PARENT & FAMILY HANDBOOK

2020/21



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Questions? Email mystudentis@sjsu.edu or visit <u>sjsu.edu/newspartans</u>





Welcome from President Mary A. Papazian, Ph.D.

Dear New Students and Families,

Welcome to San Jose State University!

We are excited to have you as part of our Spartan community, particularly during such trying and challenging times. This handbook is intended to help you connect - and stay connected - to the University as your student's journey toward academic success and personal growth begins at San Jose State University.

Whether your student is the first in your family to attend college, or they are continuing a college-going legacy, congratulations! We are honored that they have chosen San Jose State for their higher education experience. We are here to offer advice, answer questions about the university, and help guide you as you become actively engaged in your students' new home here at SJSU.

The care and support from parents, family members and supporters of our new students is especially important during this time of new beginnings and educational exploration. Therefore, the need to allow students to sort through things independently and develop sustainable tools for success is critically important during this transition. This handbook provides resources and information to help you be meaningfully involved in your student's college journey, while also giving them space to grow and explore. This balance of involvement and distance can be challenging, but is incredibly important and rewarding as well. To stay connected, we encourage you to read the information by New Student and Family Programs and engage with their team.

Studies have demonstrated that students with strong support systems, especially at home, are more successful in college. So, even before the school year begins, we encourage parents and family members to engage with their students about expectations while attending SJSU. As the school year progresses, stay in touch with one another via email, text, letters and phone calls, and reach out to us if you have any questions or concerns.

Again, welcome to SJSU! We are excited that you are joining the Spartan family, and look forward to supporting your future success. Go Spartans!

Sincerely,

Dr. Mary A. Papazian President

Parent/Family Orientation Schedule

2:30PM WELCOME TO VIRTUAL ORIENTATION

Presented by Deanna Sisneros, Parent and Family Programs Coordinator Learn about what is in store for parents and families this afternoon!

2:45PM WELCOME FROM THE ADMINISTRATION

Presented by the Vice President of Student Affairs Patrick Day
We are very excited to present a warm message to you from Vice President,
Day!

3:00PM TRANSITION TO COLLEGE

Presented by Dr. Gregory Wolcott, Associate Vice President Student Transition and Retention Services

Discuss ways to successfully transition from high school to college.

3:30PM BASIC NEEDS PANEL

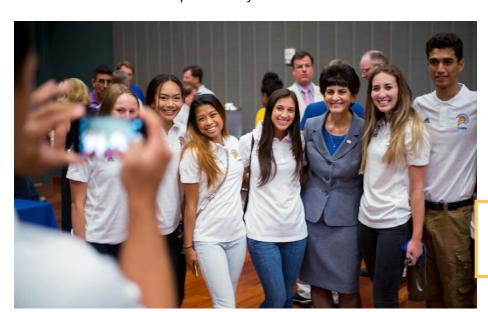
Presented by the Accessible Education Center, Case Management, Counseling & Psychological Services, Health & Wellness and Student Conduct
Staff from various departments will discuss resources that support students' basic needs.

4:00PM SPARTA CAMP-US

Presented by University Housing Services, University Police Department and Spartan Eats (Campus Dining)
Staff share insights about the Spartan community and services offered.

4:30PM ACADEMIC SUCCESS

Presented by Peer Connections
University staff will share perspectives on academics at SJSU, course registration, and what to expect in the future.



5:00PM

CONCLUSION & NEXT STEPS

Presented by Deanna Sisneros, Parent and Family Programs Coordinator

What's next? How can you stay connected and get involved?

President Papazian taking photos with students.

The Parent and Family Portal is a new way to stay involved with your Spartan at San José State University. The portal is your one stop-shop for:

- Access to important campus news and deadlines
- Personalized newsletters
- Alerts via email
- Sharing of updates with friends and family
- Intuitive layout to help you navigate the portal and its content

Get Involved & Stay Connected







Updated each semester and *free* to use!

Spartan Link will help answer some of your immediate transition questions, and assist you in preparing for your virtual orientation experience. Spartan Link will take approximately 60-90 minutes to complete. You can save your progress as you go and refer back to the program at any time during your students college career.

FAMILY ADVISORY BOARD

The mission of the <u>Family Advisory Board (FAB)</u> is to provide advice on matters of importance to students and parents andsSupporters of SJSU. The FAB shall assist in the development of a strong and active department as well as serve as a liaison between parents and supporters, their students and the University and assist in seeking support for SJSU.

