

**SJSU** SAN JOSÉ STATE  
UNIVERSITY

# SPARTAN CONNECT

SUCCESS REPORT 2024



# SPARTAN CONNECT SUCCESSES

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

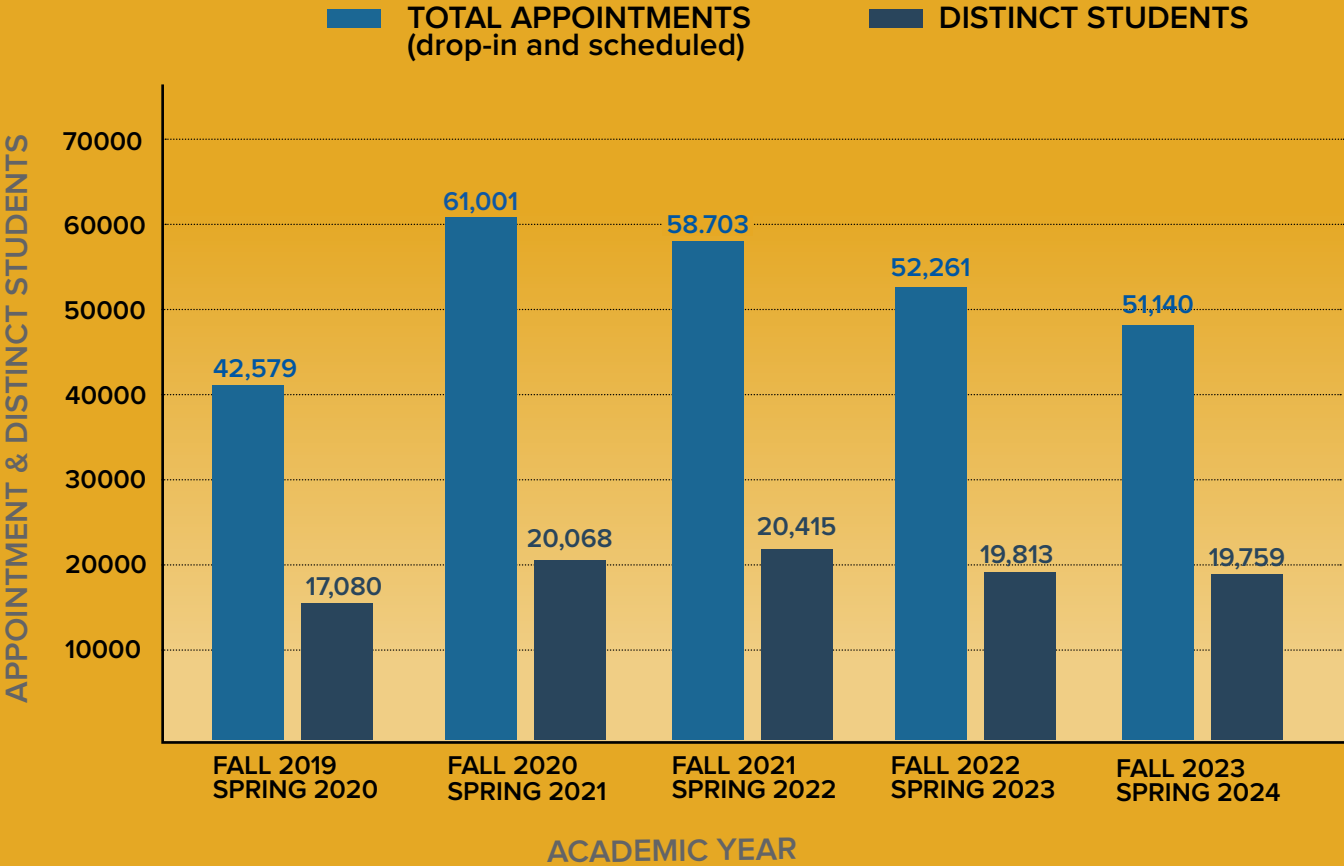
Successes include:

