

SJSU SAN JOSÉ STATE
UNIVERSITY

SPARTAN CONNECT

SUCCESS REPORT 2023



SPARTAN CONNECT SUCCESSSES



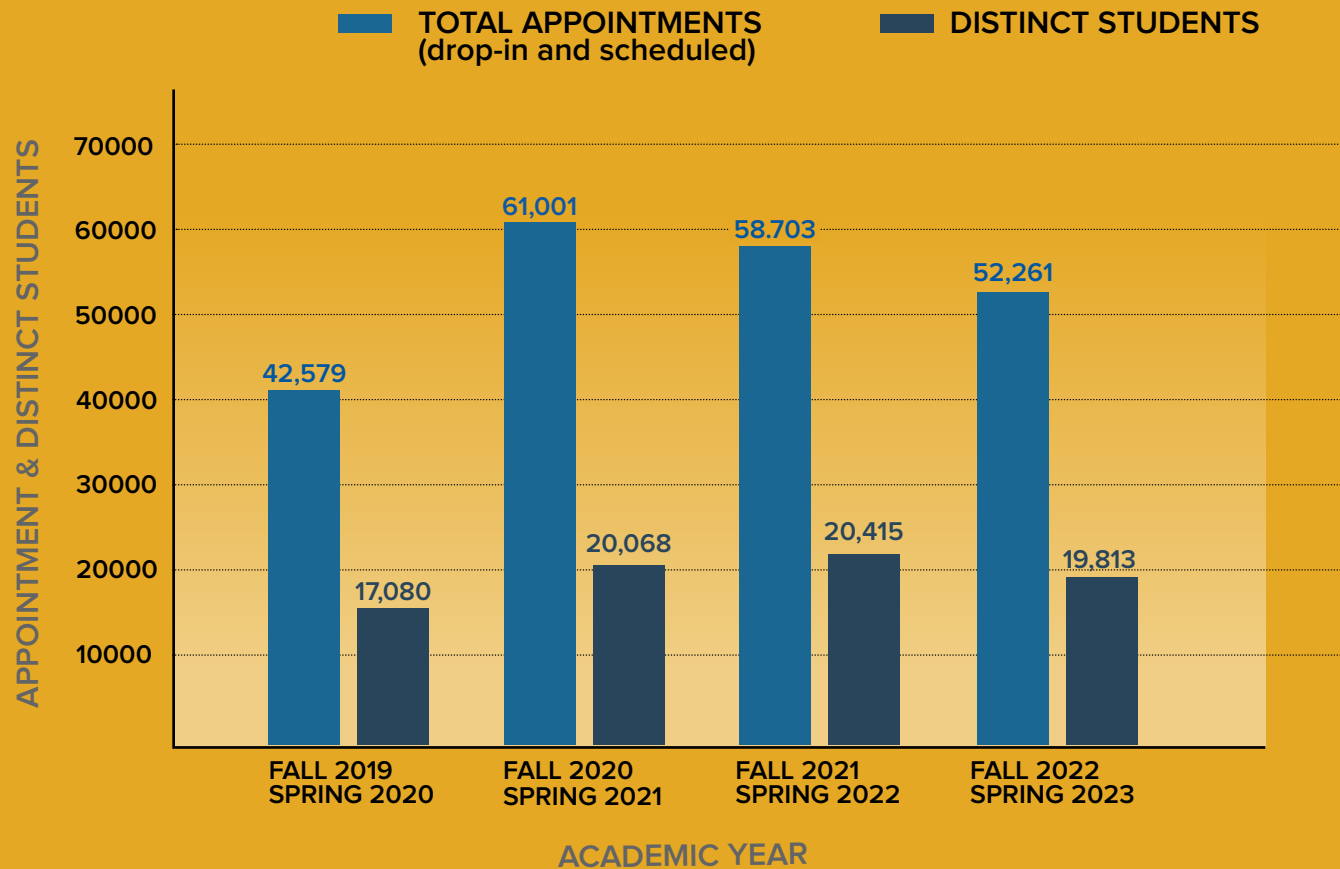
Spartan Connect continues to be the primary advising platform for students and advisors at SJSU.

Successes include:

- For the Fall 2022/Spring 2023 academic year, almost 20K students were served in 52K appointments.
- The percentage of students receiving advising is greatest for Freshmen.
- Implementation of automated success team assignments increased efficiency of system administration and improved accuracy of service resources for students.
- Total number of staff and advisors using the system remained steady overall even with an increased proportion of new staff.
- Virtual service delivery remains the preferred method and accounts for 51% of total service meeting types.
- Continuing rates and average GPA are higher for students with one appointment or more in Spartan Connect with an even greater positive difference for HUS students.