We are currently accepting Family Advisory Board Member applications for the 2020-21 academic year. Complete the Family Advisory Board Member application here.

Interested in volunteering with FAB? Share your contact information with us to learn about volunteer opportunities.

If you have any questions or are interested in learning more about the board, please email us at family-advisory-board@sjsu.edu.



Board Member, Linda Jackson with her family at Parent and Family Weekend.



Board Member, George Papazian with his wife at the Parent and Family Weekend Brunch.



SPARTAN LINGO

We seem to have our own lingo at SJSU! Here are some terms to help you understand this new vocabulary.

AARS

Academic Advising and Retention Services is located under the North Parking Garage. Providing information for undeclared, prenursing, and students who are on academic probation.

ADD/DROP PERIOD

The period at the beginning of a term when students can sign up for new courses and drop courses for which they were previously registered. Important dates are listed in the Academic Calendar.

A.S.

Associated Students' mission is to support and represent the students of SJSU by continuing the organization's legacy of student advocacy and leadership and to enhance SJSU students' education through high quality programs and services.

BANH MI OVEN

Specializing in Vietnamese Banh Mi (sandwiches) and refreshing teas. Located on San Fernando Street, where students can grab a quick bite before class.



BURSAR'S

The Bursar's Office is where students can find information on financial counseling and schedule payment plans. Located in the North Parking Garage.

CANVAS

Canvas allows faculty and staff to share information related to their courses with students. The learning management system is accessible to all SJSU students.

CLIPPER CARD

The Clipper Card is a transportation solution service offered to students. With this card students can access public transportation for free in San José. This card can be acquired through the A.S Transportation Solutions office in the SU.

EOP

The acronym for Education Opportunity Program. Designed to improve educational support for first-generation, low income, and educationally disadvantaged students.

FERPA

FERPA is the acronym for Federal Education Rights and Privacy Act, a Federal law that protects the privacy of student records.

FROSH

A college freshmen and or first year student.

GOLD POINTS

Also known as Dining Dollars, essentially a debit card function built into your student ID card that allows students to conveniently make purchases at eateries on campus, without paying sales tax.

SPARTAN LINGO cont.

HOB'S

House of Bagels is iconic and a legendary bagel spot for students. Located on the corner of 11th Street and East San Carlos St.

LA VICS

La Victoria is a popular Mexican restaurant located one block from campus on San Carlos Street and is home to the famous orange sauce.

MYPLANNER

MyPlanner is an interactive tool students can use to map their entire academic path. This can be found in the student portal one.sjsu.edu.

OL

OL is the Orientation Leader acronym. They help transition new Spartans to the university and help them through the orientation experience.

PEANUTS

A staple for the Spartan community for more than 35 years, offering a wide variety of comfort food at an affordable price. Located on San Fernando Street.

PHILZ

The popular source for energy fuel and an avid supporter of SJSU employees in need of a part time job. Their coffee is delicious and located in the El Paseo de San Antonio.

RA

The Resident Advisor is the individual who will be living on the floor supervising and cultivating community on campus and in the housing facilities.

RCW

All entering freshmen must complete the Reflection on College Writing to explore their writing requirements and options prior to registration and complete this work independently through our online learning management system, Canvas.

SAMMY G'S

Students love their Buffalo Mac pizza and their tater tots served as nachos, also known as tot-chos. Located across from on-campus housing on 10th Street.

SAFE RIDE PROGRAM

The SJSU Safe Ride program will provide a ride to all SJSU students, faculty and staff within the specified perimeter. The goal of the program is to provide a safe alternative to walking alone at night beyond the borders of the Safety Escort Program.

SPARTAN FAMILY

Parents, guardians, extended family members, siblings, caregivers, partners, and other support members. SJSU views you as partners in the educational experience of your student and a member of the family.

SRAC

Spartan Recreation and Aquatic Center acronym. Spartan Recreation and the Student Union built an award winning facility that offers students, faculty, and community members a wide variety of space offering recreational activities.

SSC

The Student Services Center is located under the North Parking Garage and is the home of multiple offices such as Financial Aid, Admissions & Records, Peer Connections, McNair Scholars Program and the Bursar's Office.

STUDENT ORGS

SJSU is home to more than 400 student organizations and we encourage students to participate in one of the many clubs as this is the best way to connect with campus life!

SYLLABUS

A summary of course expectations and a schedule for homework provided by instructors. Explaining assignments, course requirements, grading policies, also listing instructor contact info, office hours and location. Used frequently throughout the semester.

