

Learning Goals and Assessment Highlights 2017-2018

Please complete the following form to contribute to the Annual Report of the Division of Student Affairs. The submission deadline for Annual Report information is **July 20, 2018**. Please contact Romando Nash (romando.nash@sjsu.edu) with questions.

- I. **Name of Department:** Undergraduate Admissions and Outreach(UAO)
 - a. **Contact person:** Deanna Gonzales, Director Undergraduate Admissions and Outreach
- II. **Departmental Staff Information (Number of FTE, Graduate Assistants, Student Workers, Interns, Volunteers):**
When fully staffed, UAO is made up 38 full-time professional staff and 22 student workers.
- III. **Departmental Mission Statement:** The office of Undergraduate Admissions and Outreach provides prospective students and their families with the tools and resources necessary to understand the admission requirements and application process for undergraduate applicants, both domestic and international.
- IV. **Departmental Learning Outcomes:**
 1. Students will know and understand the policies and procedures that guide admission, enrollment and graduation at SJSU (Applied Knowledge).
 2. Students will demonstrate competence in applying the policies and procedures that guide admission, enrollment and graduation at SJSU (Applied Knowledge).
 3. Students will utilize MySJSU effectively to access information and conduct business with the university (Intellectual Skills).
 4. Students will demonstrate effective communication and critical thinking skills in assessing information and services provided by Enrollment Services (Intellectual Skills).
 - a. **Which outcome(s) was (were) assessed this year?** The DLOs that were assessed were all four of the above.
 - b. **When will the other outcomes be assessed?** We will assess the same four in comparison to the 17-18 assessment report.
- V. **Key Assessment Findings & Action Plans:** Please include minimum of four findings – 400 character limit per findings. All findings should provide source information, (e.g. how/when data was collected, purpose, how many respondents, etc.)
 1. This year's SJSU Preview Day event saw an almost doubled attendance from the previous year, totalling to 76 students and 9 ESUHSD counselors in attendance. Whereas four schools participated in 2016, nine schools participated in 2017 (8 traditional, 1 non-traditional). 68.9% of SJSU Preview Day 2018 attendees that were provisionally admitted completed their intent to enroll for Fall 2018. 76.3% of SJSU Preview Day attendees applied for Fall 2018 admission. 59.2% of attendees were provisionally admitted to SJSU. 69% of SJSU Preview Day 2018 attendees that were provisionally admitted completed their intent to enroll for Fall 2018
 2. In its second year of the Spartan East Side Promise, SJSU saw a 24.5% increase in applications received from the East Side Union High School District. This translated to a 10.3% increase in the number of students provisionally admitted to SJSU from the ESUHSD, 271 through the Spartan East Side Promise special admissions program. Of all ESUHSD provisional admits there was a 9.63% increase from last year, resulting in 774 students committed to the university, which stayed with last year's trend of 45% committal rate from ESUHSD overall. However when looking solely at SESP admits, Fall 2017 had 21% of provisionally admitted SESP students complete their intent to enroll, while for Fall 2018 had 35% of provisionally admitted SESP students committed to SJSU. This shows that the SESP had a 79.5% increase of provisionally admitted students committing to SJSU from Fall 2017 to Fall 2018.

