

SJSU SAN JOSÉ STATE
UNIVERSITY

SPARTAN CONNECT

SUCCESS REPORT 2025



SPARTAN CONNECT SUCCESSES



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

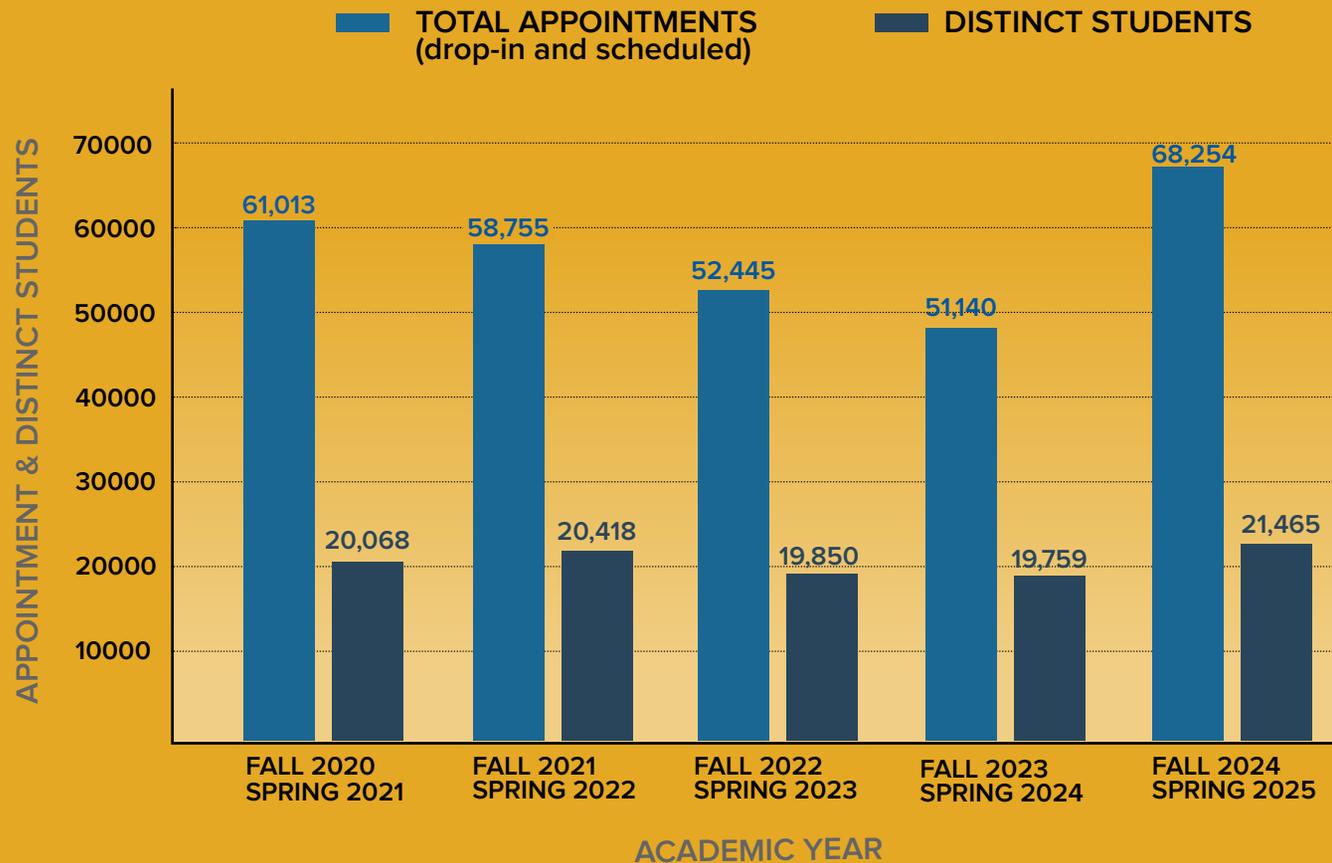
Successes include:

- The total number of appointments increased by 33% year over year in parallel with an 8.6% increase in the number of distinct students served.
- The percent of students in each college with an advising appointment summary in Spartan Connect increased for most colleges year over year contributing to a university-wide increase of almost 4%.
- The persistence rates for students with an advising appointment is almost 12% higher than the persistence rate for students without an appointment. Demonstrating the value of meeting with an advisor in relation to making progress to degree.
 - HUS Students experienced an increase of 15.57% in persistence rates.
 - Students with a GPA less than 2.39 experience an increase of 28.74% in persistence rates.
- Total number of check-ins tracked in Spartan Connected increased by more than 11,000 representing visits by an additional 1700 students year over year.