- Total percentage of appointments with summary reports filed in Spartan Connect increased slightly from 89% in AY2023 to 90% AY2024.
- The persistence rates for students with an advising appointment increased from 91% to 97.6%. Demonstrating the increased effectiveness of meeting with an advisor in the most recent academic year over the previous year.
  - HUS Students experienced an increase of 15.24% in persistence rates.
  - Students with a GPA less than 2.39 experience an increase of 35.43% in persistence rates.
- Created the Student Support & Advocacy Care Unit to encompass additional support services for students like Guardian Scholars.
- Implementation of the Automated Success Team Assignment resulted in the automated assignment of ~42K unique students to their success team with updates processed daily.
- Total number of check-ins tracked in Spartan Connected increased by more than 1000 students year over year.
- Integration between Canvas and Spartan Connect platform brought greater visibility and a more seamless transition between our Learning Management System and Advising and Support Services for enrolled students.



# ACADEMIC YEAR TOTALS

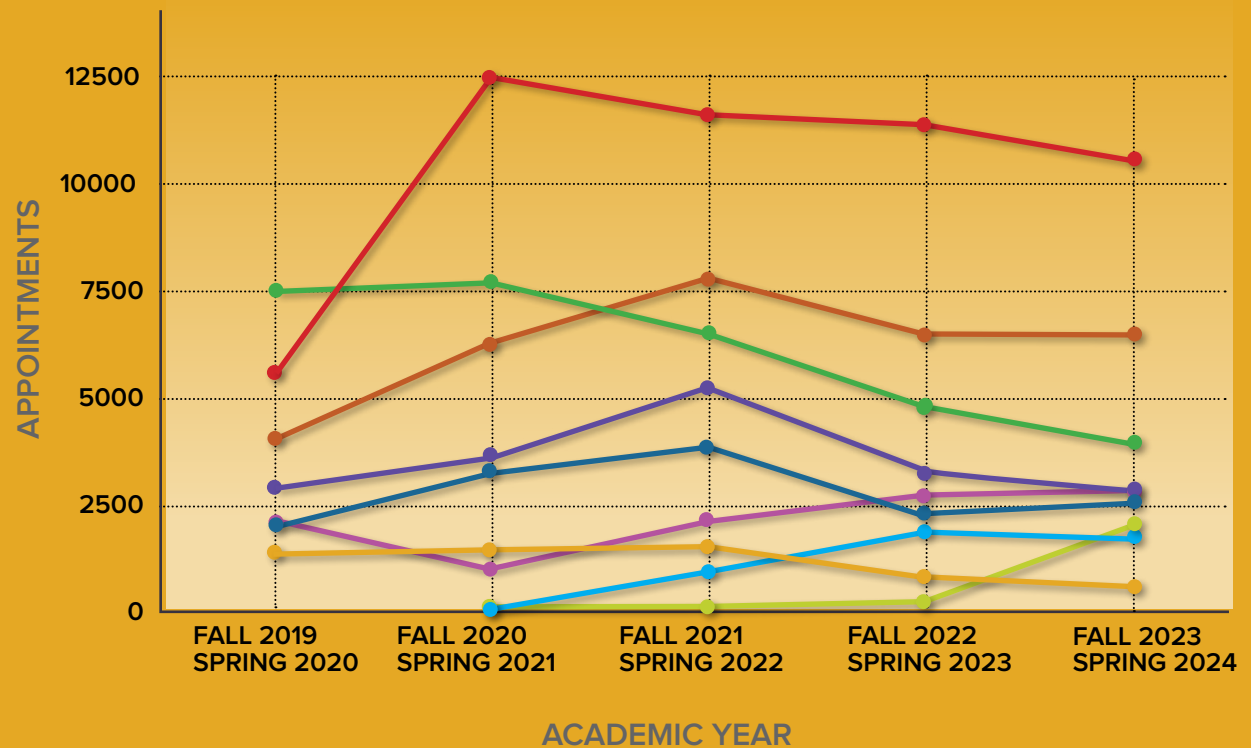
## TOTAL APPOINTMENTS AND DISTINCT STUDENTS



# ACADEMIC YEAR TOTALS

## APPOINTMENTS BY COLLEGE SUCCESS CENTERS

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





# ACADEMIC YEAR 2023-24

## ADVISING APPOINTMENTS

### FRESHMEN (0-29.9 UNITS)

Number and percentage of students by college. Note that College of Science SSC adopted Spartan Connect at the end of this review cycle.

