

High Unit Project Report

Fall 2017

Student Success Office

San Francisco State University

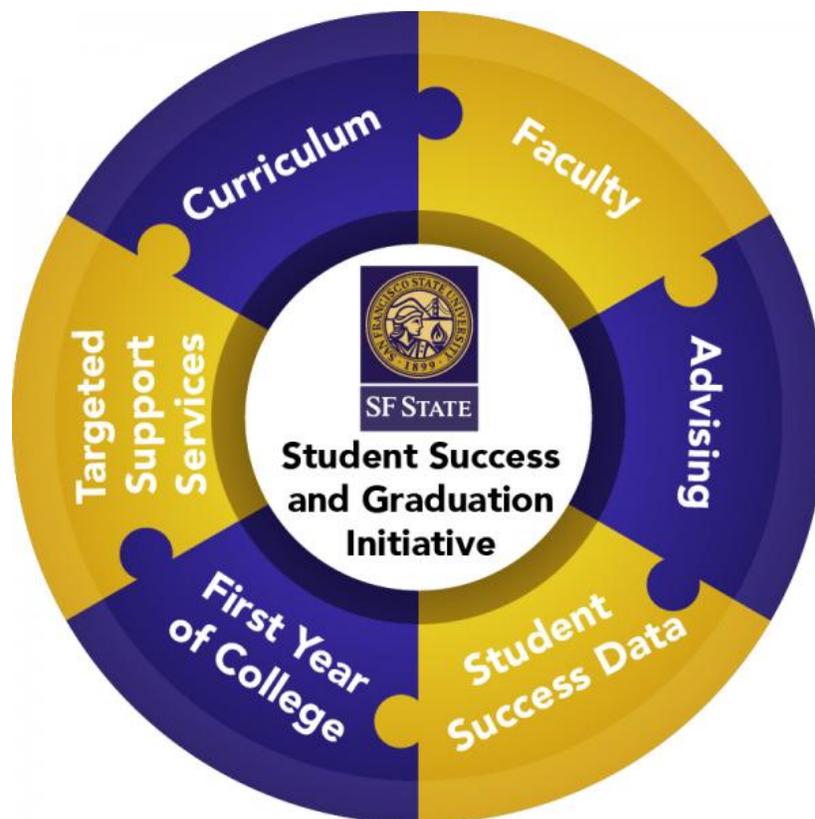


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Executive Summary

As part of San Francisco State University's Campus Student Success Plan, the High Unit Project (HUP) was launched in Spring 2017 and continued through Fall 2017. The project utilizes proactive advising to increase the number of students applying to graduate and to decrease the number of students denied graduation. Through HUP, students with 80 or more units received outreach and advising services from College Success Teams.

A team of shared advisors in the Student Success Office (SSO) were organized into College Success Teams, comprised of one College Specialist and one to two Graduation Specialists. The Fall 2017 HUP caseload consisted of 10,083 SF State students across 6 colleges:

- College of Business – **2,737 students**
- College of Ethnic Studies – **96 students**
- College of Health and Social Sciences – **1,718 students**
- College of Liberal and Creative Arts – **2,924 students**
- College of Science and Engineering – **2,475 students**
- Graduate College of Education – **133 students**

College Success Teams provided the following services to support high unit students:

- Advising appointments
- Application checks
- Graduation workshops

In total, College Success Teams:

- Scheduled **962 appointments**
- Conducted **1,292 application checks**
- Facilitated **84 graduation workshops**
- Entered **1,395 advisor notes**

College Success Teams conducted extensive outreach as part of the project.

- College Success Teams made **21,276 contacts** with students.
 - **20,389 email contacts**
 - **887 phone calls**

Pre- and post-surveys were used to evaluate the effectiveness of HUP efforts.

- In total, **740** students responded to the pre-survey and **543** students responded to the post-survey. After receiving advising:
 - **98.34% of students surveyed strongly agreed or somewhat agreed** that they understood the University requirements they had left to graduate.
 - **98.71% of students surveyed strongly agreed or somewhat agreed** that they had a better understanding of the processes and procedures for applying to graduate.

The following report contains detailed information about the High Unit Project. It describes each college's specific HUP efforts, and provides a summary of the project's outcomes and recommendations.

Overview

The High Unit Project (HUP) was launched in Spring 2017 as a campus-wide advising initiative to support upper-division students in successfully completing their degrees at San Francisco State University. HUP continued during the Fall 2017 semester from August 15th, 2017 through November 22nd, 2017.

The Fall 2017 HUP caseload consisted of **10,083** SF State students with 80 or more earned units. The breakdown of student caseloads per college are found below.

College	Student Caseload
College of Business (CoB)	2,737
College of Ethnic Studies (CoES)	96
Graduate College of Education (GCoE)	133
College of Health and Social Sciences (HSS)	1,718
College of Liberal and Creative Arts (LCA)	2,924
College of Science and Engineering (CoSE)	2,475
TOTAL	10,083

HUP students are supported by each college's College Success Team (CST), consisting of a College Specialist and Graduation Specialists. Students within the Graduate College of Education are supported by a member of another CST.

Advisors reached out to HUP students via targeted outreach efforts, including emails, phone calls, digital signage, and collaborative efforts with different academic departments. These outreach efforts are reported on **page 4**.

Once advisors contacted students, they offered targeted advising support services to assist them on their path to graduation. These services include appointments, graduation workshops, and graduation application checks. Other services include multiple appointments, referrals to major advisors and other on-campus services. Some students also received advising support from the Undergraduate Advising Center (UAC), their College Resource Center (CRC), or other programs on campus. This information is reported on **page 4**.

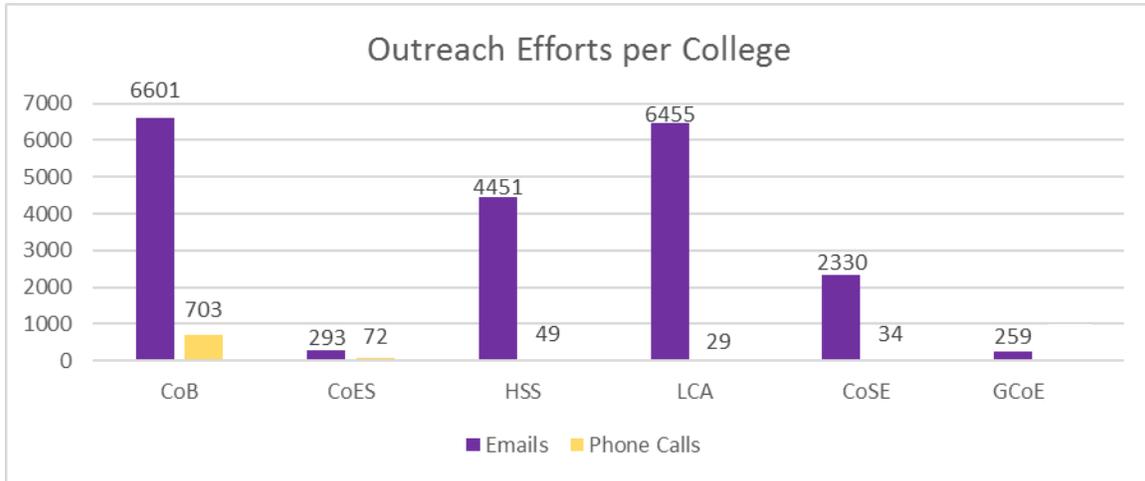
Pre- and Post- surveys were administered as a means of qualitatively assessing students' confidence in their graduation plans. This information is presented on **page 11**.

As a result of these efforts, the CST advisors within the Student Success Office (SSO) developed a list of recommendations to improve future HUP efforts, and to increase graduation rates in alignment with SF State's Student Success and Graduation Initiative. These recommendations are described on **page 13**.

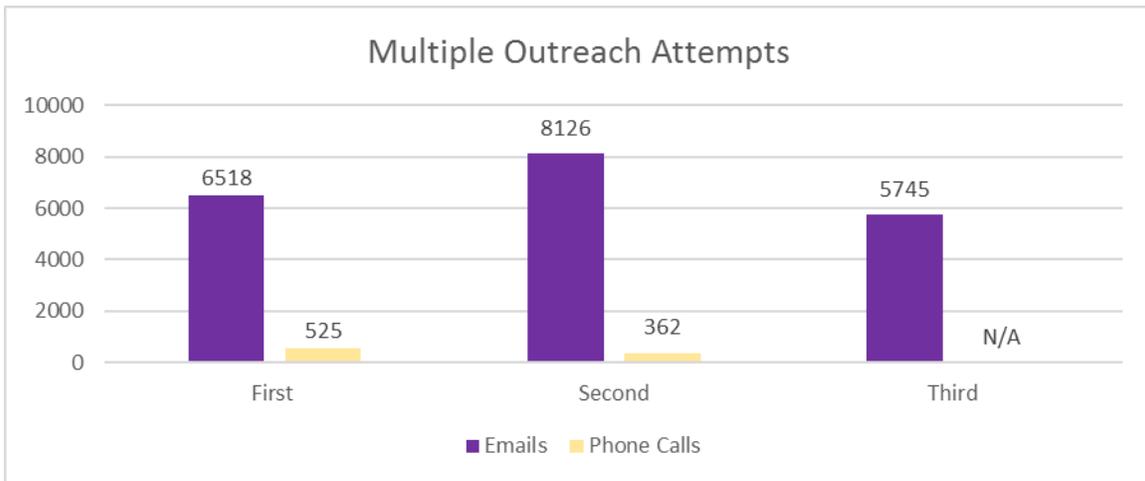
Outreach Efforts

Each CST developed an outreach plan geared toward informing students of the advising support services available to them. These plans consist of targeted emails and phone calls to HUP students, in addition to supplemental outreach through colleges, academic departments, and university communications.

The following charts present the number of HUP contacts through emails, phone calls, and appointments scheduled during Fall 2017. In total, CST advisors sent **20,389** emails and made **887** phone calls.



In Fall 2017, CST advisors tracked up to three email contacts and two phone calls. Information about multiple outreach attempts during the Fall 2017 semester is presented below.



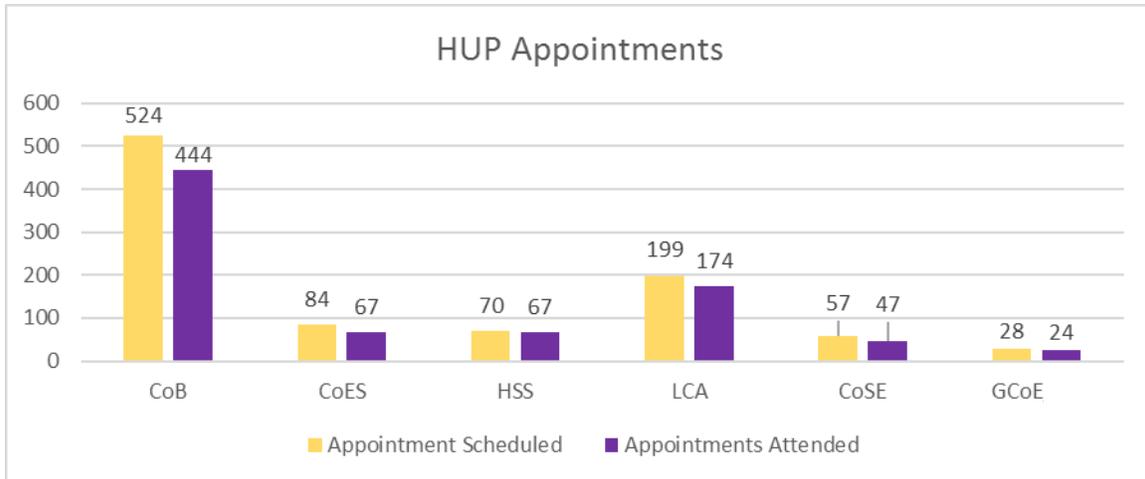
Services Received

Students received advising support primarily through appointments, graduation workshops, or application checks. These services are defined as:

- Appointments: one-on-one 30 minute appointments with a CST advisor.

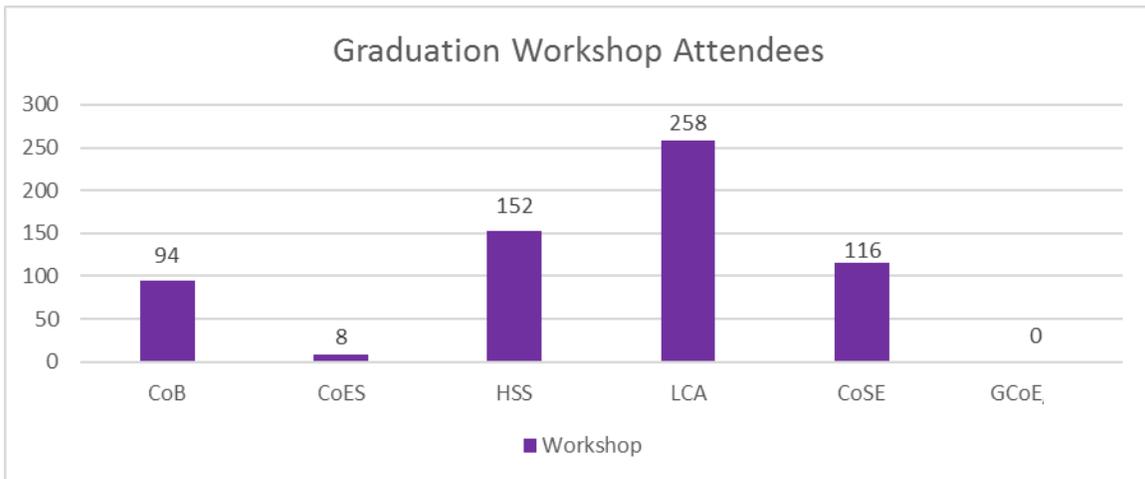
- Graduation Workshops: attendance at a workshop facilitated by a CST. Advisors review the graduation application process and check students' general education (GE) and non-major graduation requirements.
- Application checks: CST advisors review the GE and non-major requirements of students before or after they apply for graduation.

HUP students made **962** of appointments with an advisor during Fall 2017; **823** of appointments were attended, about **8.16%** of the total HUP caseload. The following chart presents the total number of scheduled HUP appointments and appointments attended by college.



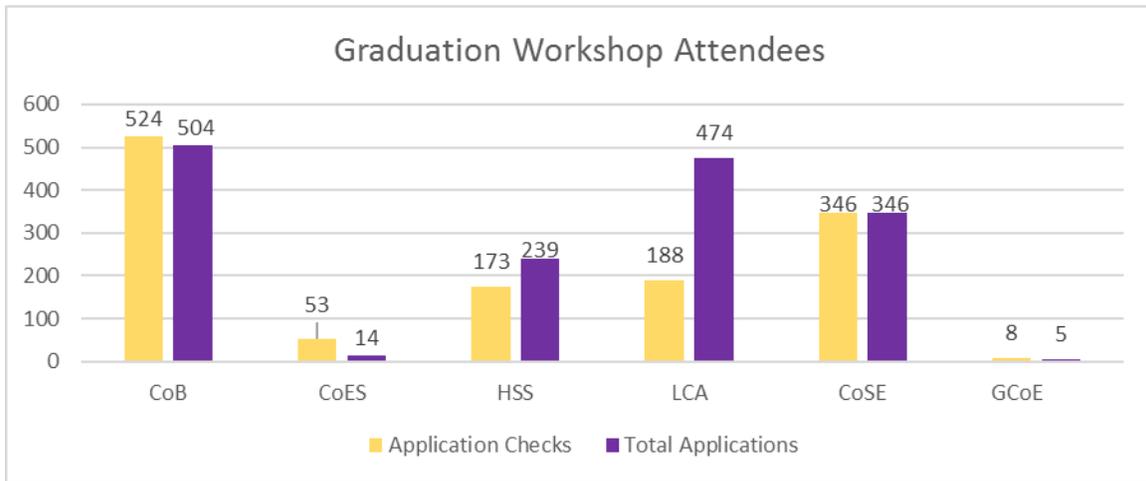
CSTs facilitated **84** total workshops with **628** total attendees, about **6.23%** of the total HUP caseload. The breakdown of workshops and attendees is below.

	CoB	CoES	HSS	LCA	CoSE	GCoE
Number of Workshops	16	2	25	30	11	N/A



The Graduate College of Education did not have a dedicated CST during Fall 2017; these students were invited to make one-on-one appointments with an advisor from another CST rather than attending a graduation workshop.

A total of **1,582** HUP students applied for graduation during Fall 2017. CSTs completed **1,292** application checks, the majority of which were on the back end. This represents **81.67%** of all students who applied for Fall 2017 graduation and **12.81%** of all HUP students. The total number of graduation applications and application checks per college are presented below.



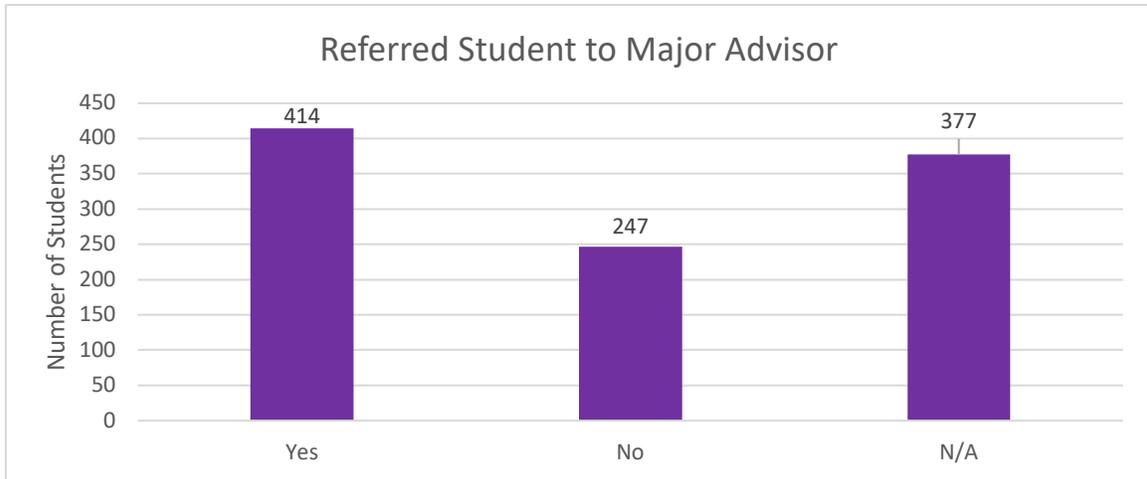
In most colleges, application checks were completed after the student applied for graduation. In the College of Business, most application checks are completed before the student applies for graduation. Some students may elect not to turn in their graduation application if the application check revealed that they are not ready for graduation, leading to slightly more application checks being completed than students applied. The College of Ethnic Studies completed application checks as a routine part of one-on-one appointments, which also led to more application checks than applications.

Other services that students can receive include attending multiple appointments with a CST advisor, receiving assistance from an advisor in the UAC, receiving assistance from a CRC, or attending multiple advising appointments with a CST advisor. The number of students who received these services in Fall 2017 is presented below.

	UAC	Resource Center	Multiple CST Appointments
Students Receiving Service	694	406	56
Percent of HUP Caseload	6.88%	4.03%	0.56%

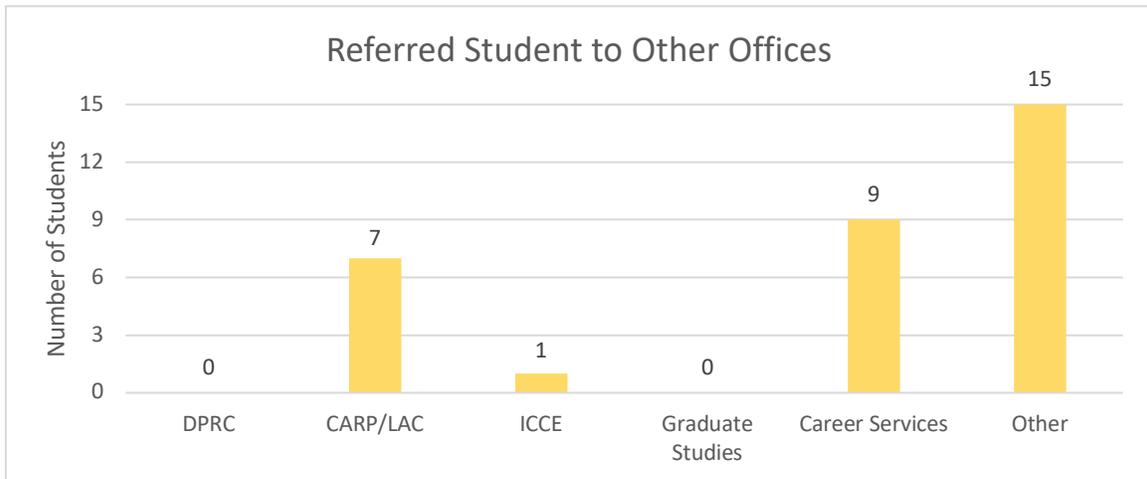
During the course of advising interactions, the CSTs often refer students to their major advisors. Students need to contact their major advisors for assistance with course selection, course substitutions for major classes, and to obtain signatures for their graduation application forms.