ACADEMIC YEAR TOTALS

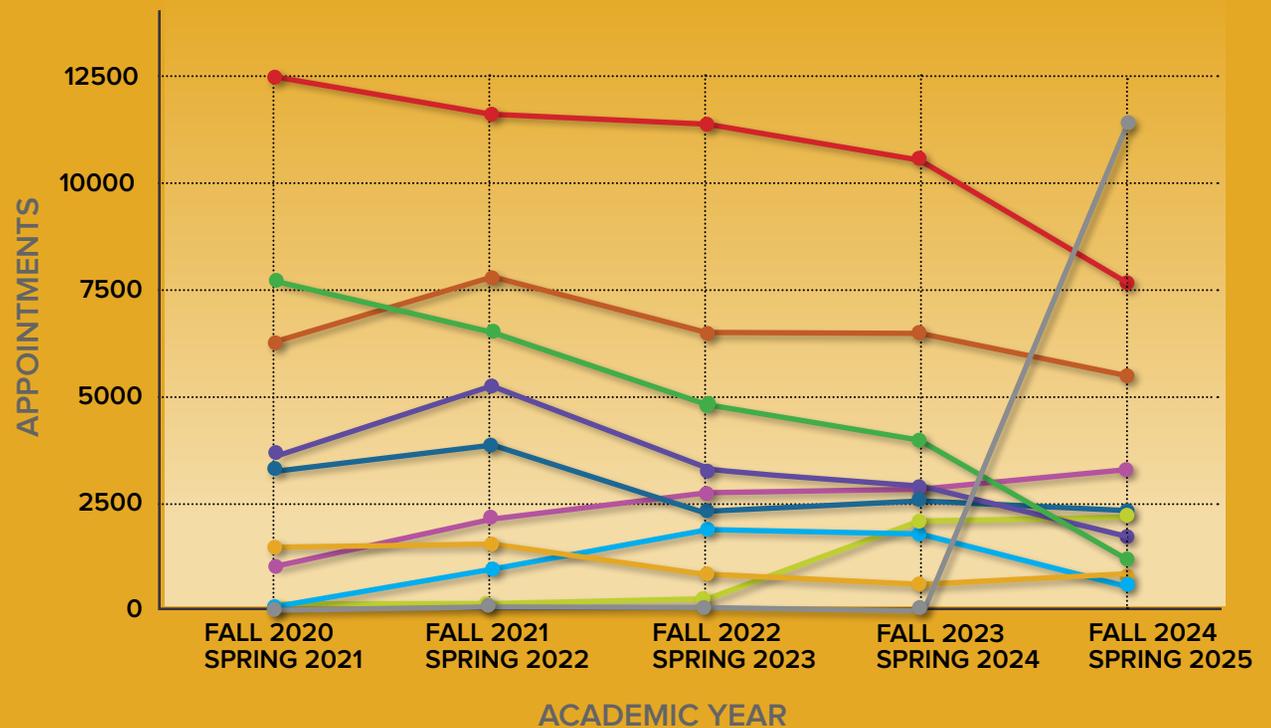
TOTAL APPOINTMENTS AND DISTINCT STUDENTS



ACADEMIC YEAR TOTALS

APPOINTMENTS BY COLLEGE SUCCESS CENTERS

Increase in the number of students served by the Undergraduate Advising & Success center tied to the creation of this location in Spartan Connect as a stand alone service provider. These numbers show a decline of about 2600 students year over year served in the college success centers and an increase in students served by Undergraduate Advising & Success of about 6000 students. Increased adoption of the Spartan Connect platform by the College of Science is also reflected here.



ACADEMIC YEAR 2024-25

ADVISING APPOINTMENTS

FRESHMEN (0-29.9 UNITS)

Number and percentage of students by college. These percentages increased for the majority of the colleges year over year.