ACADEMIC YEAR TOTALS

TOTAL APPOINTMENTS AND DISTINCT STUDENTS

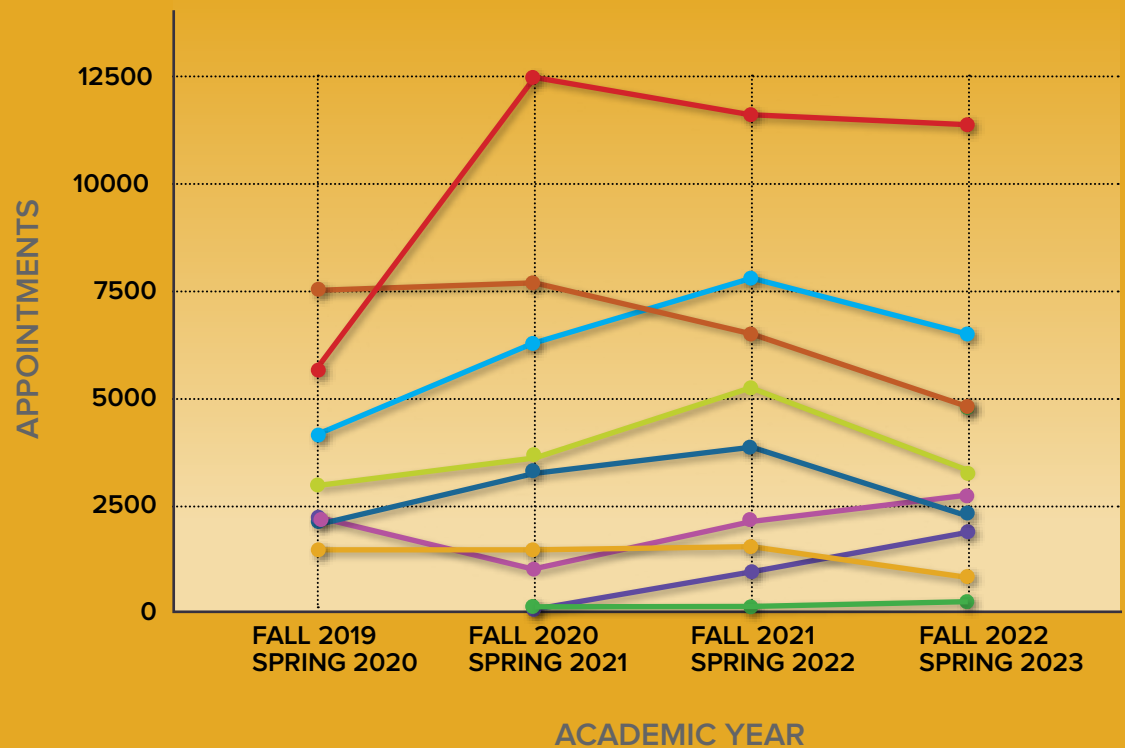


ACADEMIC YEAR TOTALS

APPOINTMENTS BY

COLLEGE SUCCESS CENTERS

- College of Health and Human Sciences
- College of Business
- College of Education
- College of Global Education
- College of Social Sciences
- College of Engineering
- Exploratory Student Success Center
- Humanities and Arts
- College of Science



ACADEMIC YEAR 2022-23

ADVISING APPOINTMENTS

FRESHMEN (0-29.9 UNITS)

Number and percentage of students by college.

BUSINESS

70%

652 STUDENTS WITH APPOINTMENT
929 COLLEGE TOTAL

EDUCATION

78%

88 STUDENTS WITH APPOINTMENT
113 COLLEGE TOTAL

ENGINEERING

80%

901 STUDENTS WITH APPOINTMENT
1,007 COLLEGE TOTAL

HEALTH & HUMAN SCIENCES

69%

387 STUDENTS WITH APPOINTMENT
559 COLLEGE TOTAL

HUMANITIES & THE ARTS

58%

402 STUDENTS WITH APPOINTMENT
697 COLLEGE TOTAL

SCIENCE

75%

470 STUDENTS WITH APPOINTMENT
626 COLLEGE TOTAL

SOCIAL SCIENCE

70%

653 STUDENTS WITH APPOINTMENT
934 COLLEGE TOTAL

UNDERGRADUATE STUDIES

65%

382 STUDENTS WITH APPOINTMENT
591 COLLEGE TOTAL

ACADEMIC YEAR 2022-23

ADVISING APPOINTMENTS

SOPHOMORES (30-59.9 UNITS)

Number and percentage of students by college.

BUSINESS

62%

589 STUDENTS WITH APPOINTMENT
947 COLLEGE TOTAL

EDUCATION

70%

66 STUDENTS WITH APPOINTMENT
94 COLLEGE TOTAL

ENGINEERING

72%

813 STUDENTS WITH APPOINTMENT
1,128 COLLEGE TOTAL

HEALTH & HUMAN SCIENCES

55%

286 STUDENTS WITH APPOINTMENT
520 COLLEGE TOTAL

HUMANITIES & THE ARTS

39%

258 STUDENTS WITH APPOINTMENT
661 COLLEGE TOTAL

SCIENCE

60%

312 STUDENTS WITH APPOINTMENT
522 COLLEGE TOTAL

SOCIAL SCIENCE

55%

479 STUDENTS WITH APPOINTMENT
865 COLLEGE TOTAL

UNDERGRADUATE STUDIES

72%

331 STUDENTS WITH APPOINTMENT
461 COLLEGE TOTAL

ACADEMIC YEAR 2022-23

ADVISING APPOINTMENTS

JUNIORS (60-89.9 UNITS)

Number and percentage of students by college.