The following chart displays information regarding the number of referrals made in Fall 2017. Students listed as “N/A” are students within the CoB who also received their major advising from CST advisors in the CoB.



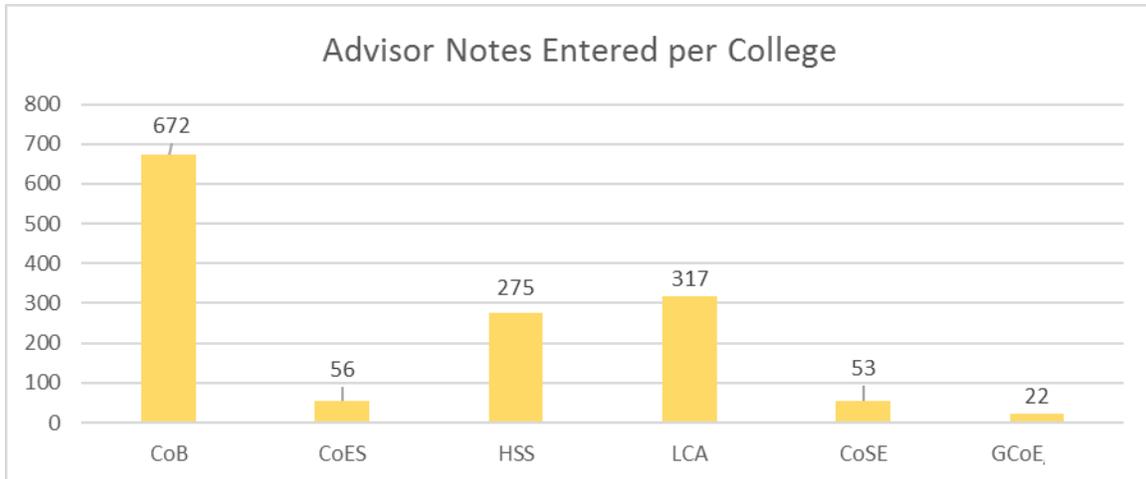
In addition to referrals to major advisors, the CST advisors also referred students to other departments on campus, including the Disability Program and Resources Center (DPRC); on-campus tutoring services at the Campus Academic Resource Program (CARP) or the Learning Assistance Center (LAC); the Institute for Civic and Community Engagement (ICCE); Graduate Studies; Career Services and Leadership Development; or other on-campus resources.

Information about referrals to other on-campus resources made in Fall 2017 is presented below.



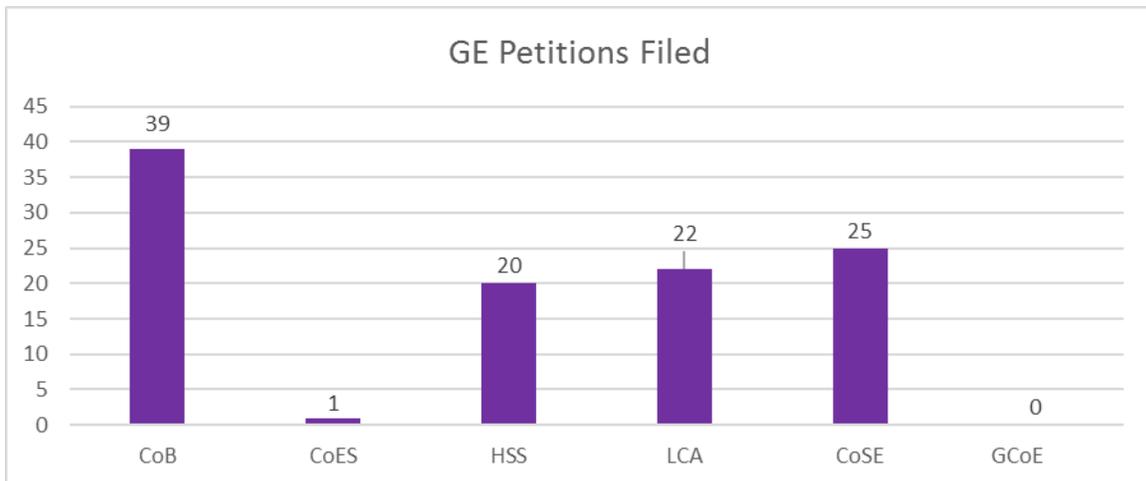
At the conclusion of every appointment or any significant advising interaction (e.g. after an advisor discusses a graduation plan or missing graduation requirement with a student), advisors will enter an “Advisor Note” in Campus Solutions. Advisor notes are used to detail missing requirements, future planned courses, referrals to other departments, or records of petitions filed. These notes are available to other advisors on campus, and can be available for the student’s reference if permission is granted.

In the Fall 2017 semester, the CSTs have entered advisor notes for **1,395** HUP students. This represents **70.38%** of students who received one-on-one appointments, and **3.83%** of the total HUP caseload. Information regarding advisor notes entered per college is presented below.



Some of the HUP students have also filed a General Education (GE) petition through the UAC. GE petitions are used when students request that courses, either at SF State or another institution, be considered as a special exception for outstanding GE requirements. Students collaborate with either a CST or UAC advisor to complete petitions, which typically involve researching course information, the GE requirements at the student's transfer institution(s), and confirming the outstanding GE requirements cannot be met through other avenues.

In Fall 2017, advisors assisted HUP students with filing **107** GE petitions. GE petitions filed by college are presented below.



At the conclusion of Fall 2017, a total of **3,247** HUP students received some form of advising support. This represents **32.20%** of the total HUP student population.

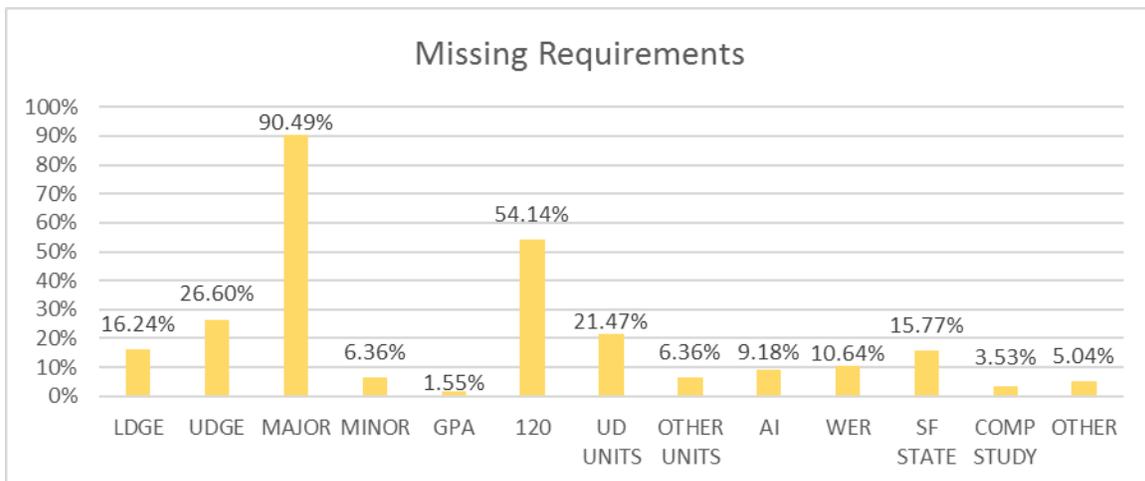
	CoB	CoES	HSS	LCA	CoSE	GCoE	TOTAL
Students Receiving Services	998	106	473	956	663	51	3247
% of HUP Students	36.46%	100.00%	27.53%	32.69%	26.78%	38.35%	32.20%

Student Information

Part of the CST advisors' role is to collect data on HUP students' academics, including their missing requirements, intended graduation date, and, if applicable, reasons for extending their graduation timeline. If a student had previously met with a CST advisor, data regarding that student was carried over into the Fall 2017 dataset.

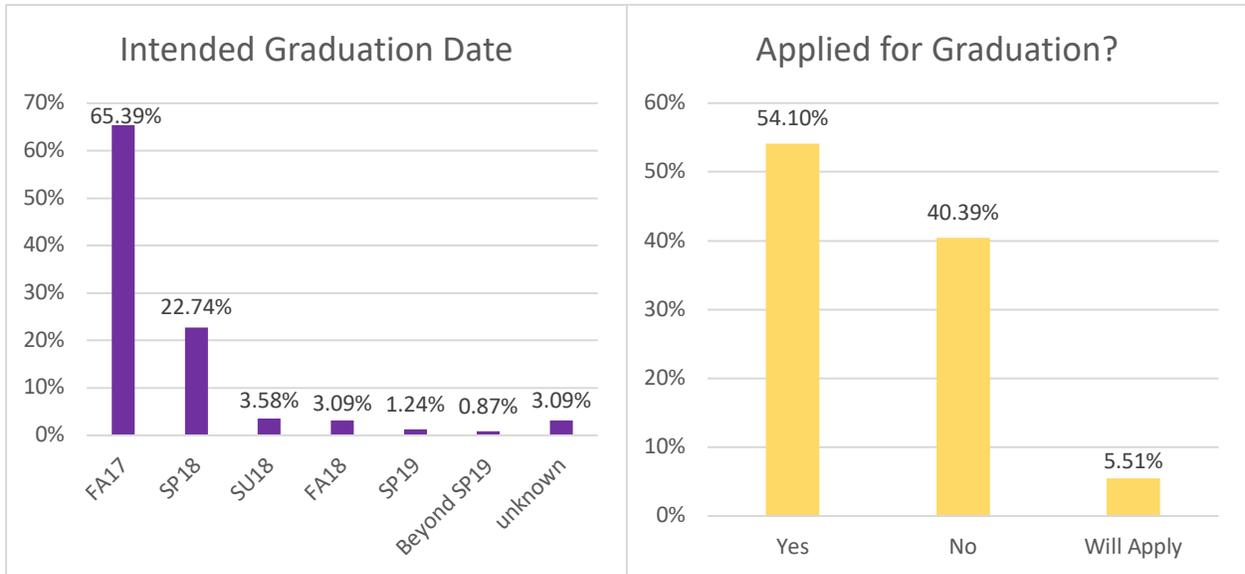
Advisors collected information on each student's missing requirements, including requirements in progress via current or incomplete coursework. Missing requirements were categorized as: **Major** (any requirements within a declared major); **Minor** (any requirements within a declared minor); **LDGE** (any lower-division GE requirements); **UDGE** (any upper-division GE requirements); **GPA** (grade point average below a 2.0 in any GPA metric); **120** (fewer than 120 total units); **UD Units** (fewer than 40 upper-division units); **Other Units** (such as residency unit minimum); **AI** (American Institution requirements); **WER** (Written English requirements); **SF State** (any of the SF State Studies requirements); **Comp Study** (Complementary Studies requirements); and **Other** (such as the CESD requirement on the Segment GE pattern).

Information regarding missing requirements is presented below.



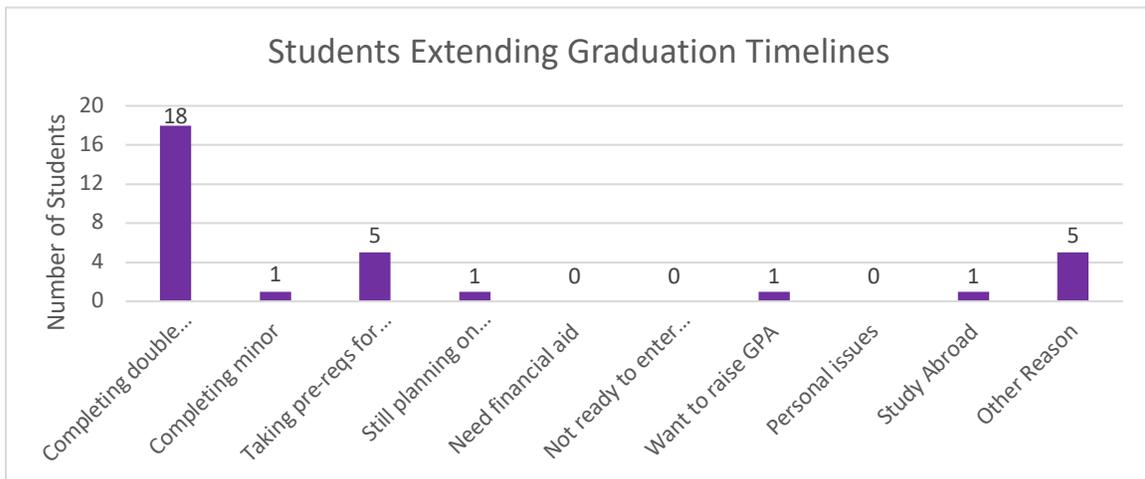
The top three missing requirements recorded by CST advisors were: major requirements (**90.49%**), 120 unit minimum (**54.14%**), and upper-division GE requirements (**26.60%**).

CST advisors asked students to provide their intended graduation semester: Fall 2017, Spring 2018, Summer 2018, Fall 2018, Spring 2019, after Spring 2019, or Unknown. Advisors also asked students if they had applied for graduation, had not applied for graduation, or intended to (but had not yet) applied for graduation during the current term. Information regarding students' graduation plans is presented below.



In rare cases, students who were eligible to graduate during the current term elected to continue taking classes at SF State. Only **32** students (**0.32%** of all HUP students) indicated that they were electing to extend their graduation timeline. These students were asked to categorize their reasons for extending their studies as: completing a double major; completing a minor; taking pre-requisite courses for graduate school or a professional program; planning on adding or changing their major; requiring financial aid; not yet feeling ready to enter the workforce; wanting to raise their GPA; studying abroad; having personal issues; or other reason.

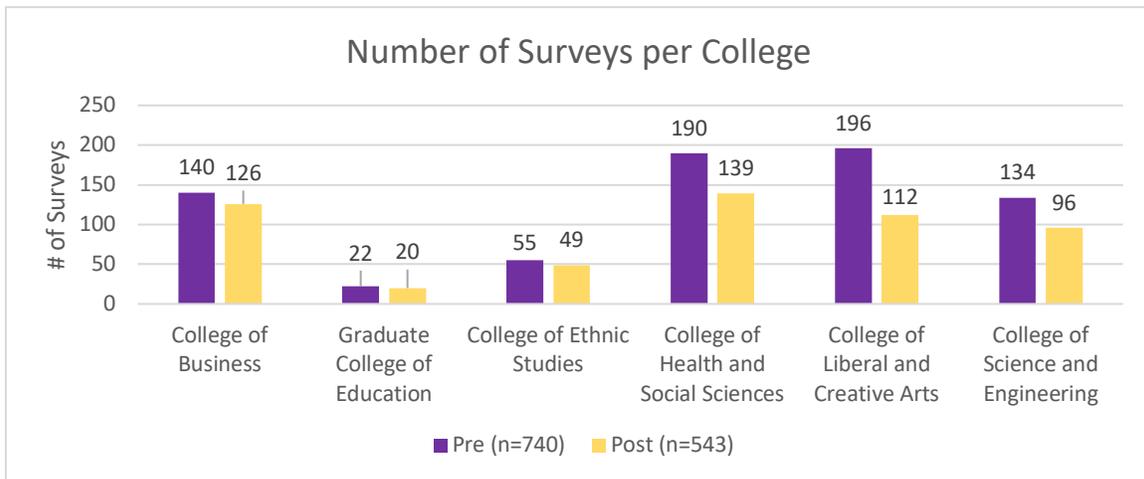
The majority of students who extended their graduation timeline did so because they were completing a double major and/or minor (**n=20**). Others wanted to participate in a Study Abroad program (**n=5**). All reasons for extending graduation timelines are presented below.



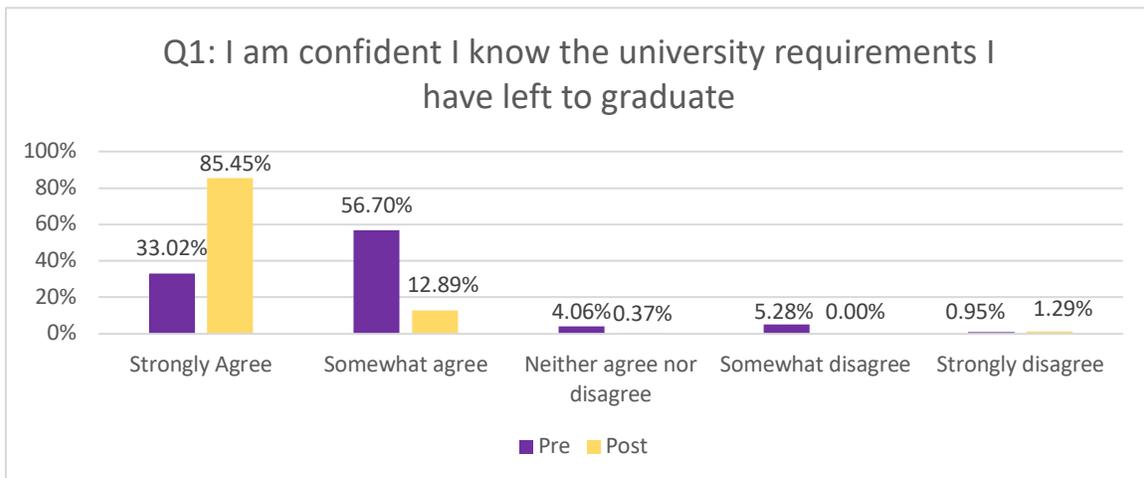
Survey Assessments

Surveys were used as means to qualitatively examine students' confidence in their graduation plan. HUP student were instructed to take a pre-survey before their advising interaction (appointment, walk-in, or graduation workshop) and a post-survey at the end of their advising interaction.

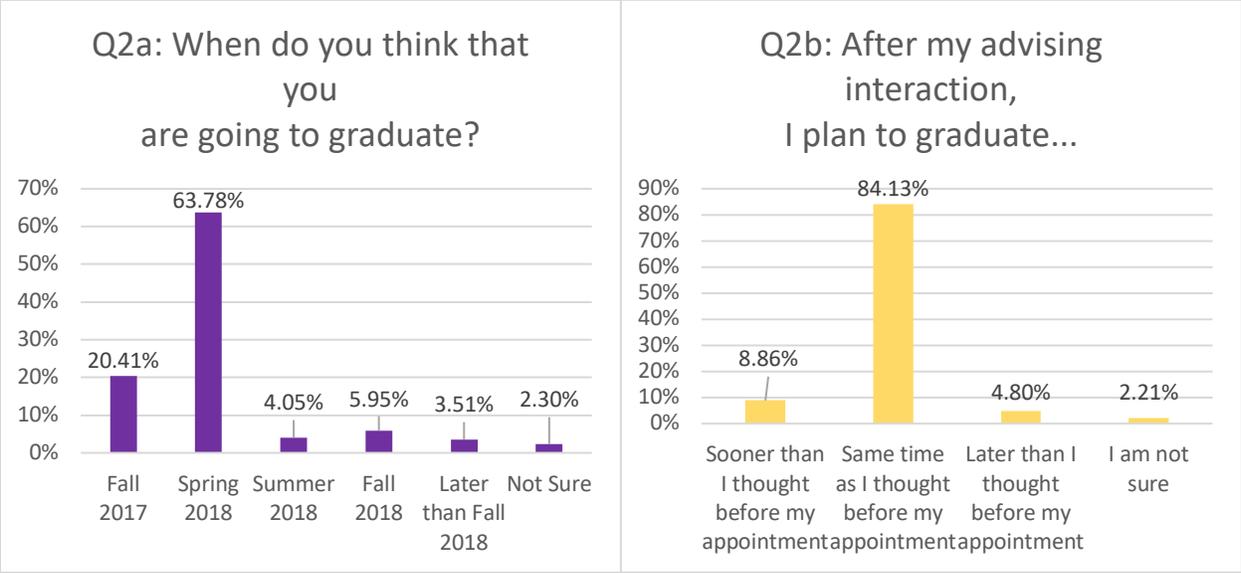
In the Fall 2017 semester, **740** total students took a pre-survey and **543** total students took a post-survey. A breakdown of surveys taken per college is presented below.



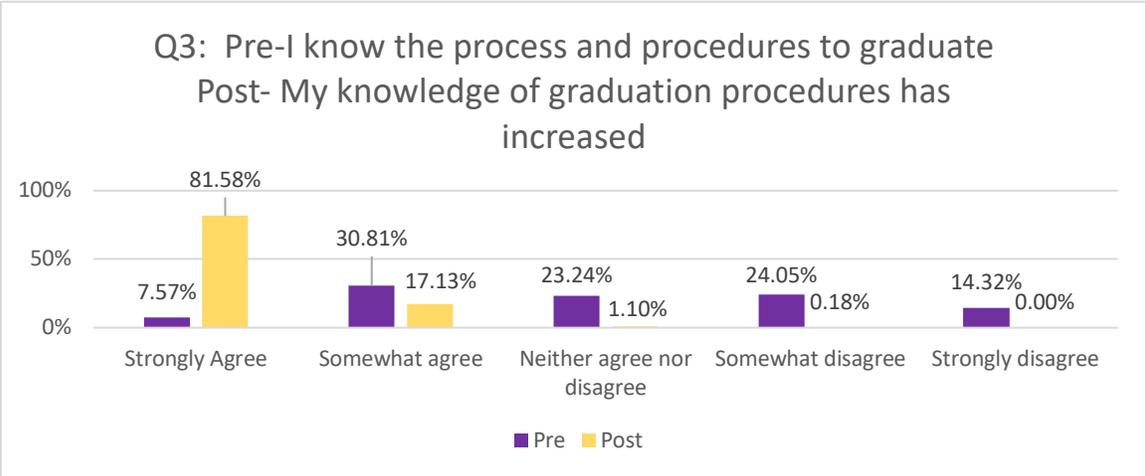
Summary: Post advising, **85.45%** strongly agreed they have understood the university requirements they had left to graduate. This was up from **33.02%** strongly agreeing or somewhat agreeing prior to their advising interaction.