BUSINESS

71%

549 STUDENTS WITH APPOINTMENT
770 COLLEGE TOTAL

EDUCATION

96%

55 STUDENTS WITH APPOINTMENT
57 COLLEGE TOTAL

ENGINEERING

88%

561 STUDENTS WITH APPOINTMENT
638 COLLEGE TOTAL

HEALTH & HUMAN SCIENCES

88%

412 STUDENTS WITH APPOINTMENT
466 COLLEGE TOTAL

HUMANITIES & THE ARTS

79%

360 STUDENTS WITH APPOINTMENT
453 COLLEGE TOTAL

SCIENCE

93%

482 STUDENTS WITH APPOINTMENT
516 COLLEGE TOTAL

SOCIAL SCIENCE

90%

623 STUDENTS WITH APPOINTMENT
694 COLLEGE TOTAL

UNDERGRADUATE STUDIES

94%

288 STUDENTS WITH APPOINTMENT
307 COLLEGE TOTAL

ACADEMIC YEAR 2024-25

ADVISING APPOINTMENTS

SOPHOMORES (30-59.9 UNITS)

Number and percentage of students by college. These percentages increased for the majority of the colleges year over year. Note that College of Science SSC adopted Spartan Connect at the end of this review cycle.

BUSINESS

76%

498 STUDENTS WITH APPOINTMENT
653 COLLEGE TOTAL

EDUCATION

81%

60 STUDENTS WITH APPOINTMENT
74 COLLEGE TOTAL

ENGINEERING

87%

680 STUDENTS WITH APPOINTMENT
784 COLLEGE TOTAL

HEALTH & HUMAN SCIENCES

83%

412 STUDENTS WITH APPOINTMENT
499 COLLEGE TOTAL

HUMANITIES & THE ARTS

58%

322 STUDENTS WITH APPOINTMENT
558 COLLEGE TOTAL

SCIENCE

96%

522 STUDENTS WITH APPOINTMENT
542 COLLEGE TOTAL

SOCIAL SCIENCE

72%

531 STUDENTS WITH APPOINTMENT
734 COLLEGE TOTAL

UNDERGRADUATE STUDIES

92%

182 STUDENTS WITH APPOINTMENT
198 COLLEGE TOTAL

ACADEMIC YEAR 2024-25

ADVISING APPOINTMENTS

JUNIORS (60-89.9 UNITS)

Number and percentage of students by college. These percentages increased for the majority of the colleges year over year.

BUSINESS

68%

1,247
STUDENTS WITH
APPOINTMENT

1,843
COLLEGE
TOTAL

EDUCATION

81%

215
STUDENTS WITH
APPOINTMENT

265
COLLEGE
TOTAL

ENGINEERING

85%

918
STUDENTS WITH
APPOINTMENT

1,081
COLLEGE
TOTAL

HEALTH & HUMAN SCIENCES

66%

510
STUDENTS WITH
APPOINTMENT

777
COLLEGE
TOTAL

HUMANITIES & THE ARTS

39%

376
STUDENTS WITH
APPOINTMENT

974
COLLEGE
TOTAL

SCIENCE

63%

408
STUDENTS WITH
APPOINTMENT

644
COLLEGE
TOTAL

SOCIAL SCIENCE

56%

985
STUDENTS WITH
APPOINTMENT

1,744
COLLEGE
TOTAL

UNDERGRADUATE STUDIES

94%

90
STUDENTS WITH
APPOINTMENT

96
COLLEGE
TOTAL

ACADEMIC YEAR 2024-25

ADVISING APPOINTMENTS

SENIORS (90+ UNITS)

Number and percentage of students by college. These percentages increased for the majority of the colleges year over year.

