2022-2023 End Committee Report Form

Committee: Student Success Committee

Chair: (Co) Coleetta McElroy
Sarika Pruthi

Number of Meetings held:
Twelve (12)

Chair-Elect for 2023-2024:
Coleetta McElroy
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Sarika Pruthi
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(Please include phone/zip/email if available)

Items of Business Completed 2022/2023

1. Priority registration discussed and approved for some sub-populations (e.g., EOP & CA Corps) to ensure student success

2.

Unfinished Business Items from 2022/2023

1. FYE Policy Follow Up with ISA (Deanna Peck as SSC rep to ISA)

2. Graduation Initiative 2025 – closing equity gap rates, Pell gap rates, and overall graduation rates. Invite Deanna Fassett to discuss academic success

3. Enrollment Cancellation Process: Updates on Ongoing Changes (Financial Aid and Bursar's Office)

New Business Items for 2023/2024

1.Re-enrollment campaign and efforts to re-engage with students who have stopped out

2. Retention and how entire campus can support student retention

3.Undergraduate studies: grade forgiveness for articulated courses, 100W grading/support/expectations

4. Follow-up on advising structural changes and results

Please return to the Office of the Academic Senate (CLK 500/0024) by July 1, 2023.

Student Success Committee (SSC), AY 2022-23

Fri. Sep. 9, 2022; 9:00 am to 10:00 am (via Zoom)

Agenda

1. **9:00 to 9:05 am:** Welcome and Membership Updates/ Ground Rules
2. **9:05 to 9:20 am:** Introductions
3. **9:20 – 10:00 am:** 2021-22 Year-End-Report and Future Directions

Next Meeting: Fri. Sep. 23, 9:00 am (via Zoom)

Meeting Minutes 9/9/2022

Attendees
Co-Chairs: Coleetta mcelroy and Sarika Pruthi
Members: Gautam Kumar, Fasutina DuCros, Michael Chadwick, Anji Buckner
Not present: BJ Grosvenor, Amy Guerra-Smith, Gregory Wolcott, Shonda Goward
Minutes: Anji Buckner

Introductions and welcome to new members: Michael and Anji

Ground rules reviewed

1. This is a safe space, and the goal is to ensure an environment where people can say what is needed to support student success.

Decided that recording minutes would be rotated among all members, in alphabetical order.

Proposed meeting changes in November from 2 and 4th to the 1st and 3rd – the 4th and 18th due to holiday conflicts. Several have conflicts on the 18th. We may be meeting just on the 4th for November.

Following meeting today, Sarika will update the drive and folder. Agendas and minutes will be stored in the drive.

Year-end report submitted to Academic Senate at the end of 21/22.

Summary:
12 meetings

Key issues discussed throughout AY

1. Priority registration discussed for some sub-populations (e.g., EOP & CA Corps)
    a. California Corps groups – gaining experience in the community (currently about 85 students) due to their scheduling in the community, they will also be given priority registration
2. Student health and wellness and safety
    a. Discussed and learned about what is happening on campus to support students
    b. Discussed in-person v online modalities and the effect of the transitions

Ongoing Business – started last year and will continue

3. First year experience: Senate currently reviewing and if voted on and approved, it will likely take a year to roll out due to resources and collaboration needed
    a. Will include transfer students
    b. Greg Wolcott, working with the group on this idea – we'll have him come in this AY
4. Graduation initiative 2025 – closing equity gap rates, Pell gap rates, and overall graduation rates
5. SOTES – some faculty may have been withholding grades for students who did not submit SOTES
    a. Problem: low response rates for SOTES
    b. Important for faculty to encourage students to complete SOTES
        i. Discussed messaging and also the hesitancy that faculty may feel in terms of not biasing students
    c. Followed up with Deanna Fassett to discuss how to support faculty
    d. SP2022, there was some messaging to faculty to encourage students to complete the SOTES
    e. Student perspective: The SOTES were difficult to differentiate the importance between the SOTES and other online surveys or online tools.
        i. Students are reluctant to convey their thoughts about instructors
        ii. May be overlooking the online tool to access SOTES – it just gets muddled in with everything else in Canvas.
    f. Students may not realize the significance or the purpose of SOTES
6. Teaching and Campus Service Modality
    a. Result of transition to online and how successful were students
    b. Now, curious how students are doing with transition back to campus
    c. What is supporting their success and hindering success?
    d. Discussed inviting Melinda Jackson from UG studies
        i. May have some data to share
        ii. University-wide, students are not taking as many units (a trend that began prior to pandemic, but has continued)
7. Enrollment Cancellation process
    a. There were multiple payment deadlines for students. Previously, if students missed a payment, they were disenrolled.

i. Being dropped from classes is very disruptive for students and many want to be here, just needed more time for payment.
ii. Beginning this year, only one drop deadline in August – prior to the start of semester and when they could add back into classes without add code
iii. Also recommended same date for add/drop
    1. Removed late fees as well
    2. Also removed change of graduation date fee
iv. Q: What is offered to students who can't pay full amount at the time due?
    1. There are some payment plan opportunities through Bursar's
v. Now, if a student is not continuing, they have to drop themselves – otherwise, they will be responsible for paying

8. Ongoing: Student wellbeing
    a. Where can we refer students this year and what is available
    b. Addressing challenges as they emerge and evolve
    c. Many challenges that affect students (and faculty alike)

New Business for AY

9. Academic advising structure changing on campus – now reporting to one unit
10. Student grading and disqualification policies
    a. Many campuses offered Credit/No Credit during pandemic
    b. Consider bringing in Melinda to discuss this further
    c. Understanding student experiences and ensuring students are progressing, but not unfairly disqualified
        i. Need to check in on the policy
11. Student perspective: Michael is involved in campus life committee through AS and will likely have some issues or concerns to bring to the group
    a. Student success survey – suggested students are struggling to find community
12. Issue: supporting students who are struggling and taking courses multiple times
    a. Is there guidance or a way to make the petition less of a barrier
    b. How to best approach these roadblocks for students
    c. Related: how could we be more flexible – what makes sense for students and program
    d. Related: flexible offerings of classes

Next steps:

1. Reach out to Coleetta to add agenda items and interests from the year.

Student Success Committee (SSC), AY 2022-23

Fri. Sep. 23, 2022; 9:00 am to 10:00 am (via Zoom)

Minutes

Present: Coleetta Mcelroy (co-chair), Sarika Pruthi (co-chair), Anji Buckner, Faustina DuCros, Billie Jo (BJ) Grosvenor, and Diana Seah
Absent: Gregory Wolcott, Shonda Goward, Gautam Kumar, Michael Chadwick, and Amy Guerra-Smith

1. **9:00 to 9:05 am:** Check-in/ SSC Meetings Calendar Updates

   Review of the meeting dates set for the Fall 2022 semester. Review of new and continuing committee members. Introductions.