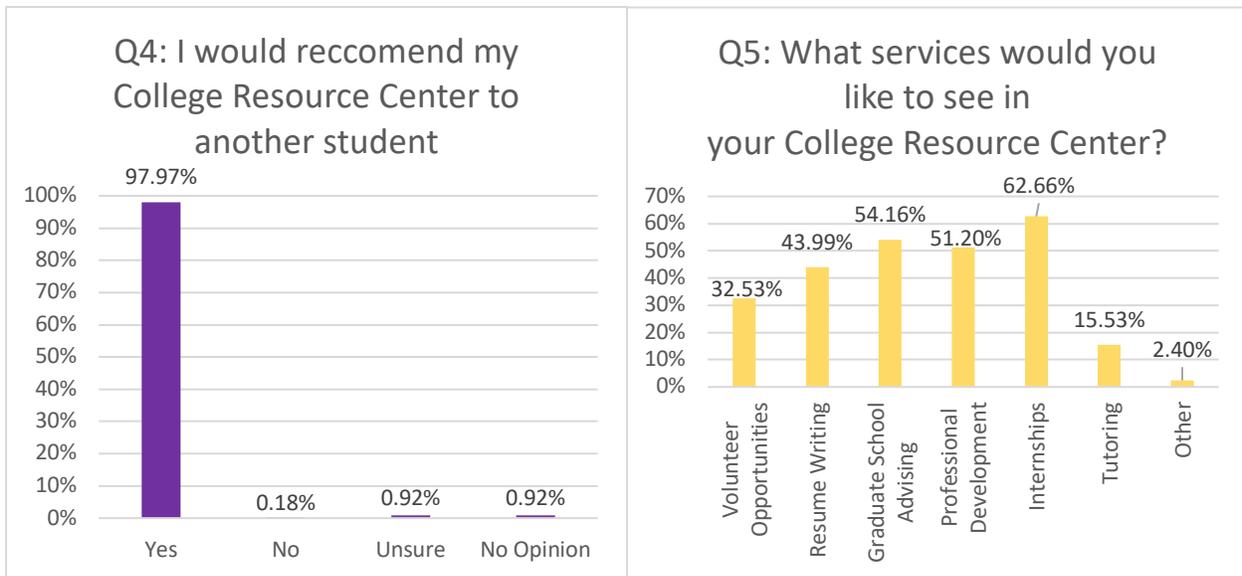
Summary: **84.19%** of students surveyed reported that they thought they would graduate in Fall 2017 or Spring 2018. After meeting with an advisor, most (**84.13%**) thought they would graduate at the same time; **8.86%** reported that they could graduate sooner than they initially thought.



Summary: After their advising interaction, **98.71%** of students surveyed strongly agreed or somewhat agreed that they had a better understanding of the processes and procedures for applying to graduate.



Summary: After their advising interaction, **97.97%** of students surveyed said they would recommend their CRC to another student. Specific services they would like to see offered through their CRC include Internships (**62.66%**), Graduate School Advising (**54.16%**), and Career Exploration/Professional Development (**51.20%**). These rank among the top three highest needs at this time.



Recommendations

At the conclusion of the Fall 2017 HUP efforts, the CST advisors recommends:

- Continuing to develop the graduation workshops to improve consistency of proactive advising for high unit students across campus as they approach graduation.
 - Consider offering two rounds of graduation workshops, one round before the graduation application deadline and one round before priority registration begins.
 - Co-facilitating more major-specific workshops in conjunction with major advisors.
 - Consider mandatory attendance at a graduation workshop a requirement in order for students to make a one-on-one appointment with an advisor.
- Adjusting the graduation application procedures in future semesters.
 - Requiring students to file graduation applications one semester prior to student's intended graduation semester. This will allow for more time to process preliminary approvals and denials, giving more time and options for students who are preliminarily denied and reduce the likelihood that they will receive a final denial.
 - Adding a section to the graduation application requiring students to confirm that they have completed all GE and non-major requirements before they can submit a graduation application. This is based off of the CoB advising model, which had the lowest graduation denial rate across all colleges during the 2016-2017 academic year.
- Expanding outreach efforts surrounding advising services for high unit students.
 - Utilizing incoming EAB functionalities to better target and reach high unit students.
 - Collaborating with key faculty across all colleges to market workshops and advising services.
- Enforcing a mandatory advising hold for students within a given unit threshold. This range could be tailored to each college's student population.
- Adjusting the roles and responsibilities of each college's CST.
 - Transitioning Graduation Specialists to physically work full-time in their colleges.
 - Advocating for increased college supervision and support for CST advisors.

- Developing a series of career and professional development related workshops to expand upon the graduation workshop model.

Appendix A: College Reports

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College of Science and Engineering	40
Graduation College of Education	46

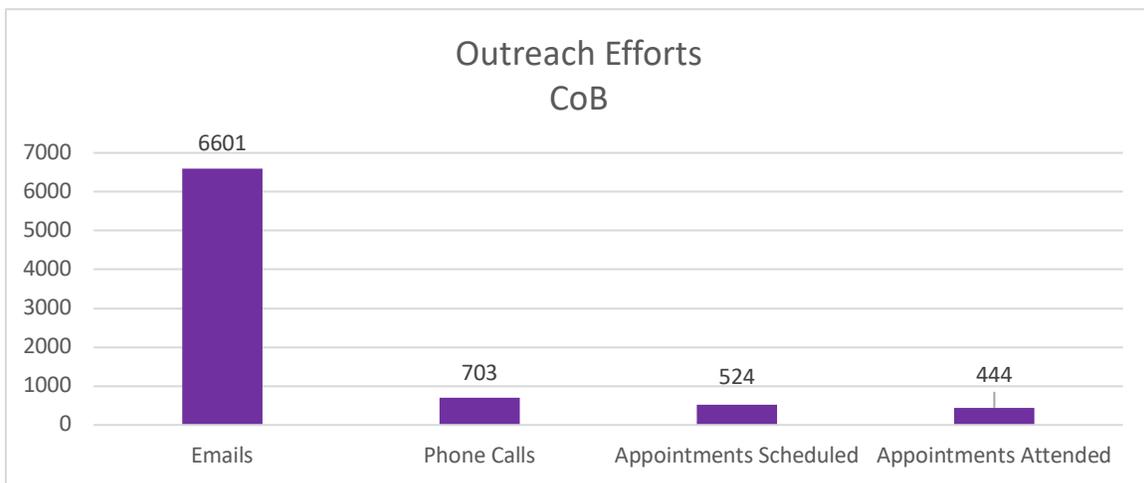
College of Business

In Fall 2017, the College of Business (CoB) had a caseload of **2,737** high unit students. The CoB CST was comprised of one full-time College Specialist and three part-time graduation specialists.

Outreach Efforts

The CoB CST invited students to access HUP services primarily through emails and phone calls. The email and phone call scripts used were tailored by the CoB CST for students at different unit levels (e.g. students who were potentially eligible to graduate in Fall 2017 received different outreach than students who were at least several semesters away from graduation). Most CoB HUP students received multiple forms of outreach.

More information about the number of emails and phone calls is presented below.



The CoB CST worked with the other CoB Student Success Center (SSC) staff to advertise their services throughout the entire college.

Services Received

Students received advising support primarily through appointments, graduation workshops, or application checks. CoB students made **524** of appointments with a CST advisor during Fall 2017; **444** of appointments were attended.

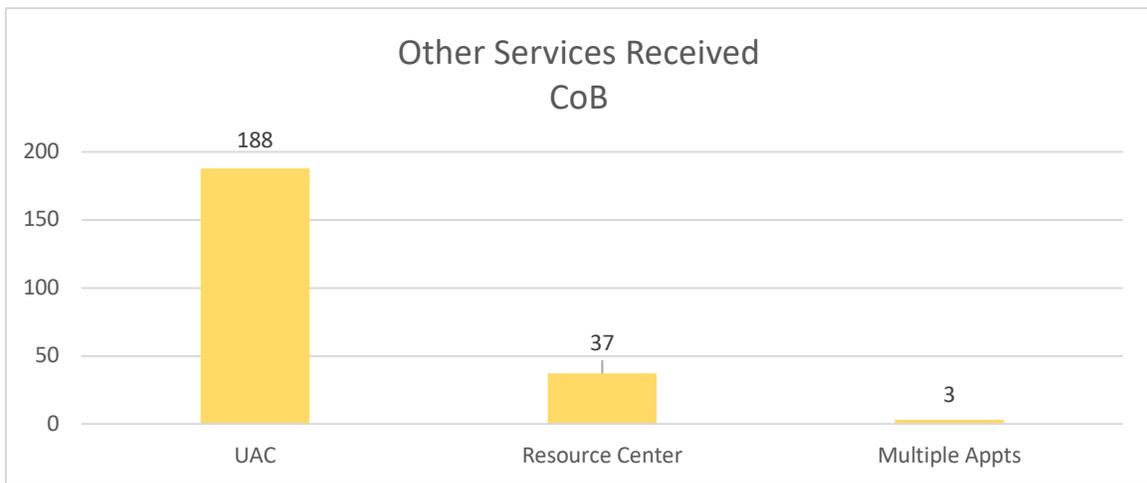
The CoB CST facilitated or assisted with **16** total graduation workshops. The CST facilitated 8 “pre-graduation” workshops with a total of **94** attendees; these were advertised to students with 80-100 units who would be graduating during an upcoming term. The CST also assisted with 8 workshops that were held specifically for students with at least 101 earned units who intended to graduate in Fall 2017. These students brought along a copy of their graduation application for review by a CST member and major advisor.

The CoB CST also implemented a unique model to graduation application checks. Unlike students in the other colleges, CoB students in most majors must speak with an advisor in their resource center in order to obtain the required signatures for their graduation application. This allowed CST advisors to complete application checks for the majority of CoB students before they turned in their application. The CoB CST

advisors were able to catch any potential issues or possible graduation denials before the application was even turned in.

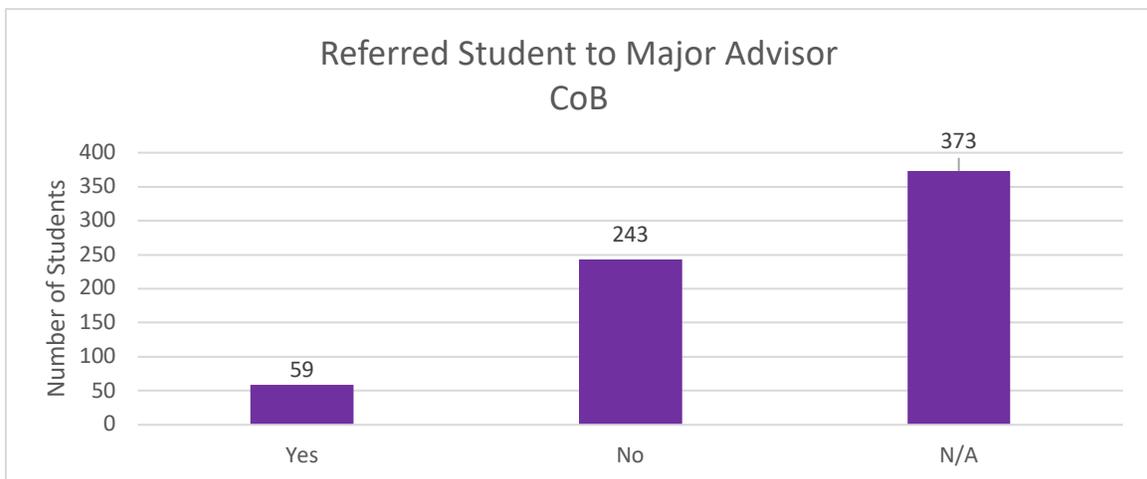
The CoB CST completed **524** application checks; a total of **502** CoB students ultimately applied for graduation. CST advisors caught **50** students who had an issue with their graduation application (missing major or GE requirements, incomplete courses, missing transcripts, etc). Advisors were able to successfully resolve those issues or assist the student with deferring their graduation date to a more appropriate semester, thereby avoiding up to 50 graduation denials during the Fall 2017 term.

Other services that students can receive include attending multiple appointments with an advisor, receiving assistance from an advisor in the UAC, receiving assistance from a CRC, or attending multiple advising appointments. The number of students who received these services in Fall 2017 is presented below.



During the course of advising interactions, the CSTs often refer students to their major advisors. Students need to contact their major advisors for assistance with course selection, course substitutions for major classes, and to sign their graduation application forms.

The following chart displays information the number of referrals made in Fall 2017. Students listed as “N/A” are Business Administration who also received their major advising from advisors in the CoB SSC.



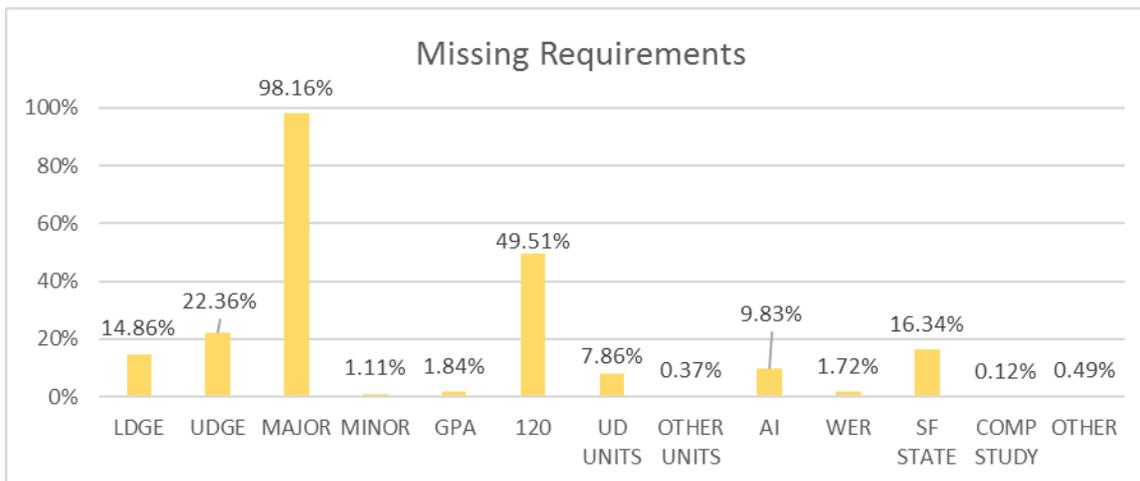
At the conclusion of every appointment or significant advising interaction (e.g. after an advisor discusses a graduation plan with a student in depth), advisors will enter an “Advisor Note” under the student’s SF State Gateway page. In the Fall 2017 semester, the CoB CST entered **672** advisor notes for HUP students.

Some of the CoB HUP students also filed a General Education (GE) petition through the UAC. GE petitions are used when students request that courses, either at SF State or another institution, be counted for some of the students’ outstanding GE requirements to assist their timely graduation and/or to alleviate the financial burden of taking additional coursework. In the Fall 2017 semester, advisors have assisted CoB HUP students with filing **39** GE petitions.

At the conclusion of the Fall 2017 HUP, a total of **998** CoB students received some form of advising support services. This represents **36.46%** of all CoB HUP students.

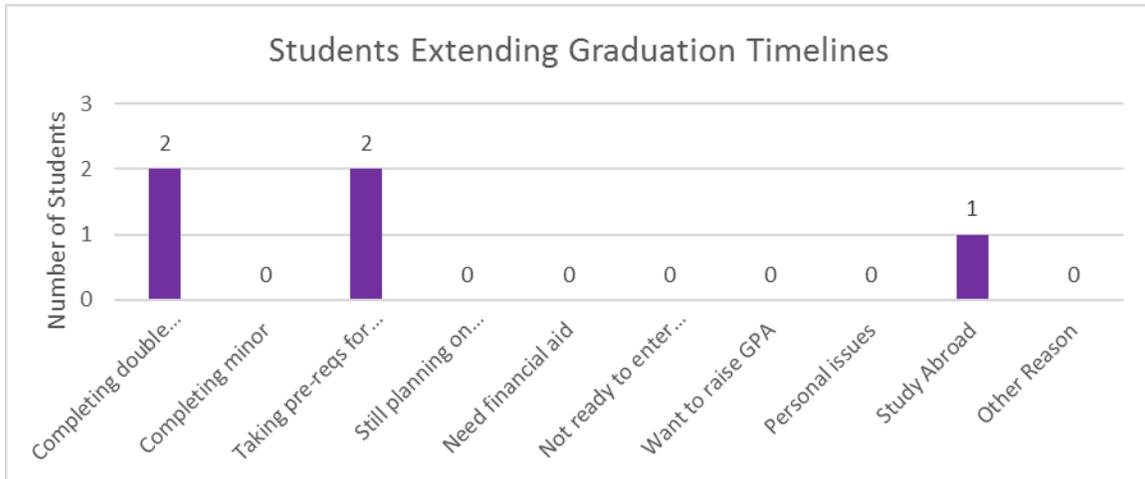
Student Information

The CoB CST advisors collected information on each student’s missing requirement, including requirements in progress via current or incomplete coursework. Information regarding missing requirements is presented below.



The top three missing requirements recorded by CoB advisors were: major requirements (**98.16%**), 120 unit minimum (**49.51%**), and upper-division GE requirements (**22.36%**).

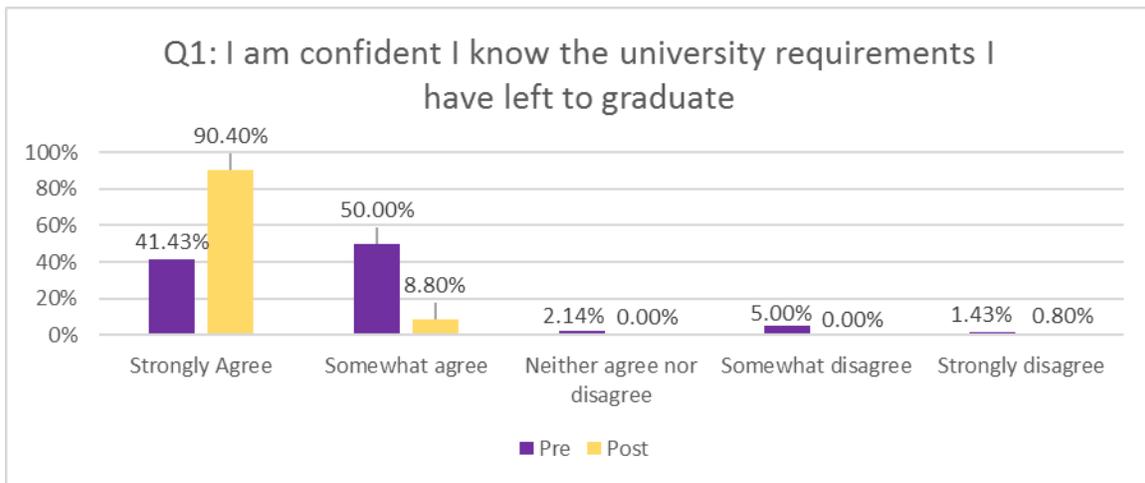
In rare cases, students who were eligible to graduate during the current term elected to continue taking classes at SF State. Only **8** students (**0.29%** of all CoB students) indicated that they were electing to extend their graduation timeline. These students were asked to categorize their reasons for extending their studies; this information is presented below.