BUSINESS

56%

2,042 STUDENTS WITH APPOINTMENT
3,672 COLLEGE TOTAL

EDUCATION

70%

326 STUDENTS WITH APPOINTMENT
464 COLLEGE TOTAL

ENGINEERING

70%

2,121 STUDENTS WITH APPOINTMENT
3,020 COLLEGE TOTAL

HEALTH & HUMAN SCIENCES

41%

613 STUDENTS WITH APPOINTMENT
1,496 COLLEGE TOTAL

HUMANITIES & THE ARTS

26%

535 STUDENTS WITH APPOINTMENT
2,051 COLLEGE TOTAL

SCIENCE

25%

374 STUDENTS WITH APPOINTMENT
1,506 COLLEGE TOTAL

SOCIAL SCIENCE

43%

1,136 STUDENTS WITH APPOINTMENT
2,648 COLLEGE TOTAL

UNDERGRADUATE STUDIES

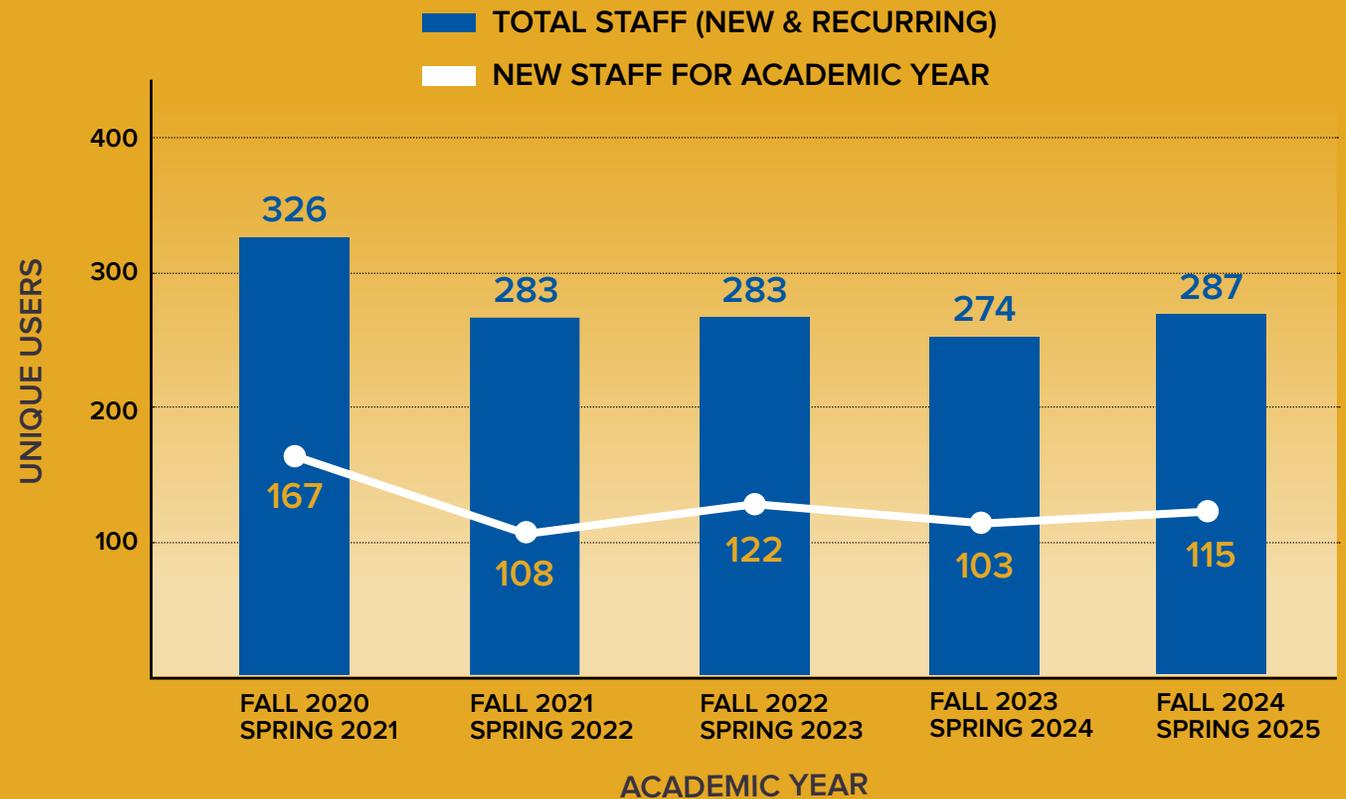
58%

14 STUDENTS WITH APPOINTMENT
24 COLLEGE TOTAL

ACADEMIC YEAR TOTALS

ADOPTION BY STAFF/ADVISORS

This includes all individuals who created a summary report during that academic year. The number of staff adopting and using the system has remained stable the last several years while both the volume of appointments and number of distinct students served has increased.



ACADEMIC YEAR 2024-25

APPOINTMENTS BY MEETING (SERVICE DELIVERY) TYPES

The overall percent of appointments with summary report filed increased almost 4% year over year - about 17,000 visits across all service delivery types.

IN-PERSON



VIRTUAL



PHONE



UNSPECIFIED



UNSCHEDULED/DROP-IN

APPOINTMENTS WITH SUMMARY REPORTS FILED

93.8%
TOTAL

68,254
TOTAL VISITS

ACADEMIC YEAR 2024-25

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. These numbers reflect a broad increase in advising engagement overall with **significant** increases in Academic Advising and Tutoring and Mentoring space. Specifically, Peer Connections documented course-specific supplemental instruction sessions in Spartan Connect (“Embedded Tutoring”).



FALL 2024 COHORT

POWER OF APPOINTMENTS

Fall 2024 first-year students with Academic Advising appointments facilitated by Spartan Connect showed increased persistence rates with both higher average cumulative GPAs and unit loads.

