhance effectiveness

SJSU | E.M. TECHNICAL IMPLEMENTATION AND COMMUNICATION