THE DC

The (Dining) Commons provides all of the residential dining needs for students who live on campus and who have a meal plan. The DC is also open to those interested in paying a single entry fee.

THE UNION/SU

The Student Union is the heart of campus and where you can find dining options, bookstore, study spaces, success centers, and the Bowling Center.

TOWER CARD/ID CARD

Matriculated degree seeking students, staff and faculty are issued an SJSU Tower Card at no cost. This is form of ID can also be used as a debit card to purchase food on campus.



Meeting Students' Basic Needs

When your student enrolls at SJSU, they gain access to our fully accredited medical facility, The Health Center is located on campus in the **Student Wellness Center**. The Health Center provides support services such as a laboratory, pharmacy, physical therapy, radiology, dermatology, podiatry and sports medicine. In addition, our Health and Wellness Promotion team provides support in education the student community on a variety of topics such as stress, sleep, healthy relationships, nutrition, alcohol use, sexual wellness, and much more. Visit their website to learn more about their hours of operation.

Call to:

Schedule an appointment: 408-924-6122 Advice Nurse Line (After-hours): 866-935-6347



(CAPS) looks at the whole student to provide guidance and tools to become productive and well rounded. Professionally trained psychologists, social workers, and counselors are available for students on an individual, couple or group basis for counseling on a variety of psychological and academic issues. There is always a staff member available to assist you either on the phone or in person.

For after hours urgent consultations or assistance, please call our main number (408-924-5910).







The Accessible Education Center (AEC) proudly provides its vision of redefining ability at SJSU by providing comprehensive services in support of the educational development and success of students with disabilities. Some of the AEC offerings are the Center for Accessible Technology, AEC Testing Center, Deaf and Hard of Hearing Program and the Alternative Media Center. Students may apply and register with the AEC at anytime, more information can be found on their website.

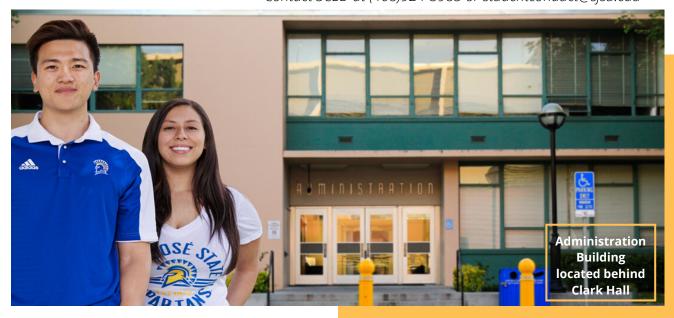
Case Management helps students access resources in the community to assist with a variety of basic needs including food, legal services, ongoing counseling, health insurance, childcare, addiction-related counseling, support groups, money-management resources, dental/vision care, disabilities resources, eating disorder treatment/resources, housing/homelessness resources, immigration resources, immune disorder testing/services, information about public benefit programs, intimate partner violence resources and veterans resources. For more information, visit our local community resources page. For more information about immediate needs and to learn more about the **Spartan Food Pantry**, visit **SJSU Cares**.

Consistency

Student Conduct and Ethical Development (SCED)

Fairness and consistency in the administration of the student conduct process while supporting a safe and inclusive living and learning environment. SCED commits to the principles of empathy, ethics, equity, integrity, and respect.

Contact SCED at (408)924-5985 or studentconduct@sjsu.edu





Students can dial 911 from any campus phone, Blue Light Phone or Elevator phone, we are literally a phone call away.

This is Sparta!

The <u>University Police Department</u> (UPD) is committed to providing a safe and secure learning environment through professional, progressive and superior police, emergency, transportation and educational services in alliance with the campus community. UPD is located on the south side of the campus in front of the south parking structure.

Students will automatically be enrolled in RAVE, which is the campus emergency text/email notification system and students can add multiple phone lines by following the steps found by clicking here.

The UPD recommends the following contact information to be saved in an accessible format for students to quickly refer to when in need.

- <u>Emergency Services</u> from a cell phone dial: 408-924-2222
- Non-Emergency Services from a campus phone dial:
 4-2222 campus or
 408-924-2222 from any Bluelight or Elevator phones
 Email: Contact UPD
- Anonymous Reporting Tip Now:
 Voicemail/Text:408-337-2919
 TipNow Email: sjsu@tipnow.org
 CrimeStoppers: 408-924-2236

The Spartan campus is located in the middle of downtown San Jose and along with UPD, our dining services, also known as Spartan Eats help support our community. In addition, University Housing Services contributes to our spirited community and provides a home for students.