97.02%
PERSISTENCE RATE
WITH APPOINTMENTS

3.043
AVERAGE
CUMULATIVE
GPA

14.22
AVERAGE
ATTEMPTED
UNITS

85.39%
PERSISTENCE RATE
WITHOUT APPOINTMENTS

2.895
AVERAGE
CUMULATIVE
GPA

13.82
AVERAGE
ATTEMPTED
UNITS

DIFFERENCE IN
PERSISTENCE RATES

+11.63%
OVERALL

+15.57%
HUS
STUDENTS

+28.74%
STUDENTS W/
GPAS <2.39

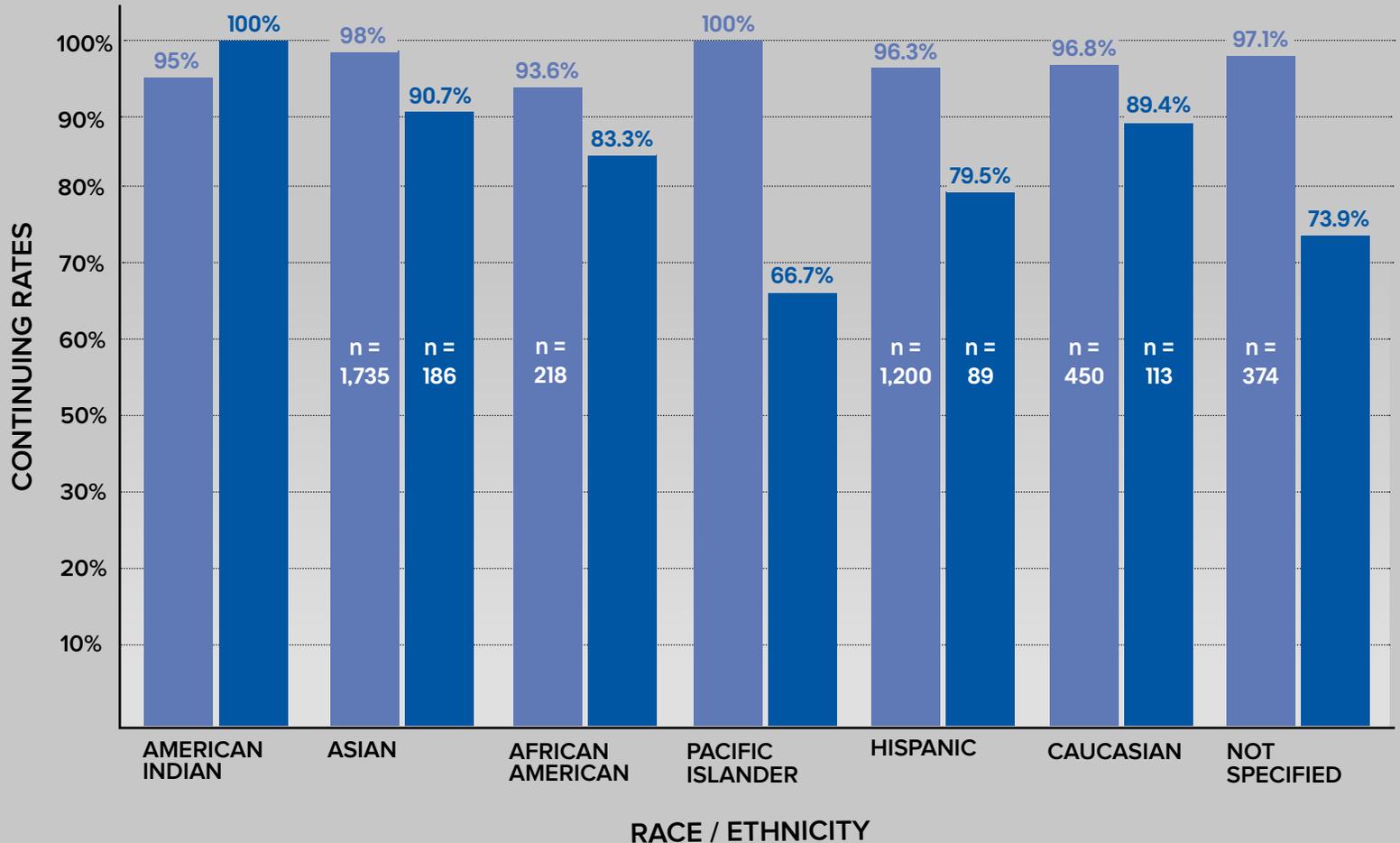
FALL 2024 COHORT

APPOINTMENT IMPACT

Continuing rates of Fall 2024 first-time undergraduate students by race/ethnicity.
(n-values less than 1% removed)