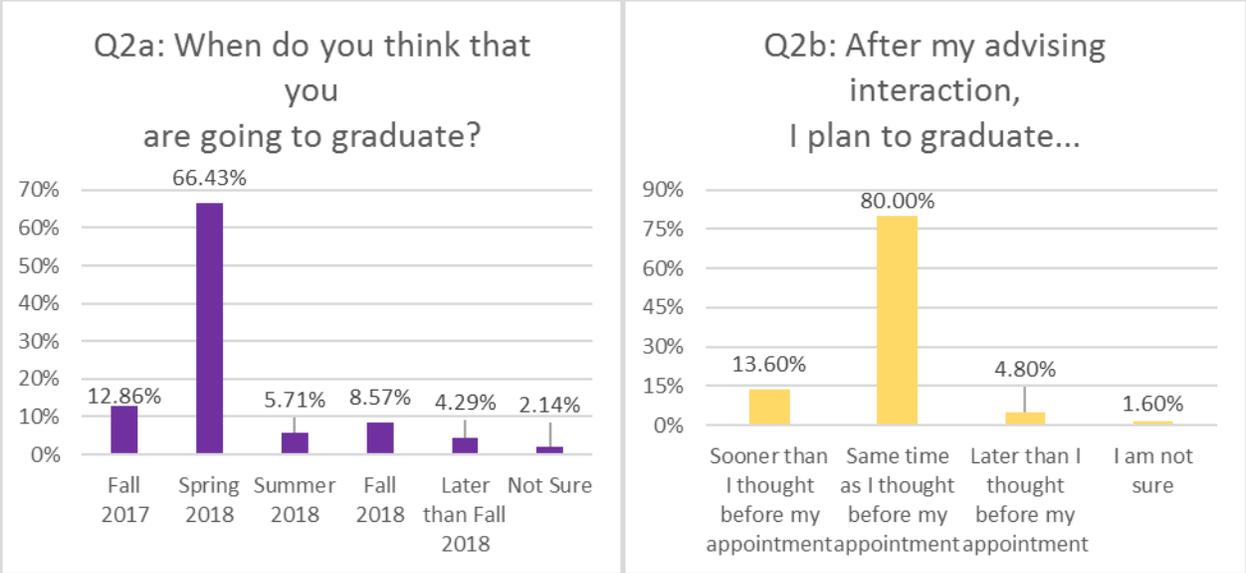
Survey Assessments

In the Fall 2017 semester, **140** CoB students have taken a pre-survey and **126** students have taken a post-survey.

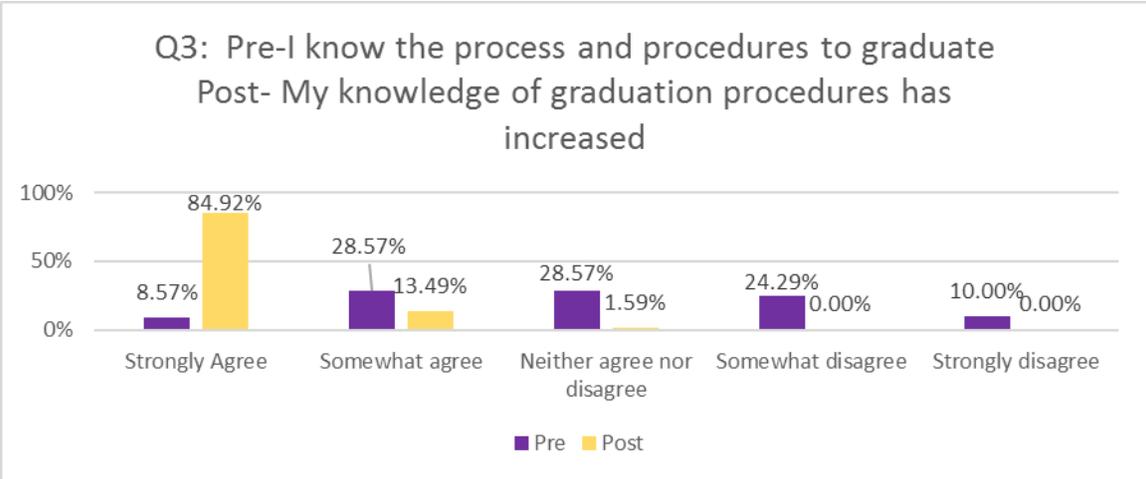
Summary: Post advising, **90.40%** strongly agreed they have understood the university requirements they had left to graduate. This was up from **41.43%** strongly agreeing prior to their advising interaction.



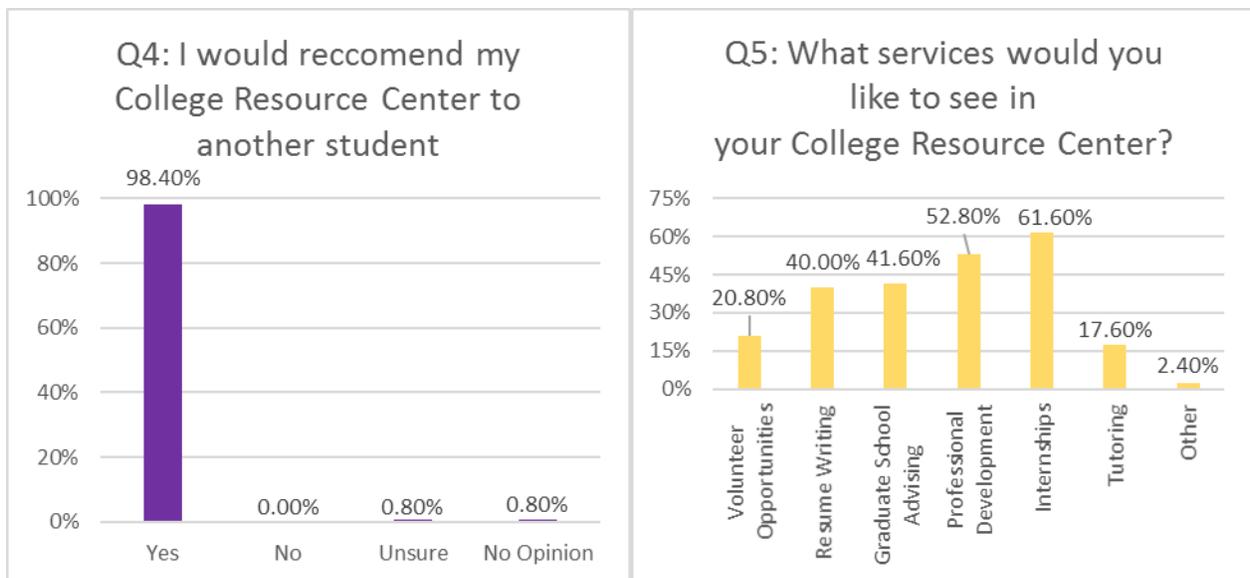
Summary: **79.29%** of students surveyed reported that they thought they would graduate in Fall 2017 or Spring 2018. After meeting with an advisor, most (**80.00%**) thought they would graduate at the same time; **13.60%** reported that they could graduate sooner than they initially thought.



Summary: After their advising interaction, **98.41%** of students surveyed strongly agreed or somewhat agreed that they had a better understanding of the processes and procedures for applying to graduate.



Summary: After their advising interaction, **98.40%** of students surveyed said they would recommend their CRC to another student. Specific services they would like to see offered through their CRC include Internships (**61.60%**), Career Exploration/Professional Development (**52.80%**), and Graduate School Advising (**41.60%**). These rank among the top three highest needs at this time.



Recommendations

The CoB CST recommends:

- Continuing the process of graduation application check that requires students to see a College or Graduation Specialist to confirm GE and non-major requirements before obtaining major advisor's signature on the application. This process will reduce the number of preliminary graduation denials due to outstanding non-major requirements.
- Adding a place on the graduation application for Business Administration majors to indicate GE and non-major requirements have been reviewed by a GE advisor.
- Offering graduation workshops two weeks prior to the Fall 2018 priority registration to alleviate traffic in the CoB SSC. These workshops will focus on GE and non-major requirements and primarily target on Economics (ECON), Hospitality and Tourism Management (HTM), and Labor and Employment Studies (LABR) HUP students as they typically only seek their academic departments for advising. At the same time, all other Business Administration major students are welcome to attend these workshops to prepare for registration.
- Utilizing technology, such as the EAB platform, to assist with marketing strategies to CoB students. Email marketing and phone outreach are not meeting the marketing needs. Text messaging to students via a secure system will increase the effectiveness of outreach.
- Cross-training CoB SSC staff on GE and non-major requirements while also facilitating training on major requirements for College and Graduation Specialists.
- Piloting mandatory pre-graduation advising holds for CoB students within a specified unit threshold. The goal is to expand it to all HUP students within this threshold in the future.
- Liaising regularly with Business Administration department chairs.
- Collaborating with the ECON, HTM and LABR department chairs to assist with sharing advising-related information (such as probation, grade forgiveness and general DPR information) and marketing to students.
- Marketing in specific Junior/Senior level classes with permission and agreement of instructors.

- Providing additional group advising workshops for non-HUP CoB students (e.g. probation students) with assistance from the College Specialist.

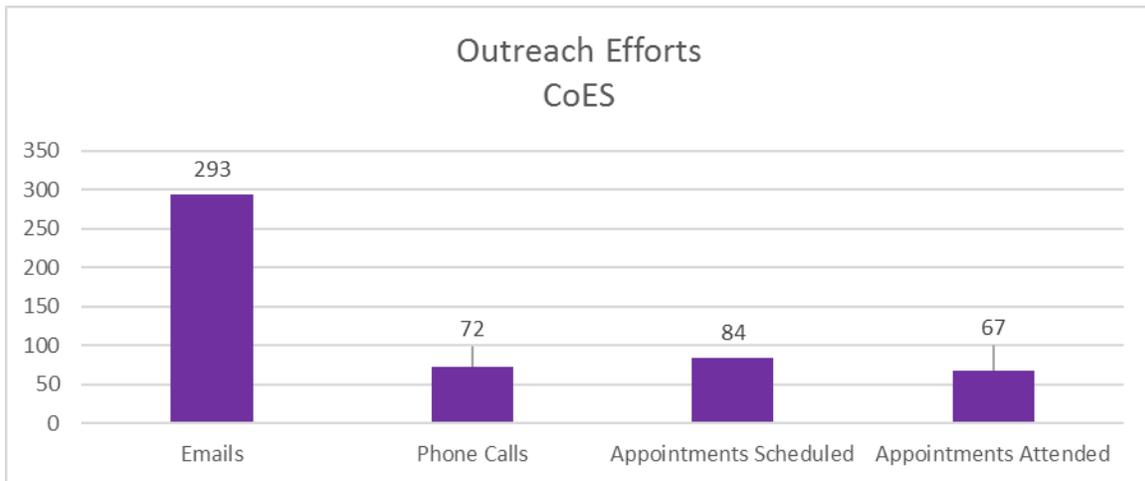
College of Ethnic Studies

In Fall 2017, the College of Ethnic Studies (CoES) initially had a caseload of **96** high unit students. The CoES CST elected to include students with a secondary major in CoES, which expanded their caseload to **106** HUP students. CoES' CST was comprised of one full-time College Specialist.

Outreach Efforts

The CoES CST invited students to access HUP services primarily through emails and phone calls. Most CoES HUP students received multiple forms of outreach.

More information about the number of emails and phone calls is presented below.



The CoES CST focused outreach efforts on upper-division courses within the CoES, with an emphasis on in-class announcements in the ETHS 300 GVAR and senior seminar classes. Faculty, staff, and students also made referrals to the CST and walked students over to the CoES Student Engagement Center.

Services Received

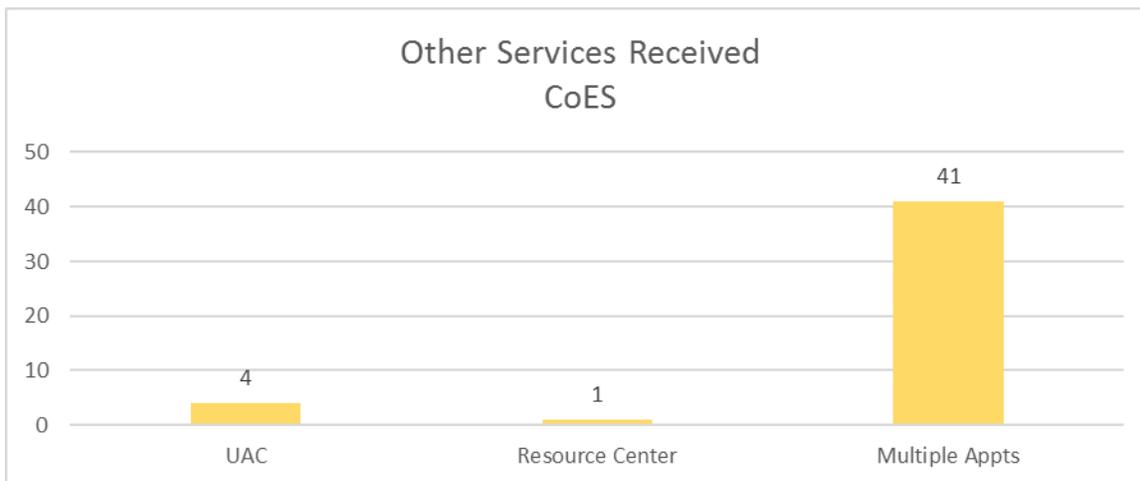
Students received advising support primarily through appointments, graduation workshops, or application checks. CoES students made **84** of appointments with a CST advisor during Fall 2017; **67** of appointments were attended.

The CoES CST also piloted graduation workshops for the first time in Fall 2017. The CST collaborated with professors in the CoES, especially those teaching the ETHS 300 GVAR course, to refer students to these workshops. The CoES CST facilitated **2** total workshops with **8** total attendees.

A total of **14** CoES students applied for graduation during Fall 2017. The CoES CST completed **53** of application checks, including **100.00%** of all students who applied. Advisors reviewed students' records to confirm that they had completed all GE and non-major requirements. Students with a missing requirement were contacted by a CST advisor to discuss the missing requirement, and if possible, plan a resolution to that potential denial.

Other services that students can receive include attending multiple appointments with an advisor, receiving assistance from an advisor in the UAC, receiving assistance from a CRC, or attending multiple

advising appointments. The number of students who received these services in Fall 2017 is presented below.



The CoES had the highest rate of students making multiple appointments with an advisor; about 48% of CoES students made at least one follow-up appointment with a CST advisor.

During the course of advising interactions, the CST often refer students to their major advisors. Students need to contact their major advisors for assistance with course selection, course substitutions for major classes, and to sign their graduation application forms. Every student who met with a CoES advisor received a major advisor referral, for a total of **74** referrals.

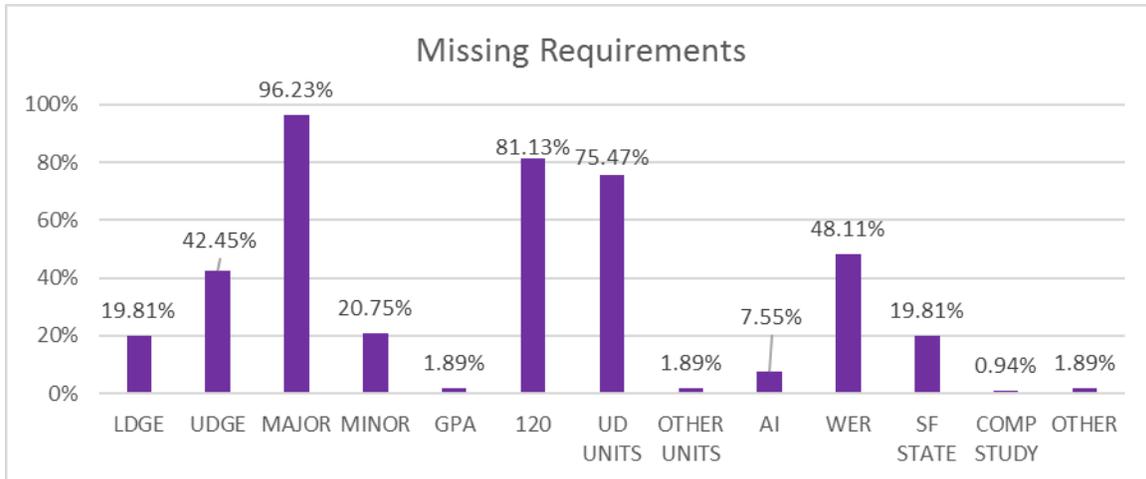
At the conclusion of every appointment or significant advising interaction (e.g. after an advisor discusses a graduation plan with a student in depth), advisors will enter an “Advisor Note” under the student’s SF State Gateway page. In the Fall 2017 semester, the CoES CST entered **56** advisor notes for HUP students.

Some of the CoES HUP students also filed a General Education (GE) petition through the UAC. GE petitions are used when students request that courses, either at SF State or another institution, be counted for some of the students’ outstanding GE requirements to assist their timely graduation and/or to alleviate the financial burden of taking additional coursework. In the Fall 2017 semester, advisors have assisted CoES HUP students with filing **1** GE petitions.

At the conclusion of the Fall 2017 HUP, a total of **106** CoES students received some form of advising support services. This represents **100.00%** of all CoES HUP students.

Student Information

The CoES CST advisors collected information on each student’s missing requirement, including requirements in progress via current or incomplete coursework. Information regarding missing requirements is presented below.



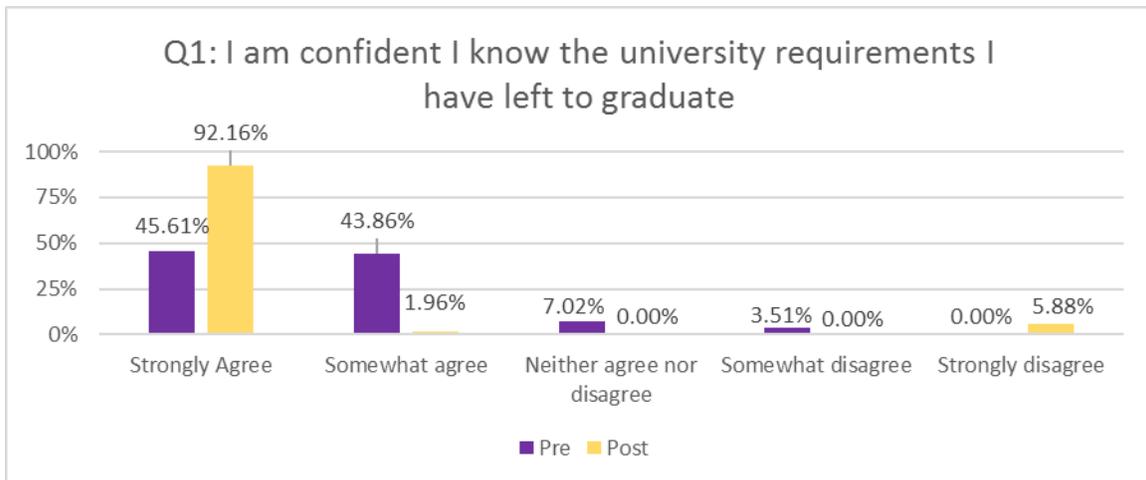
The top three missing requirements recorded by CoES advisors were: major requirements (**96.23%**), 120 unit minimum (**81.13%**), and upper-division units (**75.47%**).

In rare cases, students who were eligible to graduate during the current term elected to continue taking classes at SF State. Only **3** students (**2.83%** of all CoES students) indicated that they were electing to extend their graduation timeline. All three of these students reported that they were extending their graduation date in order to complete a second major.

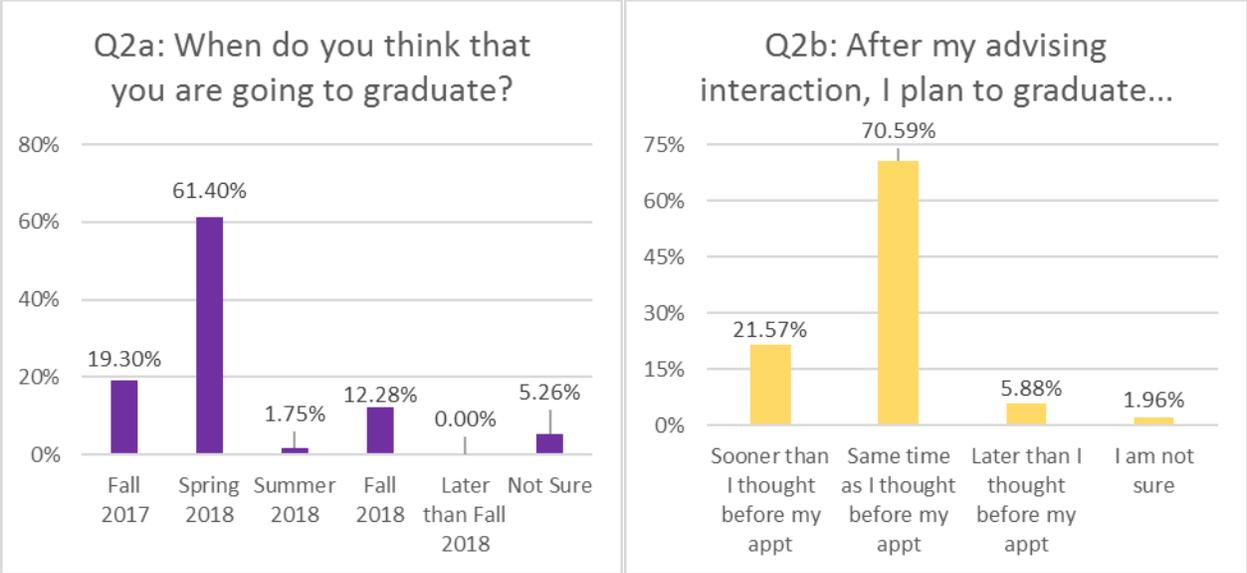
Survey Assessments

In the Fall 2017 semester, **22** CoES students have taken a pre-survey and **20** students have taken a post-survey.

