

SJSU SAN JOSÉ STATE
UNIVERSITY

SPARTAN CONNECT

SUCCESS REPORT 2021



SPARTAN CONNECT SUCCESSSES



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

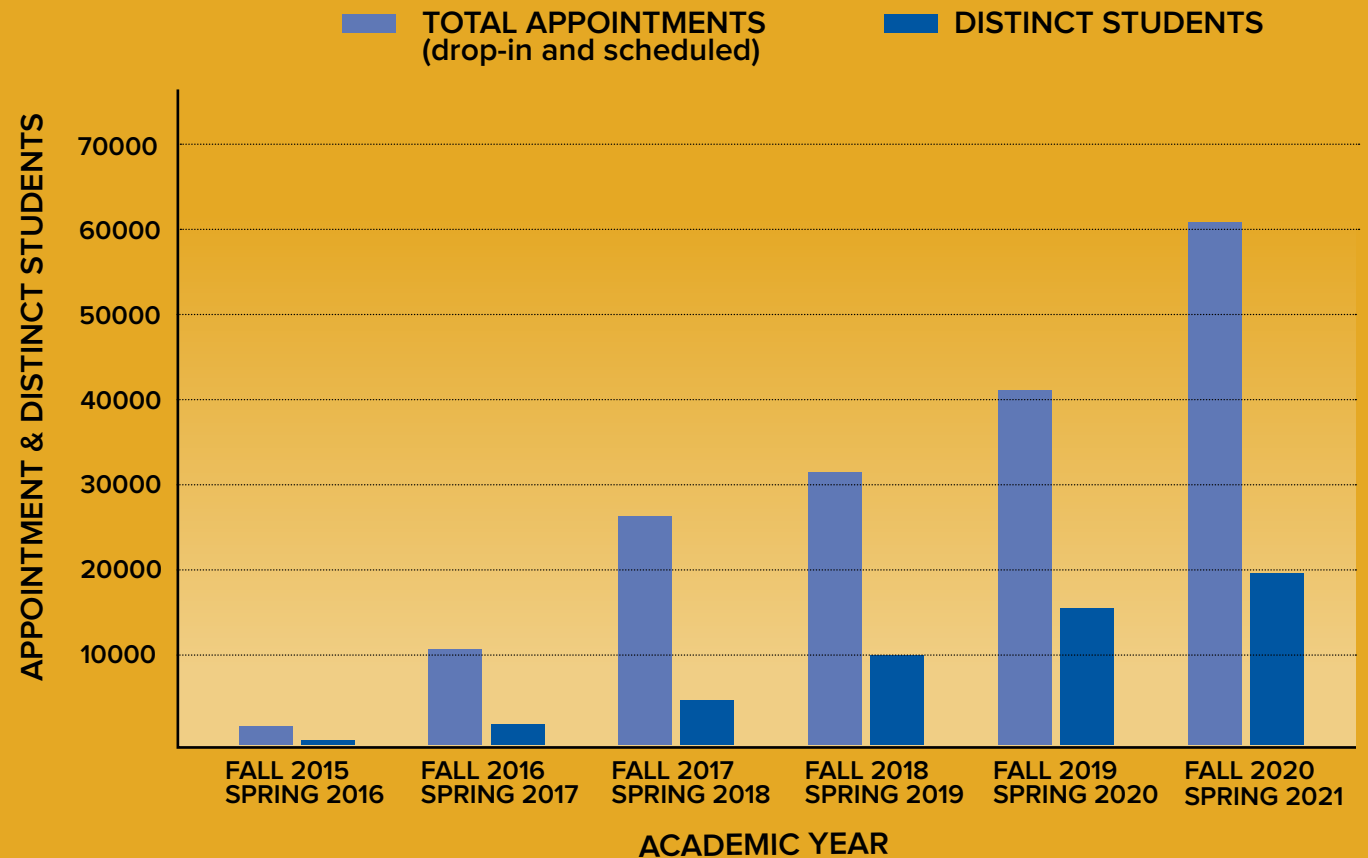
Successes include:

- **In Fall 2020/Spring 2021, 20K students served through 60K+ appointments**
- **Over 200K check-ins for campus services during Fall 2019/Spring 2020**
- **Increased training, enhanced support and the adoption of the platform by College Success Centers contributed to an increase of 200+ Advisors, Staff and Faculty using the platform since 2016**
- **Enhancements to access request process removed barriers to new advisor adoption**
- **Launched texting through Spartan Connect Fall 2021**

