

Learning Goals and Assessment Highlights 2016-2017

- I. **Name of Department:** Undergraduate Admissions and Outreach(UAO)
- a. **Contact person: Deanna Gonzales, Director** Undergraduate Admissions and Outreach
- II. **Departmental Staff Information:** The staff of 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).
- **Which outcome(s) was (were) assessed this year?** The DLOs that were assessed were all four of the above.
 - **When will the other outcomes be assessed?** We will assess the same four in comparison to the 16-17 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. A Memo of Understanding(MOU) for the Spartan East Side Promise (SESP) was signed into action in April 2017. In July 2017 implementation began in the form of developing programming to meet the requirements of the MOU. Lunchtime workshops and an SJSU Preview Day event was developed for the Fall. Four schools were chosen to pilot programming based off of their previous application and enrollment numbers, and expressed interest from counselors (Yerba Buena, James Lick, Silver Creek, and W.C. Overfelt). As the semester progressed Andrew Hill and Oak Grove were added to this list, due to the request of their head counselors, resulting in four out of the six receiving a minimum of one workshop related to the Spartan East Side Promise. For spring, all six schools were offered programming, with 5 out of the 6 receiving a minimum of three workshops.
 2. For Fall 2016 admission, 1593 applications were received from schools in the East Side Union High School District (ESUHSD). For Fall 2017 admission, after the Spartan East Side Promise was implemented, 1790 applications were received from the East Side Union High School District traditional schools, coming out to approximately an 11% increase (197 applications). For Fall 2016 approximately 438 students provisionally admitted from the ESUHSD enrolled in San Jose State. For Fall 2017 admission, 706 students from the ESUHSD have submitted their intent to enroll, 151 of them having been admitted through the Spartan East Side Promise.

3. For each SESP workshop, students were asked to fill out pre-evaluations in the beginning to gauge their understanding of admission requirements and questions they had, and post-evaluations to record what they had learned and feedback. Below are the workshop evaluation result summaries for Fall and Spring:

- Fall: evaluations received from 5 workshops
 - **Based on evaluations received:**
 - ***In summary of all the Pre-Evaluations filled out at the beginning of the workshops...***
 - 72.1% of attendees said that the statement “I feel like I am ready to go to college” was Somewhat true (48.8%) or Very true (23.3%) to them.
 - 60.5% of attendees said that the statement “I am comfortable with the process of applying to college” was Somewhat true (37.2%) or Very true (23.3%) to them
 - 58.2% of attendees said that the statement “I am familiar with the SJSU Admission Requirements” was Somewhat true (34.9%) or Very true (23.3%) to them
 - ***In summary of all the Post Evaluations filled out at the end of the workshops...***
 - 89.7% of attendees said that the statement “I found this workshop helpful” was Somewhat true (35.9%) or Very true (53.8%) to them.
 - 84.6% of attendees said that the statement “I am comfortable with the process of applying to college” was Somewhat true (41%) or Very true (43.6%) to them
 - 84.6% of attendees said the statement “I am familiar with the SJSU Admission Requirements” was Somewhat true (28.2%) or Very true (56.4%) to them. 5.2% said that the statement was Somewhat untrue (2.6%) or Not at all true (2.6%) to them.
- Spring: evaluations received from 24 workshops
 - **Based on evaluations received:**
 - ***In summary of all the Pre-Evaluations filled out at the beginning of the workshops...***
 - 48.2% of attendees said that the statement “I feel like I am ready to go to college” was Somewhat true 31.1% or Very true 17.% to them.
 - 35.6% of attendees said that the statement “I am comfortable with the process of applying to college” was Somewhat true (21.6%) or Very true (14%) to them
 - 31.9% of attendees said that the statement “I am familiar with the SJSU Admission Requirements” was Somewhat true 20.3% or Very true 11.6% to them
 - ***In summary of all the Post Evaluations filled out at the end of the workshops...***
 - 86.7% of attendees said that the statement “I found this workshop helpful” was Somewhat true 40.1% or Very true 46.6% to them.
 - 63.2% of attendees said that the statement “I am comfortable with the process of applying to college” was Somewhat true (39.2%) or Very true (24%) to them
 - 74.8% of attendees said the statement “I am familiar with the SJSU Admission Requirements” was Somewhat true (36.6%) or Very true (38%) to them.

4. With the implementation of the Spartan East Side Promise, the community was inspired to fund a summer transitional program for students admitted for Fall 2017. The East Side Foundation contacted the ESUHSD in January requesting for the District create a program where counselors assisted students with finding information and becoming familiar with SJSU resources. In February, the two counselors tasked with creating the program then contacted us to partner with them in the creation of the program. This developed into a 5-week workshop series

called the SJSU/ESUHSD Summer Counseling Program occurring from June 6th - June 29th. 182 students are currently participating in the program, 48 who were admitted through the SESP (26%).