BUSINESS

55%

1,349
STUDENTS WITH
APPOINTMENT

2,472
COLLEGE
TOTAL

EDUCATION

63%

240
STUDENTS WITH
APPOINTMENT

380
COLLEGE
TOTAL

ENGINEERING

68%

975
STUDENTS WITH
APPOINTMENT

1,437
COLLEGE
TOTAL

HEALTH & HUMAN SCIENCES

39%

437
STUDENTS WITH
APPOINTMENT

1,135
COLLEGE
TOTAL

HUMANITIES & THE ARTS

34%

488
STUDENTS WITH
APPOINTMENT

1,447
COLLEGE
TOTAL

SCIENCE

48%

328
STUDENTS WITH
APPOINTMENT

688
COLLEGE
TOTAL

SOCIAL SCIENCE

56%

1,445
STUDENTS WITH
APPOINTMENT

2,593
COLLEGE
TOTAL

UNDERGRADUATE STUDIES

74%

144
STUDENTS WITH
APPOINTMENT

195
COLLEGE
TOTAL

ACADEMIC YEAR 2022-23

ADVISING APPOINTMENTS

SENIORS (90+ UNITS)

Number and percentage of students by college.

BUSINESS

51%

1,931 STUDENTS WITH APPOINTMENT
3,762 COLLEGE TOTAL

EDUCATION

59%

268 STUDENTS WITH APPOINTMENT
453 COLLEGE TOTAL

ENGINEERING

57%

1,668 STUDENTS WITH APPOINTMENT
2,922 COLLEGE TOTAL

HEALTH & HUMAN SCIENCES

33%

578 STUDENTS WITH APPOINTMENT
1,772 COLLEGE TOTAL

HUMANITIES & THE ARTS

29%

637 STUDENTS WITH APPOINTMENT
2,187 COLLEGE TOTAL

SCIENCE

24%

351 STUDENTS WITH APPOINTMENT
1,488 COLLEGE TOTAL

SOCIAL SCIENCE

36%

1,050 STUDENTS WITH APPOINTMENT
2,936 COLLEGE TOTAL

UNDERGRADUATE STUDIES

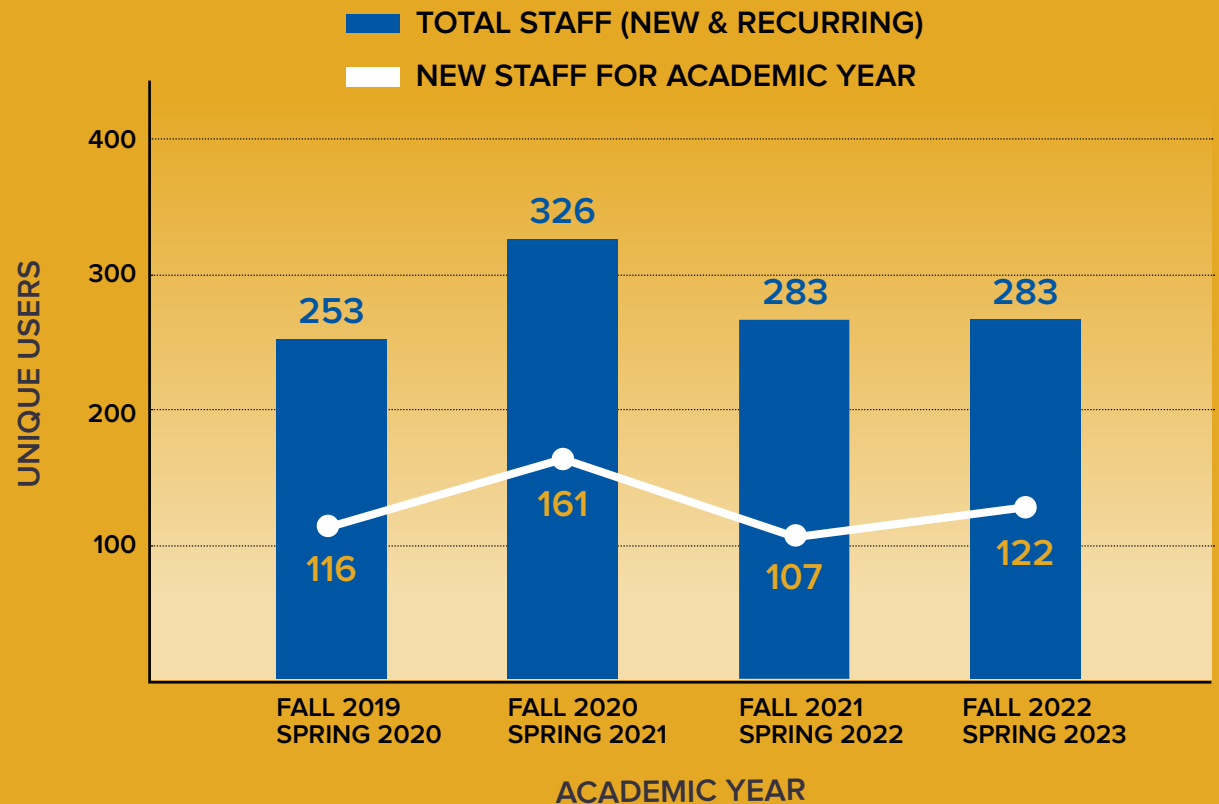
64%

49 STUDENTS WITH APPOINTMENT
77 COLLEGE TOTAL

ACADEMIC YEAR TOTALS

ADOPTION BY STAFF/ADVISORS

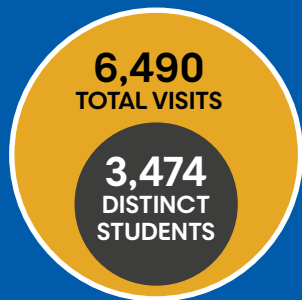
Adoption by new Staff and Advisors increased during the 2022/2023 academic year. During this period, the AVP for UAS and the Senior Academic Business Analyst in EMTIC partnered with Associate Deans to present Spartan Connect's functionality and the advantages to using the system.



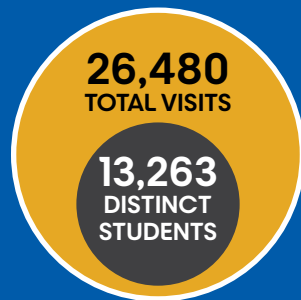
ACADEMIC YEAR 2022-23

APPOINTMENTS BY MEETING (SERVICE DELIVERY) TYPES

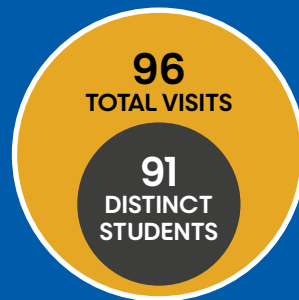
IN-PERSON



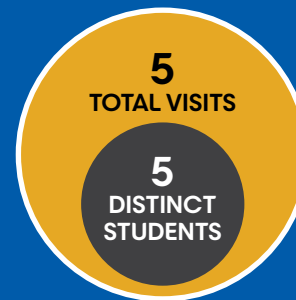
VIRTUAL



PHONE



EMAIL



UNSPECIFIED



UNSCHEDULED/DROP-IN

APPOINTMENTS WITH SUMMARY REPORTS FILED

89%
TOTAL

52,261
TOTAL VISITS

ACADEMIC YEAR 2022-23

TOTAL ENGAGEMENT

BY CARE UNIT

Facilitated engagement between students and staff/faculty within six broad categories of service known as Care Units in Spartan Connect.



FALL 2022 COHORT

POWER OF APPOINTMENTS

Fall 2022 first-year students with Academic Advising appointments facilitated by Spartan Connect showed increased persistence rates with both higher average cumulative GPAs and unit loads.