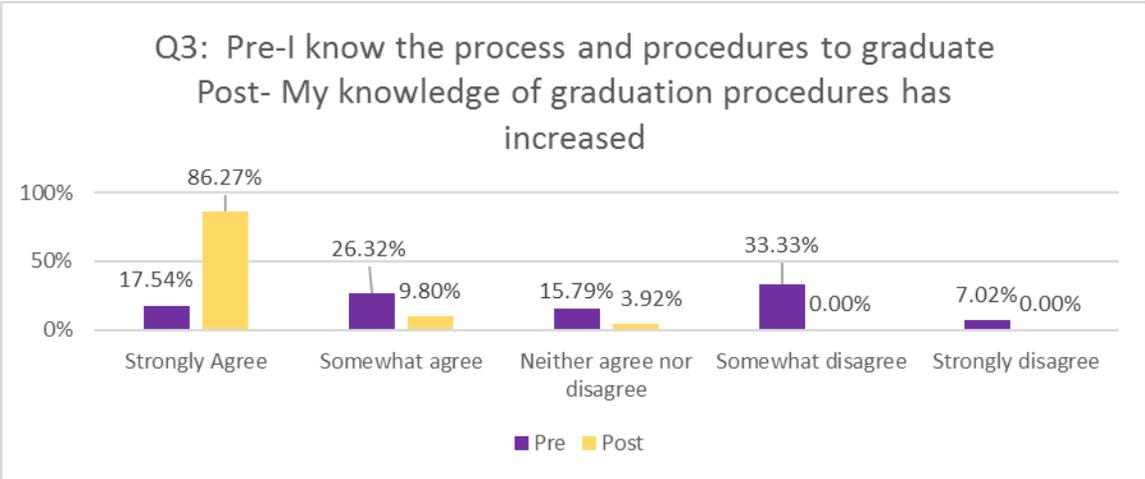
Summary: Post advising, **92.16%** strongly agreed they have understood the university requirements they had left to graduate. This was up from **45.61%** strongly agreeing prior to their advising interaction.



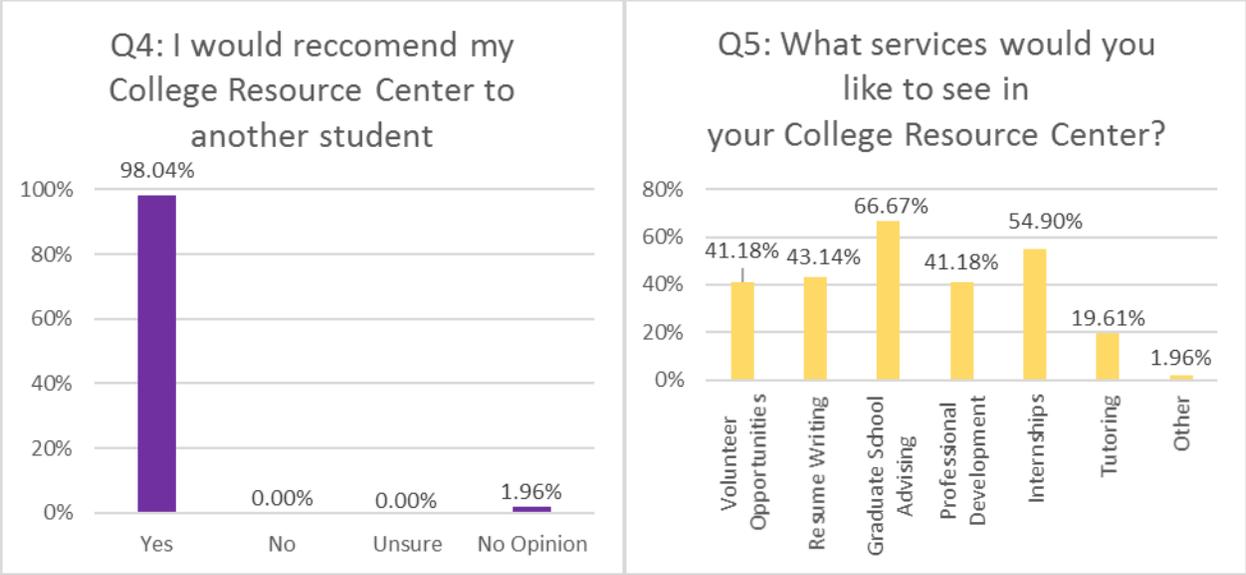
Summary: **80.70%** of students surveyed reported that they thought they would graduate in Fall 2017 or Spring 2018. After meeting with an advisor, most (**70.59%**) thought they would graduate at the same time; **21.57%** reported that they could graduate sooner than they initially thought.



Summary: After their advising interaction, **96.07%** of students surveyed strongly agreed or somewhat agreed that they had a better understanding of the processes and procedures for applying to graduate.



Summary: After their advising interaction, **98.04%** of students surveyed said they would recommend their CRC to another student. Specific services they would like to see offered through their CRC include Graduate School Advising (**66.67%**), Internships (**54.90%**), and Resume Writing (**43.14%**). These rank among the top three highest needs at this time.



Recommendations

The CoES CST recommends:

- Expanding the number of graduation workshops from two in Fall 2017 to 8 in Spring 2018.
- Developing department-specific graduation workshops for Latina/Latino Studies (LTNS) and Asian American Studies (AAS).

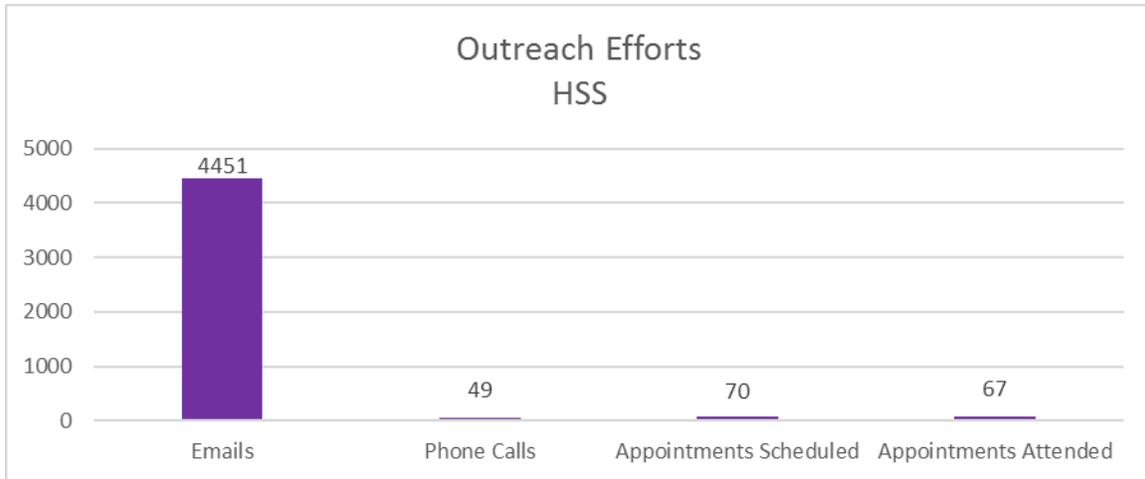
College of Health and Social Sciences

In Fall 2017, the College of Health and Social Sciences (HSS) had a caseload of **1,718** high unit students. The HSS CST was comprised of one full-time College Specialist and one full-time Graduation Specialist.

Outreach Efforts

The HSS CST invited students to access HUP services primarily through emails and phone calls. Most HSS HUP students received multiple forms of outreach.

More information about the number of emails and phone calls is presented below.



Other outreach efforts were conducted collaboratively with the HSS Student Resource Center (SRC), which posted outreach materials and referred students who sought advising in the SRC. The HSS CST also met with the Department Chairs in HSS to explain the purpose of the graduation workshops and ask for their assistance with referring students.

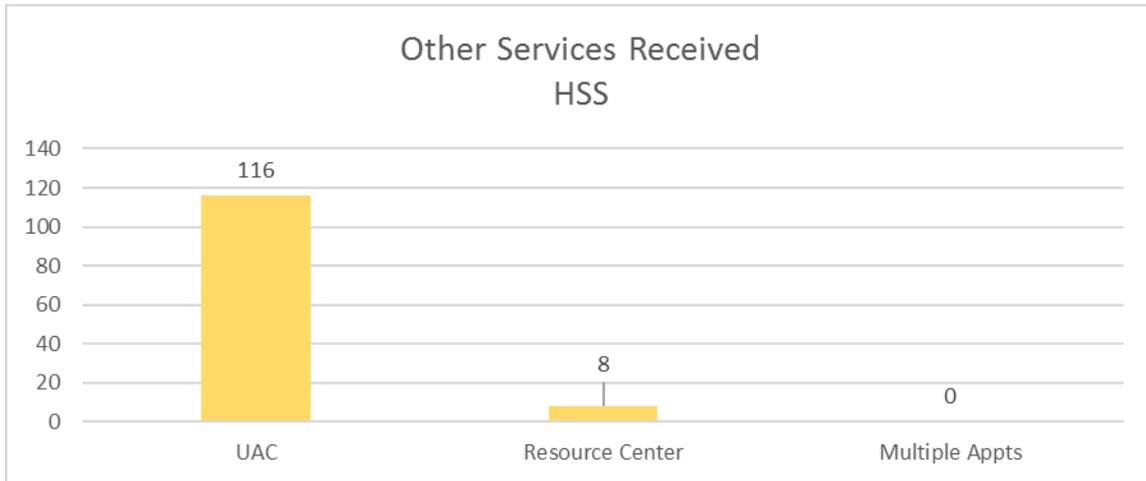
Services Received

Students received advising support primarily through appointments, graduation workshops, or application checks. HSS students made **70** of appointments with a CST advisor during Fall 2017; **67** of appointments were attended.

The HSS CST facilitated **25** total workshops with **152** total attendees. These workshops were tailored to include information regarding specific major's graduation timeline and graduation requirements. The CST advertised these workshops in collaboration with HSS' SRC and the Department Chairs. The HSS CST intends to collaborate more closely with departments with such as Kinesiology and Child and Adolescent Development during the next round of graduation workshops in Spring 2018.

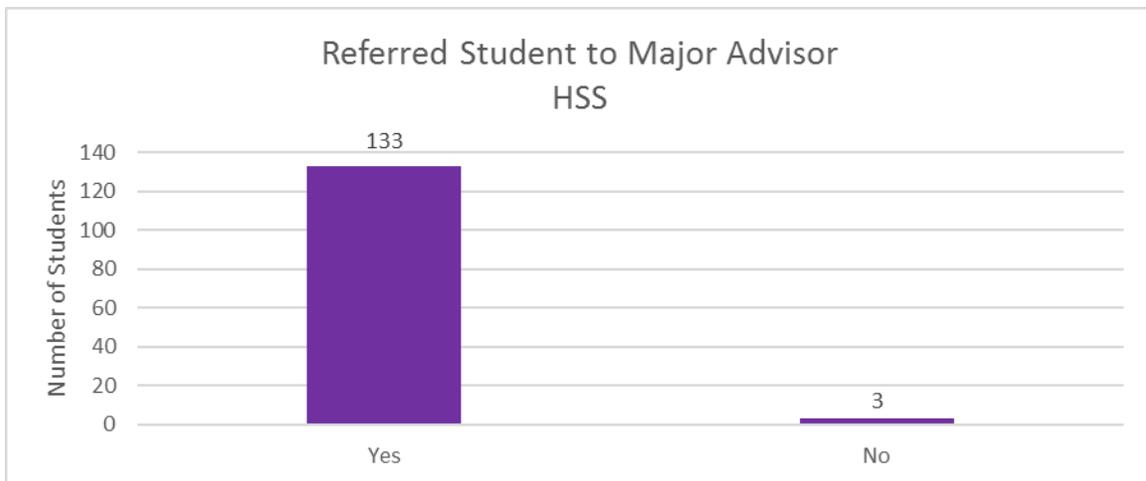
A total of **239** HSS students applied for graduation during Fall 2017. The HSS CST completed **152** application checks, or **52.60%** of all students who applied. Advisors reviewed students' records to confirm that they had completed all GE and non-major requirements. Students with a missing requirement were contacted by a CST advisor to discuss the missing requirement, and if possible, plan a resolution to that potential denial.

Other services that students can receive include attending multiple appointments with an advisor, receiving assistance from an advisor in the UAC, receiving assistance from a CRC, or attending multiple advising appointments. The number of students who received these services in Fall 2017 is presented below.



During the course of advising interactions, the CST often refer students to their major advisors. Students need to contact their major advisors for assistance with course selection, course substitutions for major classes, and to sign their graduation application forms.

The following chart displays information the number of referrals made in Fall 2017.



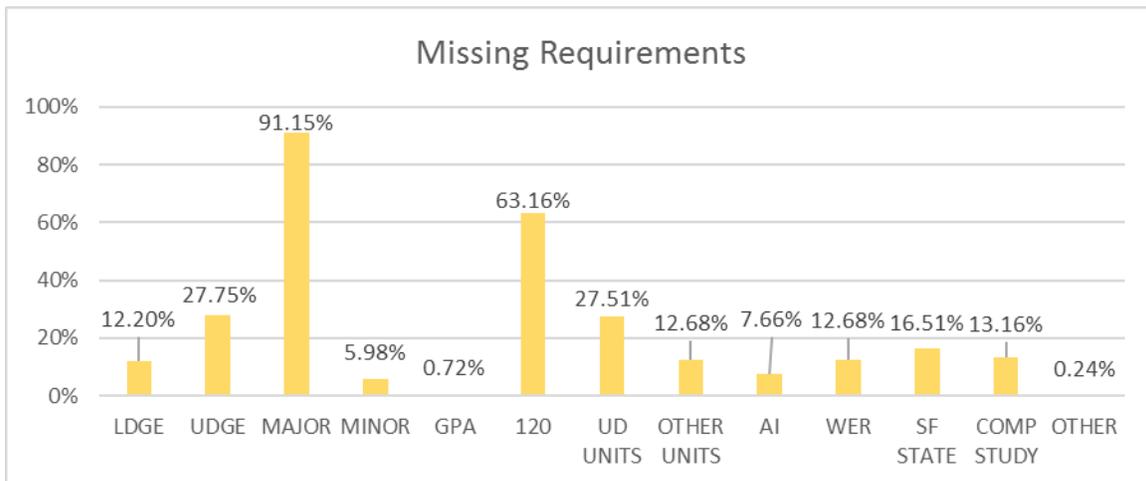
At the conclusion of every appointment or significant advising interaction (e.g. after an advisor discusses a graduation plan with a student in depth), advisors will enter an "Advisor Note" under the student's SF State Gateway page. In the Fall 2017 semester, the HSS CST entered **275** advisor notes for HUP students.

Some of the HSS HUP students also filed a General Education (GE) petition through the UAC. GE petitions are used when students request that courses, either at SF State or another institution, be counted for some of the students' outstanding GE requirements to assist their timely graduation and/or to alleviate the financial burden of taking additional coursework. In the Fall 2017 semester, advisors have assisted HSS HUP students with filing **20** GE petitions.

At the conclusion of the Fall 2017 HUP, a total of **473** HSS students received some form of advising support services. This represents **27.53%** of all HSS HUP students.

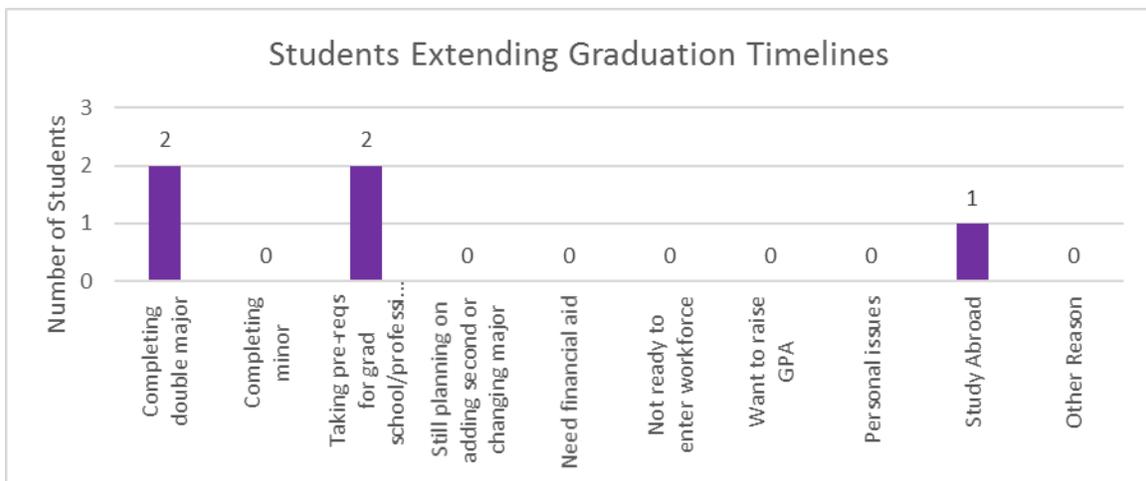
Student Information

The HSS CST advisors collected information on each student’s missing requirement, including requirements in progress via current or incomplete coursework. Information regarding missing requirements is presented below.



The top three missing requirements recorded by HSS advisors were: major requirements (**91.15%**), 120 unit minimum (**63.16%**), and upper-division GE requirements (**27.75%**).

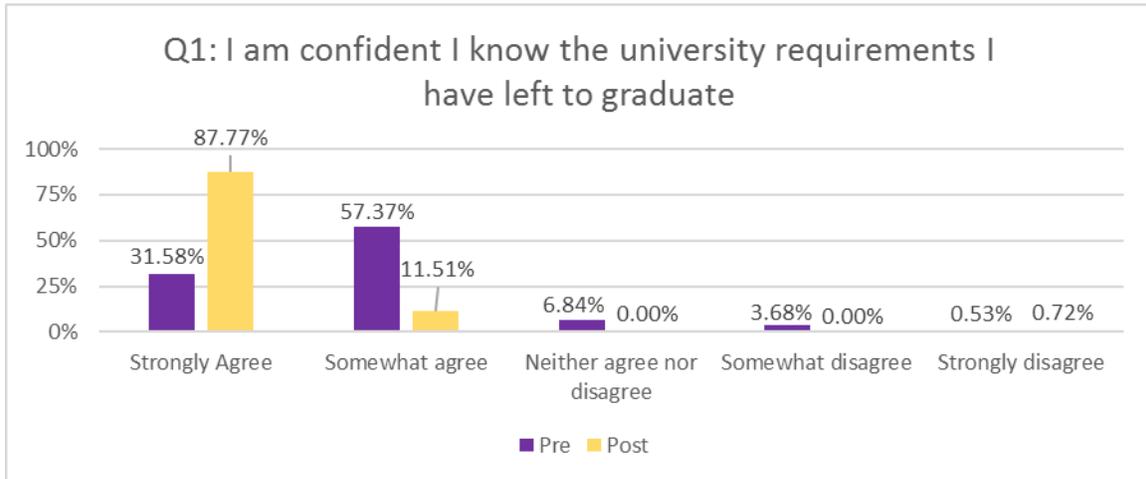
In rare cases, students who were eligible to graduate during the current term elected to continue taking classes at SF State. Only **5** students (**0.29%** of all HSS students) indicated that they were electing to extend their graduation timeline. These students were asked to categorize their reasons for extending their studies; this information is presented below.



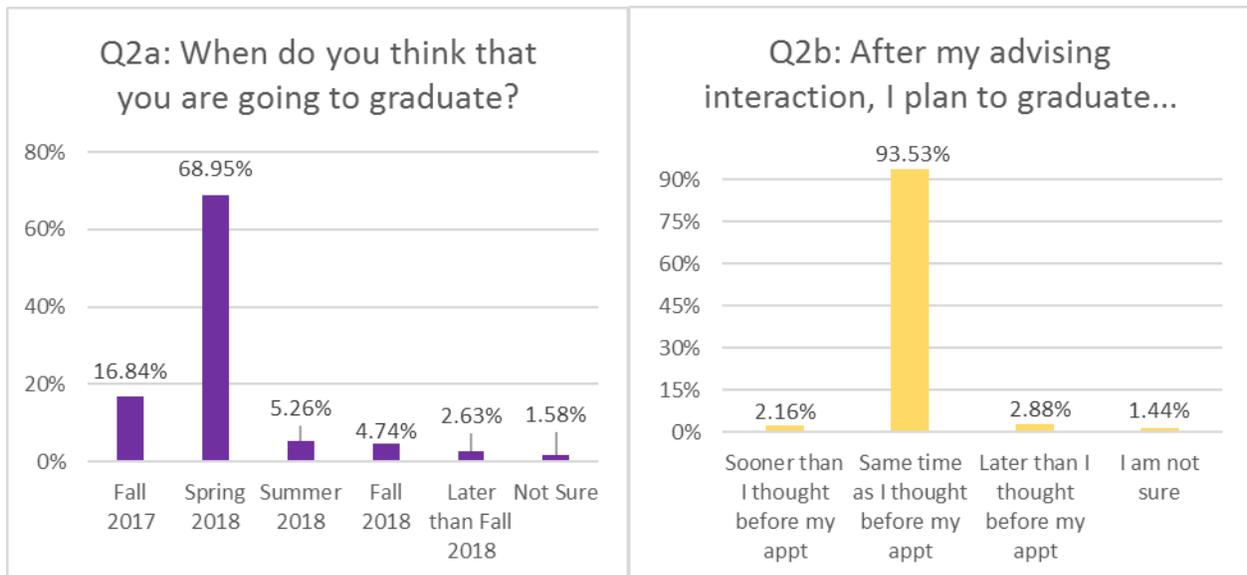
Survey Assessments

In the Fall 2017 semester, **190** HSS students have taken a pre-survey and **130** students have taken a post-survey.