#### BUSINESS

**75%**

**575** STUDENTS WITH APPOINTMENT  
**769** COLLEGE TOTAL

#### EDUCATION

**73%**

**53** STUDENTS WITH APPOINTMENT  
**73** COLLEGE TOTAL

#### ENGINEERING

**82%**

**520** STUDENTS WITH APPOINTMENT  
**631** COLLEGE TOTAL

#### HEALTH & HUMAN SCIENCES

**77%**

**379** STUDENTS WITH APPOINTMENT  
**495** COLLEGE TOTAL

#### HUMANITIES & THE ARTS

**75%**

**421** STUDENTS WITH APPOINTMENT  
**559** COLLEGE TOTAL

#### SCIENCE

**67%**

**331** STUDENTS WITH APPOINTMENT  
**493** COLLEGE TOTAL

#### SOCIAL SCIENCE

**77%**

**606** STUDENTS WITH APPOINTMENT  
**782** COLLEGE TOTAL

#### UNDERGRADUATE STUDIES

**79%**

**249** STUDENTS WITH APPOINTMENT  
**315** COLLEGE TOTAL

# ACADEMIC YEAR 2023-24

## ADVISING APPOINTMENTS

### SOPHOMORES (30-59.9 UNITS)

Number and percentage of students by college. Note that College of Science SSC adopted Spartan Connect at the end of this review cycle.

#### BUSINESS

74%

443 STUDENTS WITH APPOINTMENT  
600 COLLEGE TOTAL

#### EDUCATION

90%

74 STUDENTS WITH APPOINTMENT  
82 COLLEGE TOTAL

#### ENGINEERING

85%

632 STUDENTS WITH APPOINTMENT  
747 COLLEGE TOTAL

#### HEALTH & HUMAN SCIENCES

83%

350 STUDENTS WITH APPOINTMENT  
420 COLLEGE TOTAL

#### HUMANITIES & THE ARTS

61%

311 STUDENTS WITH APPOINTMENT  
514 COLLEGE TOTAL

#### SCIENCE

58%

285 STUDENTS WITH APPOINTMENT  
493 COLLEGE TOTAL

#### SOCIAL SCIENCE

71%

464 STUDENTS WITH APPOINTMENT  
655 COLLEGE TOTAL

#### UNDERGRADUATE STUDIES

90%

218 STUDENTS WITH APPOINTMENT  
242 COLLEGE TOTAL

# ACADEMIC YEAR 2023-24

## ADVISING APPOINTMENTS

### JUNIORS (60-89.9 UNITS)

Number and percentage of students by college.

#### BUSINESS

63%

1,026 STUDENTS WITH APPOINTMENT  
1,641 COLLEGE TOTAL

#### EDUCATION

77%

179 STUDENTS WITH APPOINTMENT  
232 COLLEGE TOTAL

#### ENGINEERING

82%

866 STUDENTS WITH APPOINTMENT  
1,061 COLLEGE TOTAL

#### HEALTH & HUMAN SCIENCES

51%

377 STUDENTS WITH APPOINTMENT  
744 COLLEGE TOTAL

#### HUMANITIES & THE ARTS

45%

383 STUDENTS WITH APPOINTMENT  
858 COLLEGE TOTAL

#### SCIENCE

37%

197 STUDENTS WITH APPOINTMENT  
530 COLLEGE TOTAL

#### SOCIAL SCIENCE

57%

924 STUDENTS WITH APPOINTMENT  
1,633 COLLEGE TOTAL

#### UNDERGRADUATE STUDIES

89%

90 STUDENTS WITH APPOINTMENT  
101 COLLEGE TOTAL

# ACADEMIC YEAR 2023-24

## ADVISING APPOINTMENTS

### SENIORS (90+ UNITS)

Number and percentage of students by college.