91%
PERSISTENCE RATE
WITH APPOINTMENTS

3.042
AVERAGE
CUMULATIVE
GPA

14.07
AVERAGE
ATTEMPTED
UNITS

86%
PERSISTENCE RATE
WITHOUT APPOINTMENTS

2.986
AVERAGE
CUMULATIVE
GPA

13.86
AVERAGE
ATTEMPTED
UNITS

DIFFERENCE IN
PERSISTENCE RATES



+8.87%
OVERALL



+12.88%
HUS
STUDENTS



+27.64%
STUDENTS W/
GPAS < 2.39

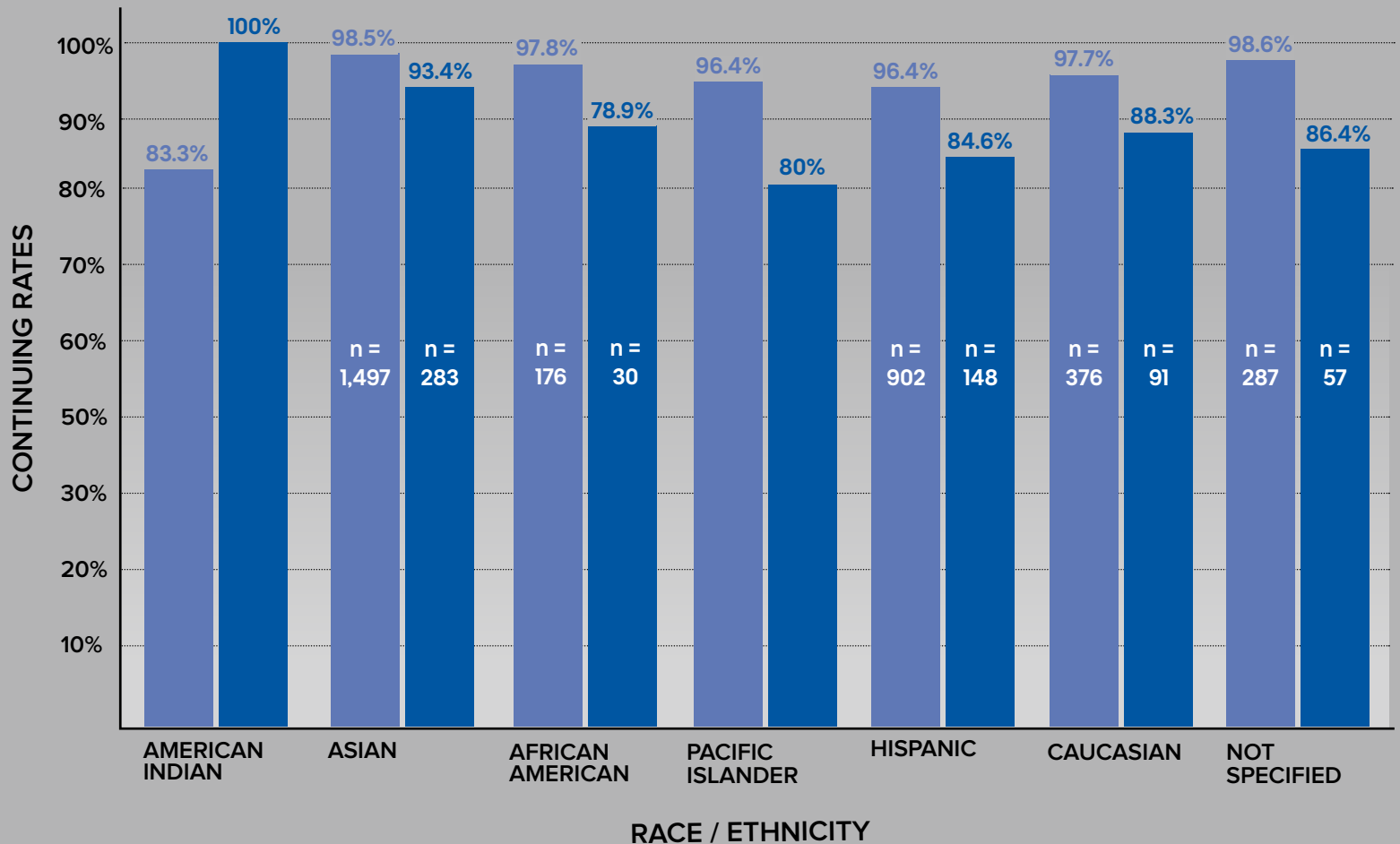
FALL 2022 COHORT

APPOINTMENT IMPACT

Continuing rates of Fall 2022 first-time undergraduate students by race/ethnicity.
(n-values less than 1% removed)