2. **9:05 to 9:25 am:** Student Wellness and Support

   Mask mandate was changed to not required but recommended. Discussed who we would want to invite from different university units to discuss this topic.

   Members of the committee shared their direct experiences with students and themselves with the change. Anji shared the suggestions provided to the SJSU Executive team from the Public Health and Recreation faculty. The specifics were related to students, staff, and faculty being ill. The President provided a clarification communication around feeling not well and positive Covid status.

   Another topic for the SSC to consider is students' enrollment and the various situations that impact students being successful as a matriculated student. An example of a current student challenge is when a student makes a decision to drop out to take care of personal business. Consider policies and practices that support the students in either reducing course load, submitting a leave of absence petition, etc.

   In a future meeting, Coleetta will share with the committee the Re-enrollment Campaign. Faustina suggested that information in this discussion include how students find the information on the SJSU website and how to find the right contact persons who guide the students.

3. **9:25 am to 9:30 am:** SVIC Announcement
   Encourage students from across colleges and departments to participate in the Silicon Valley Innovation Challenge. Final showcase on November 29 in the SU ballroom. Submissions open on October 20, 2022.

Sarika provided us a video which showcased students who had engaged in the opportunity in previous years. The members of the committee discussed how to encourage greater interdisciplinary college participation by students.

Diana provided a suggestion of a meetup before the "pitching workshops."

Faustina asked if there was a university wide messaging plan. She suggested sharing the successes of all college participation with the Provost Office as they may be the better vehicle to advertise university wide.

Currently, the messaging goes through the college admins. Some members of SSC had not seen the messaging.

4. **9:30 – 10:00 am:** Student Advising Restructure**:** Update from ***Shonda Goward***, *Assistant Vice Provost for Undergraduate Advising and Success, SJSU*

Shonda was unable to participate today due to other business. She will present on another day.

Adjourned: 10:00am

Next Meeting: Fri. Oct. 14, 9:00 am (via Zoom)

Student Success Committee (SSC), AY 2022-23

Fri. Oct. 14, 2022; 9:00 am to 10:00 am (via Zoom)

Minutes

Present: Coleetta Mcelroy (co-chair), Sarika Pruthi (co-chair), Anji Buckner, Faustina DuCros, Gregory Wolcott, Shonda Goward, Michael Chadwick

Absent: Amy Guerra-Smith, Billie Jo (BJ) Grosvenor, Gautam Kumar

1. **9:00 to 9:30 am:** Online Recruitment and Implications for Student Success
   Speaker: ***Rey Penate****, Senior Director of Online Recruitment, SJSU*
   Talk followed by Discussion and Q & A

9:03 - 9:07 am
Introductions

9:08 - 9:37 am
Rey gives insight into 5 B.A. degree completion programs, which makes SJSU the first to offer economics, interdisciplinary studies, interdisciplinary engineering, and info science and data analytics entirely online. This launched in August of 2022. Their goal is to provide students with more options for academic success. Differences in male (53%) and female (46%) and non conforming/transgender students (<1%). Using specific colors and photography to convey a good marketing strategy for viewers on the website in the evening to night time. A few tactics were used to reach students: Modern Websites, personalized messages, and video advertisement (which was played for the committee). Rey shared that students can use the loophole to have this program even if they do not have a situation that limits their capacity to attend SJSU in person. Gautam asked about prices for credits for the online program. Rey replied that credits are more costly online than in person. Gautam asked about hands-on experience with online courses. Rey replied that the online program is not for courses that require such hands-on experience.

2. **9:30 to 10:00 am:** Student Advising Restructure
   Speaker: ***Shonda Goward****, Assistant Vice Provost for Undergraduate Advising and Success, SJSU*
   Talk followed by Discussion and Q & A

9:38 - 9:59 am

Shonda informed the committee that she has been meeting with different colleges about faculty advising. She is in the process of compiling a sort of "roster" containing all faculty

Commented [1]: I did give a very in-depth notes for Shonda's time, please be mindful of all the information within

advisors. The reorganization for professional staff at SJSU has been done since May 9th, 2022. The reporting structure has changed between all 8 colleges, whereas they no longer report to the associate deans of the colleges - they report to Shonda directly. At the moment there are 3 directors and Shonda is in the process of hiring, the committee should inform her in case of any potential candidate interested. The AARS is set and have launched the UASC which serves undeclared students.

Newly renamed “student-athlete resource center”. She expressed a disconnect between advisors and counselors for students, the goal is to be more interpersonal with students. Shonda believes there are many “advisors” on campus and it is confusing for students to identify who is the authority on their curriculum. As an example, SARC does not advise, they are largely responsible for academic check-ins and eligibility. It was also stated there have also been director roles combined, a position created is now named MPP. There are too many team members for Shonda to give a fair evaluation for. Shonda stated that each college still has their own identity, though she is part of a standardization process which organizes the way they reach and interact with students. She mentioned that the consensus from student conversations show a contrast in the rules and regulations for each specific college at SJSU. College “A” a student would be allowed to do X while in college “B” you may not. Shonda is working with the associate deans to streamline areas such as these. The framework is an evidence-based practice, Shonda is using the SSIPP framework (strategic, sustainable, Integrated, Proactive, Personalized). Big structural changes, changing block enrollment by CalPromise for 1st generation, marginalized students in California. Course substitutions and chairs need to be the determining factor above advisors. Orientations would need to be bigger and fewer, it was not sustainable for advising. Hope to change the name of academic probation. Changing academic probation to the online course and optional, it would be changed to the Braven course and be required for student clinicians and advisors.

