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# **NSSE 2020 Topical Module Report**

## **Academic Advising**

Siena Heights University

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## About This Topical Module

This module examines students' experiences with academic advising, including frequency of interaction with advisors and advising practices that reflect NACADA core values. It also asks students to identify who has been most helpful. The module complements a question on the core survey about the quality of students' interactions with academic advisors. Complementary FSSE set available.

## Comparison Group

This section summarizes how this module's comparison group was identified, including selection criteria and whether the default option was taken. This is followed by the resulting list of institutions represented in the 'Academic Advising' column of this report.

Group label	Academic Advising
Date submitted	6/5/20
How was this comparison group constructed?	Your institution retained the default comparison group (all module participants).
Group description	All other current- and prior-year (if applicable) NSSE institutions who administered module "Academic Advising"

## Academic Advising (N=216)

Abraham Baldwin Agricultural College (Tifton, GA)	California State University, Fresno (Fresno, CA)
Alabama A&M University (Normal, AL)	California State University, Los Angeles (Los Angeles, CA)
Alabama State University (Montgomery, AL)	California State University, Monterey Bay (Seaside, CA)
Albany State University (Albany, GA)	Carleton University (Ottawa, ON)
Alcorn State University (Alcorn State, MS)	Catholic University of America, The (Washington, DC)
Algoma University (Sault Ste. Marie, ON)	Cedarville University (Cedarville, OH)
Aquinas College (Grand Rapids, MI)	Centenary College of Louisiana (Shreveport, LA)
Arcadia University (Glenside, PA)	Charleston Southern University (Charleston, SC)
Barton College (Wilson, NC)	Chowan University (Murfreesboro, NC)
Becker College (Worcester, MA)	Christopher Newport University (Newport News, VA)
Belmont Abbey College (Belmont, NC)	Clark University (Worcester, MA)
Belmont University (Nashville, TN)	Clarke University (Dubuque, IA)
Beloit College (Beloit, WI)	Cleveland Institute of Art (Cleveland, OH)
Bethany College (Bethany, WV)	Cleveland State University (Cleveland, OH)
Bethany Lutheran College (Mankato, MN)	College of Saint Elizabeth (Morristown, NJ)
Bethune-Cookman University (Daytona Beach, FL)	College of Saint Scholastica, The (Duluth, MN)
Binghamton University (State University of New York) (Vestal, NY)	Colorado State University-Pueblo (Pueblo, CO)
Black Hills State University (Spearfish, SD)	Colorado Technical University (Colorado Springs, CO)
Boston University (Boston, MA)	Columbia College (Columbia, SC)
Bowie State University (Bowie, MD)	Columbus State University (Columbus, GA)
Brandon University (Brandon, MB)	Concordia University (Montreal, QC)
Briar Cliff University (Sioux City, IA)	CUNY Medgar Evers College (Brooklyn, NY)
Bridgewater College (Bridgewater, VA)	D'Youville College (Buffalo, NY)
Bridgewater State University (Bridgewater, MA)	Dakota State University (Madison, SD)
Brigham Young University (Provo, UT)	Dalton State College (Dalton, GA)
Bucknell University (Lewisburg, PA)	Davis & Elkins College (Elkins, WV)
Butler University (Indianapolis, IN)	Denison University (Granville, OH)
Cabrini University (Radnor, PA)	Doane University (Crete, NE)
California State Polytechnic University-Pomona (Pomona, CA)	Drury University (Springfield, MO)
California State University-Channel Islands (Camarillo, CA)	Eastern Illinois University (Charleston, IL)