3. On March 27th, 2018 we held our first “Becoming a Spartan” event. This event geared towards provisional ESUHSD admits and their families, provided the opportunity to learn about the next steps for enrollment, hear from representatives from Financial Aid and New Student and Family Programs, as well as meet an academic advisor from their Student Success Center over a free dinner. About 150 students, family members, and SJSU representatives were in attendance at Mt. Pleasant High School that evening. 93% of provisionally admitted students that attended the “Becoming a Spartan” event completed the intent to enroll process for Fall 2018 admission.
4. In partnership with the ESUHSD and the East Side Education Foundation, the SJSU/ESUHSD Summer Counseling Program took place from May 29th- June 20th, 2018. 219 students participated in the program, a 20.3% increase from last year’s attendance. Similar to last year, the program was comprised of four weekly sessions that covered topics such as how to navigate MySJSU and MyScheduler, a field trip to campus to meet with academic advisors from the Student Success Centers, and build connections to campus resources. Of the sessions came the following break down:
 - **Course 1 -Getting Ready for SJSU** (covered university structure, skill building activities, introduction to campus resources/departments, and schedule creation activities)
 - 79.4% found this course very helpful or helpful
 - **Course 2 - My Spartan Plan Field Trip** (success center visits, campus tour, department presentation breakout sessions)
 - 94.1% found this course very helpful or helpful
 - **Course 3- My Educational Plan** (At the field trip students received a 4-year degree roadmap from their Student Success Centers. During this course they learned how to search for classes in MySJSU and how to use MyScheduler to create and save their ideal Fall 2018 schedule prior to their Frosh Orientation)
 - 85% of students found this course helpful or very helpful
 - 7% thought it was somewhat helpful and expressed the need for more time
 - 6% of attendees did not attend this course
 - **Course 4 - Making Connections at SJSU** (consisted of a student panel, and speakers from Peer Connections and the Spartan Summer Institute regarding M3/M4 and W3/W4 Math and English development opportunities.
 - 74.3% found this course very helpful or helpful
 - **Overall students expressed the following:**
 - 81% stated that the program provided them with helpful tips and strategies for navigating college life
 - 80% stated that they now better understood the SJSU online systems (MySJSU, MyScheduler, etc.)
 - 79% stated that the program helped them map out their class schedule
 - 76% stated that they gained insights and resources
5. For each SESP workshop, students were asked to fill out pre and post evaluations to gauge their understanding of the admission requirements and provide feedback.
 - **Fall 2017 evaluations received based from 10 SESP “Preparing to Apply” workshops for Seniors**
 - *In summary of all the Pre-Evaluations filled out at the beginning of the workshops...*
 - 61.1% of attendees said that the statement “I feel like I am ready to go to college” was very true (24.3%) or somewhat true (36.8%), with 29.9% stating neither true or untrue
 - 43.7% of attendees said that the statement “I am comfortable with the process of applying to college” was very true (11.8%) or somewhat true (31.9%), with 31.9% stating neither true or untrue, and 20.1% stating somewhat untrue
 - 54.1% of attendees said that the statement “I am familiar with the SJSU Admission Requirements” was very true (20.8%) or somewhat true (33.3%), with 31.9% stating neither true or untrue
 - *In summary of all the Post Evaluations filled out at the end of the workshops...*
 - 91.7% of attendees reported that the statement “I found this workshop helpful” was very true (67.4%) or somewhat true (24.3%)

- 80.6% of attendees reported that the statement “I am comfortable with the process of applying to college” was very true (39.6%) or somewhat true (41%)
- 89.6% of attendees said the statement “I am familiar with the SJSU Admission Requirements” was very true (63.2%) or somewhat true (26.4%)
- **Spring 2018 evaluations received based from 25 SESP workshops for Junior and Seniors**
 - ***In summary of all the Pre-Evaluations filled out at the beginning of the workshops...***
 - 48.63% of attendees said that the statement “I feel like I am ready to go to college” was very true (14.6%) or somewhat true (33.7%), with 38.3% stating neither true or untrue
 - 41.3% of attendees said that the statement “I am comfortable with the process of applying to college” was very true (15.5%) or somewhat true (25.8%), with 37% stating neither true or untrue, and 13.9% stating somewhat untrue
 - 41.3% of attendees said that the statement “I am familiar with the SJSU Admission Requirements” was very true (15.3%) or somewhat true (26%), with 26.3% stating neither true or untrue, and 13.8% stating not at all true
 - 78% stated that this was their first SESP workshop
 - ***In summary of all the Post Evaluations filled out at the end of the workshops...***
 - 87.7% of attendees reported that the statement “I found this workshop helpful” was very true (52.1%) or somewhat true (35.6%)
 - 67.6% of attendees reported that the statement “I am comfortable with the process of applying to college” was very true (25.4%) or somewhat true (42.2%), with 23.6% stating neither true or untrue
 - 79.1% of attendees said the statement “I am familiar with the SJSU Admission Requirements” was very true (38.2%) or somewhat true (40.9%)

6. One of last year’s goals was to expand programming to non-traditional ESUHSD schools. For the Fall 2017 admission cycle, 30% of Apollo applicants were provisionally admitted, and committed to the University. Fall 2018, 83.3% of Apollo students that applied were provisionally admitted, 100% of those provisionally admitted to SJSU from Apollo completed the Intent to Enroll process. Apollo received 7 SESP/SJSU workshops/presentations for the 2017/2018 academic year and none in 2016/2017.

a. Given current assessment results, what (if any) changes will the department consider making for the future?