5. In the Fall when the Spartan East Side Promise pilot programming launched lunchtime workshops, attendance and support was minimal. After the coordinator and Assistant Director met with the counseling staff of each of the schools chosen for the pilot programming (Andrew Hill, James Lick, Yerba Buena, Silver Creek, Oak Grove, W.C. Overfelt), there was a dramatic increase in attendance at the workshops and support from the school staff at 5 out of the 6 schools. Workshops were shifted from lunchtime to 6th period, where students who were interested would receive a pass to attend. As a result, workshop attendance went from an average of 13 students, to an average of 43 students per workshop.

6.

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

Based off of the assessment results received, we will strive to continue programming and expanding it to all schools in the East Side Union High School District. Meetings with the counseling staff of all ESUHSD schools will 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.

VI. **2015-2016 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:

The SESP was implemented in July 2016. There were no department highlights for 2015-2016.

For 2016-2017:

- On November 7, 2016, we hosted our first annual SJSU Preview Day event. This event provided prospective students with the opportunity to tour the campus, personally connect with campus resources, and to audit a course of their choosing. In the morning they were greeted by our University President, Dr. Mary Papazian, and throughout the day heard from several inspirational speakers, one of which was from the Adelante! Chicana/Latinx Student Success Task Force. While 54 students were registered, 39 were in attendance, 16 of which were seniors. 14 of the seniors applied to San Jose State, and 12 were provisionally admitted. 8 submitted their Intent to Enroll. Meaning 42.4% of attendees of this event applied to the University, 86% the attendees that applied were provisionally accepted, and 67% of the attendees that were provisionally admitted accepted SJSU. (Applied Knowledge, Social and Global Responsibilities)
- Silver Creek High School received the most SESP programming in Fall 2016, and as a result, it was the ESUHSD school with the greatest increase in applications from Fall 2016 admission to Fall 2017 admission. This information was gathered through application data received.
- With a growing interest from students and meeting with the ESUHSD counseling staff from the schools chosen to pilot programming, there was a dramatic increase in student attendance to the SESP workshops for Spring 2017. This data is reflected in sign in sheets and evaluations collected at each workshop, as well as the increased number of workshops conducted at each site.

Division Learning Goals:

- o **CRITICAL THINKING SKILLS:** Critical thinking skills refer to the ability to independently and accurately evaluate information, data and ideas from multiple perspectives.

- o **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.
- o **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.
- o **PRACTICAL COMPETENCE/LIFE SKILLS:** These skills refer to the capacity to manage one's affairs both inside and outside the university.
- o **LEADERSHIP AND INTERPERSONAL COMPETENCE:** These skills refer to the ability to mobilize groups around shared interests as well as demonstrate and sustain meaningful relationships.
- o **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 program and event applied critical thinking components to help students understand their choices and make decisions on their major, school to attend, and understand their responsibilities. Examples of this include Preview Day where students had the opportunity to choose which course they wanted to audit, so that they may get an insight to what they would potentially be studying. In addition, at the end of several key workshops, a Kahoot was utilized to gauge student's understanding of the material, deadlines, and also as a tool for the presents to see what points needed to be emphasized or explained differently.

1b. Was this accomplishment a goal from 2016-2017? **Yes/No**

2. Effective Communication

2a. Division Learning Goal/Undergraduate Learning Goal Connection: Kahoot was utilized at the end of several key workshops to gauge student's understanding of the material presented. Kahoot is a mobile game where students are asked questions on the workshop topic, in this case SJSU Admission Requirements and deadlines, then are shown the live results of the group's answer to each question on the screen. This was also a useful tool for the presenter, giving them the opportunity to see that the material was comprehended, or what needed additional emphasis or explanation. Many students stated on the workshop evaluations that they enjoyed and benefitted from this form of review.

2b. Was this accomplishment a goal from 2016-2017? **Yes/No**

3. Multicultural Competence and Active Citizenship and Leadership and Interpersonal Competence

3a. Division Learning Goal/Undergraduate Learning Goal Connection: With the implementation of the Spartan East Side Promise, the East Side Foundation was inspired to contributing to the academic success of the future spartans from their community. This organization funded 11 high school counselors to conduct a summer transitional program for recent ESUHSD graduates that would be attending SJSU in Fall 2017. Our office partnered with the two counselors in charge of overseeing this program to develop four courses that showed students how to utilize MySJSU, create schedules, and become familiar with the structure of the University. Currently 182 students are participating in this program which ends June 29th.

3b. Was this accomplishment a goal from 2016-2017? **Yes/No**

4. Practical Competence/Life Skills

4a. Division Learning Goal/Undergraduate Learning Goal Connection: In addition to explaining SJSU admission requirements, SESP workshops had activities to allow students to practice and demonstrate their understanding of what was presented. Lunchtime workshops in the Fall had time management activities, tips on how to handle procrastination and "prevent senioritis". Workshops in the Spring had an activity where students created mock

college schedules, reflected on their motivation for pursuing their degree, and spoke with current SJSU students about their experiences. Through the summer programming, students had the opportunity to speak with representatives from their Student Success Center, learn about resources for major and career exploration, and became familiar with key offices.