<u>University Housing Services</u> (UHS) strives to create a residential community that supports and enhances academic success, fosters the learning and development of our students, and promotes student involvement and civic engagement. As a department, their practices promote efficiency, operational effectiveness and fiscal responsibility.

The application for housing remains open until all spaces are filled. UHS will email your student their housing assignment in mid-July. Students should contact their roommates to discuss living agreements and create a packing list of items needed for their room and or suite. A list of what to bring is available in the Housing Brochure.

<u>Spartan Eats</u> is truly thrilled to have its relationship with San José State University. There is a shared passion not only for culinary and flavor, but also for innovation and the

wholesome spirit. With our official San José State University dining brand, Spartan Eats will engage and proudly serve your community through the following five core values: Innovation, Culinary, Guest Service, Wellness and Community.

Spartan Eats services all eateries, including the popular locations like Starbucks, Panda Express, and Taco Bell. They also are pleased to provide all of your residential dining needs at the Dining Commons, and offer a variety of **meal plans** for all students.



Academic Success

<u>Peer Connections</u> is our campus wide tutoring, mentoring, supplemental instruction, and learning assistance center. They would like to share the Top 6 things you can do to empower your Student.



Academic Advising & Fall 2020

Students will hear from and meet with professional academic advisors who have many years of experience setting up schedules. The advisors will be showing your students roadmaps for the declared majors and will be recommending which classes to take.



Responsibility & Persistence

It is time to slowly let the student begin to take responsibility and to build their own persistence. College is a great place for your student to truly succeed or fail on their own. Two resources the students can use to understand academic advising are:

- MyGPS: Graduation Path to Success
- SJSU Advising Hub



Time Management

Time management is perhaps the largest struggle students, and in particular, new students face. There is an old adage that for every hour in class (otherwise known as a unit), the student should be spending 2-3 hours outside of class studying. So if we are asking students to sign up for 15 units – that equals 30-45 hours of studying outside of class. This is a full time job. There are many campus resources that offer workshops and guidance.

 Contact Peer Connections for more details peerconnections@sjsu.edu





Academic Skills

It is better to spend 30 minutes every day studying a certain subject rather than saving up and studying for 4 hours in one day. If your student wants to know more about these techniques, they should make an appointment with a peer mentor in Peer Connections.

• Schedule an appointment

2

Ask for Help

Students need to be their own best advocate and ask for assistance. SJSU is more than willing to assist, but we cannot know everything a student needs. Students will need to speak up and stand up.

• Email peerconnections@sjsu.edu

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Greatest Fan & Supporter

The number one thing YOU can do is just be there for your student. There may be times when they want to quit – cheer them on! When they are not giving it all, give them a nudge! You are their greatest fan and you are holding the foundation so they can take the next steps to independence. Let them know that you will be there if they fall and that you will be blowing the wind to let them continue to fly, but most of all, let them know that you believe in them!



Campus Directory

ACCESSIBLE EDUCATION CENTER

408-924-6000 aec-info@sjsu.edu www.sjsu.edu/aec/

ADMISSIONS

408-283-7500 admissions@sjsu.edu www.sjsu.edu/admissions

ALUMNI ASSOCIATION

408-924-6515 alumni@sjsu.edu www.sjsu.edu/alumni/

ASPIRE/MCNAIR

408-924-2540 www.sjsu.edu/aspire/

ASSOCIATED STUDENTS (A.S.)

408-924-6242 <u>www.as.sjsu.edu</u>

A.S. TRANSPORTATION SOLUTIONS

408-924-RIDE transportation@sjsu.edu www.ts.sjsu.edu

ATHLETICS ACADEMICS

408-924-1200 www.sjsuspartans.com

BOOKSTORE

408-924-1800 www.sjsu.bncollege.com/

BOWLING CENTER, STUDENT UNION

408-924-6400

www.sjsu.edu/spartanrec/facilities/bowlingcenter/

BURSAR'S OFFICE

408-924-1601 bursar@sjsu.edu <u>www.sjsu.edu/bursar/</u>

CAREER CENTER

408-924-6031 careerhelp@sjsu.edu www.sjsu.edu/careercenter/

COUNSELING & PSYCHOLOGICAL SERVICES

408-924-5910 counseling.services@sjsu.edu www.sjsu.edu/counseling/

DR. MARTIN LUTHER KING, JR. LIBRARY

408-808-2300 answers.sjlibrary.org www.library.sjsu.edu

EDUCATIONAL OPPORTUNITY PROGRAM (EOP)