## Academic Advising (N=216), continued

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Eastern Washington University (Cheney, WA)  
Elizabethtown College (Elizabethtown, PA)  
Emory University (Atlanta, GA)  
Farmingdale State College (Farmingdale, NY)  
Fayetteville State University (Fayetteville, NC)  
Ferris State University (Big Rapids, MI)  
Florida A&M University (Tallahassee, FL)  
Florida Institute of Technology (Melbourne, FL)  
Florida International University (Miami, FL)  
Fort Valley State University (Fort Valley, GA)  
Georgia Institute of Technology (Atlanta, GA)  
Gettysburg College (Gettysburg, PA)  
Glenville State College (Glenville, WV)  
Goshen College (Goshen, IN)  
Grinnell College (Grinnell, IA)  
Hope College (Holland, MI)  
Houghton College (Houghton, NY)  
Inter American University of Puerto Rico-Metro Campus (San Juan, PR)  
James Madison University (Harrisonburg, VA)  
Judson College (Marion, AL)  
Kansas Wesleyan University (Salina, KS)  
Kennesaw State University (Kennesaw, GA)  
Kent State University at Ashtabula (Ashtabula, OH)  
Kent State University at Geauga (Burton, OH)  
Kent State University at Salem (Salem, OH)  
Kent State University at Stark (Canton, OH)  
Kent State University at Trumbull (Warren, OH)  
Kent State University at Tuscarawas (New Philadelphia, OH)  
Keuka College (Keuka Park, NY)  
King's University, The (Edmonton, AB)  
LaGrange College (Lagrange, GA)  
Lenoir-Rhyne University (Hickory, NC)  
Lewis University (Romeoville, IL)  
Lincoln Memorial University (Harrogate, TN)  
Lincoln University (Lincoln University, PA)  
Lipscomb University (Nashville, TN)  
Loras College (Dubuque, IA)  
Lyon College (Batesville, AR)  
Manhattan College (Riverdale, NY)  
Marshall University (Huntington, WV)  
Martin Methodist College (Pulaski, TN)  
McMaster University (Hamilton, ON)  
McNeese State University (Lake Charles, LA)  
Meredith College (Raleigh, NC)  
Middle Georgia State University (Macon, GA)  
Midland University (Fremont, NE)  
Midway University (Midway, KY)  
Minnesota State University, Mankato (Mankato, MN)  
Minot State University (Minot, ND)  
Mount Saint Vincent University (Halifax, NS)  
Muhlenberg College (Allentown, PA)  
Nebraska Methodist College (Omaha, NE)  
New Mexico State University (Las Cruces, NM)  
New York Institute of Technology (Old Westbury, NY)  
Nicholls State University (Thibodaux, LA)  
North Carolina Agricultural & Technical State University (Greensboro, NC)  
Northern State University (Aberdeen, SD)  
Northwestern Oklahoma State University (Alva, OK)  
Ohio Northern University (Ada, OH)  
Ohio University (Athens, OH)  
Oklahoma Christian University (Edmond, OK)  
Olivet College (Olivet, MI)  
Palm Beach Atlantic University-West Palm Beach (West Palm Beach, FL)  
Pitzer College (Claremont, CA)  
Presbyterian College (Clinton, SC)  
Providence College (Providence, RI)  
Purdue University Fort Wayne (Fort Wayne, IN)  
Purdue University Northwest (Hammond, IN)  
Quest University Canada (Squamish, BC)  
Ramapo College of New Jersey (Mahwah, NJ)  
Randolph-Macon College (Ashland, VA)  
Rhode Island School of Design (Providence, RI)  
Rhodes College (Memphis, TN)  
Rogers State University (Claremore, OK)  
Rollins College (Winter Park, FL)  
Ryerson University (Toronto, ON)  
Saint Ambrose University (Davenport, IA)  
Saint Mary's University (Halifax, NS)  
Saint Michael's College (Colchester, VT)  
Saint Norbert College (De Pere, WI)  
Salve Regina University (Newport, RI)  
San Francisco State University (San Francisco, CA)  
School of the Art Institute of Chicago (Chicago, IL)  
Shaw University (Raleigh, NC)  
Simmons University (Boston, MA)  
South Dakota State University (Brookings, SD)  
Southern Connecticut State University (New Haven, CT)  
Southwestern University (Georgetown, TX)  
St. Edward's University (Austin, TX)  
St. Francis College (Brooklyn Heights, NY)  
St. Louis College of Pharmacy (Saint Louis, MO)  
State University of New York at Brockport (Brockport, NY)  
State University of New York at Fredonia (Fredonia, NY)  
State University of New York at Geneseo, The (Geneseo, NY)  
State University of New York at Potsdam, The (Potsdam, NY)  
Stockton University (Galloway, NJ)  
SUNY Cortland (Cortland, NY)  
Susquehanna University (Selingsgrove, PA)  
Taylor University (Upland, IN)  
Texas A&M International University (Laredo, TX)  
Texas Wesleyan University (Fort Worth, TX)  
Thomas More University (Crestview Hills, KY)  
Truman State University (Kirksville, MO)  
Tyndale University (Toronto, ON)  
United States Coast Guard Academy (New London, CT)  
Université d'Ottawa / University of Ottawa (Ottawa, ON)  
University at Albany, SUNY, The (Albany, NY)  
University of Calgary (Calgary, AB)  
University of Charleston (Charleston, WV)  
University of Houston (Houston, TX)  
University of Illinois at Chicago (Chicago, IL)  
University of Indianapolis (Indianapolis, IN)  
University of Maine (Orono, ME)  
University of Maine at Augusta (Augusta, ME)  
University of Maine at Farmington (Farmington, ME)  
University of Maine at Fort Kent (Fort Kent, ME)