4b. Was this accomplishment a goal from 2016-2017? **Yes/No**

5. Healthy Living

5a. Division Learning Goal/Undergraduate Learning Goal Connection: During SESP workshops, students were introduced to the “Finish in Four” campaign, advised to take 4-5 courses each semester, based on what they felt they could handle. To emphasize the level of academic expectation and responsibility of college students, the “Preparing for Your First Semester” workshop outlined the typical time commitment for coursework, studying, working, and self-care. Then students were tasked with creating a mock schedule for themselves using these time commitments as a guide. Examples of college schedules were shown to give students perspective. Additionally campus academic resources were highlighted, such as those for tutoring, advising, and student wellness. Students involved in the summer program also had the opportunity to tour the campus and see the locations of both academic and wellness resources. As part of their coursework, students will be doing an activity called “My Info Sheet” where they will list resources they plan to utilize, as well as important deadlines.

5b. Was this accomplishment a goal from 2016-2017? **Yes/No**

VII. 2017-2018 Department Goals: Please include minimum of four goals – 375 character limit per goal

- 1.** Developing additional opportunities for current SJSU students to engage with prospective students in the East Side Union High School District in regards to questions on the transition from high school to college, student wellness resources, and academic support. (Social and Global Responsibilities, Applied Knowledge)
- 2.** Expand programming to non-traditional schools eligible for the Spartan East Side Promise.
- 3.** Students will know and understand the policies and procedures that guide admission, enrollment and graduation at SJSU (Applied Knowledge).
- 4.** Students will demonstrate competence in applying the policies and procedures that guide admission, enrollment and graduation at SJSU (Applied Knowledge).
- 5.** Students will utilize MySJSU effectively to access information and conduct business with the university (Intellectual Skills).
- 6.** Students will demonstrate effective communication and critical thinking skills in assessing information and services provided by Enrollment Services (Intellectual Skills).

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. Student participated in a Fall SESP workshop** - “Kahoot was very helpful and my favorite. It was fun and it was like a review”. **For reference: Kahoot is an online mobile game where students were asked questions in relation to the workshop topic (in this case, SJSU Admission Requirements) and saw live results, giving the presenter the opportunity to see that the material was comprehended, and to see what needed additional emphasis or explanation.*
- 2. Junior from Oak Grove High School who attended the “Getting College Ready” workshop, in response to the questions, “what was the most helpful/favorite part?”** - “I liked the interaction of questions being asked to us because it made me remember these important dates”
- 3. Junior from James Lick High School who attended SJSU Preview Day, in response to the question, “what was**

your favorite part of the day?” - “Was sitting down in a [class]room because I’ve never felt the environment of college students. OVERALL REALLY LOVED IT!!!!!!”

4. **Junior from James Lick High School who attended SJSU Preview Day, in response to the question, “what was your favorite part of the day?”** - “My favorite part was the class because I learned so much, and engaged with the class. Overall I thought the trip was fun and I felt like I gained experience on how college works. ”
5. **Yerba Buena teacher, Jose Robles in response to SJSU Preview Day** - “This was fantastic! Only wish more of our Yerba Buena students were able to attend. Looking forward to doing this again next year!”
6. **ESUHSD Superintendent Dr. Chris Funk** - “Dear Team, I just wanted to take a moment to thank each of you for a wonderful program that you put on for our East Side students and families who qualified for SJSU through the Spartan East Side Promise. I know what a long day it was for each of you welcoming over 10,000 students at the Event Center at 8 am and then providing lunch and program in the afternoon for the Promise students and families. Your dedication and partnership is extremely valued and I look forward to building on this momentum with our 36 hour summer program that we are working on together. You all rock! BRAVO! BRAVO! BRAVO!”

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. As a result of working with ESUHSD students, more said yes to attending SJSU in the Fall.
2. Even though they are attending high schools in San Jose, many students have never visited San Jose State.
3. 67% of the high school attendees for SJSU Preview Day 2016 who applied and were provisionally admitted, submitted their intent to enroll as First Time Freshmen for Fall 2017.

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. Division support not only in funding, but continued support from division offices.
- b. Increased accessibility 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.

Last, First Name	Office/Department	Title	Email
Thomas, Elisabeth	Library	Community Outreach Librarian	elisabeth.thomas@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.

Office/Department/Agency	Contact Person	Email
College of Applied Sciences and Arts	Dr. Mary Schutten	mary.schutten@sjsu.edu
CASA Student Success Center	Michelle Randle	michelle.randle@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.rolدان@sjsu.edu

Jack Holland Business Student Advisement Center	Francisco Castillo	francisco.castillo@sjsu.edu
Lurie College of Education	Laura Pirazzi	laura.pirazzi@sjsu.edu
Education Student Success Center	Dr. Robin Love	robin.love@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	Gisela Gray-Peoples	Gisela.Gray-Peoples@sjsu.edu
College of Science	Dean Michael Parrish	michael.parrish@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
Spartan Shops	Maria Arostigui	maria.arostigui@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.

To view photos, please visit: <https://drive.google.com/drive/folders/0B47le83-myRcd19MVIRQN1JhSkE?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 June 14, 2017.

Please contact Romando Nash with questions.

Thank you!