ACADEMIC YEAR TOTALS

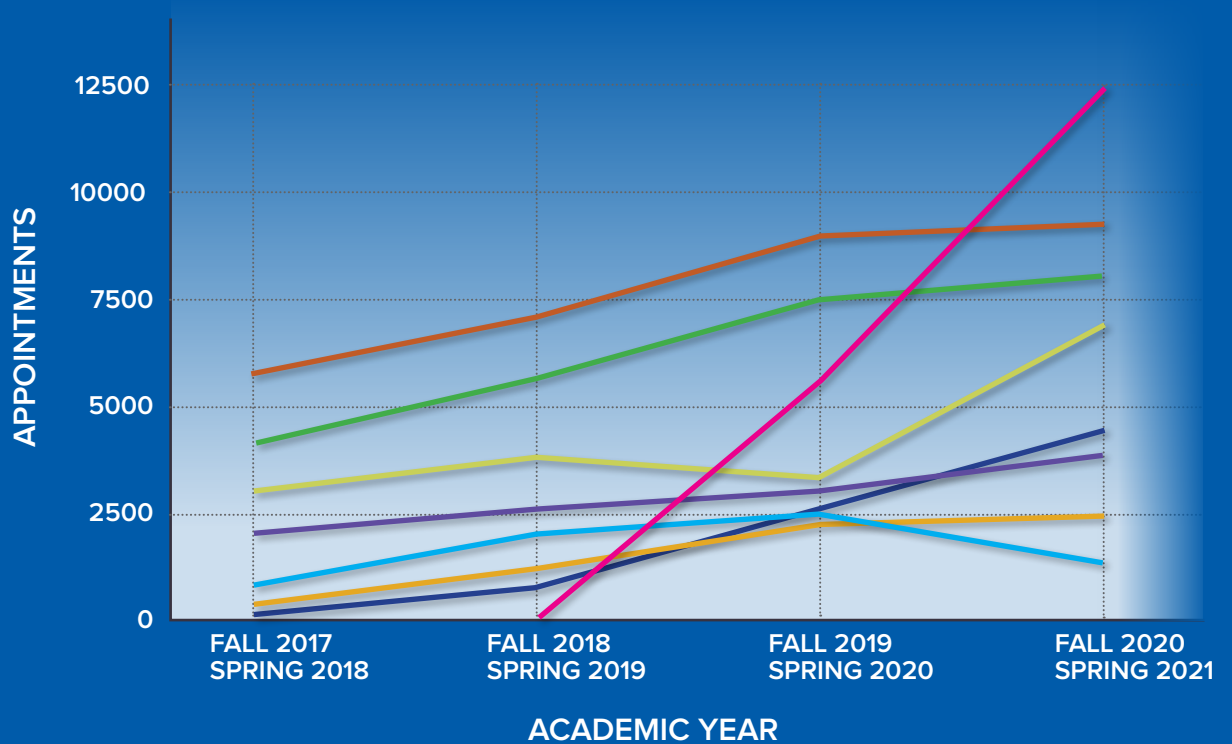
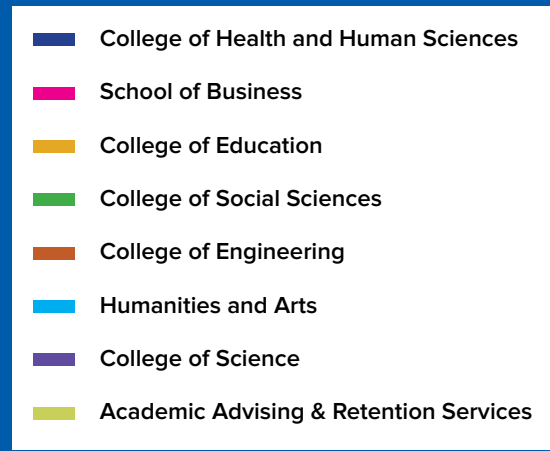
TOTAL APPOINTMENTS AND DISTINCT STUDENTS

Students' use of Spartan Connect has increased by more than 500% from 2016/17 to 2020/21.