9:59 - 10:01 am
Motion by Sarika to approve the agenda from last meeting

10:02 am
Meeting ends

Next Meeting: Fri. Oct. 28, 9:00 am (via Zoom)

Student Success Committee (SSC), AY 2022-23

Fri. Oct. 28, 2022; 9:00 am to 10:00 am (via Zoom)

Minutes

1. **9:00 to 9:30 am:** Teaching Modality during the Pandemic;
   Speaker: ***Melinda Jackson***, Associate Dean Undergraduate Studies, SJSU

2. **9:30 to 10:00 am:** Discussion and Q & A

Next Meeting: Fri. Nov. 4, 9:00 am (via Zoom)

Present: Coleetta Mcelroy, Sarika Pruthi, BJ Grosvenor, Anji Buckner, Faustina DuCros

Absent: Shonda Goward, Gautam Kumar, Michael Chadwick, Greg Wolcott, Amy Guerra-Smith, [New Student]

Visiting Speaker: Melinda Jackson, Associate Dean for Undergraduate Education

Fall 2020 Student Success Survey

Documents shared prior to the meeting:
https://documentcloud.adobe.com/gsuiteintegration/index.html?state=%7B%22ids%22%3A%5B%221lfYn-SSxzbhUAhBWmAIyQcfls2-2UhUs%22%5D%2C%22action%22%3A%22open%22%2C%22userId%22%3A%22107361245096889720959%22%2C%22resourceKeys%22%3A%7B%7D%7D

https://docs.google.com/document/d/1no2C013HQ91IePUEVAnpIdx_XvowtFFBZdshmnvGjOs/edit

- Results posted for Spring 2020 on Institutional Research site
- Fall 2020 not posted
- Have not had another survey since
- Slides will be available to committee, focus of presentation is undergraduates
- Significant chunk doing moderately well overall

- Satisfaction with courses asked course by course and then averaged, more satisfaction from spring to fall
- Course modalities
    - Majority synchronous online, second largest asynchronous online
- Satisfaction by modality
    - There aren't huge differences across all of the modalities, over 50% on average satisfied with the modality
- Classes preferred for after restrictions were lifted
    - 54% in person, 33% asynchronous, 30% synchronous online, bichronous 15%, 28% hybrid
    - A good chunk picked multiple modalities (55%), 45% choose only one modality (of those was the most was in person at 24%)
    - Takeaway: Students want to have choices, the more choices we offer the better we will be serving them
        - Busy schedules, families, work, etc.
- What did professors do that was positive
    - taking breaks from screens, encouraging interaction, understanding of busy schedules
- What could have professors done differently
    - Make learning more fun (engaging)
    - Wifi sensitivity causes stress if there's a lack of flexibility
- Impacts on academic success
    - family responsibilities (though lower from spring 2020) 24%
    - work responsibilities 24%
    - physical health
    - stress/anxiety/mental health (lower from spring, but still 39%)
    - lack of contact with other students 32%
- Some of the data has gone into the trainings for faculty

Questions and Answers

- Was this shared with administration, there's a difference in student need and the choices in admin moving toward more in person given accreditation requirements?
    - Competing needs of specific programs, WASC
    - Targets hovering around 70%, trying to figure out the balance
        - Up to departments and colleges to figure out what's best for them
    - We cannot always give perfect choice
    - Some courses cannot go on line effectively, but other programs had figured out new options, e.g., graduate students were more likely to say they wanted asynchronous modalities and some programs are making changes
- Classes that get canceled for under enrollment, which modality?
    - Hearing from chairs that online classes were filling up faster

    - Not sure if this is a long term trend, semesters are different each time
    - Upper div were more likely to be the online preference
    - Lower division classes really want to focus on in person experience
    - Could ask institutional research to look at the trends
    - Changes in enrollment patterns, like fewer upper division students
    - The students rotating out from 2020 who were used
- More surveys in the future?
    - Important, and can target toward modality vs. all the things that was covered in spring and fall 2020
- Providing more experiences to help students integrate with the campus
- Credit/NC
    - Look at the data, what was happening with probation
    - ISA working on policy S16-16 changing the term from probation to academic notice
        - Following CSU Fullerton
- Hyflex
    - Can be difficult for faculty, what's the outlook?
    - Our campus hasn't invested a lot into the tech, we have a limited number of smart classes
    - We allow faculty to choose, but are not pushing it
- Question on Instruction and Student Affairs Committee
    - policies about instruction, like probation, changing drop dates, etc.
    - mix of faculty, staff, students
- Enrollment for students retaking a class, which committee would handle?
    - It would be ISA
    - Haven't discussed it lately
    - Could bring up to senators, and submit a referral (form on senate website)
    - What are best practices for departments? Add codes?
        - Would need to make it a fair practice
    - 100W and the C or better rule, this is a campus policy, but could be changed to C-
        - senate would change

Approve the minutes from 10/14/22

The minutes were not approved at this time because we did not have a quorum.
BJ abstained due to not being present on 10/14/22.
We will approve next meeting with today's minutes.

Student Success Committee (SSC), AY 2022-23

Fri. Dec. 9, 2022; 9:00 am to 10:00 am (via Zoom)

Agenda

1. **9:00 to 9:30 am:** HonorsX (An Interdisciplinary New Program at SJSU): Introduction and Implications for Student Success by **Ruma Chopra**, *Professor of History and Interim Director, HonorsX, SJSU.*

2. **9:30 to 10:00 am:** Discussion and Q & A

Next Meeting: Fri. Feb. 10, 9:00 am (via Zoom)

Minutes Taken by Gautam Kumar

Present: Coleetta Mcelroy, Sarika Pruthi, BJ Grosvenor, Anji Buckner, Gautam Kumar, Michael Chadwick
Absesnt: Shonda Goward, Faustina DuCros, Greg Wolcott, Amy Guerra-Smith
Guest: Ruma Chopra

Note that the conversation was recorded and will be available for members.