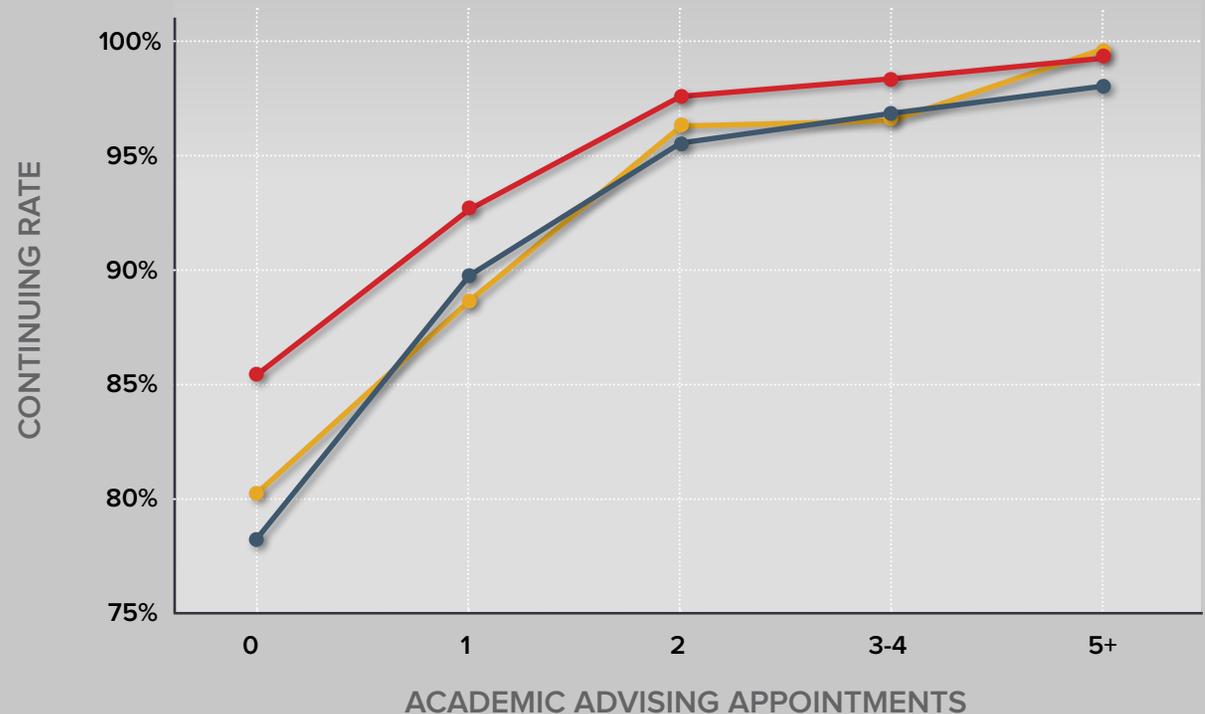
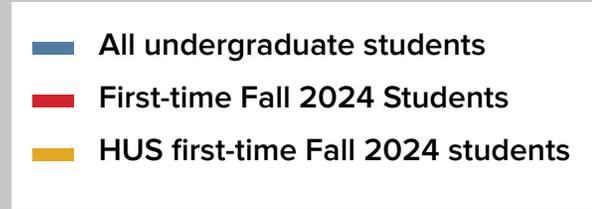
1+ APPOINTMENTS
0 APPOINTMENTS