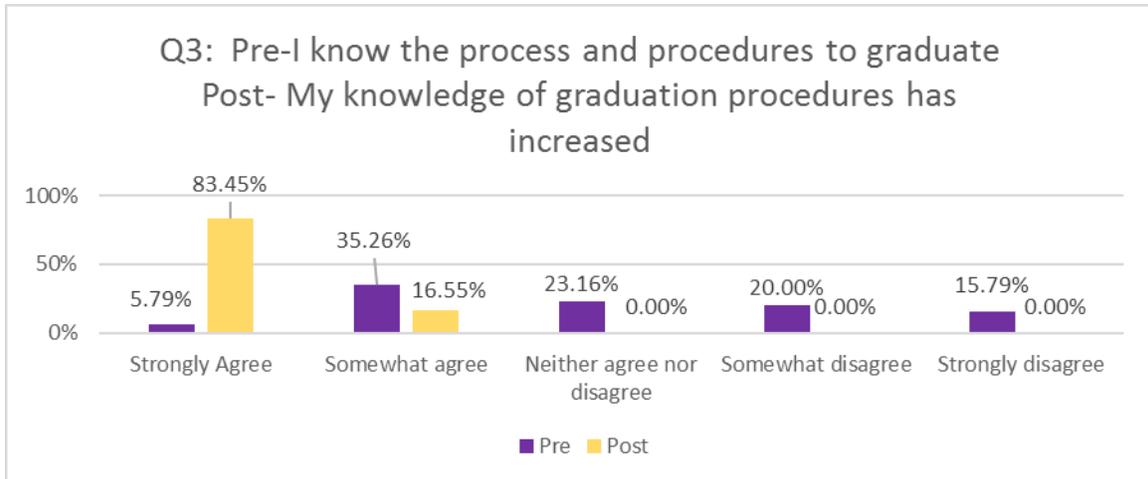
Summary: Post advising, **87.77%** strongly agreed they have understood the university requirements they had left to graduate. This was up from **31.58%** strongly agreeing prior to their advising interaction.



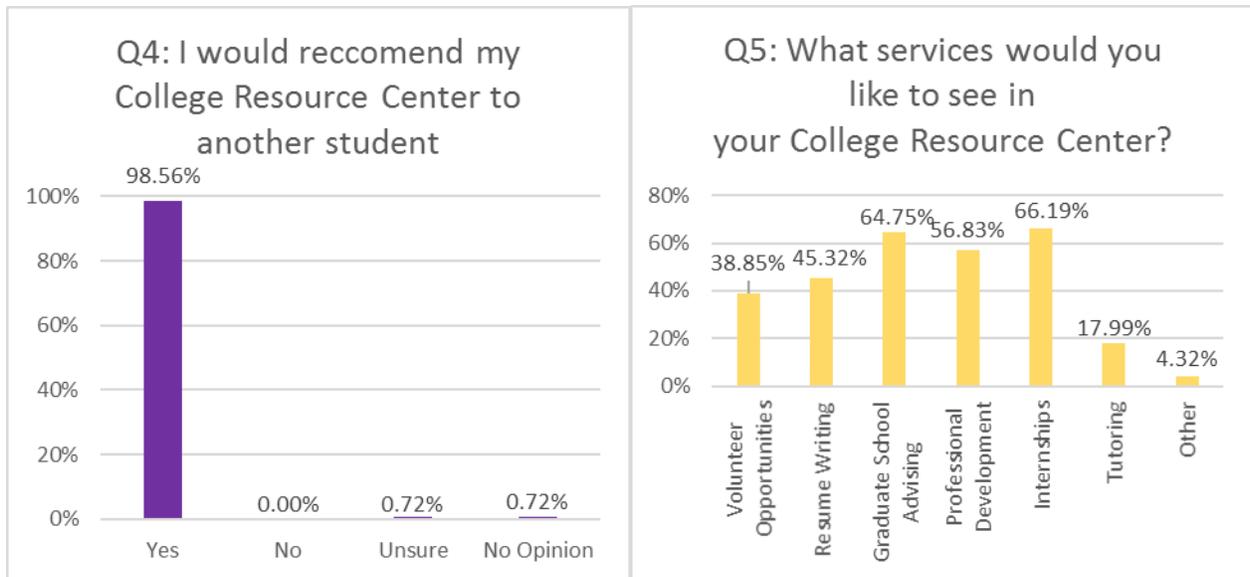
Summary: **85.79%** of students surveyed reported that they thought they would graduate in Fall 2017 or Spring 2018. After meeting with an advisor, most (**93.53%**) thought they would graduate at the same time; **2.16%** reported that they could graduate sooner than they initially thought.



Summary: After their advising interaction, **100.00%** of students surveyed strongly agreed or somewhat agreed that they had a better understanding of the processes and procedures for applying to graduate.



Summary: After their advising interaction, **98.56%** of students surveyed said they would recommend their CRC to another student. Specific services they would like to see offered through their CRC include Internships (**66.19%**), Graduate School Advising (**64.75%**), and Career Exploration/Professional Development (**56.83%**). These rank among the top three highest needs at this time.



Recommendations

The HSS CST recommends:

- Continuing to attend the Chair's Council each semester to provide an update on HUP and discuss collaboration efforts.
- Collaborating with the HSS departments to improve support services.
 - Brainstorming an all-in-one graduation workshop (including major and GE graduation requirements) and discuss other ways to ensure that HSS students meet all graduation requirements.
 - Creating collaborative outreach plans for each department to market advising support services.

- Increasing administrative support within the HSS CST through student assistants or other administrative staff.

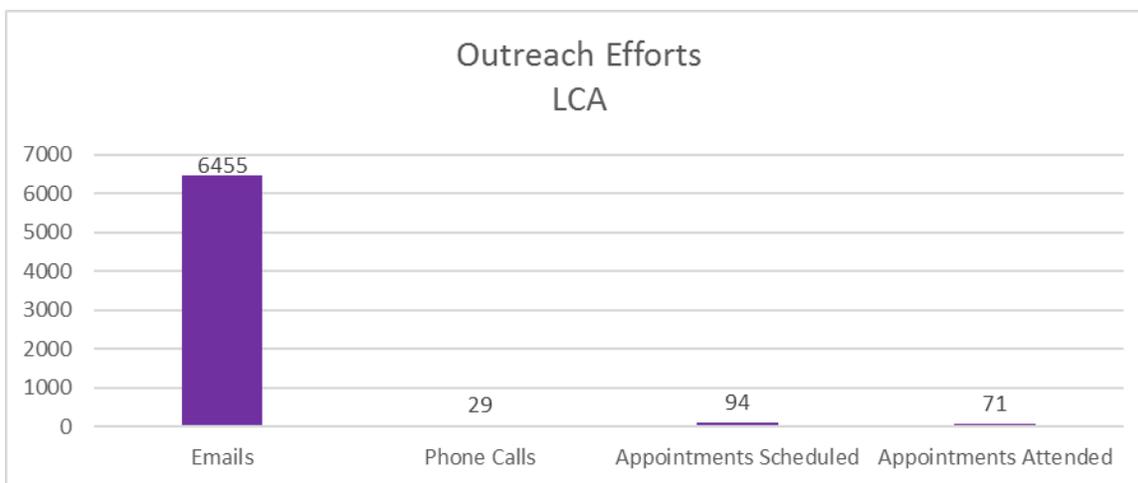
College of Liberal and Creative Arts

In Fall 2017, the College of Liberal and Creative Arts (LCA) had a caseload of **2,924** high unit students. The LCA CST was comprised of one full-time College Specialist and two full-time Graduation Specialists.

Outreach Efforts

The LCA CST invited students to access HUP services primarily through emails and phone calls. Most LCA HUP students received multiple forms of outreach.

More information about the number of emails and phone calls is presented below.



The CST collaborated with the LCA Advising Resource Center (ARC) to promote their services, especially graduation workshops. They hosted graduation workshops on a daily basis, and referred students who came into ARC to workshops and other advising support services. The CST also collaborated with major departments, and piloted some additional support for major advising in departments such as Communication Studies.

The LCA CST also revised and revamped their outreach materials to make them more personalized, with additional information introducing the CST advisors to HUP students. The HUP students who received these outreach materials indicated that they found the additional personalization engaging and were more likely to seek out advising services because of it.

Services Received

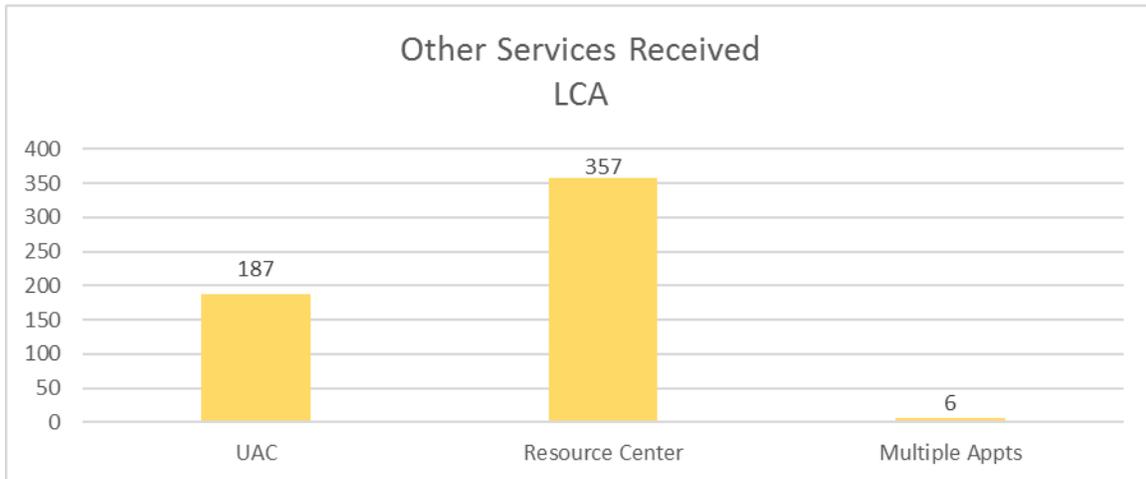
Students received advising support primarily through appointments, graduation workshops, or application checks. LCA students made **199** of appointments with a CST advisor during Fall 2017; **174** of appointments were attended.

The LCA CST facilitated **30** total workshops with **258** total attendees. The CST ran daily workshops for a two week period prior to the graduation application deadline, and also ran daily workshops again just prior to registration for Spring 2018 classes. These workshops were facilitated at ARC's computer lab.

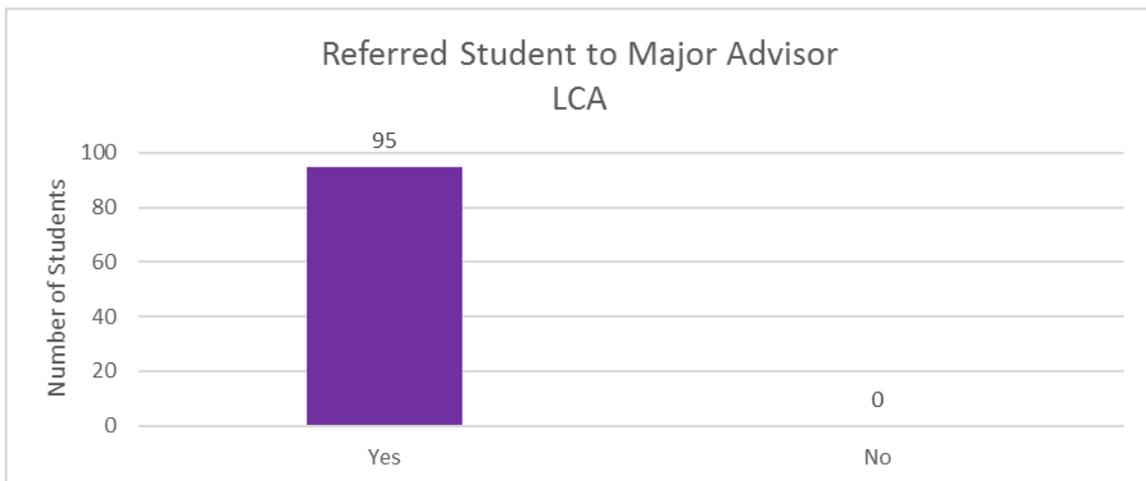
A total of **474** LCA students applied for graduation during Fall 2017. The LCA CST completed **188** of application checks, or **39.66%** of all students who applied. Advisors reviewed students' records to confirm that they had completed all GE and non-major requirements. Students with a missing

requirement were contacted by a CST advisor to discuss the missing requirement, and if possible, plan a resolution to that potential denial.

Other services that students can receive include attending multiple appointments with an advisor, receiving assistance from an advisor in the UAC, receiving assistance from a CRC, or attending multiple advising appointments. The number of students who received these services in Fall 2017 is presented below.



During the course of advising interactions, the CST often refer students to their major advisors. Students need to contact their major advisors for assistance with course selection, course substitutions for major classes, and to sign their graduation application forms. The following chart displays information the number of referrals made in Fall 2017.



At the conclusion of every appointment or significant advising interaction (e.g. after an advisor discusses a graduation plan with a student in depth), advisors will enter an “Advisor Note” under the student’s SF State Gateway page. In the Fall 2017 semester, the LCA CST entered **317** advisor notes for HUP students.

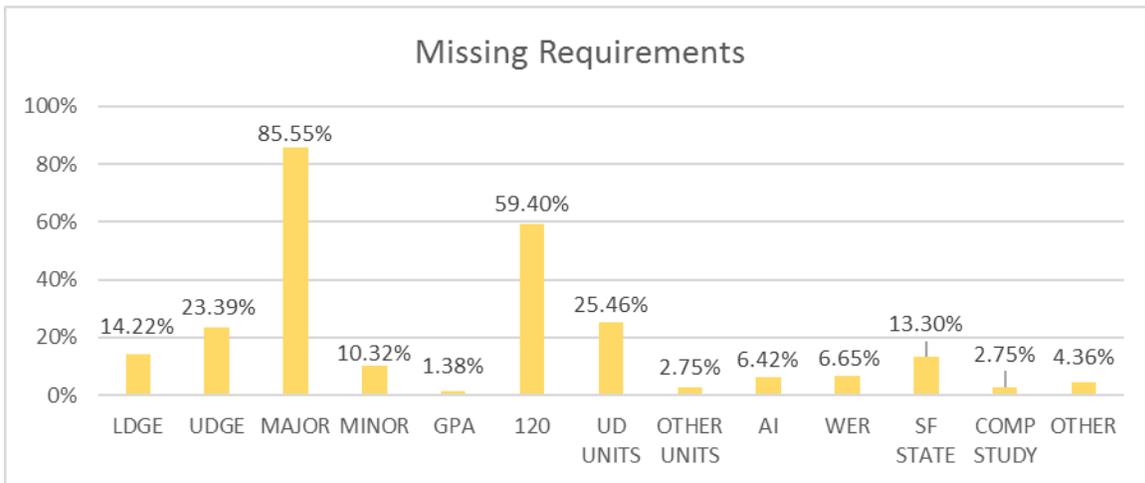
Some of the LCA HUP students also filed a General Education (GE) petition through the UAC. GE petitions are used when students request that courses, either at SF State or another institution, be counted for some of the students’ outstanding GE requirements to assist their timely graduation and/or

to alleviate the financial burden of taking additional coursework. In the Fall 2017 semester, advisors have assisted LCA HUP students with filing **22** GE petitions.

At the conclusion of the Fall 2017 HUP, a total of **956** LCA students received some form of advising support services. This represents **32.69%** of all LCA HUP students.

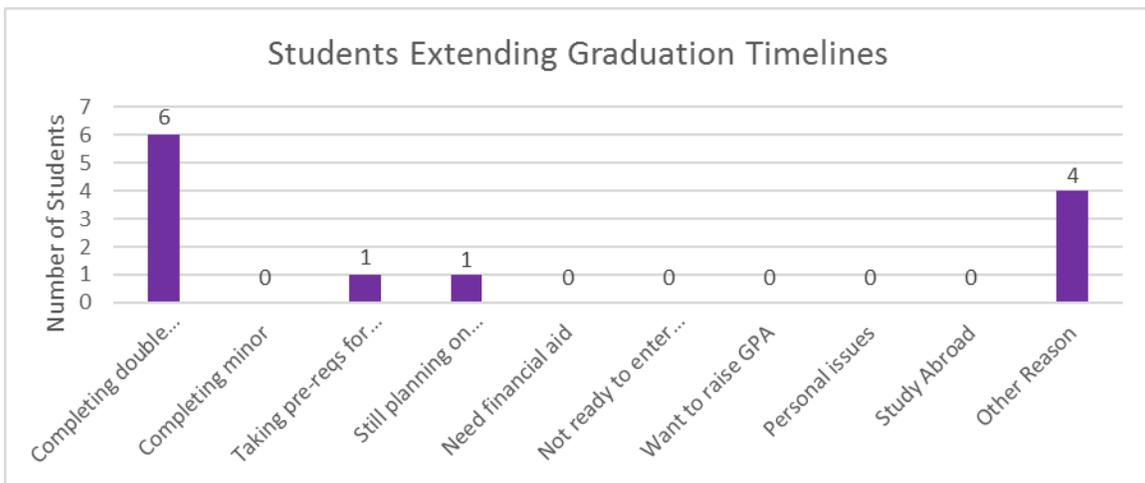
Student Information

The LCA CST advisors collected information on each student’s missing requirement, including requirements in progress via current or incomplete coursework. Information regarding missing requirements is presented below.



The top three missing requirements recorded by LCA advisors were: major requirements (**85.55%**), 120 unit minimum (**59.40%**), and upper-division units (**25.46%**).

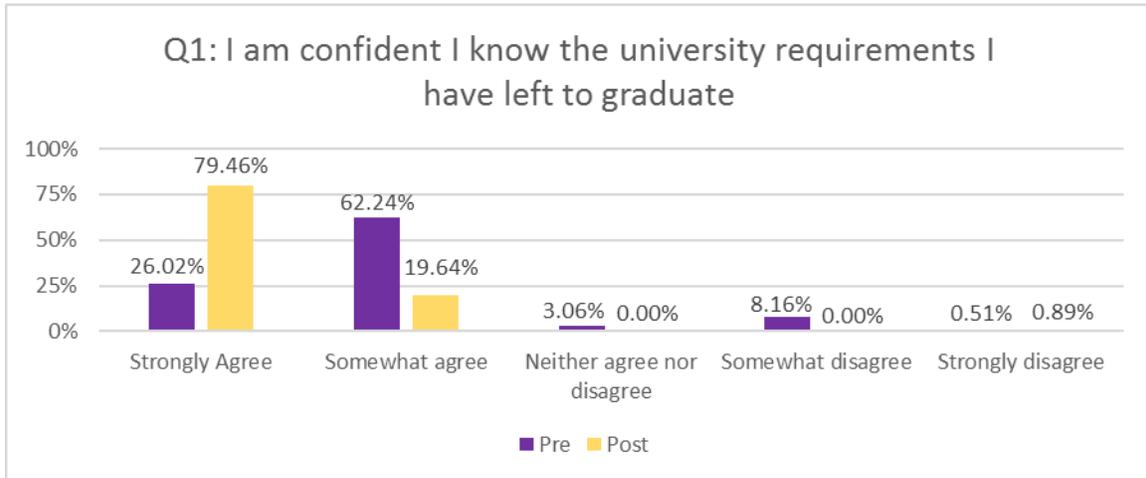
In rare cases, students who were eligible to graduate during the current term elected to continue taking classes at SF State. Only **12** students (**0.42%** of all LCA students) indicated that they were electing to extend their graduation timeline. These students were asked to categorize their reasons for extending their studies; this information is presented below.



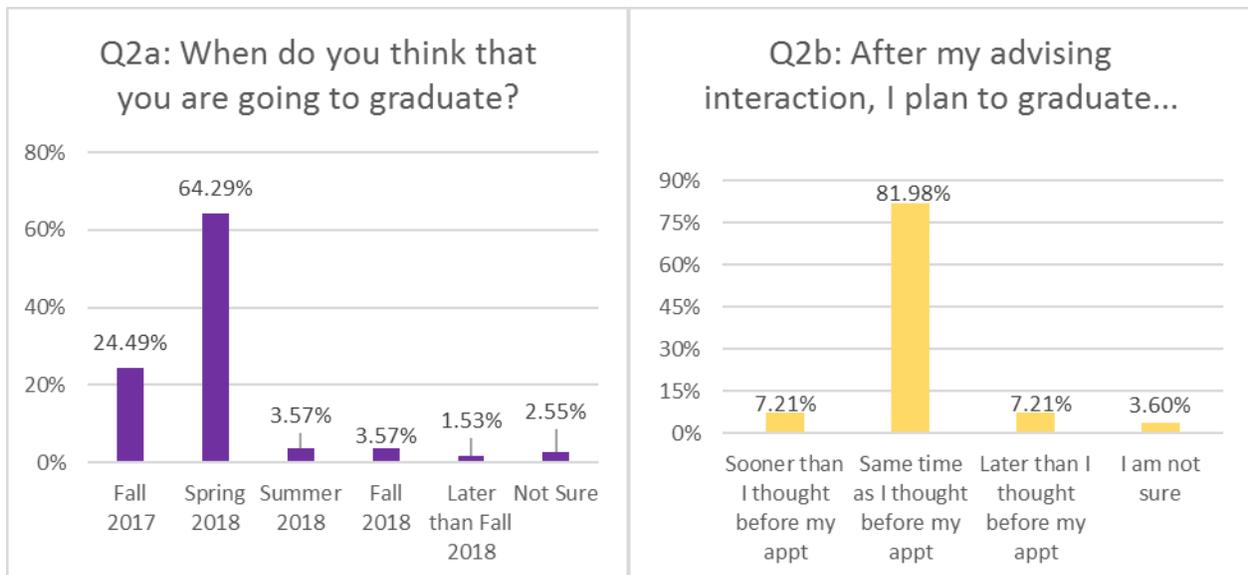
Survey Assessments

In the Fall 2017 semester, **196** LCA students have taken a pre-survey and **112** students have taken a post-survey.