1. **9:05 am to 9:10 am:** Introduction
2. **9:10 am to 9:30 am:** HonorsX (An Interdisciplinary New Program at SJSU): Introduction and Implications for Student Success by **Ruma Chopra**, *Professor of History and Interim Director, HonorsX, SJSU.* Ruma provided an overview of the program. A summary is as follows:
    - The program started in 2020.
    - This three semester program is highly interdisciplinary and project-based, and aims toward developing sustainable community.
    - Taught by 3 faculty members from 3 different departments/colleges
    - Encourage students to think critically about writing on decision making.
    - Currently 70 students are in this program from 12 different majors.
    - In Fall 22, a minor degree is also offered.
    - The goal of the program is to develop a workforce having scholarly expertise in practical and challenging problem solving toward creating a sustainable society.
    - Mentors are from industry having specific expertise in projects chosen by students to work on. Mentors are highly interested in working with students on long-term projects and develop collaborations with faculty.

- Mentors are working with each other as well as students involved in this program, and very engaged in working to develop skills of students - something unique about this program.
- Students from this program participated in SVIC competition and won the prize.
- Next year, faculty from English, Geography and Education departments will teach this course.
- Currently, no GPA is required to participate in this program.

3. **9:30 to 10:00 am:** Discussion and Q & A
    - The committee discussed how to make this program broad throughout the university.
    - Michael asked why do we need another minor while we have so many existing minors in different disciplines.
    - Anji brought the discussion on how the program currently spreading awareness about this program — Need to create social media around the students to make them aware of this opportunity (Ruma).
    - Anji asked the selection process of faculty involved in this program - Still in premature statge and will depend on the funding sources to sustain this program (Ruma)
    - Anji asked what worked well in co-teaching this program and what changes will be made in future regarding this - Faculty involved in this program get some release time to develop and prepare curriculum (Ruma)
    - BJ siad that the provost sends out a call for faculty to put forth their expertise (with a clear message on the intent and time engagement) to then be put forth to the students and faculty who will be involved in the next cohort.
    - BJ suggested - some researching of degrees that allow and encourage minors and get to those students prior to signing up for the first set of classes to increase the enrollment in this program.
    - BJ suggested - packaging faculty would be good to provide feedback to the current team working on the toy project.
    - Sarika asked for suggestions on what we can do to make students more aware, and more willing to explore options. What is the best place to target our own students at SJSU?
    - Ruma asked suggestions from the committee on how to show the benefits of this new minor. What do we have to say? What phrases do we use? Where do we go to make the case?
    - Ruma asked how we can make honorsX a household name in sjsu - Michael suggested to pull in undeclared students.
    - Sarika suggested to bring faculty champions in each college who can advocate for HonorsX, Inviting faculty to sit in our classes.
    - Anji - Implications for this committee – Disseminate this information, how to attract faculty and students.
    - BJ suggested to bring this discussion again in the Spring semester.

Some Notes taken and shared by Ruma:

Notes: Suggestions from committee members
How can we use current students to draw new students
Target Undeclared majors
Target Spring admits
Speak to all the Chairs so they know the benefits of the program
Speak to students who have units leftover in their majors
University-wide email coming from Provost - asking for faculty to share expertise with HonorsX - to create buy-in
Market the 5/11 event more heavily - create a link that will work now and for everyone (**)

Random: How to continue the relationship with the current class?
Do current students want to be mentors for the new batch? Can we, for example, assign each team with 10 names and give them a small stipend?

Before meeting - Links

1) Website:https://www.sjsu.edu/provost/honorsx/index.php

2) List of Faculty, Mentors, and Advisors: https://www.sjsu.edu/provost/honorsx/faculty-advisors-and-mentors/index.php

3) Video: HonorsX faculty describing HonorsX here

4) Video: HonorsX students describing HonorsX here

5) Nov. 30th Op-Ed on HonorsX here: https://edsource.org/2022/college-honors-programs-should-be-inclusive-grassroots-and-hands-on/681879

Before meeting - Relationships with other centers/initiatives
https://sjsu.edu/hdcc/
https://www.sjsu.edu/diversity/office/education/urop.php
https://www.sjsu.edu/ihouse/
Cultural centers: BLOC, LatinX, MOSAIC, PRIDE, etc.

Next Meeting: Fri. Feb. 10, 9:00 am (via Zoom)

Student Success Committee (SSC), AY 2022-23

Fri. Feb. 10, 2022; 9:00 am to 10:00 am (via Zoom)

Minutes

1. **9:00 to 9:10 am:** Welcome Back and New Member Introductions

2. **9:10 am to 9:30 am:** SSC Agenda Suggestions for Spring 23

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3. **9:30 to 10:00 am:** Discussion
4. Ghost/Shadow majors - students who are really taking classes in a different major that they want to be in, but have not officially transferred in (Students major is theater (to enter the university), but they are only taking computer science classes because that is what they really want to do as a career.)
    a. how to get the students the most support
    b. work with faculty so they can assist students in how to achieve their goals in a variety of majors/paths
    c. Raise awareness of transferable skills and how to get into different careers from "unusual" paths
    d. Students have to take certain classes to get requirements fulfilled, but then they won't get into the major and this adds on time to graduation
    e. Can departments/majors open more spaces? What would it take?
5. How can we have a better awareness of all the things happening on campus to better support and advocate?
    a. Be aware of duplication of services
    b. What opportunities are happening on campus that support well-being?
        i. Blossom at SJSU - representation from many different areas across campus (Student Health Academic Senate - Health Advisory Committee)
    c. More interaction for students to meet new people
        i. Campus Hour
        ii. Central Calendar
6. Financial Barriers - where do we have leverage to alleviate
    a. Open Sources for Textbooks
    b. More equipment - everyone get a laptop when they enter SJSU
    c. More awareness of SJSU Cares and how students can access services or expand these services
7. Issues with zoom and such - how can students get support
8. How can we reduce equity gaps - this needs to be very specific. Many departments are looking at this and trying to find ways. Can we find ideas and bring them to our departments?
    a. Bring in Associate Deans to do more with departments
        i. Some colleges are doing more around this
    b. Different paths between for students vs. faculty
9. Help students with resumes and career support - raise student awareness of all the services available