FALL 2024 COHORT

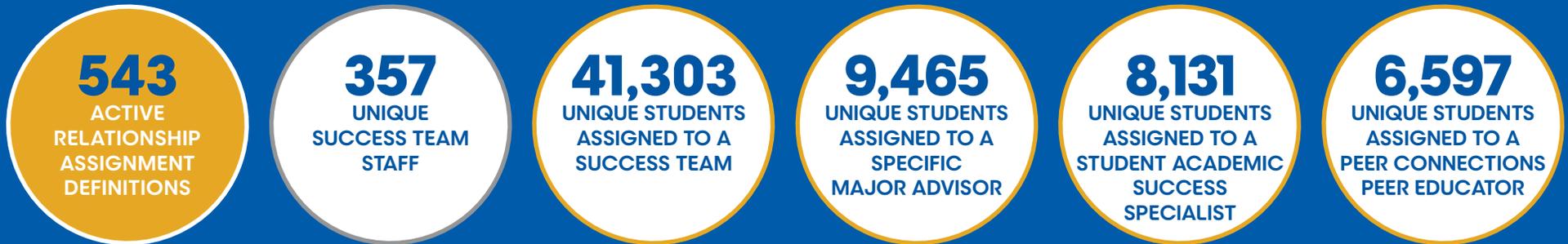
APPOINTMENT IMPACT BY NUMBER OF APPOINTMENTS

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



AUTOMATED SUCCESS TEAM ASSIGNMENTS

The Relationship Enhancement Project enables the automated assignment of a success team for each student in Spartan Connect. A student's success team is a list of assigned SJSU staff—such as a major advisor, success center advisor, or course instructor—displayed on the student's Spartan Connect profile. The project was implemented to improve team efficiency and allow greater federation for assignments across campus.

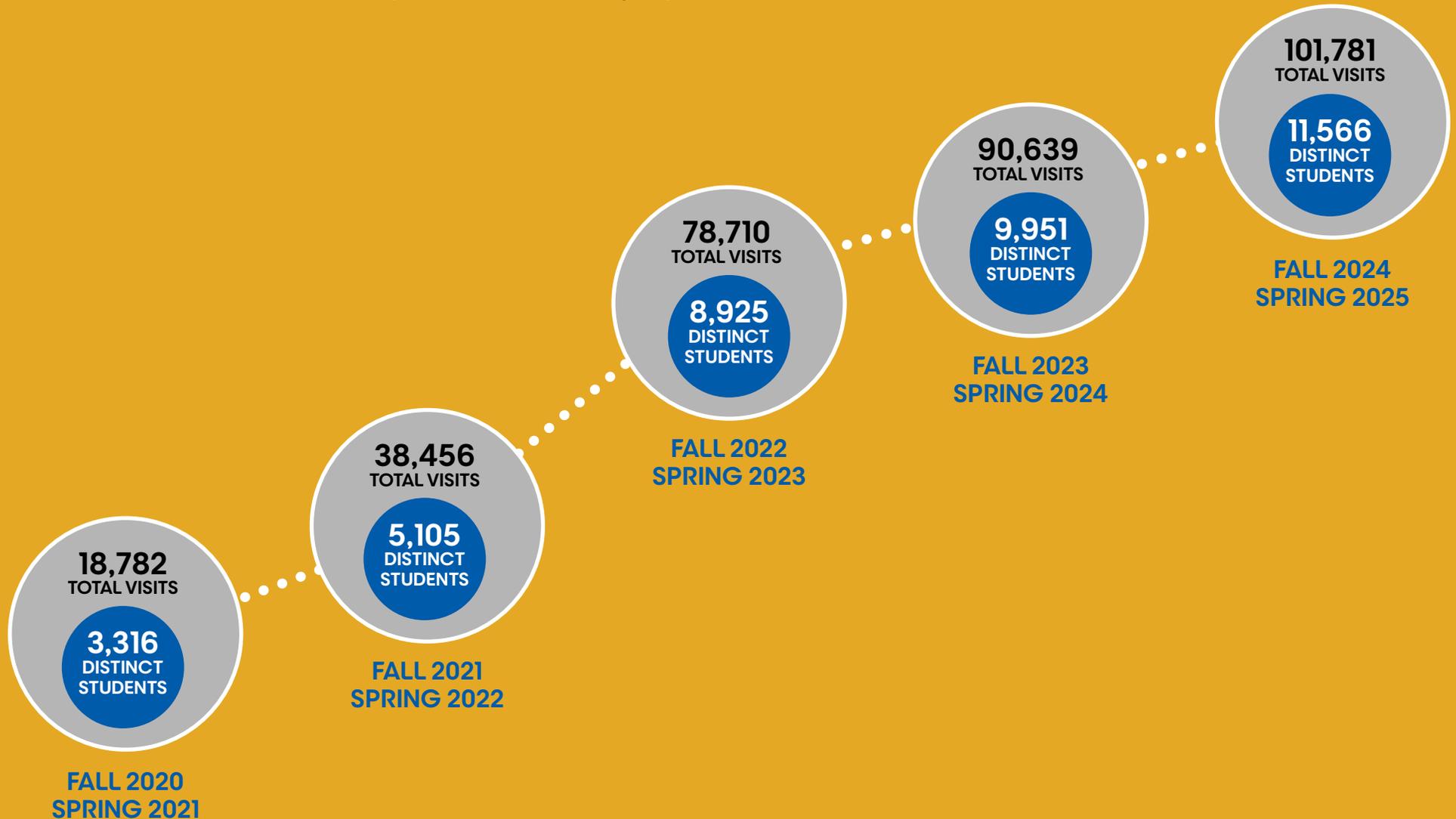


- The automated relationships assignment project allows for daily updates to the student and staff relationships, rather than relying on manually updated lists
- Significant time savings over manual assignments
- Relationships are defined once and only redefined when needed
- Students are assigned and 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

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.