#### BUSINESS

55%

2,002 STUDENTS WITH APPOINTMENT  
3,620 COLLEGE TOTAL

#### EDUCATION

62%

308 STUDENTS WITH APPOINTMENT  
496 COLLEGE TOTAL

#### ENGINEERING

67%

1,904 STUDENTS WITH APPOINTMENT  
2,838 COLLEGE TOTAL

#### HEALTH & HUMAN SCIENCES

33%

510 STUDENTS WITH APPOINTMENT  
1,549 COLLEGE TOTAL

#### HUMANITIES & THE ARTS

33%

680 STUDENTS WITH APPOINTMENT  
2,030 COLLEGE TOTAL

#### SCIENCE

23%

311 STUDENTS WITH APPOINTMENT  
1,371 COLLEGE TOTAL

#### SOCIAL SCIENCE

46%

1,276 STUDENTS WITH APPOINTMENT  
2,794 COLLEGE TOTAL

#### UNDERGRADUATE STUDIES

54%

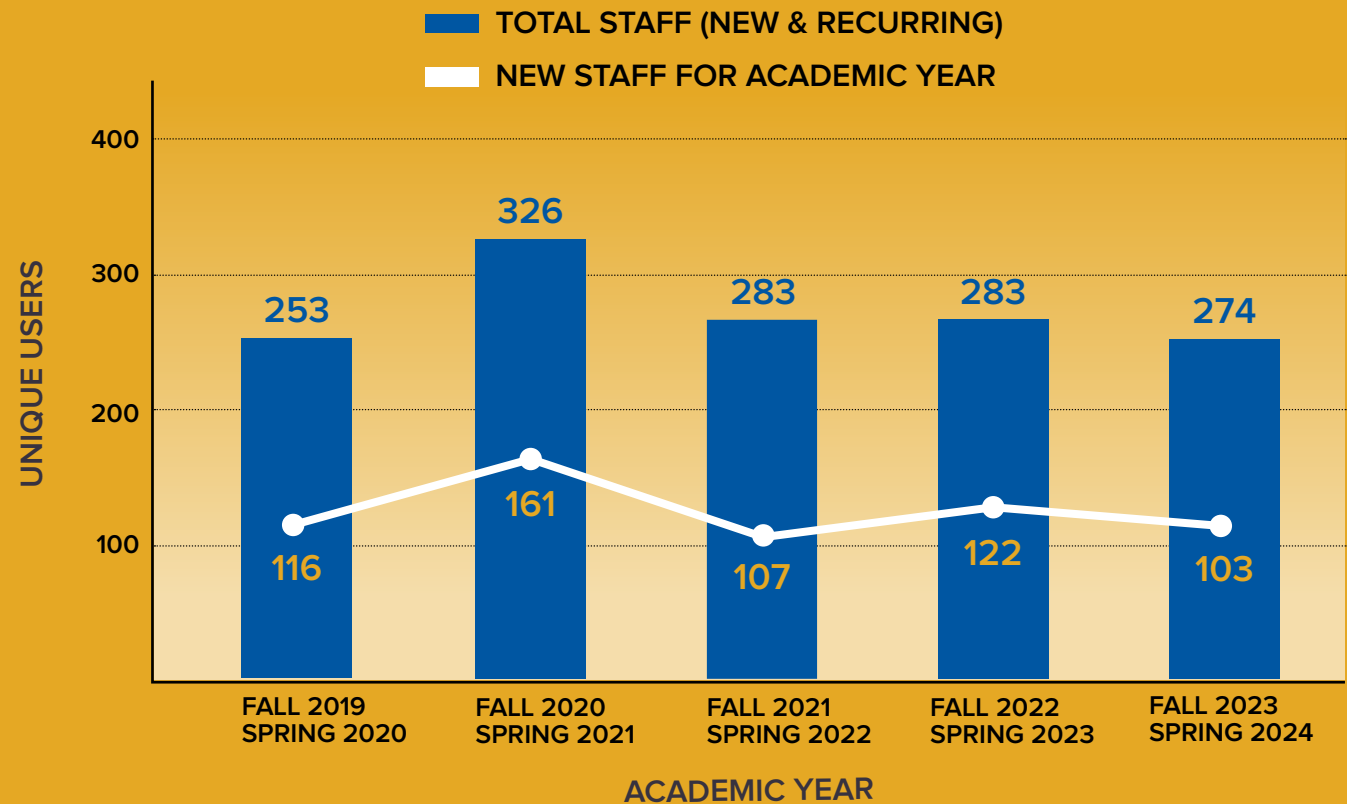
15 STUDENTS WITH APPOINTMENT  
28 COLLEGE TOTAL



# ACADEMIC YEAR TOTALS

## ADOPTION BY STAFF/ADVISORS

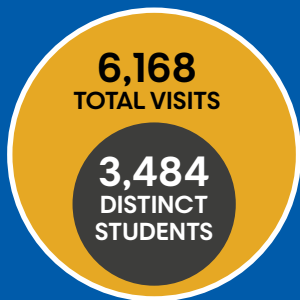
Adoption by new Staff and Advisors increased during the 2023/2024 academic year. During this period, the AVP for UAS and the Senior Academic Business Analyst in EMTIC partnered with Associate Deans to present Spartan Connect's functionality and the advantages to using the system.