10. Helping students with more effective advising - how do we get students to feel that they are being seen and heard in advising experiences in all departments
    a. How do students know who the advisor is?
        i. Students are getting passed around for person to person
        ii. Sometimes the advisor doesn't know how to support the student
    b. Experience - students ask questions, but may not know what to really ask so a 15 minute meeting doesn't get the student to where they need to be. It's only talking about classes, but didn't get to what the student was needing
11. Internship Opportunities - many opportunities go unused because students may not understand how to navigate the system
    a. Get more paid opportunities
12. Students are doing a lot of navigation on their own (internships, advising, etc.)
13. 100W and C or better policy
14. Repeat policy - delaying enrollment - huge barrier
15. AI/ChatGPT - how is this going to impact the student experience?

Spring 2023 Agenda Suggestions (Summary) (Sarika)

1. Ghost/ shadow majors? Students sign up for a major but may be inclined to do something else/ another major. Students have to navigate department requirements to switch majors. Important to remove barriers. Work with faculty and advising and show students pathways to get there.
2. Switch from 'feast' to 'famine' - too little students. Different entrance requirements across the campus. We are competing with both UC and CCs for students.
3. Advising at the dept. level. Duration of advising appointments? How do we get all depts. on board with helping the students find pathways. Where can students find advisors? Students don't even know where to go.
4. Internship opportunities and advising. Internship opportunities are not properly utilized. Bigger internships that students would fly out to?
5. Lots of initiatives on student success on campus. How do we collaborate with the others? e.g. Blossom (Health Advisory Committee) at SJSU - student services led by Associate VP (Catherine Voss Plaxton).
6. Financial challenges and barriers students have and what the SSC can do to connect students to the right resources? Ongoing promotion of open source textbooks, equipment. What does SJSU Cares do to alleviate these challenges?
7. How can we encourage students to meet more people?
8. Help students to build resumes/ career support. Info. outside of orientations?
9. How can we reduce the equity gap across campus? Make it more specific as every department is doing it. How to do it? Generate ideas. Bring ADs. ADs putting together workshops every Friday on equity gaps.
10. 100W (C or better grade) and advocate for change
11. Remove 'repeat policy': students are not allowed to enroll again

Next Meeting: Fri. Feb. 24, 9:00 am (via Zoom)

Student Success Committee (SSC), AY 2022-23

Fri. Feb. 24, 2022; 9:00 am to 10:00 am (via Zoom)

Minutes

1. **9:00 to 9:30 am: Melinda Jackson**, *Associate Dean, Undergraduate Education, SJSU* on 'Repeat Policy'

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Melinda Jackson - invited guest

1. FO8-2 (current Academic Renewal Policy) was shared - from 2008
    1.1. One aspect when will students repeating a course will be able to register, now can register 3 weeks prior to the start of semester - no codes needed, but do need to wait
    1.2. Section 1. EO1037 - policy dictated by the CO. Ugrd students cannot repeat a class unless their first grade was equal to greater than a C. (W is not considered a repeat). Normal default period is one year to complete course. Not allowed to complete the course if Incomplete is still on the record.
    1.3. Grad - can only repeat if lower than B, I coverts to IC if the incomplete is not completed. Grad student do not earn grade forgiveness.
2. Multiple repeat petition
    2.1. If repeating a course for the 2nd time, students are required to meet with a counselor/advisor due to only receiving grade forgivenes once. Offer for tutoring support, learning disabilities may need to be addressed, review of whole academic record - address issues of repeating
    2.2. Certain courses are designated as repeatable - internships (IE: working on Spartan Daily could cover a couple of semesters, etc.)
3. Section B. Grade Forgiveness - where new grade replaces the old grade. There is a limit
    3.1. Max 16 for ugrd and pbac - set by CO. SJSU policy max of 9 upper division and up to 9 units lower division, however PeopleSoft cannot tract this. So technically only the 16 units is followed.
    3.2. Grad level - no grade forgiveness allowed. If a course if repeated the grade is averaged - both grades are on the transcript and count in the GPA
    3.3. Grade is listed on transcript, when taken the second time - another line is added under the first course (grade forgiven 1st attempt), if taken third time (grade will stand as is)
    3.4. Student can submit petition of to not replace/opt out of course is repeated
4. Section C.1. - Course Repeats with "grades Averaged"
5. Students who have been Dis'q and now returning. Can repeat classes at SJSU even if in Open University but if dis'q as lower division student they cannot come back until they meet upper-division transfer requirements.
    5.1. If classes are repeated at community college, then transferred into SJSU this does not replace SJSU course - no grade forgiveness

5.2. Discussion is beginning around this - why we don't allow grade forgiveness in this case especially for lower division courses
5.3. Cohorts (IE: Open Univ., etc.) of students are not allowed to register until the first day of semester considered last in line for registration
5.3.1. Allowed to take a maximum of 12 units through OU. A hold is placed on account when they reach this point to meet with advisor

6. Faustino suggestion making it possible for students to register early for the class in order to help them to be successful
6.1. Current recommendations (Melinda supports)
6.1.1. Allowing grade forgiveness for articulated courses
6.1.2. Making changes for multiple repeat allowing students to repeat courses faster
6.1.3. Allowing students to register prior to the three weeks prior to the term
6.1.4. Allowing repeats the first time - goal is to help students to be successful
7. 100W Course (GWAR as referred to by the Chancellor's Office).
7.1. Campus policy must earn C grade or higher to pass courseSJSU has a specific course that meets the criteria
7.1.1. Other campuses may have a range of courses that satisfy the requirement
7.2. Policy working through to permanent delete the 100W test, currently on pause
7.3. Determined that the pass rate was not different from taking the test to not
8.