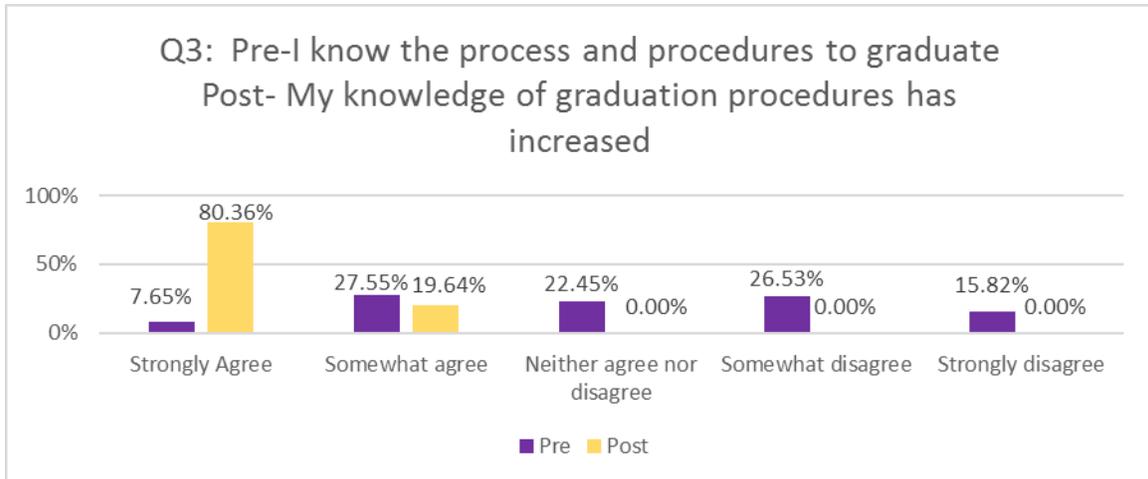
Summary: Post advising, **79.46%** strongly agreed they have understood the university requirements they had left to graduate. This was up from **26.02%** strongly agreeing prior to their advising interaction.



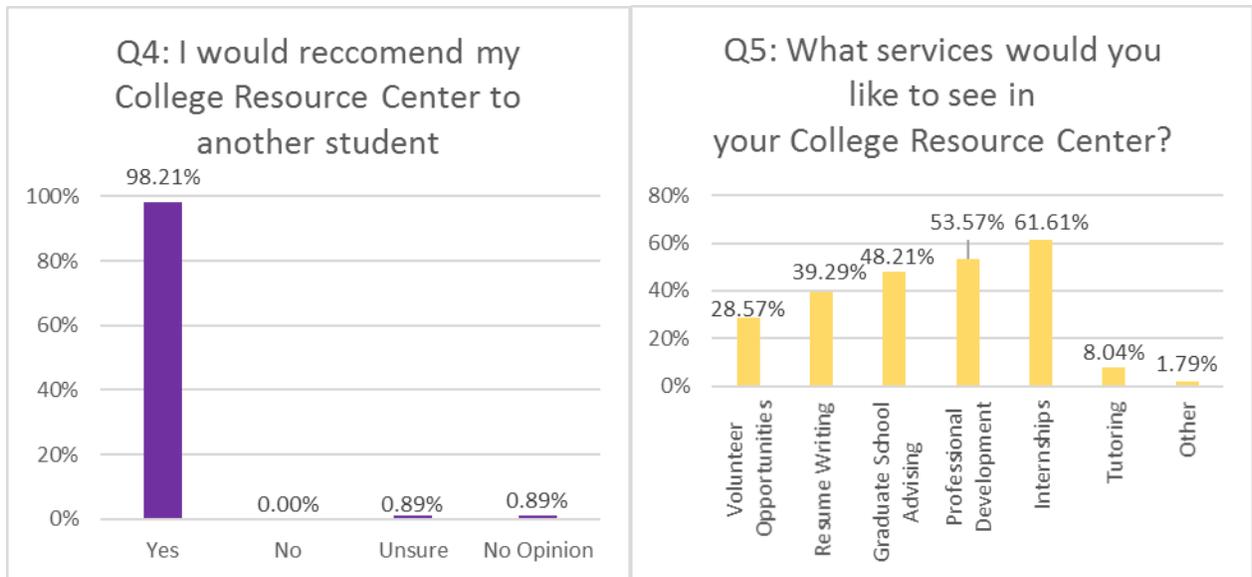
Summary: **88.78%** of students surveyed reported that they thought they would graduate in Fall 2017 or Spring 2018. After meeting with an advisor, most (**81.98%**) thought they would graduate at the same time; **7.21%** reported that they could graduate sooner than they initially thought.



Summary: After their advising interaction, **100.00%** of students surveyed strongly agreed or somewhat agreed that they had a better understanding of the processes and procedures for applying to graduate.



Summary: After their advising interaction, **98.21%** of students surveyed said they would recommend their CRC to another student. Specific services they would like to see offered through their CRC include Internships (**61.61%**), Career Exploration/Professional Development (**53.57%**), and Graduate School Advising (**48.21%**). These rank among the top three highest needs at this time.



Recommendations

The LCA CST recommends:

- Expanding and improve the graduation workshop process.
 - Offering more graduation workshops in the weeks just prior to priority registration. These workshops were well attended in November 2017.
 - Creating a checklist for students to mark their remaining GE and non-major requirements for reference when enrolling in their final classes.
- Establishing a formal requirement that all LCA students must meet with a GE advisor prior to having a major advisor sign their graduation application form. This could be accomplished

through a check-off slip or form that can be signed by an CST advisor in an appointment or graduation workshop.

- Developing a targeted outreach plan to ensure that HUP services are marketed to high-unit students at the point in which they are most impactful.
- Shifting from reactionary to proactive graduation advising as an overarching goal.
 - The recommendations outlined above should help reduce some of the issues with graduation denials, which will provide graduation specialists with more time for proactive graduation planning, ensuring that more students can avoid graduation denials entirely.

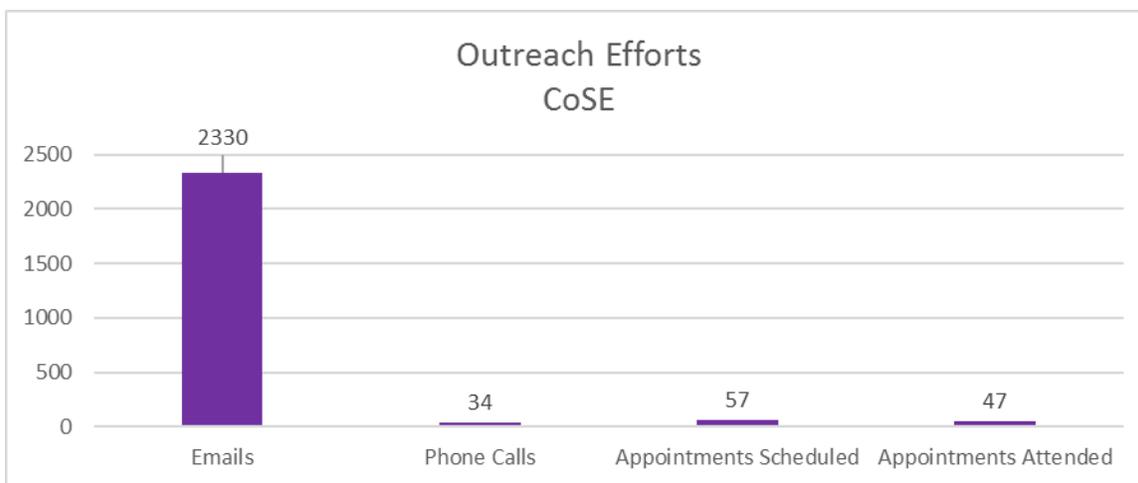
College of Science and Engineering

In Fall 2017, the College of Science and Engineering (CoSE) had a caseload of **2,475** high unit students. The CoSE CST was comprised of two part-time Graduation Specialists.

Outreach Efforts

The CoSE CST invited students to access HUP services primarily through emails and phone calls. Most CoSE HUP students received multiple forms of outreach.

More information about the number of emails and phone calls is presented below.



In addition to tailored emails, CST advisors posted flyers and digital signage regarding advising services throughout campus, and sent a PowerPoint slide with the CoSE Student Success Center (CSSC)'s hours for faculty to include in their lectures. The CST also collaborated with departments within CoSE, especially those departments that had higher graduation denial rates in the 2016-2017 year. This collaboration included attendance at the Department of Biology's beginning of the semester advising event, a major-specific graduation workshop piloted in the Department of Geography and Environment, and additional graduation workshops held during the Psychology Department's major advising events.

Services Received

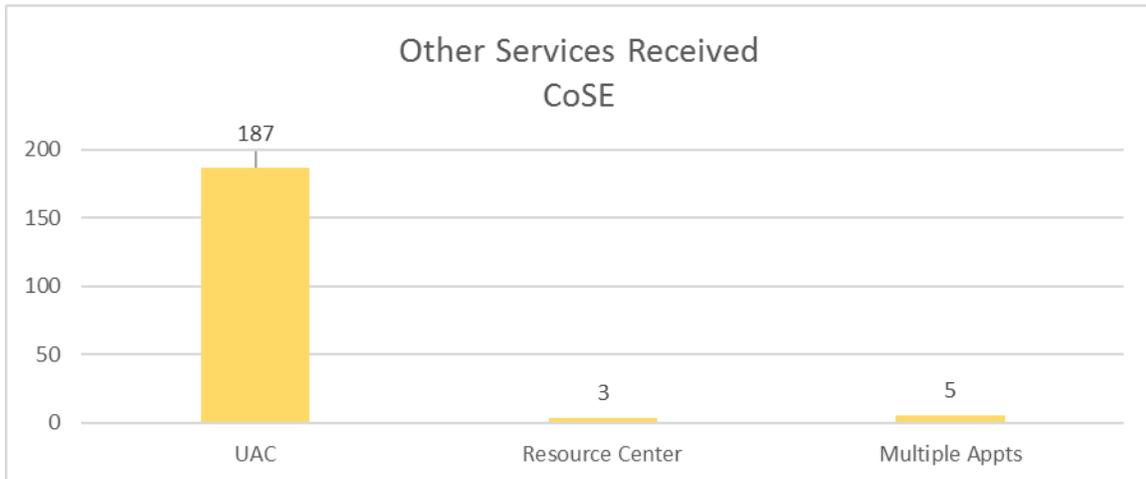
Students received advising support primarily through appointments, graduation workshops, or application checks. CoSE students made **57** of appointments with a CST advisor during Fall 2017; **47** of appointments were attended.

The CoSE CST facilitated **11** total workshops with **116** total attendees. CoSE facilitated 8 general workshops for all Science and Engineering students prior to the graduation application deadline. Since then, the CST has facilitated 3 workshops for specific departments, 1 for the Department of Geography and Environment and 2 for the Psychology Department. CoSE intends to expand their department specific workshops in Spring 2018 focusing on departments with higher graduation denial rates.

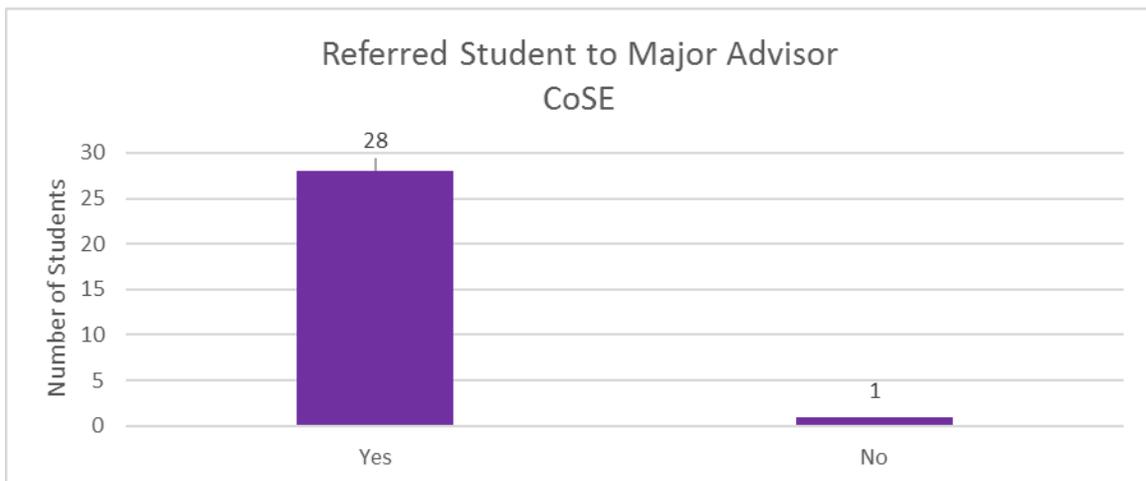
A total of **345** CoSE students applied for graduation during Fall 2017. The CoSE CST completed **346** application checks, including **100.00%** of all students who applied. Advisors reviewed students' records to confirm that they had completed all GE and non-major requirements. Students with a missing

requirement were contacted by a CST advisor to discuss the missing requirement, and if possible, plan a resolution to that potential denial.

Other services that students can receive include attending multiple appointments with an advisor, receiving assistance from an advisor in the UAC, receiving assistance from a CRC, or attending multiple advising appointments. The number of students who received these services in Fall 2017 is presented below.



During the course of advising interactions, the CST often refer students to their major advisors. Students need to contact their major advisors for assistance with course selection, course substitutions for major classes, and to sign their graduation application forms. The following chart displays information the number of referrals made in Fall 2017.



At the conclusion of every appointment or significant advising interaction (e.g. after an advisor discusses a graduation plan with a student in depth), advisors will enter an “Advisor Note” under the student’s SF State Gateway page. In the Fall 2017 semester, the CoSE CST entered **53** advisor notes for HUP students.

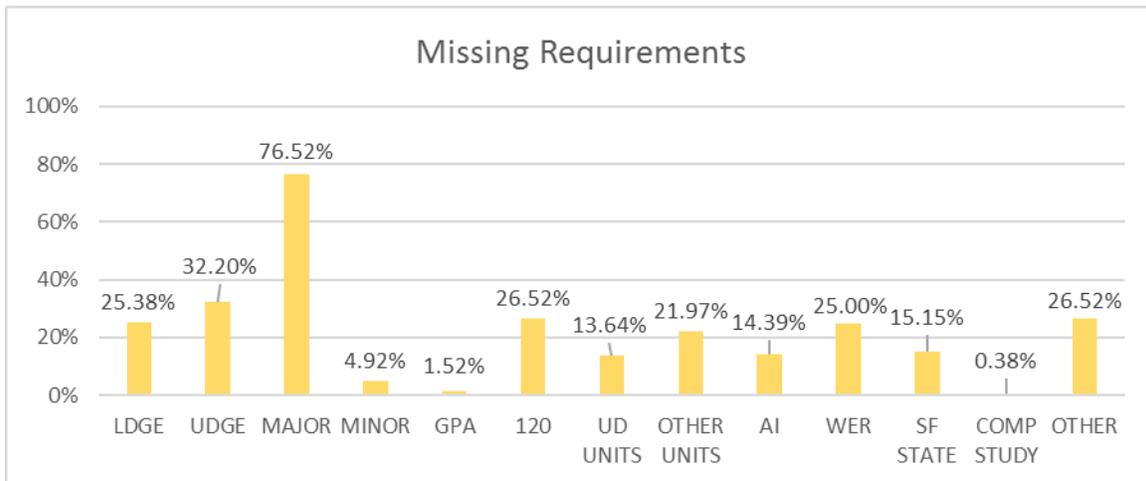
Some of the CoSE HUP students also filed a General Education (GE) petition through the UAC. GE petitions are used when students request that courses, either at SF State or another institution, be counted for some of the students’ outstanding GE requirements to assist their timely graduation and/or

to alleviate the financial burden of taking additional coursework. In the Fall 2017 semester, advisors have assisted CoSE HUP students with filing **25** GE petitions.

At the conclusion of the Fall 2017 HUP, a total of **663** CoSE students received some form of advising support services. This represents **26.78%** of all CoSE HUP students.

Student Information

The CoSE CST advisors collected information on each student’s missing requirement, including requirements in progress via current or incomplete coursework. Information regarding missing requirements is presented below.



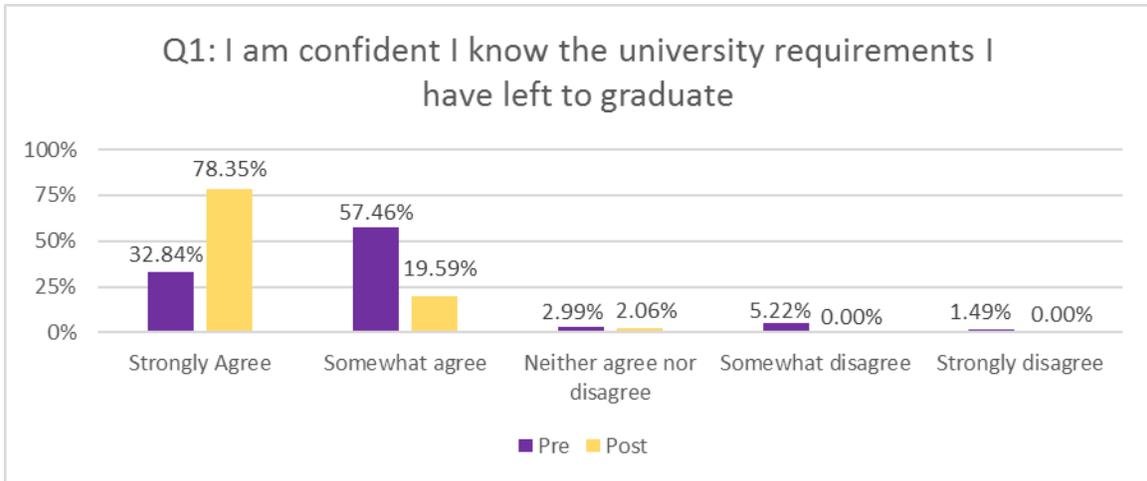
The top four missing requirements recorded by CoSE advisors were: major requirements (**76.52%**), upper-division GE requirements (**32.20%**), the 120 unit minimum (**26.52%**) and “other” units (**26.52%**).

In rare cases, students who were eligible to graduate during the current term elected to continue taking classes at SF State. Only **2** students (**0.08%** of all CoSE students) indicated that they were electing to extend their graduation timeline. When asked to categorize their reasons for extending their graduation timeline, one student indicated that they were completing a second major, and another student stated that they were taking pre-requisite courses for graduate school.

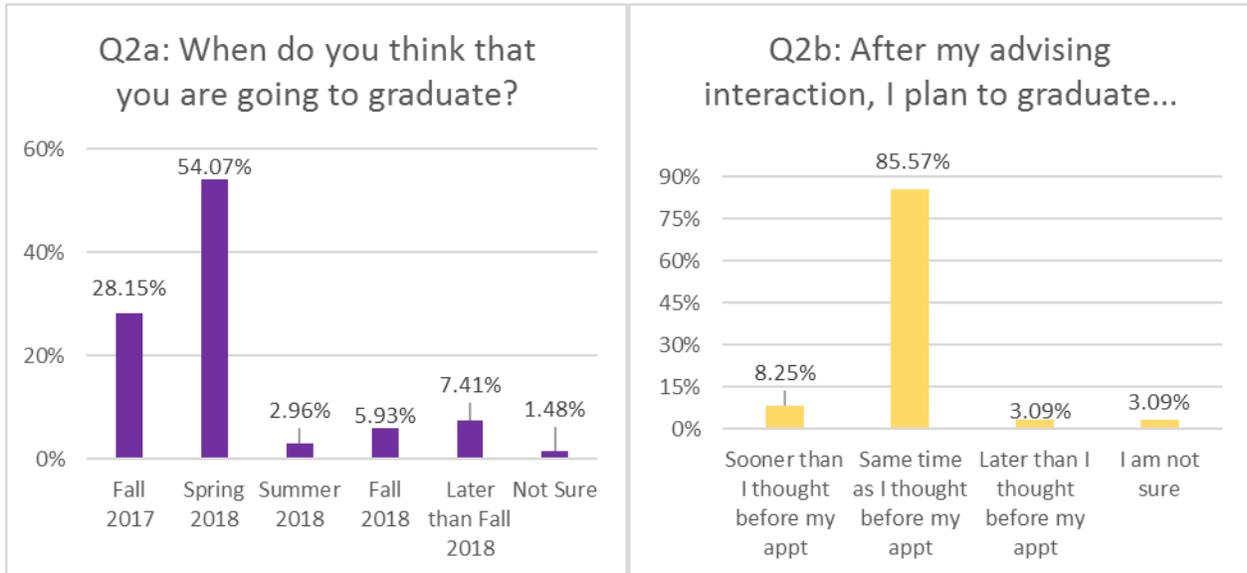
Survey Assessments

In the Fall 2017 semester, **134** CoSE students have taken a pre-survey and **96** students have taken a post-survey.