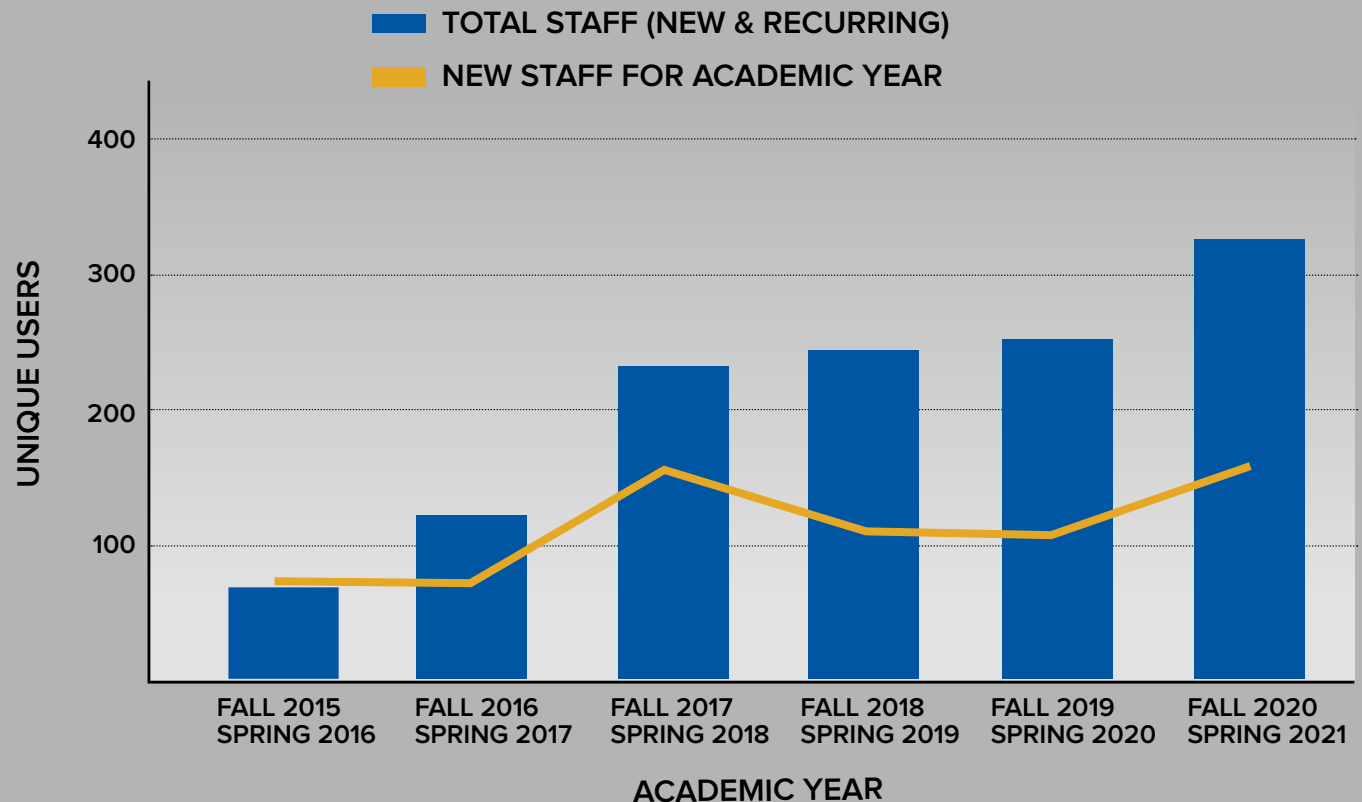
ACADEMIC YEAR TOTALS APPOINTMENTS BY COLLEGE SUCCESS CENTERS

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



ACADEMIC YEAR TOTALS INCREASED ADOPTION BY STAFF/ADVISORS

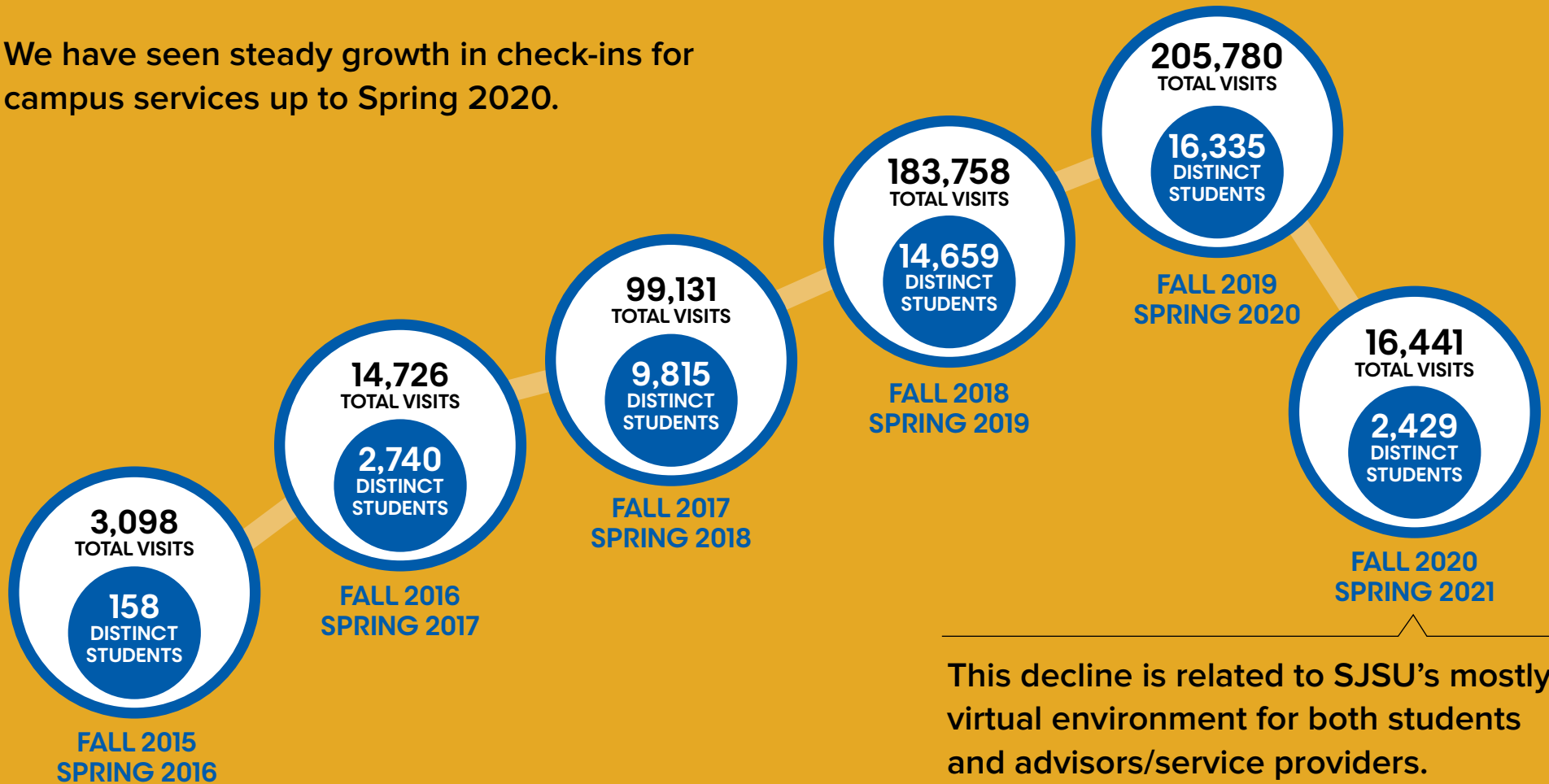
The number of unique users creating advising summary reports indicates significant growth in staff/advisor adoption of the platform university-wide.



ACADEMIC YEAR TOTALS

CHECK-INS FOR CAMPUS SERVICES

We have seen steady growth in check-ins for campus services up to Spring 2020.



This decline is related to SJSU's mostly virtual environment for both students and advisors/service providers.

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 2020 - SPRING 2021

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

FALL 2021 - SPRING 2022

- Psychology
- Chicana & Chicano Studies (CCS)