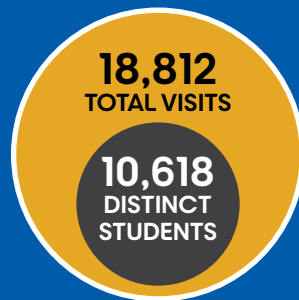
# ACADEMIC YEAR 2023-24

## APPOINTMENTS BY MEETING (SERVICE DELIVERY) TYPES

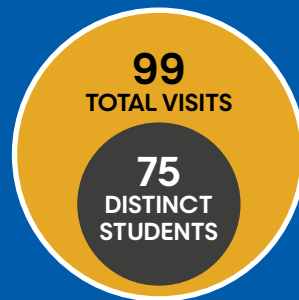
### IN-PERSON



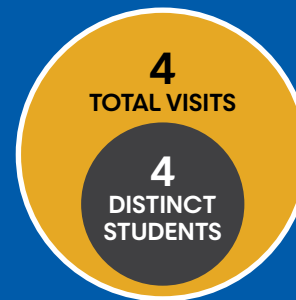
### VIRTUAL



### PHONE



### EMAIL



### UNSPECIFIED



UNSCHEDULED/DROP-IN

### APPOINTMENTS WITH SUMMARY REPORTS FILED

90%  
TOTAL

51,140  
TOTAL VISITS

# ACADEMIC YEAR 2023-24

## 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 2023 COHORT

## POWER OF APPOINTMENTS

Fall 2023 first-year students with Academic Advising appointments facilitated by Spartan Connect showed increased persistence rates with both higher average cumulative GPAs and unit loads.