1+ APPOINTMENTS
0 APPOINTMENTS

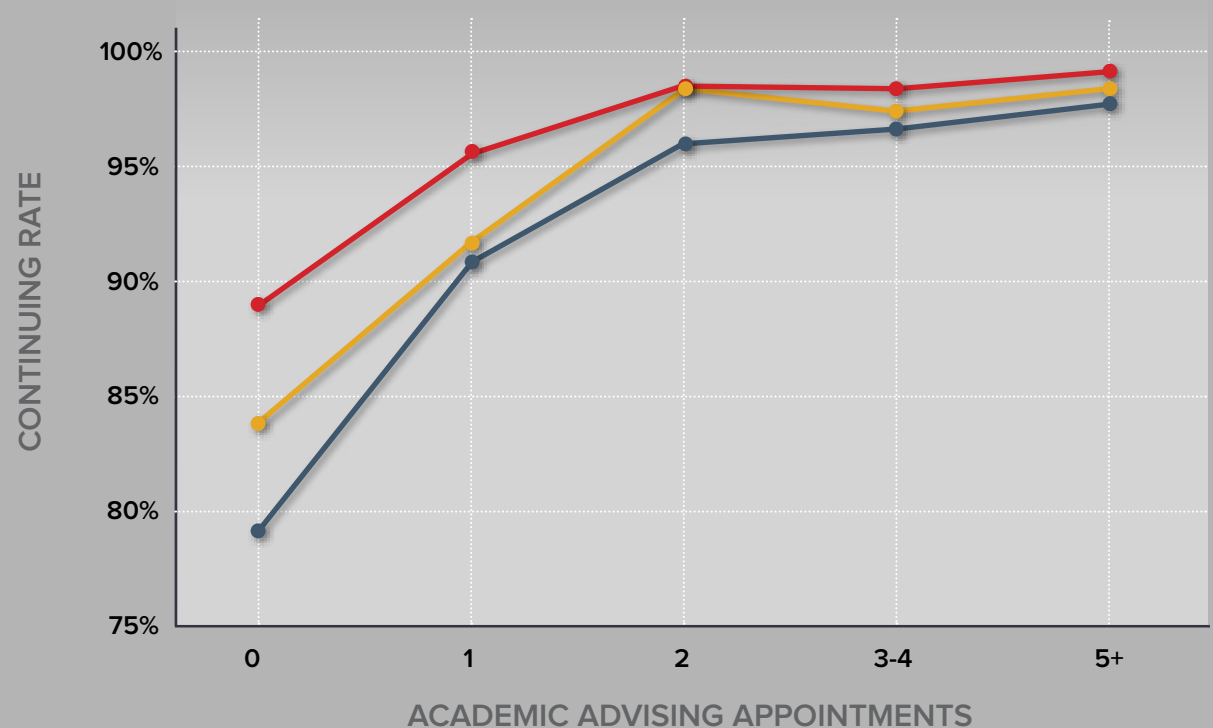


FALL 2022 COHORT

APPOINTMENT IMPACT BY NUMBER OF APPOINTMENTS

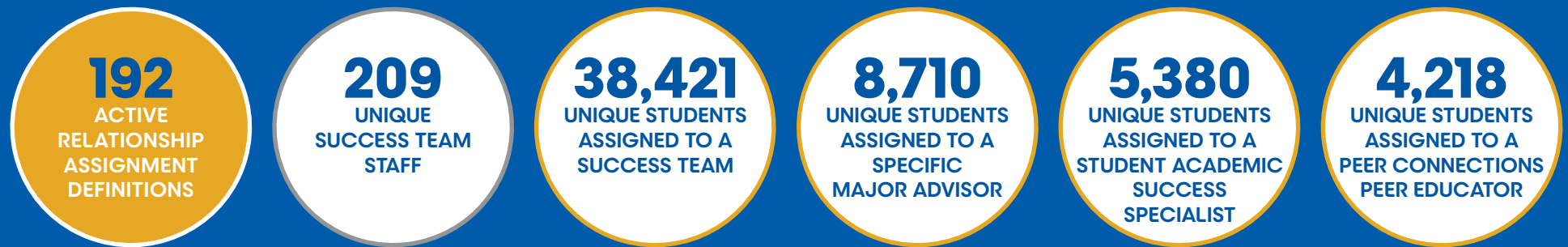
Continuing rate for student cohorts with specified number of Academic Advising Appointments.

- All undergraduate students
- First-year students
- HUS first-year students



AUTOMATED SUCCESS TEAM ASSIGNMENTS

The relationship enhancement project was implemented to increase efficiency for our team and also allow greater federation for assignments across campus.