\*2019 participant

## Academic Advising (N=216), continued

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University of Maine at Machias (Machias, ME)  
University of Maine at Presque Isle (Presque Isle, ME)  
University of Massachusetts Boston (Boston, MA)  
University of Minnesota Morris (Morris, MN)  
University of New Hampshire at Manchester (Manchester, NH)  
University of New Haven (West Haven, CT)  
University of North Carolina at Charlotte (Charlotte, NC)  
University of North Georgia (Dahlonega, GA)  
University of Northern Iowa (Cedar Falls, IA)  
University of Providence (Great Falls, MT)  
University of San Francisco (San Francisco, CA)  
University of South Carolina Aiken (Aiken, SC)  
University of South Dakota (Vermillion, SD)  
University of Southern Maine (Portland, ME)  
University of Tennessee at Chattanooga, The (Chattanooga, TN)  
University of Texas at Dallas, The (Richardson, TX)  
University of Texas at El Paso, The (El Paso, TX)  
University of Texas at San Antonio, The (San Antonio, TX)  
University of Texas at Tyler, The (Tyler, TX)  
University of Texas Permian Basin, The (Odessa, TX)  
University of Texas Rio Grande Valley, The (Edinburg, TX)  
University of Toronto (Toronto, ON)  
University of Vermont (Burlington, VT)  
University of Virginia's College at Wise, The (Wise, VA)  
University of Waterloo (Waterloo, ON)  
University of Wisconsin-Eau Claire (Eau Claire, WI)  
University of Wisconsin-La Crosse (La Crosse, WI)  
University of Wisconsin-Milwaukee (Milwaukee, WI)  
University of Wisconsin-Parkside (Kenosha, WI)  
University of Wisconsin-Stout (Menomonie, WI)  
University of Wisconsin-Superior (Superior, WI)  
Vaughn College of Aeronautics and Technology (Flushing, NY)  
Virginia Commonwealth University (Richmond, VA)  
Wayne State University (Detroit, MI)  
Western Colorado University (Gunnison, CO)  
Westfield State University (Westfield, MA)  
Westmont College (Santa Barbara, CA)  
William Paterson University of New Jersey (Wayne, NJ)  
York University (Toronto, ON)  
Young Harris College (Young Harris, GA)

## First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				SHU		Academic Advising		SHU	Academic Advising	
				Count	%	Count	%	Mean	Mean	Effect size <sup>d</sup>
<b>1. During the current school year, how many times have you discussed your academic interests, course selections, or academic performance with the following individuals?</b>										
a. Academic advisor, faculty, or staff assigned to advise you	AAD01a	0 0		1	2	13,173	16	<b>2.4</b>	2.0 **	.33
		1 1		6	13	14,349	20			
		2 2		19	40	17,284	25			
		3 3		12	28	13,256	19			
		4 4 or more		7	16	10,831	16			
		— Not applicable		0	0	2,274	3			
		Total		45	100	71,167	100			
b. Academic advisor(s) available to any student	AAD01b	0 0		8	16	24,419	33	<b>2.0</b>	1.4 *	.39
		1 1		10	21	15,246	21			
		2 2		13	28	12,790	18			
		3 3		6	14	8,905	13			
		4 4 or more		7	17	6,637	10			
		— Not applicable		1	3	3,021	4			
		Total		45	100	71,018	100			
c. Faculty or instructor(s) not assigned to advise you	AAD01c	0 0		20	43	34,935	48	<b>1.3</b>	1.0	.24
		1 1		5	10	12,151	17			
		2 2		12	30	9,872	14			
		3 3		2	5	5,763	8			
		4 4 or more		6	12	4,209	6			
		— Not applicable		0	0	4,038	6			
		Total		45	100	70,968	100			
d. Student services staff (career services, academic support, Trio, etc.)	AAD01d	0 0		15	30	36,913	51	<b>1.2</b>	1.0	.18
		1 1		16	37	11,740	16			
		2 2		9	21	9,188	13			
		3 3		3	8	5,591	8			
		4 4 or more		2	4	3,875	6			
		— Not applicable		0	0	3,615	5			
		Total		45	100	70,922	100			
e. Success or academic coach	AAD01e	0 0		28	58	47,372	65	<b>0.9</b>	0.7	.21
		1 1		5	13	6,319	9			
		2 2		6	14	5,433	8			
		3 3		3	8	4,197	6			
		4 4 or more		3	7	3,056	5			
		— Not applicable		0	0	4,602	7			
		Total		45	100	70,979	100			
f. Peer advisor or mentor	AAD01f	0 0		16	34	34,289	49	<b>1.4</b>	1.1	.22
		1 1		11	24	10,322	14			
		2 2		9	20	8,876	13			
		3 3		3	8	6,300	9			
		4 4 or more		6	14	7,403	10			
		— Not applicable		0	0	3,829	6			
		Total		45	100	71,019	100			
g. Other, please specify:	AAD01g	0 0		2	43	1,406	25			
		1 1		0	0	323	5			
		2 2		0	0	424	7			
		3 3		0	0	458	8			
		4 4 or more		1	35	2,003	33			
		— Not applicable		1	22	1,281	22			
		Total		4	100	5,895	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