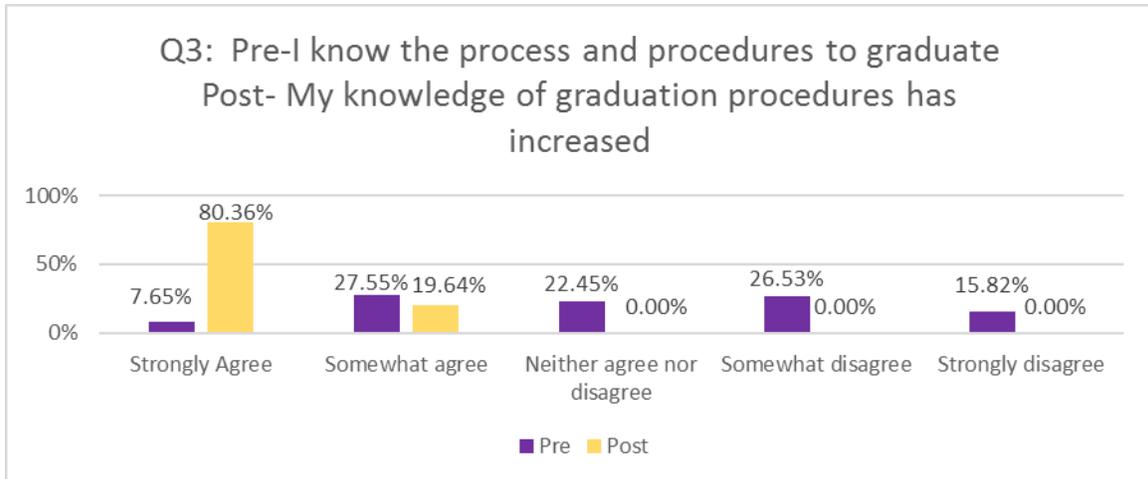
Summary: Post advising, **78.35%** strongly agreed they have understood the university requirements they had left to graduate. This was up from **32.84%** strongly agreeing prior to their advising interaction.



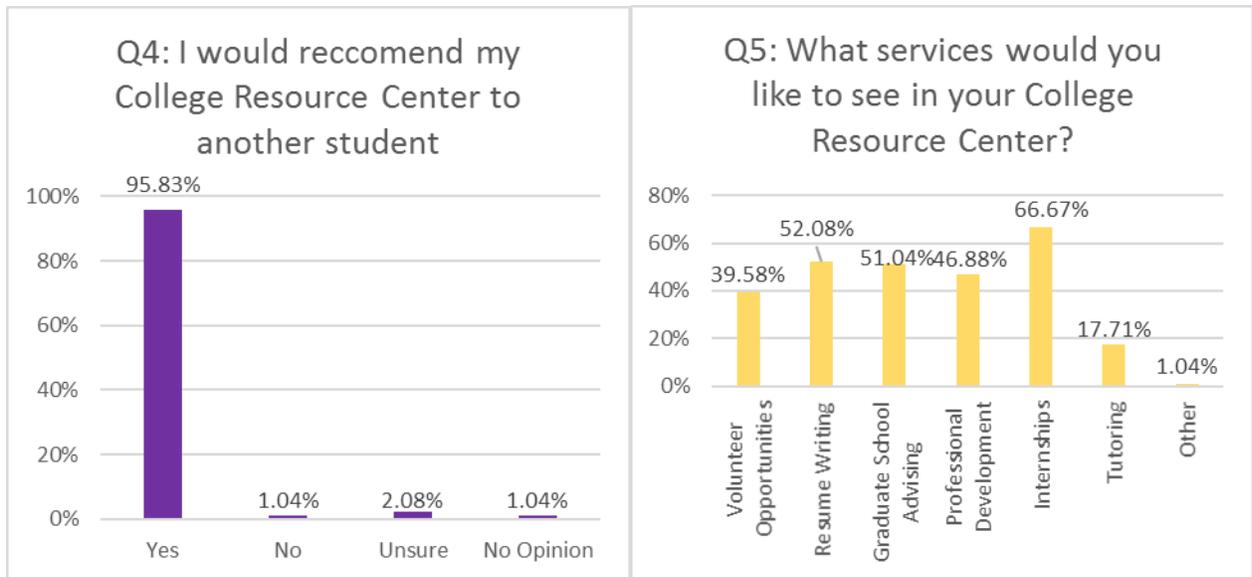
Summary: **82.22%** of students surveyed reported that they thought they would graduate in Fall 2017 or Spring 2018. After meeting with an advisor, most (**85.57%**) thought they would graduate at the same time; **8.25%** reported that they could graduate sooner than they initially thought.



Summary: After their advising interaction, **100.00%** of students surveyed strongly agreed or somewhat agreed that they had a better understanding of the processes and procedures for applying to graduate.



Summary: After their advising interaction, **95.83%** of students surveyed said they would recommend their CRC to another student. Specific services they would like to see offered through their CRC include Internships (**67.67%**), Resume Writing (**52.08%**), and Graduate School Advising (**51.04%**). These rank among the top three highest needs at this time.



Recommendations

The CoSE CST recommends:

- Expanding network opportunities to collaborate with CoSE department advisors. Given the lack of existing advising services within CoSE, major advisors currently have far more contact with students and are uniquely positioned to assist with HUP efforts.
 - Continuing to develop and facilitate department- and major-specific graduation workshops, as piloted in Fall 2017.
 - Collaborating with major advisors and upper-division professors to develop outreach plans and market advising services to high-unit students.

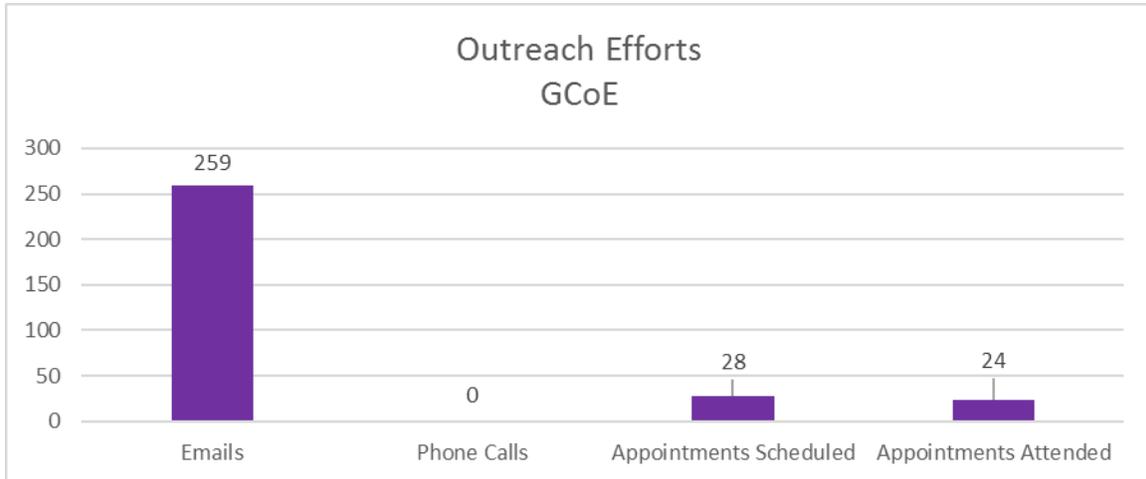
- Developing a centralized, CoSE-specific resource center. This center could house advising, peer-mentoring, career development, and other key student resources to act as a one-stop shop for CoSE students seeking support.
- Hiring a College Specialist to direct advising support services for CoSE students and facilitate long-term collaboration with the CoSE CST and other offices across campus.

Graduate College of Education

In Fall 2017, the Graduate College of Education (GCoE) had a caseload of **133** high unit students. Since there is only one undergraduate degree program in the GCoE (Communicative Disorders), students were assisted by an advisor of another CST.

Outreach Efforts

GCoE HUP students were invited to access advising services via email. More information about the number of emails is presented below.

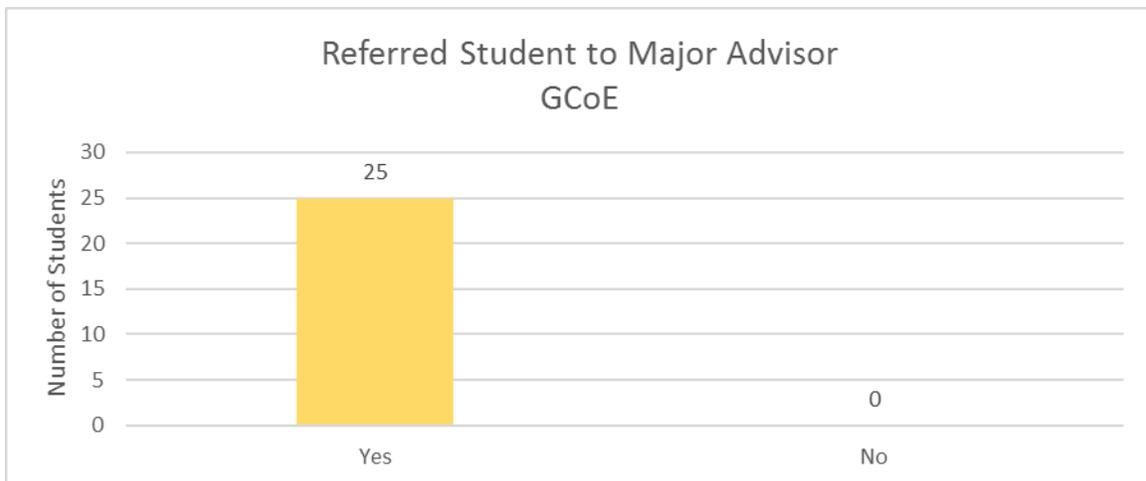


Services Received

Students received advising support primarily through appointments. GCoE students made **28** of appointments with an advisor during Fall 2017; **24** of appointments were attended.

During the course of these appointments, advisors often refer students to their major advisor. Students need to contact their major advisors for assistance with course selection, course substitutions for major classes, and to sign their graduation application forms.

The following chart displays information the number of referrals made in Fall 2017.



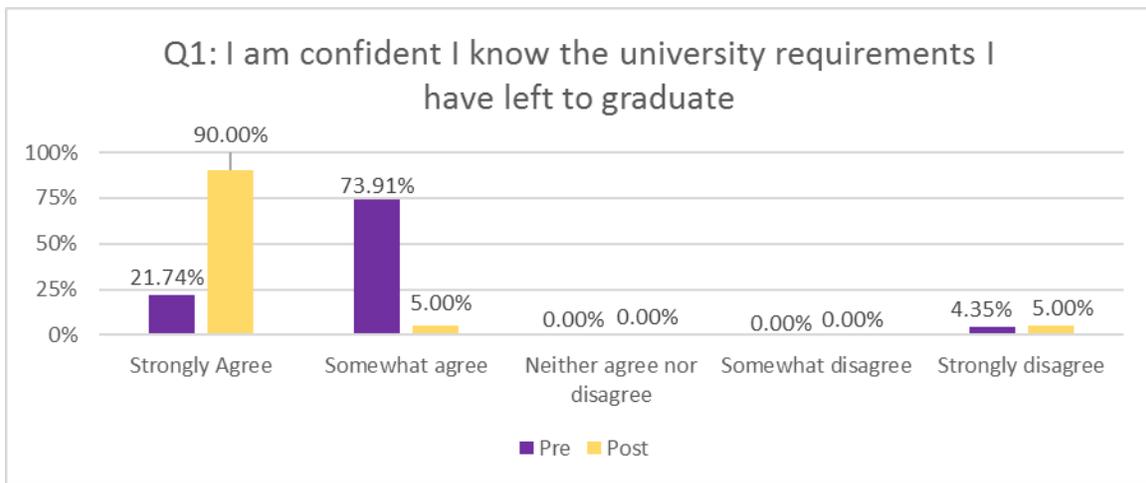
At the conclusion of every appointment or significant advising interaction (e.g. after an advisor discusses a graduation plan with a student in depth), advisors will enter an “Advisor Note” under the student’s SF State Gateway page. In the Fall 2017 semester, advisors entered **22** advisor notes for HUP students.

At the conclusion of the Fall 2017 HUP, a total of **51** GCoE students received some form of advising support services. This represents **38.35%** of all GCoE HUP students.

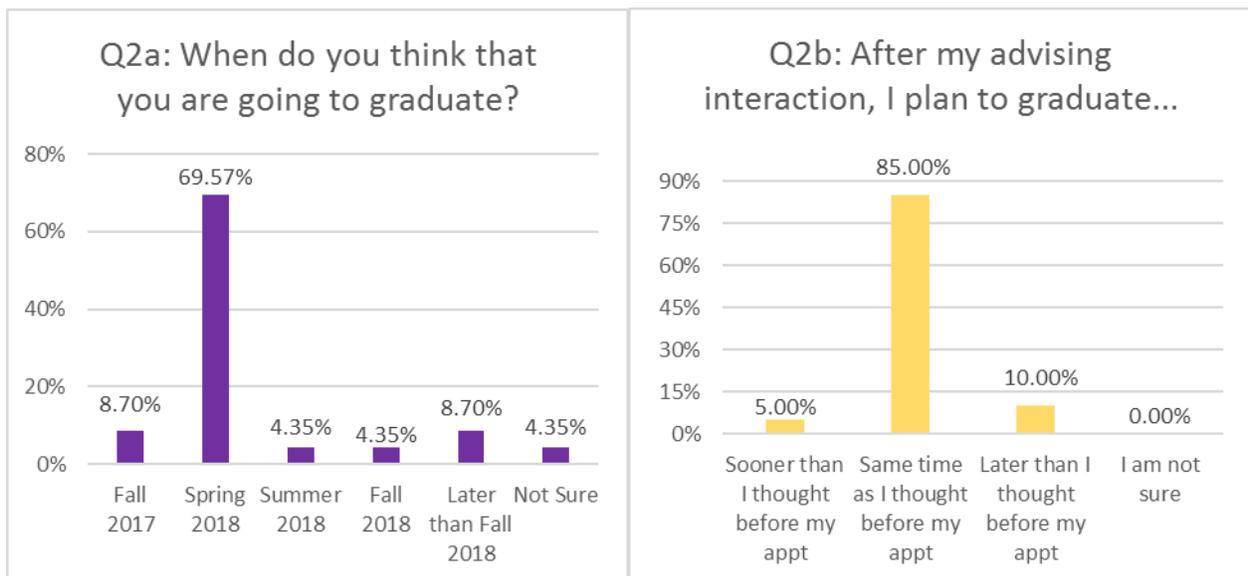
Survey Assessments

In the Fall 2017 semester, **22** GCoE students have taken a pre-survey and **20** students have taken a post-survey.

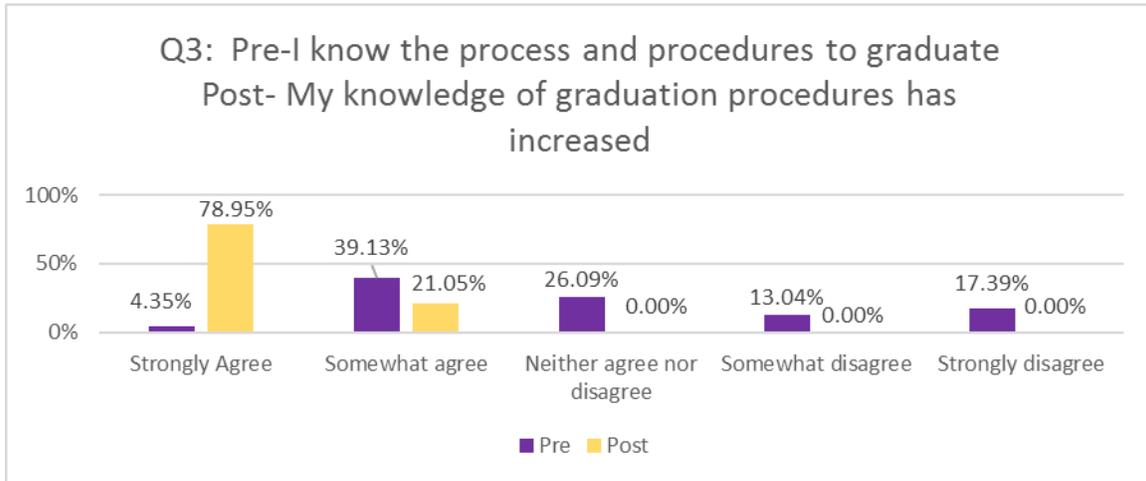
Summary: Post advising, **90.00%** strongly agreed they have understood the university requirements they had left to graduate. This was up from **21.74%** strongly agreeing prior to their advising interaction.



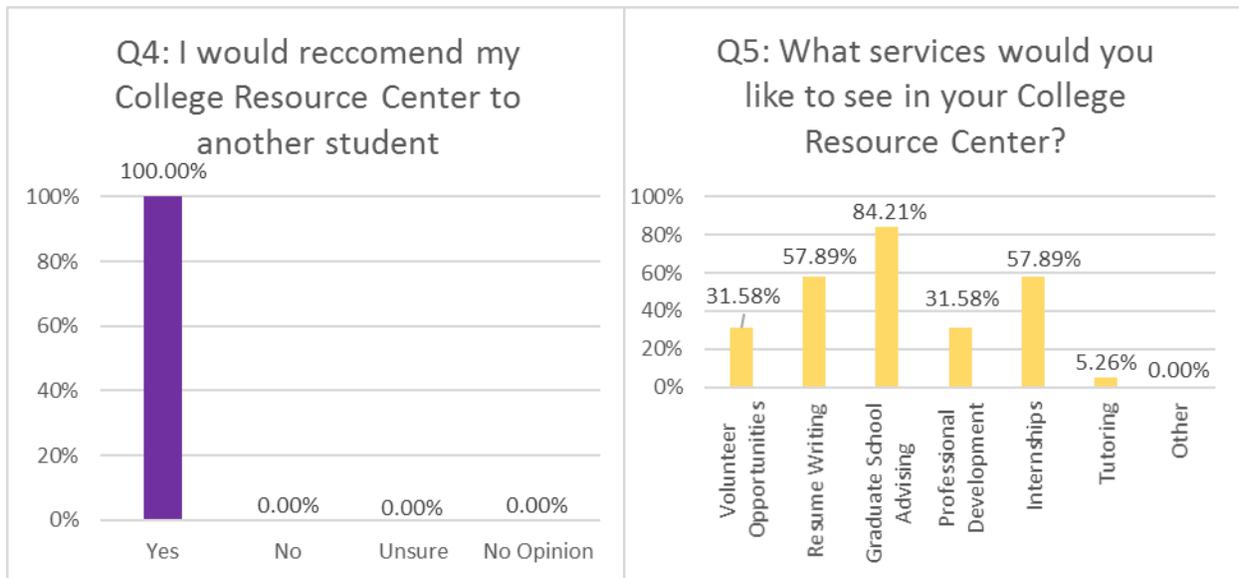
Summary: **78.27%** of students surveyed reported that they thought they would graduate in Fall 2017 or Spring 2018. After meeting with an advisor, most (**85.00%**) thought they would graduate at the same time; **5.00%** reported that they could graduate sooner than they initially thought.



Summary: After their advising interaction, **100.00%** of students surveyed strongly agreed or somewhat agreed that they had a better understanding of the processes and procedures for applying to graduate.



Summary: After their advising interaction, **100.00%** of students surveyed said they would recommend their CRC to another student. Specific services they would like to see offered through their CRC including School Advising (**84.21%**), Internships (**57.89%**), and Resume Writing (**57.89%**). These rank among the top three highest needs at this time.



Recommendations

In October 2017, a graduation specialist was hired by the SSO to serve as the GCoE's CST. The new GCoE CST recommends:

- Facilitating three graduation workshops for GCoE undergraduate students in Spring 2018.
- Expanding outreach efforts in Spring 2018.

- Increasing digital media presence, including creating an sfsu.edu website with the newly renamed and rebranded center and creating social media accounts for the center. Currently none of this information is posted at GCoE Student Resource Center's page.
 - Conducting outreach and informational presentations in core Communicative Disorders courses with high number of HUP enrolled students during late January and early February.
- Expanding availability via Zoom appointment advising and online chat "quick question" hours once a week.
- Placing mandatory advising holds on HUP students who have not responded to any outreach by March 2018.