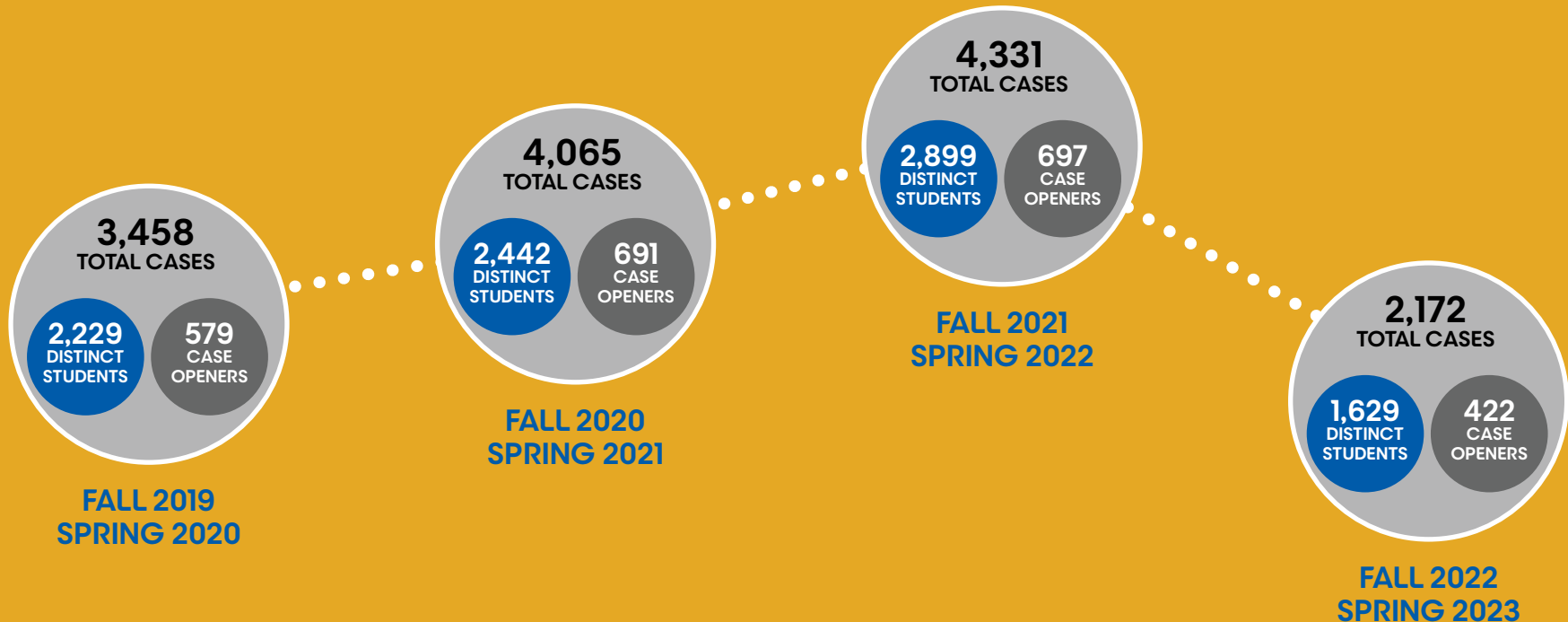


- The automated relationships assignment project allows for daily updates to the student and staff relationships, rather than relying on manually updated lists
- Significant time savings over manual assignments
- Relationships are defined once and only redefined when needed
- Students are assigned and unassigned appropriately every night when the systems sync improving the accuracy of advising resources displaying in Spartan Connect for students
- Allows for distribution of relationship management out to departments potentially removing barrier to timely updates