408-924-2637 eop@sjsu.edu www.sjsu.edu/eop/

EVENT CENTER

408-924-6360

www.sjsu.edu/studentunion/eventcenter

FINANCIAL AID AND SCHOLARSHIPS

408-283-7500 fao@sjsu.edu www.sjsu.edu/faso/

INFORMATION DESK, STUDENT UNION

408-924-6350

www.sjsu.edu/studentunion

INFORMATION TECHNOLOGY

408-924-1530 www.its.sjsu.edu/

INTERNATIONAL HOUSE

408-924-6570 ihouse@sjsu.edu www.sjsu.edu/ihouse

INTERNATIONAL STUDENT ADVISING

408-924-5920 international-office@sjsu.edu <u>www.sjsu.edu/isa/</u>

NEW STUDENT AND FAMILY PROGRAMS

408-924-5972 mystudentis@sjsu.edu www.sjsu.edu/newspartans/



OMBUDSPERSON

408-924-5995 ombuds@sjsu.edu <u>www.sjsu.edu/ombudsperson/</u>

PARKING SERVICES

408-924-6556 parking@sjsu.edu www.sjsu.edu/parking/

PEER CONNECTIONS

408-924-2587 peerconnections@sjsu.edu https://peerconnections.sjsu.edu/

REGISTRAR

408-283-7500 registrar@sjsu.edu https://www.sjsu.edu/registrar/

SJSU CARES

economiccrisis@sjsu.edu www.sjsu.edu/sjsucares/

SPARTAN RECREATION

408-924-6368

www.sjsu.edu/spartanrec/

STUDENT CONDUCT & ETHICAL DEVELOPMENT

408-924-5985 studentconduct@sjsu.edu www.sjsu.edu/studentconduct/

STUDENT HEALTH CENTER

408-924-6122

www.sjsu.edu/studenthealth/

STUDENT INVOLVEMENT

408-924-5950 getinvolved@sjsu.edu www.sjsu.edu/getinvolved/

STUDY ABROAD

408-924-5931 studyabroad@sjsu.edu www.sjsu.edu/studyabroad/



TESTING OFFICE

408-924-5980 testing-office@sjsu.edu www.testing.sjsu.edu

UNIVERSITY HOUSING SERVICES

408-795-5600 uhs-frontdesk@sjsu.edu https://www.housing.sjsu.edu/

WELLNESS & HEALTH PROMOTION

408-924-6204

www.sjsu.edu/wellness/

WRITING CENTER

408-924-2308 writingcenter@sjsu.edu www.sjsu.edu/writingcenter

STUDENT RESOURCE CENTERS

AFRICAN AMERICAN/BLACK STUDENT SUCCESS CENTER

(408) 924-5106 africanamericanblackscc@sjsu.edu https://www.sjsu.edu/africanamericanblackssc/

A.S. CÉSAR E. CHÁVEZ COMMUNITY ACTION CENTER

408-924-4138 as-communityaction@sjsu.edu https://www.sjsu.edu/as/departments/cesar-chavezcenter

CHICANX/LATINX STUDENT SUCCESS CENTER

408-924-5102 chicanxlatinxssc@sjsu.edu <u>www.sjsu.edu/chicanxlatinxssc/</u>

GENDER EQUITY CENTER

408-924-6500 sjsugenec@gmail.com <u>www.sjsu.edu/genec</u>

MOSAIC

408-924-6255 mosaic@sjsu.edu www.sjsu.edu/mosaic/

PRIDE CENTER

408-924-6157 sjsupride@gmail.com <u>www.sjsu.edu/pride</u>

UNDOCUSPARTAN STUDENT RESOURCE CENTER

408-924-2762 UndocuSpartan@sjsu.edu www.sjsu.edu/undocuspartan/

VETERANS RESOURCE CENTER

408-924-8129 veterans@sjsu.edu www.sjsu.edu/veterans



2020-2021 Academic Calendar

FALL 2020

Wednesday, August 19: First Day of Instruction – Classes Begin

Monday, August 31: Last Day to Drop Courses without a "W" grade

Monday, September 7: Labor Day - Campus Closed

Tuesday, September 8: Last Day to Add Courses & Register Late

Wednesday, September 16: Enrollment Census Date

Thursday, October 1: Financial Aid Application Opens

Wednesday, November 11: Veteran's Day - Campus Closed

Wednesday, November 25: Non-Instructional Day

Thursday, November 26- 27: Thanksgiving Holiday - Campus Closed

Monday, December 7: Last Day of Instruction - Last Day of Classes

Tuesday, December 8: Study/Conference Day (no classes or exams)