- 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**

FALL 2023 - SPRING 2024

- ⦿ Peer Connections Workshop Tracking
- **Canvas LTI Integration**
- **Kinesiology Pilot of Success Team Assignments**
- ⦿ Enhancements to Automated Success Team Assignments
- **Peer Connections Success Team Assignments**

FALL 2024 - SPRING 2025

- **Post-Appointment Student Surveys for Peer Connections**
- ⦿ AI Report and Filter Assistant
- ⦿ Custom Branding Templates
- ⦿ Dedicated Texting Phone Number
- **Post-Appointment Student Surveys for Academic Advising**
- ⦿ Custom Student Scheduling Language
- ⦿ Campaign Nudge Metrics

CAMPUS ADOPTION THROUGH ACADEMIC YEAR 2024-25

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

COLLEGE OF HEALTH OF HUMAN SCIENCES

CHHS Student Success Center
Kinesiology
Public Health & Recreation
School of Social Work

CONNIE LURIE COLLEGE OF EDUCATION

Lurie College of Education Student Success Center
Child & Adolescent Development
Communicative Disorders & Sciences

COLLEGE OF HUMANITIES & THE ARTS

Humanities & the Arts Student Success Center
Communication Studies
English & Comparative Literature
History
Journalism & Mass Communication
Philosophy

LUCAS COLLEGE & GRADUATE SCHOOL OF BUSINESS

Jack Holland Student Success Center

CHARLES DAVIDSON COLLEGE OF ENGINEERING

Engineering Student Success Center
Aerospace Engineering
Aviation & Technology
Biomedical Engineering
Chemical & Materials Engineering
Civil & Environmental
Computer & Software Engineering
Electrical Engineering
Interdisciplinary (General) Engineering
Mechanical Engineering
MESA Engineering Program

COLLEGE OF SCIENCE

College of Science Student Success Center
Physics
Mathematics & Statistics

COLLEGE OF SOCIAL SCIENCES

College of Social Sciences Student Success Center
African American Studies
Chicana & Chicano Studies (CCS)
Justice Studies
Psychology
Sociology & Interdisciplinary Social Sciences

COLLEGE OF INFORMATION DATA & SOCIETY (CIDS)

(COLLEGE OF PROFESSIONAL & GLOBAL EDUCATION)

CIDS Student Success Center
School of Information

STUDENT SUPPORT SERVICES

Black Leadership & Opportunity (BLOC)
Campus-Wide Faculty Training Series
Career Center
Center for Asian Pacific Islander Student Empowerment (CAPISE)
Chicanx/Latinx Student Success Center (Centro)
Dr. Martin Luther King Jr. Library

Educational Opportunity Program
Exploratory Student Success Center
Guardian Scholars
Housing
International Student & Scholar Services (ISSS)
McNair & ASPIRE

MOSAIC Cross Cultural Center
Native American Indigenous Student Success Center (NAISSC)
Peer Connections
Retention Services Center
SJSU Online Student Success Center

SJSU Online Student Success Center
Spartan Food Pantry
Spartan Hub
Student Involvement
Study Abroad Office
Undergraduate Advising Hub
Veterans Resource Center

SPARTAN CONNECT ROAD MAP

COMPLETED

- The final Student Center Success Center was onboarded
- Implement Student Advising Outcomes (SAOs) for Academic Advising appointments
- Implemented post-appointment feedback student surveys for Academic Advising and Tutoring & Mentoring.
- Integrate upper-division College of Science advising into Spartan Connect platform

IN-PROGRESS

- Evaluate the Care Unit structure to align with changes to advising and student support infrastructure on campus

FUTURE

- Create templates for use in specific campaigns
- Increase the usage of the predictive model and historical analytics dashboard through additional training
- Implement scheduled reports to support greater efficiency in advising centers and academic support centers
- Implement AI Features in accordance with the CSU wide initiative.
- Review and prioritize available features for implementation.

SJSU | E.M. TECHNICAL IMPLEMENTATION AND COMMUNICATION