Minutes from last meeting approved
Sarika
BJ seconded the motion

2. **9:30 to 10:00 am:** Discussion

Next Meeting: Fri. March. 10, 9:00 am (via Zoom)

Student Success Committee (SSC), AY 2022-23

Fri. March 10, 2023; 9:00 am to 10:00 am (via Zoom)

Minutes

Present: Coleetta McElroy, Sarika Pruthi, Gautam Kumar, Deanna Peck, BJ, Michael Chadwick, Anji Buckner, Faustina DuCross

Apologies: Shreya Shah, Kritika Sharma, Shonda Goward

1. **9:00 to 9:30 am: Bobbi Makani,** *Executive Director, Career Center,* on internship opportunities, mentorship and career support at SJSU

9:06 am: Introductions.

Coleetta welcomed Bobbi and asked the members to introduce themselves.

9:10 am: Bobbi Makani Presentation

Prepared to present current Career Center services and address questions
Career Center focus: students have future plans for career upon graduation
Location: ADM 255

- ➔ Comes with some challenges because the location is not as visible as they would like to be.
- ➔ Employers and students alike struggle to find the CC

8 competencies for career-ready workforce

- ➔ 1) career and self-development, 2) equity and inclusion, 3) teamwork, 4) technology, 5) communication, 6) critical thinking, 7) leadership, 8) professionalism

Services

- ➔ 1:1 sessions
- ➔ employer connections
  - ◆ job and internship fairs
    - Compliance: important to connect employers to CC. Okay to bring employers to campus, but best to work with CC so we are sure we are following the law, e.g., ensuring student privacy protections
  - ◆ networking and info sessions
  - ◆ On-Campus interviews - CC provides space for employers to come to campus to interview students on campus
  - ◆ Employer Information Sessions
    - Bring employers to campus to talk about the jobs and careers available through their organization
- ➔ workshops
  - ◆ job fair success

- resumes and cover letters
- mock interviews
- job search

➔ career closet
- one business outfit each year, for each student (not a loan)
- Also run professional headshot
- Currently working on how to invest in and develop a drop-in photo booth headshot for students in student union

➔ special programming

Model for Career development: start with self, exploring who they are and building their skills, launch the career.

➔ First, important to identify strengths and areas for growth and improvement

Apps and services available all the time for students

➔ Vmock: resume guidance through AI
➔ Big Interview: record interview
➔ Focus2: personal assessments

Also have Canvas modules that can be offered to students independently of classes, but encourage faculty to adopt modules in relevant courses.

➔ College to career, grad school, get to know yourself

Our North Star

➔ Build institutional relationships with employers
➔ Offer equitable opportunities for all students
- Invite employers we (faculty, staff) know to connect through CC then CC can make all opportunities available to all students

SJSU^2 - formally mentoring program, CC partnership with Alumni Association

➔ Quick connections: 15-min
➔ PMM Program: great for building networks *(PMM: Professional Mentoring & Meetups)*
➔ Groups: by invitation only, customized affinity groups
➔ Current goal for mentoring is creating quality, meaningful connections
➔ Stats: Calendar Year 2022
- 1000+ conversations between mentors and mentees (Quick Connections)

How does the Career Center help (summary)?

1. All students can avail of business clothing. They get to keep it.
2. Photo booth headshot
3. Special programming
4. Career Development Model: Explore Options and then develop career
5. Instant resume guidance, mock interviews
6. Samples of Canvas courses: e.g. how to choose area if you are an URDM student; take modules of it if not all.

7. College to Career Bootcamp; job fairs, networking, info. sessions, on-campus interviews.
8. Our North Star: equitable access to employment opportunities for ALL students; build relationships with employers.
9. Student organizations launching their job fairs
10. FERPA regulations: need to adhere to them and protect students' personal info.
11. Attend class presentations, counseling appointments

9:30 am: Fall 21-Fall 22 Stats

- ➔ 1640 students Diversity Career Week
- ➔ 12,659 workshop and classroom presentations
- ➔ 3106 counseling appointments

LAEP Program - Learning-Aligned Employment Program (state-funded program)
Learning-Aligned Employment Program (LAEP) | Career Center (sjsu.edu)

- ➔ 10-year program to help students reduce educational costs
  - ◆ Priorizes students who are under-represented and have demonstrated need and meet eligibility requirements
  - ◆ Eligible employers: universities, schools, non-profits, and community organizations, businesses
    - Must be selected and students must be placed in eligible jobs, pay must be equitable, other employees cannot be displaced.
  - ◆ $7.8M
  - ◆ Goal is to fund 100 students each semester
  - ◆ Funding award: $20/hour @ 20 hours/week
    - Each student's package will vary depending on their financial aid package
  - ◆ Funding by employer varies, e.g., 100% funded through UC, CSU, CCC; 90% with public ed or non-profits; 50% for for-profit

2. Discussion (Committee Questions)

Q: How do you promote the amazing CC services?
A: Many strategies, e.g.,

1. Always working on how to best share information.
2. Website, announcements, emails
3. One effective way to get info to students is when faculty embed information in assignments - e.g., use SJSU^2 to invite students to use the system to find a person and write a short reflection on what they learned. If they see the usefulness through an assignment, they may use it again.
   a. CC has the assignments already created - faculty just need to use them.

Q: How does the funding work for LAEP?

1. If at SJSU, must include a small research component
2. Students must be eligible for LAEP
3. Process for application

a. Post job-description on handshake
b. Students can apply and employer/faculty can hire
c. Could be as quick as a few weeks

Q: How differ from WorkStudy?

1. Must include component of research, needs a faculty or staff mentor

Q: Do faculty have to work with the office of research or can we go straight to CC? (Can we skip over R&I?)

1. Faculty need to apply through the CC to ensure the position is eligible for the position.
2. Will revisit this question in more depth with those who are interested, but the program is housed in CC not R&I

Q: Is there a minimum # of hours?

1. The max is 20 hours, but there is no minimum

Q: How many job postings can a faculty post?

1. If same position and you have many students, can hire multiple students for same position.

Q: Are recent graduates eligible? Like a post-bac program.