We will continue to present and develop programming, and expanding it to all SESP eligible schools in the East Side Union High School District. Meetings with the counseling staff of all ESUHSD schools will continue to be scheduled both in Fall and Spring, to ensure a comprehensive understanding of the Spartan East Side Promise, SJSU admission requirements and procedures, and coordinate programming at their school site. In addition, more opportunities will be made available to Sophomores and Juniors to better prepare them to meet the admission requirements.

- VI. **2017-2018 Departmental Highlights** (Please submit four highlights – 375 character limit per highlight). For this section, please ensure that at least two of your highlights relate to the Division Learning Goals which are directly connected to the University Learning Goals of Intellectual Skills, Applied Knowledge, and/or Social and Global Responsibilities. If this is not possible, please include general highlights related to this academic year. The full definition of the Division Learning Goals can be found online, but the six overarching goals are listed below:
- 93% of provisionally admitted students that attended the “Becoming a Spartan” event completed the intent to enroll process for Fall 2018 admission. (Critical Thinking Skills, Practical Competence/Life Skills, Healthy Living)
 - The San Jose Earthquakes partnered with SJSU and the Spartan East Side Promise (SESP) to provide a unique opportunity for one student admitted through the SESP special admissions program. On behalf of the Quakes Foundation, one newly admitted student received campus housing, and a full first year’s tuition and supplies for her first year at San José State University.

- In partnership with iMentor, we hosted nearly 300 James Lick High School Juniors and their mentors for an interactive admissions presentation, campus tour, and dinner. This year's event attendance was approximately double the size of the event in Spring 2017.

Division Learning Goals:

- **CRITICAL THINKING SKILLS:** Critical thinking skills refer to the ability to independently and accurately evaluate information, data and ideas from multiple perspectives.
- **EFFECTIVE COMMUNICATION:** Effective communication embodies the ability to receive information, exchange ideas, present information, and convey messages in ways that are effective and appropriate to the situation and audience.
- **MULTICULTURAL COMPETENCE AND ACTIVE CITIZENSHIP:** Multicultural competence and active citizenship refer to understanding and appreciating human differences as well as positively contributing to the community.
- **PRACTICAL COMPETENCE/LIFE SKILLS:** These skills refer to the capacity to manage one's affairs both inside and outside the university.
- **LEADERSHIP AND INTERPERSONAL COMPETENCE:** These skills refer to the ability to mobilize groups around shared interests as well as demonstrate and sustain meaningful relationships.
- **HEALTHY LIVING:** Healthy living refers to making informed decisions and acting on those decisions to enhance personal and community health.

1. Critical Thinking

1a. Division Learning Goal/Undergraduate Learning Goal Connection: Each SESP workshop had a critical thinking component where students were evaluated on the retention of the information presented through a Kahoot game. Topics included admission requirements, deadlines, and tips and strategies to prepare for college life. There were also critical thinking components in the events, for example with "SJSU Preview Day," students were introduced to campus resources, facilities, and academia to aid in their decision of whether to apply to the University or not. For "Becoming a Spartan," students and families were invited to connect with our office, Financial Aid, New Student and Family Programs, and their Success Center, to ask questions, build connections, and aid in their decision to submit their intent to enroll.

1b. Was this accomplishment a goal from 2017-2018? **Yes/No**

2. Effective Communication and Leadership and Interpersonal Competence

2a. Division Learning Goal/Undergraduate Learning Goal Connection: For this academic year, the SESP workshops were revamped to be more interactive, allowing students to not only receive information, but to engage with the material, and practice new skills. For example, During the summer program, students participated in several group activities, one of which included researching campus resources and preparing for an appointment. Students were presented with a scenario, and based on the presentation, had to determine which resource to seek assistance from (i.e. Writing Center, Student Success Center, CAPS, etc.). After this, students got into groups based off of the resource they chose and, as a group, prepared a series of questions to ask and a list of materials to bring with them. Each group then had to present what they had put together, and explain why they chose that resource, and the services available to the other students in attendance. After this, students were then provided with a binder that included the flyers from each resource, so that when they start in the Fall, they already have the contact information, know the operating hours, and are familiar with the services offered to utilize throughout their college career.