- Students are able to connect with staff faster than before

ACADEMIC YEAR TOTALS

EARLY SUPPORT PROGRAM

The Early Support Program has been undergoing a period of program delivery review leveraging newer functionality. The lower number of cases reflects greater reliance on automated communication for specified types of service requests increasing the consistency and speed of resource delivery.

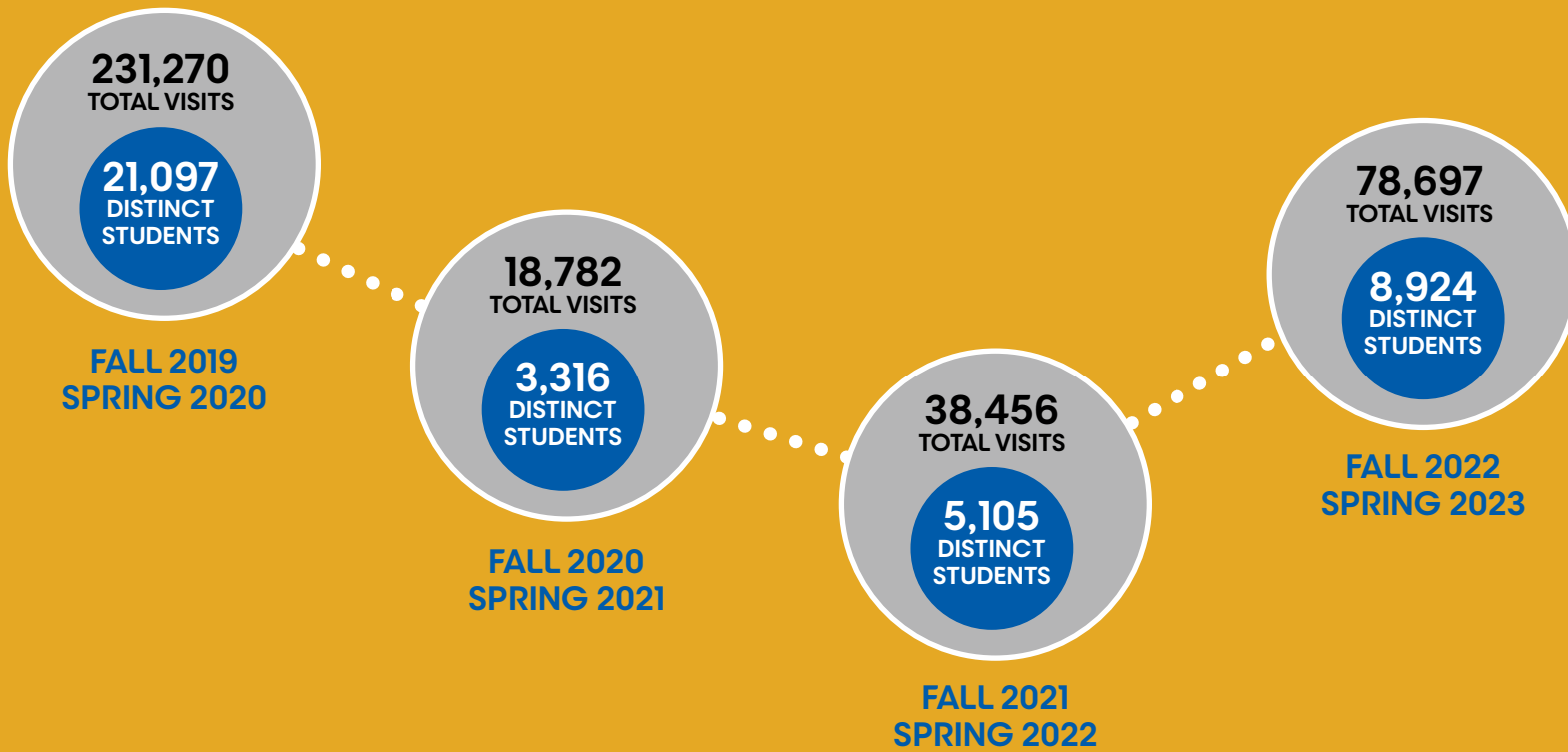


ACADEMIC YEAR TOTALS

CHECK-INS FOR

CAMPUS SERVICES

Check-ins includes all touchpoints tracked by Spartan Connect.