## First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				SHU		Academic Advising		SHU	Academic Advising	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
<b>2. [If answered "0" to 1a., 1b., and 1c.] Do you know how to contact (in person, email, phone, or online) an advisor at your institution?<sup>j</sup></b>										
	AAD02	No		0	0	1,735	20			
		Yes		1	100	4,830	61			
		Unsure		0	0	1,644	19			
		Total		1	100	8,209	100			
<b>3. Thinking about academic advising, how much have people and resources at your institution done the following?</b>										
a. Been available when needed	AAD03a	1	Very little	6	14	4,550	6	<b>2.8</b>	2.8	-.03
		2	Some	7	15	18,283	26			
		3	Quite a bit	20	46	28,141	40			
		4	Very much	10	23	15,429	23			
		—	Not applicable	1	2	4,518	6			
		Total		44	100	70,921	100			
b. Provided prompt and accurate information	AAD03b	1	Very little	6	12	4,230	6	<b>2.7</b>	2.9	-.22
		2	Some	13	28	17,929	25			
		3	Quite a bit	17	42	28,255	40			
		4	Very much	8	18	15,552	23			
		—	Not applicable	0	0	4,553	6			
		Total		44	100	70,519	100			
c. Provided information about learning support services (tutoring, writing center, success skills, etc.)	AAD03c	1	Very little	5	11	4,785	7	<b>2.8</b>	2.9	-.08
		2	Some	10	23	16,685	23			
		3	Quite a bit	17	41	26,686	38			
		4	Very much	11	26	17,584	26			
		—	Not applicable	0	0	4,968	6			
		Total		43	100	70,708	100			
d. Notified you of important policies and deadlines	AAD03d	1	Very little	4	7	6,270	9	<b>3.0</b>	2.8	.20
		2	Some	7	17	17,498	25			
		3	Quite a bit	20	45	26,122	37			
		4	Very much	13	31	16,837	25			
		—	Not applicable	0	0	3,988	5			
		Total		44	100	70,715	100			
e. Reached out to you about your academic progress or performance	AAD03e	1	Very little	12	27	19,790	27	<b>2.4</b>	2.3	.08
		2	Some	12	27	18,130	26			
		3	Quite a bit	11	25	15,119	22			
		4	Very much	8	18	9,514	15			
		—	Not applicable	1	2	8,127	11			
		Total		44	100	70,680	100			
f. Followed up with you regarding something they recommended	AAD03f	1	Very little	12	25	17,004	23	<b>2.4</b>	2.3	.07
		2	Some	11	24	17,933	26			
		3	Quite a bit	14	36	15,521	23			
		4	Very much	6	14	8,972	14			
		—	Not applicable	1	2	11,189	15			
		Total		44	100	70,619	100			
g. Asked questions about your educational background and needs	AAD03g	1	Very little	9	19	19,547	27	<b>2.4</b>	2.2	.12
		2	Some	16	39	18,184	26			
		3	Quite a bit	10	22	14,715	22			
		4	Very much	7	15	8,225	13			
		—	Not applicable	2	4	9,951	13			
		Total		44	100	70,622	100			

## First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				SHU		Academic Advising		SHU	Academic Advising	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
h. Actively listened to your concerns	AAD03h	1	Very little	4	9	8,141	11	<b>2.7</b>	2.7	.05
		2	Some	16	36	18,017	26			
		3	Quite a bit	8	21	21,231	30			
		4	Very much	13	29	14,360	21			
		—	Not applicable	3	6	8,863	12			
Total				44	100	70,612	100			
i. Respected your identity and culture	AAD03i	1	Very little	2	5	2,502	4	<b>3.2</b>	3.2	.05
		2	Some	8	17	9,950	14			
		3	Quite a bit	10	23	22,290	31			
		4	Very much	20	47	24,792	36			
		—	Not applicable	4	8	11,068	15			
Total				44	100	70,602	100			
j. Cared about your overall well-being	AAD03j	1	Very little	2	5	5,898	8	<b>3.0</b>	2.9	.11
		2	Some	13	27	16,230	23			
		3	Quite a bit	13	32	21,778	31			
		4	Very much	15	34	19,073	28			
		—	Not applicable	1	2	7,719	10			
Total				44	100	70,698	100			
<b>4. Thinking about academic advising, about how often did someone at your institution discuss the following with you?</b>										
a. Your academic goals and future plans	AAD04a	1	Never	4	10	6,540	8	<b>3.3</b>	3.3	.01
		2	Rarely	4	9	10,458	14			
		3	Sometimes	17	39	20,286	29			
		4	Often	10	23	17,119	25			
		5	Very often	8	17	11,110	17			
Total				44	100	70,515	100			
b. How your major or expected major relates to your goals and future plans	AAD04b	1	Never	2	5	7,001	9	<b>3.5</b>	3.3	.18
		2	Rarely	4	9	9,721	13			
		3	Sometimes	14	33	18,429	26			
		4	Often	13	30	18,094	26			
		5	Very often	10	21	12,048	18			
Total				44	100	70,410	100			
c. Special opportunities (study abroad, internship, service-learning, research, etc.)	AAD04c	1	Never	7	17	9,536	13	<b>2.7</b>	3.0	-.25
		2	Rarely	9	21	12,777	18			
		3	Sometimes	15	34	19,883	28			
		4	Often	3	7	14,265	20			
		5	Very often	5	10	8,178	12			
Total				44	100	70,379	100			
d. Participation in co-curricular activities (organizations or clubs, performing arts, sports, etc.)	AAD04d	1	Never	4	9	11,251	16	<b>3.1</b>	2.9	.18
		2	Rarely	8	18	13,438	19			
		3	Sometimes	16	37	19,028	27			
		4	Often	9	20	13,037	19			
		5	Very often	6	14	7,337	11			
Total				44	100	70,352	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.



