

# WASC 2020 Report - SJSU - Academic Advising

**Name of Unit or Program:** Campus-wide Academic Advising

**Name of Person completing this report:** Catherine Voss Plaxton/Melinda Jackson (co-chairs of Academic Advising Steering Committee)

**The following accomplishments are directly related to the 2013 WASC report findings.**

**1. Accomplishments related to the 2013 WASC report finding to “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)”**

- Created partnerships with 6 student success centers to identify Latinx academic advisors from each center to serve in a liaison role to the CLSSC. Each advisor liaison offers 1-hour drop-in advising at the CLSSC each week. On average, each advisor liaison provides academic advice to 20 students per semester.
- Initiated bi-annual Student & Advisor Dinners to support advisors and students with cultivating positive and healthy relationships with each other. Although the dinners are open to all SJSU students, the initiative intentionally focused on reaching out to Latinx students in their first-year at SJSU, including first-year transfer students. Since Fall 2018, an average of 40 academic advisors and 40 students attend the dinner each semester. To expand this opportunity to more students, specifically Historically Underserved Students (HUS), the CLSSC partnered with the African-American Black Student Success Center and the MOSAIC Cross Cultural Center. As a result, the dinner welcomed a 63% (n=65) increase in student participation during the Fall 2019 event.
- Department- and college-specific efforts:
  - **Academic Advising and Retention Services**  
Participated in NACADA eTutorials to address special populations  
Created and managed probation protocol for HUS students, served all colleges at first until College Student Success Centers were able to increase staff to support this group, especially those on academic probation (Undeclared students had lowest percentage - 7% - of students on probation who would have been academically disqualified after Spring 2020)  
Assigned liaisons to International Student Support Services, Veterans Center  
Scheduled and conducted 3 Advisor Network meetings per term with updates and special topics  
Revised one position and reassigned a senior advisor to manage advisor training
  - **Business**

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Developed recruitment process to evaluate educational and work experience that showcases an applicant's demonstrated ability to serve SJSU students. Our onboarding process integrates, conceptual, informational and relational aspects that directly prepare new advisors to effectively and efficiently serve SJSU students.

- **Engineering**

Expanded MESA/Student programs unit from 1 assistant director reporting to ESSC Director to 1 director reporting to the Associate Dean and 2 FT staff advisors. Focus of this unit is programs that promote historically underserved student success.

- **Social Sciences**

Created two new Retention and Graduation Specialist positions (SSP III) in our [advising center](#) who are tasked specifically with leading efforts to serve historically underserved students.

### 2. Accomplishments related to the 2013 WASC report finding to “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).”

- In spring 2019, SJSU brought a team of NACADA consultants to complete a review of academic advising.
- Based on the NACADA findings, an Academic Advising Steering Committee (AASC) was initiated with representatives from academic and career advising functions at the campus and college level.
- The AASC developed a revised mission, vision, operating principles, and priority improvement road map through a series of collaborative design sessions.
- Launched subcommittees focused on campus-wide standards for onboarding, communication, recognition, and professional development for academic advisors
- Implemented a semi-annual academic advising survey for students and advisors to evaluate effectiveness.
- Implemented quarterly professional development programming for academic advisors
- Hired or expanded capacity by 20.5 FTE new advisors across campus to expand and improve advising services, which resulted in significantly higher student engagement and extended satisfaction in advising.
- College- and department-specific accomplishments:
  - **Academic Advising and Retention Services**  
Used Spartan Connect (EAB) to maintain advisor meeting notes and for early alerts from faculty (early alerts for all Und/UPN students)  
In collaboration with Career Center established workshops for all new Undeclared freshmen based on desired major to increase likelihood of

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acceptance into a degree-granting major

Created Undeclared-PreNursing establish workshops for: those with interest in applying to Nursing (from any major), new incoming freshmen and transfer students, and continuing students

Assigned all Undeclared and Undeclared-PreNursing students to a specific advisor's caseload

Established collaborative relationship with College of Business to assist with transition of students with borderline academic records

Increased collaboration with all College Success Center in terms of AARS liaison to each college.