**97.58%**  
PERSISTENCE RATE  
WITH APPOINTMENTS

**3.040**  
AVERAGE  
CUMULATIVE  
GPA

**14.24**  
AVERAGE  
ATTEMPTED  
UNITS

**88.26%**  
PERSISTENCE RATE  
WITHOUT APPOINTMENTS

**3.027**  
AVERAGE  
CUMULATIVE  
GPA

**14.11**  
AVERAGE  
ATTEMPTED  
UNITS

DIFFERENCE IN  
PERSISTENCE RATES



**+9.32%**  
OVERALL



**+15.24%**  
HUS  
STUDENTS



**+35.43%**  
STUDENTS W/  
GPAS < 2.39

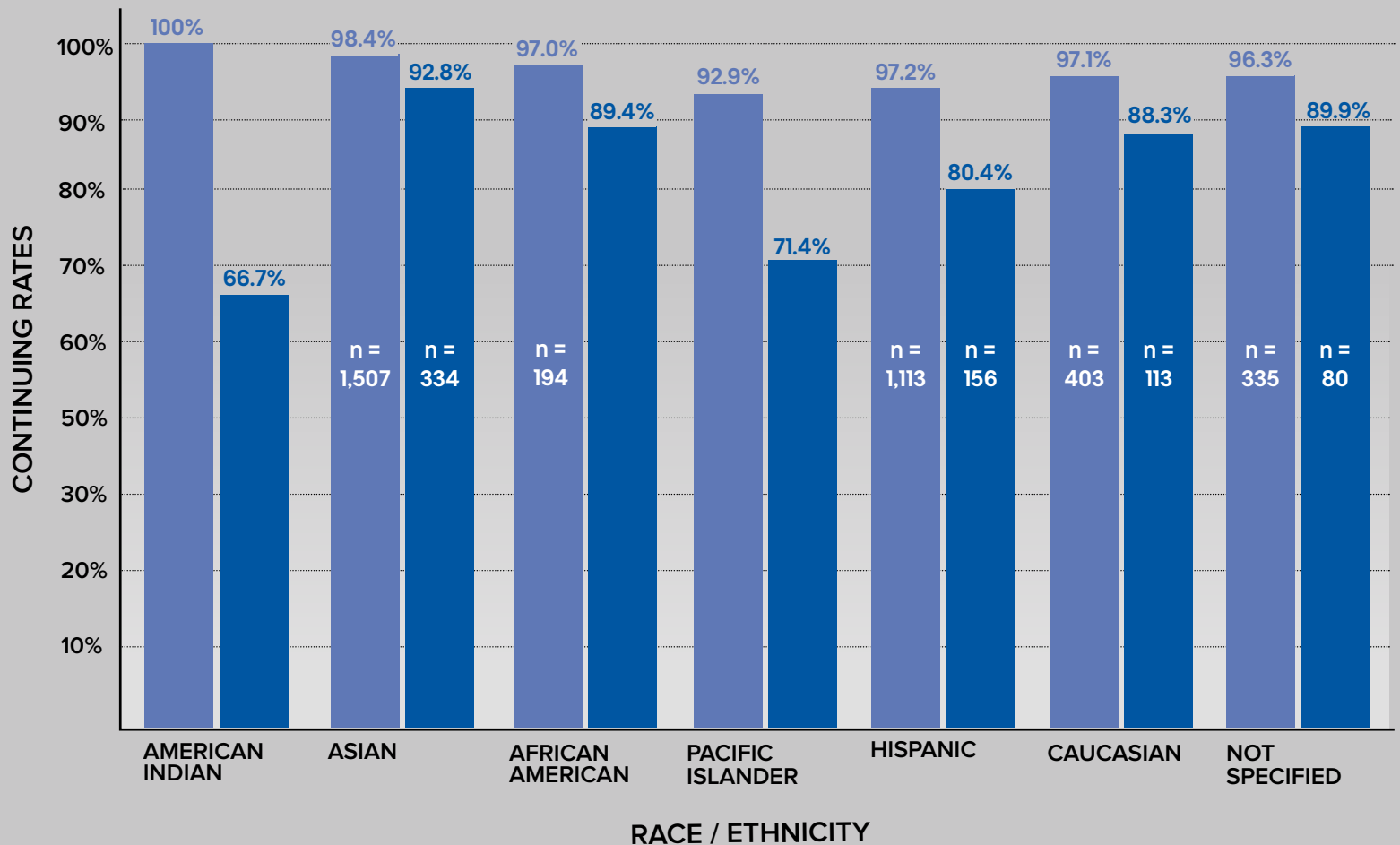
# FALL 2023 COHORT

## APPOINTMENT IMPACT

Continuing rates of Fall 2023 first-time undergraduate students by race/ethnicity.  
(n-values less than 1% removed)