## First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				SHU		Academic Advising		SHU	Academic Advising	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
e. Resources for your well-being (health, counseling, financial guidance, etc.)	AAD04e	1	Never	6	14	8,421	12	<b>3.0</b>	3.1	-.07
		2	Rarely	8	16	11,979	17			
		3	Sometimes	16	39	20,590	29			
		4	Often	7	15	15,169	22			
		5	Very often	6	14	8,576	13			
		—	Not applicable	1	2	5,705	8			
		Total		44	100	70,440	100			
<b>5. How much have each of the following helped you develop your academic goals and future plans?</b>										
a. Academic advisor, faculty, or staff assigned to advise you	AAD05a	1	Very little	3	7	13,698	19	<b>2.6</b>	2.4	.18
		2	Some	20	41	19,732	28			
		3	Quite a bit	12	31	18,391	27			
		4	Very much	8	18	10,052	15			
		—	Not applicable	1	3	8,361	10			
		Total		44	100	70,234	100			
b. Academic advisor(s) available to any student	AAD05b	1	Very little	10	21	16,163	22	<b>2.2</b>	2.3	-.04
		2	Some	15	35	17,980	26			
		3	Quite a bit	11	26	14,107	21			
		4	Very much	3	7	7,076	11			
		—	Not applicable	5	11	14,815	20			
Total		44	100	70,141	100					
c. Faculty or instructor(s) <i>not</i> assigned to advise you	AAD05c	1	Very little	11	24	18,802	26	<b>1.9</b>	2.1	-.13
		2	Some	13	31	16,409	24			
		3	Quite a bit	7	17	10,722	16			
		4	Very much	1	2	5,206	8			
		—	Not applicable	12	26	18,968	26			
Total		44	100	70,107	100					
d. Online advising system (degree progress report, etc.)	AAD05d	1	Very little	9	19	17,933	25	<b>1.9</b>	2.1	-.17
		2	Some	15	37	15,267	22			
		3	Quite a bit	5	12	11,227	16			
		4	Very much	1	2	5,732	9			
		—	Not applicable	14	31	19,929	28			
Total		44	100	70,088	100					
e. Website, catalog, or other published sources	AAD05e	1	Very little	11	24	15,762	22	<b>2.1</b>	2.2	-.15
		2	Some	15	38	19,484	28			
		3	Quite a bit	6	15	13,880	20			
		4	Very much	4	8	6,486	10			
		—	Not applicable	7	15	14,425	20			
Total		43	100	70,037	100					
f. Student services staff (career services, academic support, Trio, etc.)	AAD05f	1	Very little	13	28	19,887	28	<b>2.0</b>	2.0	.01
		2	Some	16	40	15,720	22			
		3	Quite a bit	6	12	9,488	14			
		4	Very much	4	9	4,713	7			
		—	Not applicable	5	11	20,223	29			
Total		44	100	70,031	100					
g. Success or academic coach	AAD05g	1	Very little	8	17	19,467	27	<b>2.2</b>	2.0	.20
		2	Some	12	29	11,343	16			
		3	Quite a bit	5	10	7,484	11			
		4	Very much	4	9	4,187	7			
		—	Not applicable	15	34	27,527	39			
Total		44	100	70,008	100					

## First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				SHU		Academic Advising		SHU	Academic Advising	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
h. Peer advisor or mentor	AAD05h	1	Very little	9	20	16,650	23	<b>2.1</b>	2.2	-.06
		2	Some	20	47	15,198	21			
		3	Quite a bit	5	13	10,857	16			
		4	Very much	4	7	6,121	9			
		—	Not applicable	6	13	21,152	31			
			Total	44	100	69,978	100			
i. Friends or other students	AAD05i	1	Very little	0	0	6,088	9	<b>2.8</b>	2.8	.02
		2	Some	18	43	19,362	28			
		3	Quite a bit	11	27	24,433	34			
		4	Very much	11	24	16,980	24			
		—	Not applicable	3	6	3,256	5			
			Total	43	100	70,119	100			
j. Family members	AAD05j	1	Very little	2	4	6,824	10	<b>3.1</b>	2.9	.24
		2	Some	10	24	16,070	23			
		3	Quite a bit	12	27	21,879	31			
		4	Very much	19	42	22,330	32			
		—	Not applicable	1	3	2,843	4			
			Total	44	100	69,946	100			
k. Other, please specify:	AAD05k	1	Very little	0	0	57	3			
		2	Some	0	0	122	7			
		3	Quite a bit	0	0	185	10			
		4	Very much	1	62	436	24			
		—	Not applicable	1	38	1,088	57			
			Total	2	100	1,888	100			

### 6. Regarding academic advising, who has been the most helpful and in what way?

This final question asked students to respond in an open text box. Comments were recorded for 30 first-year students and 58 seniors. Responses are provided in your "NSSE20 Student Comments" report and in a separate SPSS data file.