2b. Was this accomplishment a goal from 2017-2018? **Yes/No**

3. Practical Competence/Life Skills

3a. Division Learning Goal/Undergraduate Learning Goal Connection: This division goal was met through the SESP workshops, "Becoming a Spartan" event, and the SJSU/ESUHSD Summer Counseling Program. Each of these were developed to facilitate growth in research, interpersonal, and time management skills. For example, all SESP workshops reinforced the importance of deadlines in the admission process, had activities for students to practice

creating their weekly schedule, and encouraged early contact when in need of assistance. Students were also repeatedly presented with the contact information and services of multiple campus departments, to ease their transition to the University, and provide a connection. Several events also allowed students the opportunity to communicate directly with departments of their interest (i.e. resource fair at SJSU Preview Day, breakout sessions during Becoming a Spartan, sessions and application lab during Pathway to College event, etc.)

3b. Was this accomplishment a goal from 2017-2018? **Yes/No**

4. Healthy Living

5a. Division Learning Goal/Undergraduate Learning Goal Connection: All Spartan East Side Promise workshops, events, and the summer program are optional opportunities for students to participate in. Unlike the standard CSU/SJSU Showcase and Next Steps presentation where students categorized as interested in SJSU or provisionally admitted attend to receive their next steps for the process, the SESP workshops focus more on skill development and navigating university life to empower students to utilize campus resources and take further responsibility for their education. As many of these workshops take place during 6th period, Advisory, or after school, students voluntarily choose to attend to gain insights and skills needed for the next step in their educational journey.

5b. Was this accomplishment a goal from 2017-2018? **Yes/No**

VII. 2018-2019 Department Goals: Please include minimum of four goals – 375 character limit per goal

1. Continue to provide and expand on recruitment and yield events that introduce ESUHSD students to campus resources, build direct connections to Student Success Centers, and provide real-world skill building activities for ease in navigating college life. (Intellectual Skills, Applied Knowledge)
2. Increase accessibility to the community by continuing to collaborate with campus and community partners to develop new outlets for students and families to together learn about the admissions process and requirements. (Integrative Knowledge and Skills)
3. Students will know and understand the policies and procedures that guide admission, enrollment and graduation at SJSU (Applied Knowledge).
4. Students will utilize MySJSU effectively to access information and conduct business with the university (Intellectual Skills).
5. Students will demonstrate effective communication and critical thinking skills in assessing information and services provided by Enrollment Services (Intellectual Skills).
6. Students will demonstrate competence in applying the policies and procedures that guide admission, enrollment and graduation at SJSU (Applied Knowledge).

VIII. Messages from Students: Please include at least one message – 150 character limit per message. This section should provide testimonials from student participants with your department. Include information about when and how the student provided the message, (e.g. in an interview assessing first year experience, on a satisfaction survey from a particular event, during a focus group, etc.).

1. “I loved the campus tour because it got me excited to come here. The Business class helped me think about my major....thank you for the opportunity.” - **SJSU Preview Day 2018, anonymous evaluation survey**
2. “[The] most helpful/favorite part was to listen to the reps. I got to understand more about what I should do and look forward to.” - **Becoming a Spartan, anonymous evaluation survey**
3. “[The] most helpful/favorite part was how she went through the whole process. I feel more confident towards applications.” - **Fall SESP Workshop, anonymous evaluation survey**

IX. Did You Know: Please include two information bytes to be included in a “Did You Know” section. These should be short, one sentence blurbs that shed light on the student experience - 150 character limit per byte. This section is intended to highlight something remarkable and/or unknown about the experiences students have or have the chance to engage with your department. For example, do students who participate with your department have higher GPAs/retention/4-year graduation than other students?

1. In comparison to Fall 2017 admission cycle, the Fall 2018 admission cycle saw a 79.5% increase of provisionally admitted Spartan East Side Promise students completing the Intent to Enroll process.
2. 93% of “Becoming a Spartan” attendees completed the intent to enroll process for Fall 2018 admission.
3. 76.3% of SJSU Preview Day attendees applied for Fall 2018 admission. 69% of SJSU Preview Day 2018 attendees that were provisionally admitted completed their intent to enroll for Fall 2018.