1. There will be a new RFP for an apprenticeship grant - but the current program is not for graduates.

Q: How determine eligibility for students

1. There is an interest form - send to students to complete and CC and Fin. Aid will review to determine eligibility.
2. Could pilot ideas for this summer.

Need to pass minutes from the last two meetings, when we have quorum.
Faustina, offered to assist with letter writing or policy statement recommendations based on meeting from last week.

Next Meeting: Fri. March. 24, 9:00 am (via Zoom)

Motion: Sarika
Second: Faustina

Student Success Committee

March 24, 2023

Minutes

Present: Anji Buckner, Faustina DuCros, BJ Grosvenor, Coleetta Mcelory, Deanna Peck, Sarika Pruthia, Shreya Shah, and Kritika Sharma.

Note Taker: BJ Grosvenor

9:00 to 9:15 am: Course Equity & Inclusion Program (Updates) Faustina

Faustina

College of Social Sciences in engaged in in examining course equity and inclusion in creating classes and assignments. The history of how this initiative started in COSS – was the vision of the Associate of Dean of Student Success, Anne Marie Todd.

She convened a faculty learning community to have a semester-long series of conversations on course equity in Fall 2022 around readings/ literature. In Spring 2023, they planned a series of Zoom presentations to the larger College faculty communityThe focus going forward was in the form of a question – 'How do we make changes in our classes going forward.' A recent topic was on rigor and equity. Question the concept of rigor – its elitism in its foundation and truly consider rigor without the prior dominant lens. The idea is that this is important to move the conversation forward. Important to create space for the conversation and then move it out to the larger community. Tailored to the College of Social Science. Courses being taught, assignments being shared.

Sarika and BJ

Shared their thoughts on navigating the balance of student's activities and assignment due dates and all the nuances of this task in relation to students current lived experience and class content and standards.

Sarika

Shared an example from conversations and mindset in relation to a recent book she had published and the lens from which most books have been framed.

Deanna

Asked us to consider with faculty convenings – 'are we teaching to the choir.' She also shared - this past year there has been a group led by CFD looking at these issues.

Anji

Helped us ponder the access to dashboards to gain more information on who are students are. It can be difficult to find and navigate some of these tools. IR links to many dashboards > https://www.sjsu.edu/iesa/ir/ (but not all).

Deadlines and course-related decisions related to expectations and workload established based on pedagogy and learning progression. Some classes must have a more structured or sequential approach to learning – one must understand this concept before you can understand the next.

Question for the committee: what can we do to further promote such dialogue and conversation at department and/or college level?

Sarika

Shared the idea of faculty champions. Our committee could be a channel to start this conversation being elevated. Hearing form the Associate Dean, partnering with CFD.

Kritika and Shreya

Shared their understanding of the importance of deadlines and the challenges of meeting a variety of assignments that may be converging all at the same time.

9:15 to 10:00 am: SJSU Internationalization and Student Success (Discussion)

This topic will be moved to the next meeting.

Next Meeting: Fri. April. 14, 9:00 am (via Zoom)

Student Success Committee

April 14, 2023

Minutes

Present: Ben Falter, Faustina DuCros, BJ Grosvenor, Coleetta McElory, Deanna Peck, Sarika Pruthi, Michael Chadwick, and Kritika Sharma.

Apologies: Gautam Kumar, Shonda Goward, Shreya Shah, Anji Buckner

Note Taker: Kritika Sharma

9:00 to 9:30 am: Introduction of Ben Falter, *Senior Student Affairs Case Manager, SJSU Cares* to the team .

Ben-Presents facts and numbers from SJSU care such as 29.6% experienced insecurity. Ben's teams assist students who are facing unforeseen economic crises by providing direct support.

Ben shares the following things that are done to help the students at SJSU through SJSU care.

1.SJSU CARES/CASE Management- long term and short-term solutions to students. Like paying rent or food insecurity.

To enroll-Visit www/sjsu.edu/sjsucares for assistance .and have to fill a form.

SJSU Care Cases (Fall 2o22) – 330 student cases -30 crisis fund grants-19 stay in temporary emergency housing-1145 calFresh Application Assistance

Statistics for SPARTAN FOOD PANTRY (Fall 2o22) – 19,637 pantry visits-2974 unique participants-214937 pounds of food distributed

Ways to contribute – Spread the word , refer students in need , donate, sjsu.edu/sjsucares/give-assistance/.

Q&A from Ben

Donation questions asked by Sarika and BJ

Anything apart from medicines , fresh grown from the farm , Grocery bags if reusable.

Colette- After pandemic how changes in federal law affect students in calfresh?

Ben-State has increased some amounts from one part and decreased some from others . From June, the actual eligibility will be the same as pre covid . Over all it has helped students

In response to this Ben talked about

SJSU Cares was successful in getting the state to approve 156 academic programs as a Local Program that Increases Employability (LPIE). This means for students in those academic programs they no longer need to meet the work requirements to apply.

https://sjsu.edu/igrad < -Financial Literacy/Education

CalFresh (sjsu.edu/calfresh): Recently 13,303 students received an email that we've helped them remove a barrier for applying for this federal food assistance program.

Sarika -From where housing insecurity comes from?

Ben -Rent is higher in California ,the difference between income and rent is less than $100 .A lot of students have low income . For many students income is not predictable .Many times students are kicked off the family .

Sarika- All this can affect students' health ,emotionally and mentally as well . So Ben;s team works with other units to address this?

Ben – No they don't directly work but their form has a check box that asks whether you are looking for a job or they direct students where they could be .

Michael – 1. how to enroll in the food pantry.

2.Issues for funding, loans by SJSU

Ben -Scan the QR code , fill the form , teams put a sticker on ur Tower ID and you are good .

2.When unforeseen pops up – they educate on how to self realize resources. Self assistance is provided by SJSU care

Coletta – how do you share all this with other colleges ?

Ben – They do presentations . They present in classrooms .