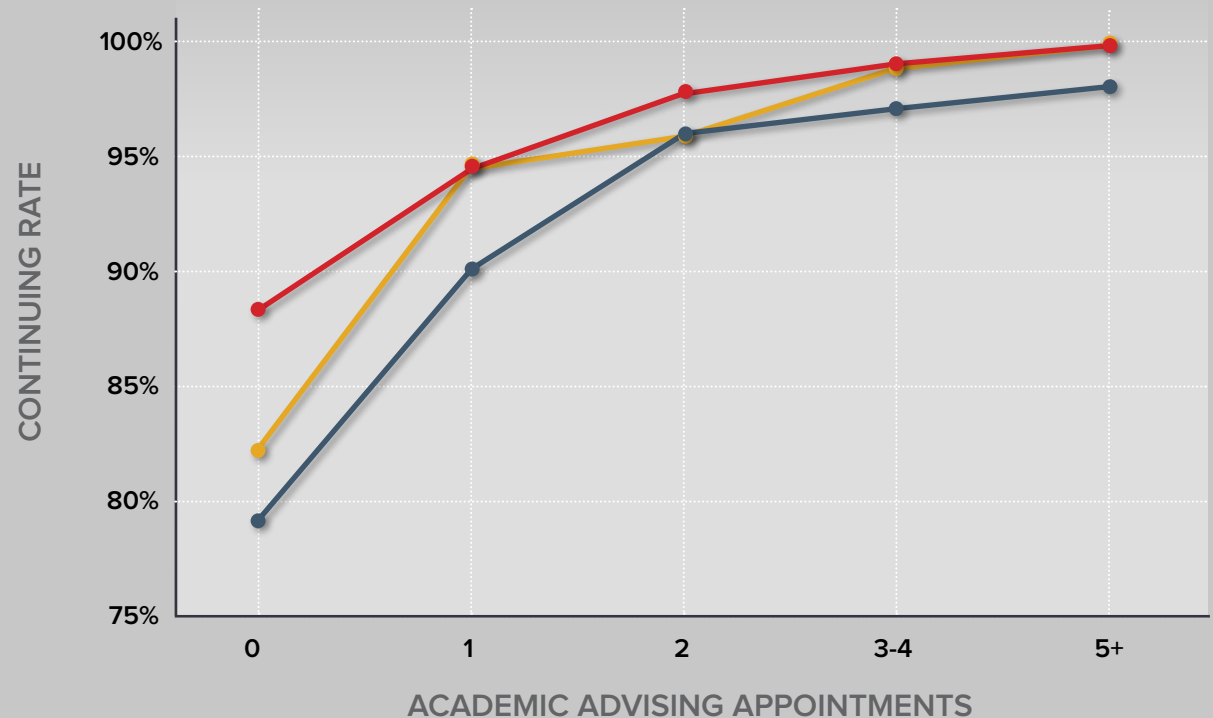
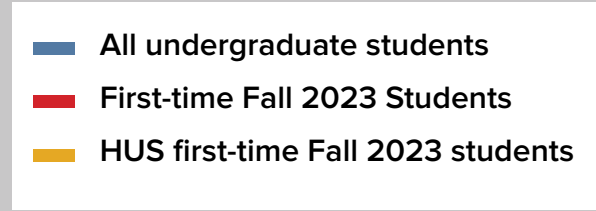
1+ APPOINTMENTS  
0 APPOINTMENTS



# FALL 2023 COHORT

## APPOINTMENT IMPACT BY NUMBER OF APPOINTMENTS

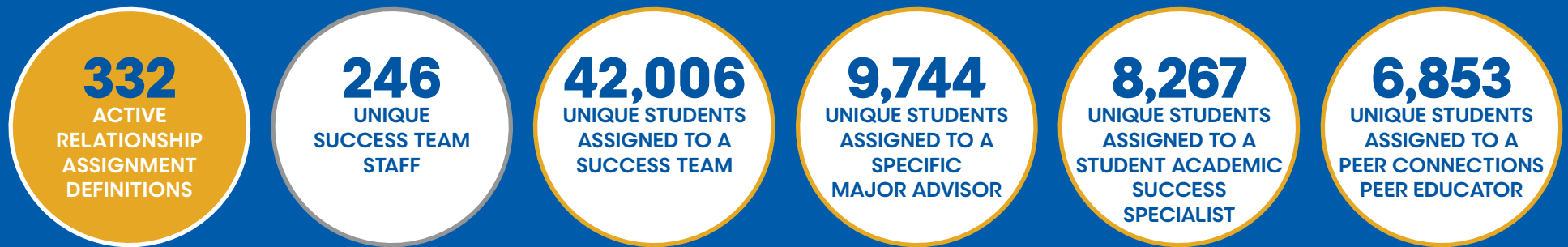
Continuing rate for student cohorts with specified number of Academic Advising Appointments.