● **Success Center Adoption**

● Department Joining Platform

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

- **Custom Meeting Types**
- **Text Messaging Functionality Rolled Out**

● **Major - Release Technical**

○ **Minor - Release Technical**

ACADEMIC YEAR 2020-2021

TOTAL ENGAGEMENT BY CARE UNIT

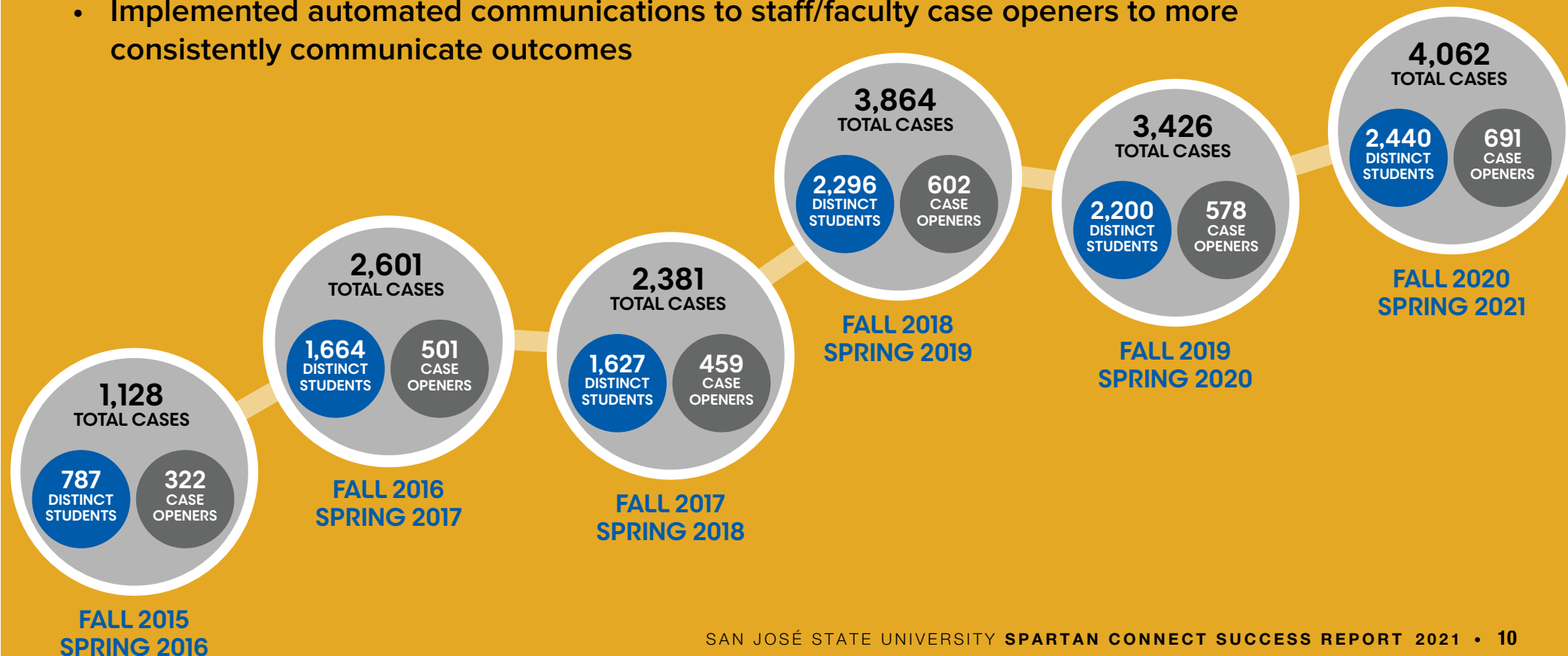
Facilitated engagement between students and staff/faculty within five broad categories of service known as Care Units in Spartan Connect.



EARLY SUPPORT (ALERT) CHANGES

Process improvements have contributed to increased engagement by faculty/staff within Spartan Connect as an efficient and effective way to connect students to support and success resources:

- Implemented automated case handler assignments
- Established common definitions/processes for case handlers including minimum number of outreach attempts and documenting case resolution in Spartan Connect
- Implemented automated communications to staff/faculty case openers to more consistently communicate outcomes



SPARTAN CONNECT ROAD MAP

- Increased support and communication (completed in 2020)
 - Creation of spartanconnect@sjsu.edu
 - Creation of Spartan Connect User Listserv
- Onboard the remaining Student Success Center (In progress)
- Identify and implement Success Markers (In progress)
- Development and roll-out of documentation site for internal and external (student) users (In progress)
- ▶▶▶▶▶ Increased usage of the predictive model and historical analytics dashboard
- Leverage (re)enrollment campaign functionality to support enrollment efforts
- ▶▶▶▶▶ Including admitted (matriculated) students in the data feed to Spartan Connect