- X. **Resource Needs:** What support or resources would be helpful to you as you continue your assessment processes? (Responses to this question will guide future practice for professional development and/or support of assessment within the Division.)
- a. Continued Student and Academic Affairs Divisions support and funding for programming for prospective students
 - b. Continued access to facilities to host opportunities for ESUHSD students to visit and become familiar with SJSU

- XI. **Campus Partners (Individuals):** Please list campus partners (individuals) outside of Student Affairs who should be thanked for contributing to the Division in a **SIGNIFICANT** way.

<u>Last, First Name</u>	<u>Office/Department</u>	<u>Title</u>	<u>Email</u>
Thomas, Elisabeth	Library	Community Outreach Librarian	elisabeth.thomas@sjsu.edu
Perez, Janene	LCOE Student Success Center	Director	janene.perez@sjsu.edu
Castillo, Francisco	Jack Holland Student Success Center	Director	francisco.castillo@sjsu.edu
Garcia, Stephanie	H&A Student Success Center	Academic Advisor	stephanie.garcia@sjsu.edu
Mora-Torres, Hugo	CASA Student Success Center	Academic Advisor	hugo.mora-torres@sjsu.edu

- XII. **Campus Partners (Offices/Departments):** Please list departmental partners outside Student Affairs who should be thanked for contributing to the Division in a **SIGNIFICANT** way.

<u>Office/Department/Agency</u>	<u>Contact Person</u>	<u>Email</u>
College of Applied Sciences and Arts	Dr. Mary Schutten	mary.schutten@sjsu.edu
CASA Student Success Center	Anthony Korsund	anthony.korsund@sjsu.edu
CASA Student Success Center	Talisha Teague	Talisha.Teague@sjsu.edu
CASA Student Success Center	Hugo Mora-Torres	hugo.mora-torres@sjsu.edu
College of Engineering	Jinny Rhee	Jinny.Rhee@sjsu.edu
Engineering Student Success Center	Sarah Johnson	sarah.johnson@sjsu.edu
College of Social Sciences	Dr. Walt Jacobs	walt.jacobs@sjsu.edu
ACCESS Student Success Center	Dr. Amy Leisenring	amy.leisenring@sjsu.edu
Lucas College of Business	Dr. Malu Roldan	malu.rolan@sjsu.edu
Jack Holland Business Student Advisement Center	Francisco Castillo	francisco.castillo@sjsu.edu
Lurie College of Education	Dr. Robin Love	robin.love@sjsu.edu
Education Student Success Center	Janene Perez	janene.perez@sjsu.edu
College of Humanities & Arts	Dr. Lisa Vollendorf	lisa.vollendorf@sjsu.edu
College of Humanities & Arts	Dr. Kathleen McSharry	kathleen.mcsharry@sjsu.edu
H&A Student Success Center	Han Le	hanh.le@sjsu.edu
H&A Student Success Center	Stephanie Garcia	stephanie.garcia@sjsu.edu
College of Science	Dean Michael Kaufman	michael.kaufman@sjsu.edu
COSAC Student Success Center	Dr. Jamie Alea	jamie.aleas@sjsu.edu
Academic and Retention Services	Cindy Kato	cynthia.kato@sjsu.edu
Dr. Martin Luther King, Jr. Library	Elisabeth Thomas	elisabeth.thomas@sjsu.edu

XIII. Departmental Student Photos: Please send at least five high resolution photos with students attending events or activities sponsored by your department, utilizing your office space, etc. Photos should not be pasted into this document, but should be emailed to Romando Nash as an additional attachment.

Photos can be viewed here: <https://drive.google.com/drive/folders/1ydgT43S-ro2hDoFmyVPjt4xoex1eR0hv?usp=sharing>

*Departmental reports should not exceed **6 pages**. Please be descriptive, but concise. Each department is welcome to include copies of assessment tools as supplementary documents.*

Annual Report submission deadline is July 20, 2018.

Please contact Romando Nash (romando.nash@sjsu.edu) with questions.

Thank you!