Maintain California Promise records for all colleges, work with each College Success Center as needed to provide enhanced advising.

Created California Promise Canvas shell

- **Business**

Created fully functional degree audits and planners for the 13 business administration concentrations.

Aligned catalog requirements with advising guides and ensured prerequisites are listed and/or screened, as appropriate.

Extended drop-in advising and appointment availability to enhance access and ensure student-to-advisor connection.

- **Health and Human Sciences**

Academic Support Program for students on academic probation, which has improved retention and persistence among participants.

Peer mentoring is offered to assist with time management, study skills and learning style preferences.

Peer tutoring offered in four key preparatory courses including: BIOL 65, BIOL 66, CHEM 30A and Statistics.

Collaboration with a dedicated Career Center Liaison focused on career pathways and advising related to CHHS major/program needs, as well as health professions advising.

Health Professions Advising program offers workshops and information sessions to assist students in selecting a career path reflective of their interests and creating a graduation plan and timeline to graduate school.

Information sessions offered to students not admitted to the School of Nursing to assist them in finding alternative programs for pursuing a career in nursing.

Mandatory Online Advising Module informs newly admitted freshmen and transfer students about CHHS advising resources and specific degree requirements..

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The online graduation application process was adopted college-wide to streamline course substitutions and confer degrees in a timelier manner. Student Success Center advisors serve as liaisons with CHHS departments and schools to improve communication and facilitate seamless advising.

- **Science**

All students in the College of Science receive mandatory advising every semester. Advisors provide individual appointments for degree planning and course recommendations.

CoSAC provides informational packets regarding the change of major process and requirements as well as change of major advising for students applying to change majors within the College of Science. We also offer support from our College of Science Liaison for those students wishing to apply to a major outside of the College of Science. Our goal is to get students to make progress toward a degree as soon as possible once they decide that they want to change majors. CoSAC works with CoS Departments to process course substitutions and update MyProgress to help students follow their degree plan and to identify issues as soon as possible.

CoSAC has an online graduation application process which includes graduation workshops for graduating seniors.

- **Social Sciences**

Developed mandatory first-year advising for all incoming frosh and will implement mandatory advising for transfer students in fall 2021

All but two departments have the MyProgress report as the centerpiece of their advising, which has empowered students to track their own progress, as well as greatly simplified applying for graduation and validating requirements.

Implemented an online process for course substitution so that MyProgress reports and graduation evaluations are accurate and timely.

Developed close to 20 new [workshops](#) covering topics related to academic success, building community, time management, applying to graduate school, etc.

Created a monthly College Advising Council with representatives from each department and our advising center.

### 3. Other Accomplishments

- **Engineering**

Implemented Guided Pathways Advising and now achieve near-100% compliance with new freshmen. Students leave with a plan to graduation and

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- understand the graduation requirements.
- **Science**
  - Developed LMS-based course to support students on academic and progress probation.
  - Developed advising course to share important information such as registration deadlines, drop/add dates, advisor assignments, career information, campus events and major specific messaging.
- **Academic Advising and Retention Services**
  - Created instructional videos to provide screenshots and instructions for use of My GPA eAdvising tools
  - Helped create and maintain Spartan Ready for new and frosh and transfer student onboarding
  - Maintained the Advising Hub, a source for advisor resources including adding recordings from Advising Summits
  - Systematically reduced number of Undeclared students on probation and increased percentage of students accepted into degree-granting majors
  - Trained advisors in all College Success Centers how to manage block enrollment, which resulted in graduation improvements ranging from 7% to 12% for the Colleges of Engineering and Business.
  - Supported instruction to manage EO 1110 transition and tracking of students completion of basic writing and math classes
  - Increased attention to analyzing all data relative to HUS, Pell eligible, gender differences