Wednesday - Friday, December 9-15: Final Examinations (exams)

Wednesday, December 16: Final Examinations Make-Up Day

Thursday, December 17: Grade Evaluation Day

Friday, December 18: Grades Due From Faculty - End of Fall Semester

Friday, December 25: Christmas Holiday - Campus Closed - WINTER RECESS BEGINS

SPRING 2021

Wednesday, January 27: First Day of Instruction – Classes Begin

Monday, February 8: Last Day to Drop Courses Without a "W" grade

Monday, February 15: Last Day to Add Courses & Register Late

Tuesday, February 23: Enrollment Census Date

Monday - Friday, March 29-April 2: Spring Recess

Wednesday, March 31: Cesar Chavez Day - Campus Closed

Monday, May 17: Last Day of Instruction – Last Day of Classes

Tuesday, May 18: Study/Conference Day (no classes or exams)

Wednesday - Friday, May 19-21: Final Examinations (exams)

Monday - Tuesday, May 24-25: Final Examinations (exams)

Wednesday, May 26: Final Examinations Make-Up Day

Thursday, May 27: Grade Evaluation Day

Friday, May 28: Grades Due From Faculty

Friday, May 28: End of Academic Year - End of Spring Semester

Wednesday-Friday, May 26-28: Commencement

Monday, May 31: Memorial Day - Campus Closed

^{*}Subject to change based on factors beyond campus control

Main Campus

4

North SSC Parking

► Elevator Park and Ride shuttle

Parking

Disabled parking DMV placard

Disabled parking University permit

20/30 minutes

Wheelchair accessible Setricted access

Electronic Door

REFERENCE NORTH

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SAN FERNANDO STREET

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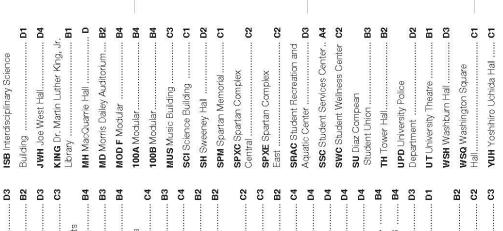
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DMH

BUILDING	LOCATION	
A Modular A	D3	ISB Interdiscip
ADM Administration	B2	Building
AQX Aquatics Center	er D3	JWH Joe Wes
ART Art Building	C3	KING Dr. Mart
ASH Associated Students House	udents B4	Library
ASP AS Print Shop.	1	MD Morris Dail
АТМ	B4	MOD F Modula
BBC Boccardo Business Complex	iness C4	100A Modular
BK Bookstore		100B Modular
BT Business Tower	C4	SCI Science B
CAR Career Center	B2	SH Sweeney F
cc Computer Center	er B2	SPM Spartan I
CCB Central Classroom Building	ssroom C2	SPXC Spartan Central
CH Concert Hall		SP XE Spartan
CL Clark Hall	B2	East
CP Cooling Plant	C4	SRAC Student
CVA Campus Village A	e A D4	Aquatic Cente
CVB Campus Village B	e B D4	SSC Student
cvc Campus Village C	e C D4	SWC Student
cv2 Campus Village 2	e 2 D4	Student Unior
CVA Corporation Yard A	ard A B4	TH Tower Hall
CVB Corporation Yard B	ard B B4	UPD University
DC Dining Commons	ns D3	Department
DH Duncan Hall	D1	UT University
DMH Dudley Moorhead Hall	lead B2	WSH Washbur
DBH Dwight Bentel Hall	- 13	wsa washing Hall
EC Event Center	သ	YUH Yoshihiro
ENG Engineering Building	uilding B3	
FOB Faculty Offices	c2	Parking Garaç
HB Health Building	C4	West at Fourth
HGH Hugh Gillis Hall		South at Sevel
IRC Instructional Resource		Food/Coffee CVB
Center		KING
IS Industrial Studies	B4	MH



	81	D4		. D2	. 01	. A4
MH	KING	CVB	Food/Coffee	South at Seventh Street	West at Fourth Street	Parking Garages North at Tenth Street