Student Success Committee (SSC), AY 2022-23

Fri. April 28; 9:00 am to 10:00 am (via Zoom)

Present: Sarika Pruthi, Faustina Du Cros, Gautam Kumar, BJ, Anji Buckner

Apologies: Michael Chadwick, Shonda Goward, Deanna Peck, Coleetta McElroy, Shreya Shah, Kritika Sharma

Minutes

1. **9:00 to 10:00 am:** SJSU Internationalization and Student Success (Discussion)

BJ: suggested discussing as a group, instead of breaking out, as not all members of the committee were present.

Gautam: What is internationalization?

Sarika: Explained the context of SJSU Internationalization.

BJ: People can't do it; haves and have nots; people have less flexibility to devote time and money. It was a challenge for students to come to SJSU. I love having international students on the campus. It is easier to have inward internationalization. Our faculty didn't realize she had non-SJSU affiliates go on the trip.

BJ: I love having international students as they give so much of their perspective.

Gautam: educate students in terms of the world. Success of human beings in terms of students. Learning about the world, not just subject-specific expertise. People can come and clean in India. Students came in at my institution, and I was asked to clean the floor. Dignity of labor is important. Cultural differences are what you learn about.

Anji: We have a lot of international students. Covid played an important role here. Food pantry is most significantly used by international students. Diversity in the department is important - relate to students on cultural levels.

Gautam: cost of living is high for international students, so they may need to rely more on the Food pantry.

Faustina: How do universities monetize international students? That bothers me because it puts the dollar signs on their heads. Not being able to work in certain contexts. If resources are limited for them, then they can fall through the cracks. What point do we tip to exploitation.

BJ: different lenses to look at students. From a student success perspective, are we selling them something that we provide them not enough support for?

Sarika: showed slides of the IPSC outreach event and shared focus group findings with the committee. Discussed the challenges for both faculty and students.

Gautam: We pay students for research. At the College of Science, there is a much larger population of international students. They are attracted to Silicon Valley.

Anjee: Challenges of finding faculty H1 support are more at SJSU. Are we taking advantage of international students? Tuition differential for international students.

Sarika: SJSU Online and implications for international education and costs.

BJ: Faculty Success Committee? To deal with international faculty at SJSU and their challenges.

Faustina: Can the Faculty Diversity Committee take up issues of international faculty success? Time to tenure is a huge distraction as well. How to come up with resources is a huge challenge.

Minutes of April 14 approved:

BJ
Faustina

4/28 Meeting Recording:

https://sjsu.zoom.us/rec/share/0yjWpRR7wq27FT9_0I2koDbYHXEoFVSAhtfC4edcvUSrmcR_19_DFw2rsAGCR5Ab.VeIHYnmxodlGPM6u

Passcode: kJ3b9Hz^

Next Meeting: Fri. May 12, 9:00 am (via Zoom)

Student Success Committee (SSC), AY 2022-23

Fri. May 12; 9:00 am to 10:00 am (via Zoom)

Present: Gautum, BJ, Faustina, Shonda, Coleetta, Anji
Apologies:
Minutes: Anji

Agenda

1. **9:00 to 9:30 am:** Discussion of the year in review

2. **9:30 to 10:00 am:** Recommendation of topics for 2023-24

Ideas to return to:

- Undergraduate Studies
    - Undergraduate studies office and exploring the idea of grade forgiveness for articulated courses, including those at CCC.
    - 100W and changing expectation for C- not passing
        - New changes to be communicated soon, WST will go away forever and other changes to 100W forthcoming
    - Deeper discussion of 100W instruction, expectations, and department/discipline-specific support and processes
        - Often reported from 100W faculty - students come in lacking skills expected for the course, which can be an equity discussion
        - Often reported from faculty who teach courses following 100W: students are not carrying forward learning and skills from 100W
- Blossom@SJSU - invite Catherine Voss Plaxton
- Senate: Instruction and Student Affairs - have Melinda come to talk about what's on the horizon for UG studies
    - e.g., senate passed new name for academic probation - with President now - new name proposed: Academic Notice
- Advising - campus wide and changes to faculty advising
    - How departments are working with students in advising
    - Department and faculty advising
        - Sometimes information is hard for students and faculty advising to find
        - Opportunity: Campus communication system and how information moves from one to another to ensure faculty advisors are getting information they need. For example, a central repository of information
            - Challenges:
                - Information is shared with departments, but then what
                - People are invited to meetings, but they do not show up
- Retention and how entire campus can support student retention
    - We know when we lose students, what can we all do to improve retention
    - We admitted a large frosh incoming cohort and data show a lot of students are not retained

        - We are now starting to lose students at year three
        - Some departments are not as student-friendly as others
        - Wide range of department support
- Discuss how we communicate what we learn and discuss with the AS (ISA)
    - Particularly thoughts we explore on retention
    - Return to other policies we have discussed, e.g., First year experience (FYE)
        - FYE has been pending for three years now
- Highlighting what is working well
    - Anne Marie Todd and equity support for faculty and colleges - sharing what is working well - e.g., drawing from College of Social Sciences
    - Deanna Fassett - invite to discuss academic success -
        - Specifically to discuss the rates of DFW
        - Equity gaps dashboard for faculty
        - How are faculty doing with equity gaps and classroom-based experiences
        - Learning more from Deanna re: what faculty are doing to improve equity and student success
        - Changes require resources and support and what is available, what is expected with what we have, and where do we need more help
- Recently (Advising) applied for funding to support a 2-year process for assessing everything we're doing and devise a comprehensive plan - https://aascu.org/programs/?program_status=current&program_tax=student-success
- Writing continues to pose challenges for faculty and students alike
- Math and sciences - may have some bottlenecks worth exploring, but not sure
- Sometimes the ENG and Science majors are not repeating courses because they are DQ'd from the major and they migrate into CoSS
    - Department probation policies - better understanding of what departments are doing, the range, the policies, the communication clearly identified in the catalog
    - Advising is currently applying for funds to support students on academic notice and disqualification - Shonda will be able to provide updates in fall

Approved minutes > from last meeting
https://docs.google.com/document/d/1Ju9HSDEGvffk9VDL_B38o7NB7iCLWMEe/edit

Faustina
BJ

Next Meeting: Fri. September 8, 2023 (via Zoom)