# AUTOMATED SUCCESS TEAM ASSIGNMENTS

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

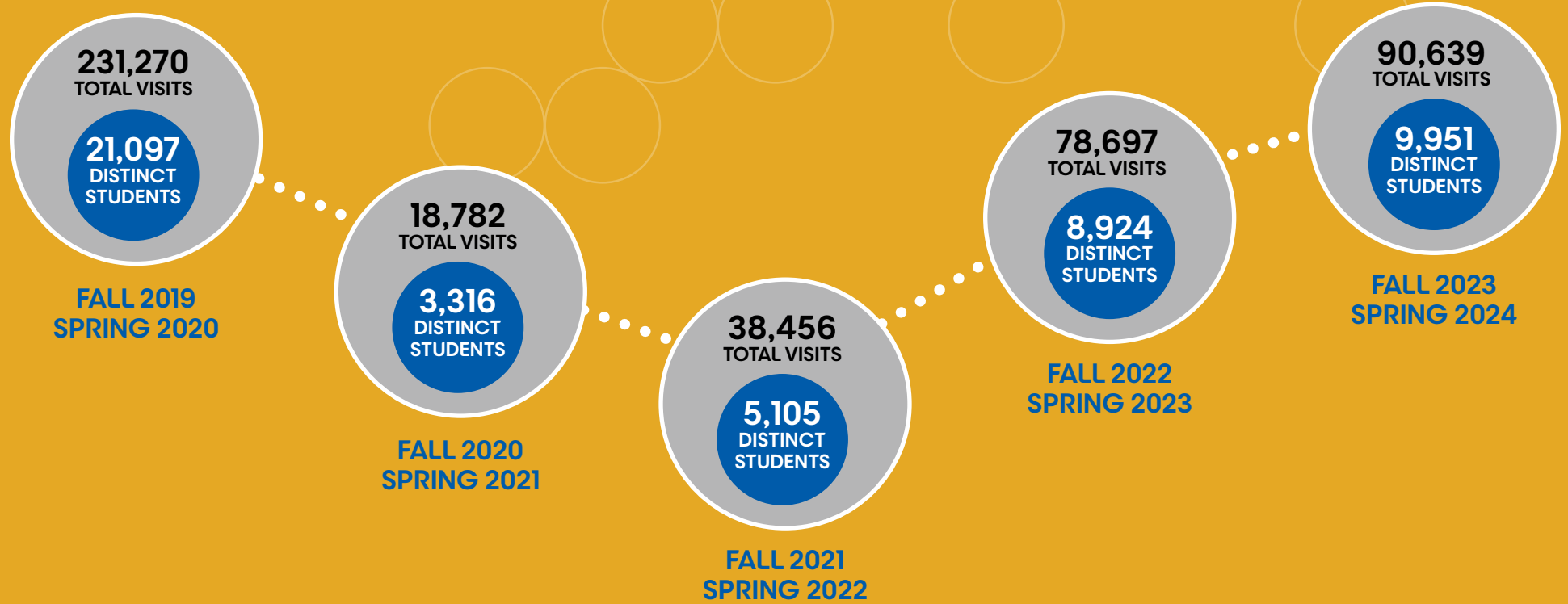


- The automated relationships assignment project allows for daily updates to the student and staff relationships, rather than relying on manually updated lists
- Significant time savings over manual assignments
- Relationships are defined once and only redefined when needed
- Students are assigned and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

## 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 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**

## 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**

# CAMPUS ADOPTION THROUGH ACADEMIC YEAR 2023-24

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

## CHARLES DAVIDSON COLLEGE OF ENGINEERING

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

## COLLEGE OF SCIENCE

College of Science Student Success Center  
Physics  
Mathematics and Statistics

## 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

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

## CONNIE LURIE COLLEGE OF EDUCATION

Lurie College of Education Student Success Center

## 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

## COLLEGE OF HUMANITIES & THE ARTS

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

## LUCAS COLLEGE & GRADUATE SCHOOL OF BUSINESS

Jack Holland Student Success Center

## COLLEGE OF HEALTH OF HUMAN SCIENCES

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

# SPARTAN CONNECT ROAD MAP

## COMPLETED

- Create the Student Support and Advocacy Care Unit to support units like Guardian Scholar Program
- Increased the usage of predictive model and historical analytics dashboard - Associate Deans, Managing Directors of Advising Centers
- Implemented implement automated appointment feedback survey with Peer Connections
- Completed initial training with advisors for automated campaign functionality

## IN-PROGRESS

- Onboard the remaining Student Success Center

## FUTURE

- Create templates for use in specific campaigns
- Implement scheduled reports to support greater efficiency in advising centers and academic support centers
- Continue to Increase the usage of the predictive model and historical analytics dashboard through additional training
- Fall 2024: Feedback surveys for advising appointments launched (Student Advising Outcomes - SAO)
- Integrate upper-division College of Science advising into Spartan Connect platform
- Evaluate the Care Unit structure to align with changes to advising and student support infrastructure on campus



# SJSU | E.M. TECHNICAL IMPLEMENTATION AND COMMUNICATION