CAMPUS DEVELOPMENT AND SUPPORT MILESTONES

Improvements in functionality and support have encouraged campus-wide integration of Spartan Connect in our delivery of advising, tutoring, mentoring, and support services to our Spartan Community.

FALL 2019 - SPRING 2020

- Legacy Data Cleanup
- Advisor Package Integration in MySJSU
- **Custom Relationship Assignments (v19.2)**
- Automated Professor Security Role in MySJSU
- **Automated Early Support Case Assignments**
- **Predictive Model**
- **Documentation/Training Resource Microsite**
- **Major - Release Technical**
- Minor - Release Technical

FALL 2020 - SPRING 2021

- **Workshops & Events Care Unit Onboard**
- Automated Relationships & Categories
- Updated UI (v20.1)
- Staff Dashboard
- **V3 Student Scheduler (v20.1)**
- Personal Availability Links

FALL 2021 - SPRING 2022

- **Custom Meeting Types**
- **Text Messaging Functionality Rolled Out**
- **Success Markers**
- Report Date Range Search Improvements
- **Saved and Scheduled Reports**
- Staff Dashboard Improvements
- **Re-Enrollment Campaign Functionality**
- Automated Campaign Nudges
- **Student Activation Timeline Improvements**
- User Preferences for Defaults
- Messaging Merge Tags
- **Historical Group Data Cleanup**
- **Single Sign-on Integration Enhancements**
- Changes to "Notification" Language

FALL 2022 - SPRING 2023

- Section Tags Added
- Text Message Nudges for Campaigns
- Added Additional Data Categories
- **Automated Success Team Assignments**
- **Campus-Wide Holiday Calendar**
- **Campus-Wide Holiday Canvas LTI Integration**
- **Kinesiology Pilot of Success Team Assignments**

CAMPUS ADOPTION AND INTEGRATION MILESTONES

Departments that have adopted Spartan Connect for appointment scheduling and reporting benefit from a common scheduling workflow for students and collaborative reporting for staff.

FALL 2017 - SPRING 2018

- **Social Sciences (ACCESS)**
- MESA Engineering Program
- Electrical Engineering
- Retention Services Center
- Child & Adolescent Development
- **Humanities & Arts (HASSC)**
- Veterans Resource Center
- **McNair & ASPIRE**
- **Chicanx/Latinx (Centro)**
- Chemical & Materials Engineering
- **Black Leadership & Opportunity (BLOC)**

FALL 2018 - SPRING 2019

- **Lurie College of Education (LCOE)**
- Aviation
- MOSAIC Cross Cultural Center
- Spartan Hub
- Journalism & Mass Communication
- Student Involvement
- Mechanical Engineering
- Spartan Food Pantry

FALL 2019 - SPRING 2020

- **College of Health & Human Sciences (CHHS)**
- General Engineering
- **Business**
- **Housing Care Unit**
- Public Health
- Technology
- English

FALL 2020 - SPRING 2021

- **Career Care Unit Onboard**
- Communication Studies
- **College of Professional & Global Education (CPGE)**

FALL 2021 - SPRING 2022

- Psychology
- Chicana & Chicano Studies (CCS)
- **Undergraduate Advising and Success Center**

FALL 2022 - SPRING 2023

- School of Social Work
- Civil and Environmental Engineering Department
- **SJSU Online Student Success Center**
- Philosophy Department
- International Student & Scholar Services (ISSS)
- Justice Studies
- **Campus-Wide Faculty Training Series**
- **Center for Asian Pacific Islander Student Empowerment (CAPISE)**
- School of Information
- Sociology and Interdisciplinary Social Sciences Department
- History Department
- Guardian Scholars

- **Success Center Adoption**
- Department Joining Platform

SPARTAN CONNECT ROAD MAP

COMPLETED

- Leverage advisor assignment enhancements in PeopleSoft
- Re-enrollment campaign expansion

IN-PROGRESS

- Onboard the remaining Student Success Center
- Pilot project with Peer Connections to implement automated appointment feedback survey

FUTURE

- Explore leveraging automated functionality to make campaigns more dynamic in audience selection
- Increased use of predictive analytics
- Implementing use of HUS data for select users to support GI2025 goals
- Re-evaluate Early Support Program to enhance effectiveness
- Fall 2023: New Care Center to Support Guardian Scholar and other advocacy programs on campus (East Side Promise)
- Increased usage of the predictive model and historical analytics dashboard

SJSU | E.M. TECHNICAL IMPLEMENTATION
AND COMMUNICATION