*These open-ended responses appear exactly as respondents entered them and may not be suitable for distribution without prior review.*

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

## Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				SHU		Academic Advising		SHU	Academic Advising	
				Count	%	Count	%	Mean	Mean	Effect size <sup>d</sup>
<b>1. During the current school year, how many times have you discussed your academic interests, course selections, or academic performance with the following individuals?</b>										
a. Academic advisor, faculty, or staff assigned to advise you	AAD01a	0	0	5	5	12,422	16	<b>2.8</b>	2.1 ***	.51
		1	1	15	12	14,518	20			
		2	2	20	17	15,902	22			
		3	3	26	24	11,569	16			
		4	4 or more	43	36	16,332	22			
		—	Not applicable	7	6	2,047	3			
			Total	116	100	72,790	100			
b. Academic advisor(s) available to any student	AAD01b	0	0	29	26	26,323	35	<b>1.9</b>	1.4 **	.31
		1	1	17	14	14,563	20			
		2	2	14	13	11,641	16			
		3	3	13	12	7,848	11			
		4	4 or more	26	21	8,941	13			
		—	Not applicable	16	13	3,314	5			
			Total	115	100	72,630	100			
c. Faculty or instructor(s) not assigned to advise you	AAD01c	0	0	48	41	28,752	40	<b>1.0</b>	1.4 *	-.25
		1	1	15	15	11,971	16			
		2	2	10	10	11,268	15			
		3	3	8	6	7,350	10			
		4	4 or more	8	6	9,453	13			
		—	Not applicable	27	22	3,878	5			
			Total	116	100	72,672	100			
d. Student services staff (career services, academic support, Trio, etc.)	AAD01d	0	0	54	46	39,676	54	<b>0.8</b>	0.9	-.05
		1	1	12	12	11,637	16			
		2	2	12	11	8,099	11			
		3	3	5	5	4,965	7			
		4	4 or more	5	4	4,342	6			
		—	Not applicable	28	22	3,945	6			
			Total	116	100	72,664	100			
e. Success or academic coach	AAD01e	0	0	69	61	52,227	71	<b>0.4</b>	0.5	-.09
		1	1	8	7	5,104	7			
		2	2	5	4	3,957	6			
		3	3	3	3	3,109	5			
		4	4 or more	3	2	2,715	4			
		—	Not applicable	27	22	5,569	8			
			Total	115	100	72,681	100			
f. Peer advisor or mentor	AAD01f	0	0	66	58	45,675	62	<b>0.4</b>	0.8 ***	-.28
		1	1	9	9	6,712	9			
		2	2	4	3	5,454	8			
		3	3	2	2	4,118	6			
		4	4 or more	3	3	5,334	8			
		—	Not applicable	31	26	5,421	8			
			Total	115	100	72,714	100			
g. Other, please specify:	AAD01g	0	0	2	76	1,806	29			
		1	1	0	0	290	5			
		2	2	1	24	356	5			
		3	3	0	0	360	6			
		4	4 or more	0	0	1,924	29			
		—	Not applicable	0	0	1,669	26			
			Total	3	100	6,405	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

## Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				SHU		Academic Advising		SHU	Academic Advising	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
<b>2. [If answered "0" to 1a., 1b., and 1c.] Do you know how to contact (in person, email, phone, or online) an advisor at your institution?<sup>j</sup></b>										
	AAD02	No		0	0	801	12			
		Yes		2	65	4,694	78			
		Unsure		1	35	694	10			
		Total		3	100	6,189	100			
<b>3. Thinking about academic advising, how much have people and resources at your institution done the following?</b>										
a. Been available when needed	AAD03a	1	Very little	6	6	6,965	10	<b>3.2</b>	2.7 ***	.47
		2	Some	12	10	20,437	28			
		3	Quite a bit	44	41	26,617	36			
		4	Very much	45	37	15,540	22			
		—	Not applicable	9	7	2,997	4			
		Total		116	100	72,556	100			
b. Provided prompt and accurate information	AAD03b	1	Very little	5	5	7,257	10	<b>3.1</b>	2.7 ***	.44
		2	Some	17	15	20,169	28			
		3	Quite a bit	39	37	26,420	36			
		4	Very much	46	38	15,400	22			
		—	Not applicable	7	6	2,945	4			
		Total		114	100	72,191	100			
c. Provided information about learning support services (tutoring, writing center, success skills, etc.)	AAD03c	1	Very little	11	10	9,607	13	<b>2.7</b>	2.6	.14
		2	Some	28	25	20,588	28			
		3	Quite a bit	28	25	22,679	31			
		4	Very much	29	24	13,349	19			
		—	Not applicable	19	16	6,141	8			
		Total		115	100	72,364	100			
d. Notified you of important policies and deadlines	AAD03d	1	Very little	7	6	9,748	13	<b>3.0</b>	2.7 ***	.37
		2	Some	22	20	19,245	26			
		3	Quite a bit	34	31	24,384	34			
		4	Very much	45	36	15,469	22			
		—	Not applicable	8	7	3,525	5			
		Total		116	100	72,371	100			
e. Reached out to you about your academic progress or performance	AAD03e	1	Very little	20	19	24,975	34	<b>2.7</b>	2.1 ***	.54
		2	Some	19	18	17,630	24			
		3	Quite a bit	26	22	13,340	19			
		4	Very much	36	30	9,007	13			
		—	Not applicable	14	11	7,418	10			
		Total		115	100	72,370	100			
f. Followed up with you regarding something they recommended	AAD03f	1	Very little	16	13	22,541	31	<b>2.8</b>	2.2 ***	.59
		2	Some	20	21	17,421	24			
		3	Quite a bit	23	20	13,895	20			
		4	Very much	37	30	8,861	13			
		—	Not applicable	21	17	9,605	13			
		Total		117	100	72,323	100			
g. Asked questions about your educational background and needs	AAD03g	1	Very little	16	14	24,804	34	<b>2.8</b>	2.1 ***	.63
		2	Some	24	21	17,932	25			
		3	Quite a bit	26	23	13,077	18			
		4	Very much	35	29	8,210	12			
		—	Not applicable	16	12	8,276	11			
		Total		117	100	72,299	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

## Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				SHU		Academic Advising		SHU	Academic Advising	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
h. Actively listened to your concerns	AAD03h	1	Very little	10	9	10,995	15	<b>3.1</b>	2.6 ***	.47
		2	Some	16	14	19,492	27			
		3	Quite a bit	29	28	20,541	28			
		4	Very much	48	40	15,000	21			
		—	Not applicable	11	9	6,272	8			
Total				114	100	72,300	100			
i. Respected your identity and culture	AAD03i	1	Very little	6	5	3,990	6	<b>3.2</b>	3.1	.16
		2	Some	11	10	10,846	15			
		3	Quite a bit	29	26	21,367	29			
		4	Very much	49	41	23,928	34			
		—	Not applicable	22	17	12,188	17			
Total				117	100	72,319	100			
j. Cared about your overall well-being	AAD03j	1	Very little	7	6	9,222	13	<b>3.3</b>	2.7 ***	.52
		2	Some	11	10	17,517	24			
		3	Quite a bit	30	26	20,261	28			
		4	Very much	55	47	18,515	26			
		—	Not applicable	13	10	6,848	9			
Total				116	100	72,363	100			
<b>4. Thinking about academic advising, about how often did someone at your institution discuss the following with you?</b>										
a. Your academic goals and future plans	AAD04a	1	Never	5	4	6,968	9	<b>3.7</b>	3.2 ***	.42
		2	Rarely	9	7	12,074	17			
		3	Sometimes	27	25	21,025	29			
		4	Often	29	26	16,714	23			
		5	Very often	35	29	12,257	17			
Total				115	100	72,207	100			
b. How your major or expected major relates to your goals and future plans	AAD04b	1	Never	6	5	8,254	11	<b>3.6</b>	3.2 ***	.31
		2	Rarely	9	8	11,205	16			
		3	Sometimes	29	26	18,760	26			
		4	Often	34	30	17,116	24			
		5	Very often	29	24	13,441	19			
Total				115	100	72,153	100			
c. Special opportunities (study abroad, internship, service-learning, research, etc.)	AAD04c	1	Never	24	20	11,782	17	<b>2.6</b>	2.9 *	-.28
		2	Rarely	11	10	13,372	18			
		3	Sometimes	21	20	19,162	26			
		4	Often	8	7	13,438	18			
		5	Very often	8	7	9,143	13			
Total				116	100	72,156	100			
d. Participation in co-curricular activities (organizations or clubs, performing arts, sports, etc.)	AAD04d	1	Never	25	22	16,839	24	<b>2.4</b>	2.6	-.16
		2	Rarely	16	14	15,406	21			
		3	Sometimes	12	12	16,379	23			
		4	Often	7	7	9,969	14			
		5	Very often	8	7	6,863	10			
Total				115	100	72,043	100			

## Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				SHU		Academic Advising		SHU	Academic Advising	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
e. Resources for your well-being (health, counseling, financial guidance, etc.)	AAD04e	1	Never	21	18	14,213	20	<b>2.6</b>	2.7	-.08
		2	Rarely	25	23	15,617	21			
		3	Sometimes	18	16	19,153	26			
		4	Often	9	8	10,855	15			
		5	Very often	12	10	6,709	10			
		—	Not applicable	30	24	5,613	8			
Total				115	100	72,160	100			
<b>5. How much have each of the following helped you develop your academic goals and future plans?</b>										
a. Academic advisor, faculty, or staff assigned to advise you	AAD05a	1	Very little	12	10	17,038	23	<b>3.0</b>	2.4 ***	.54
		2	Some	21	20	19,492	27			
		3	Quite a bit	25	23	17,375	24			
		4	Very much	43	36	12,363	18			
		—	Not applicable	14	12	5,686	7			
		Total				115	100			
b. Academic advisor(s) available to any student	AAD05b	1	Very little	18	17	21,388	29	<b>2.6</b>	2.1 ***	.47
		2	Some	16	15	17,748	25			
		3	Quite a bit	16	15	12,073	17			
		4	Very much	26	22	7,415	11			
		—	Not applicable	39	31	13,301	18			
		Total				115	100			
c. Faculty or instructor(s) <i>not</i> assigned to advise you	AAD05c	1	Very little	19	18	18,217	25	<b>2.1</b>	2.2	-.09
		2	Some	21	19	17,093	24			
		3	Quite a bit	13	12	13,141	18			
		4	Very much	8	6	9,001	13			
		—	Not applicable	55	44	14,437	20			
		Total				116	100			
d. Online advising system (degree progress report, etc.)	AAD05d	1	Very little	23	20	19,492	27	<b>2.4</b>	2.2	.14
		2	Some	24	21	14,875	21			
		3	Quite a bit	16	15	12,686	18			
		4	Very much	20	16	8,926	13			
		—	Not applicable	32	27	15,909	21			
		Total				115	100			
e. Website, catalog, or other published sources	AAD05e	1	Very little	18	18	19,041	26	<b>2.4</b>	2.2	.18
		2	Some	27	24	18,977	26			
		3	Quite a bit	26	23	13,457	19			
		4	Very much	14	11	7,341	11			
		—	Not applicable	30	25	13,029	18			
		Total				115	100			
f. Student services staff (career services, academic support, Trio, etc.)	AAD05f	1	Very little	26	23	25,893	36	<b>1.9</b>	1.9	.06
		2	Some	24	22	14,839	21			
		3	Quite a bit	9	9	7,906	11			
		4	Very much	6	5	4,564	7			
		—	Not applicable	50	41	18,671	26			
		Total				115	100			
g. Success or academic coach	AAD05g	1	Very little	22	23	23,798	33	<b>1.8</b>	1.7	.02
		2	Some	7	6	8,648	12			
		3	Quite a bit	7	6	5,280	8			
		4	Very much	5	4	3,389	5			
		—	Not applicable	73	62	30,712	42			
		Total				114	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

## Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				SHU		Academic Advising		SHU	Academic Advising	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
h. Peer advisor or mentor	AAD05h	1	Very little	18	16	21,403	29	<b>1.9</b>	1.9	-.03
		2	Some	10	9	10,622	15			
		3	Quite a bit	7	7	7,178	10			
		4	Very much	4	3	4,632	7			
		—	Not applicable	76	65	27,958	38			
			Total	115	100	71,793	100			
i. Friends or other students	AAD05i	1	Very little	15	14	6,734	10	<b>2.5</b>	2.8 *	-0.28 ▽
		2	Some	20	18	18,858	26			
		3	Quite a bit	21	19	23,777	32			
		4	Very much	18	14	18,573	25			
		—	Not applicable	42	35	3,969	6			
			Total	116	100	71,911	100			
j. Family members	AAD05j	1	Very little	12	10	9,825	14	<b>2.8</b>	2.7	.11
		2	Some	20	20	17,568	25			
		3	Quite a bit	25	22	20,122	27			
		4	Very much	32	27	20,372	28			
		—	Not applicable	27	21	3,859	6			
			Total	116	100	71,746	100			
k. Other, please specify:	AAD05k	1	Very little	0	0	77	3			
		2	Some	0	0	146	6			
		3	Quite a bit	0	0	246	9			
		4	Very much	0	0	642	25			
		—	Not applicable	1	100	1,470	57			
			Total	1	100	2,581	100			

### 6. Regarding academic advising, who has been the most helpful and in what way?

This final question asked students to respond in an open text box. Comments were recorded for 30 first-year students and 58 seniors. Responses are provided in your "NSSE20 Student Comments" report and in a separate SPSS data file.

*These open-ended responses appear exactly as respondents entered them and may not be suitable for distribution without prior review.*

## First-Year Students

Variable name	N	Mean		Standard error <sup>f</sup>		Standard deviation <sup>g</sup>		DF <sup>h</sup>	Sig. <sup>i</sup>	Effect size <sup>d</sup>
	SHU	SHU	Academic Advising	SHU	Academic Advising	SHU	Academic Advising			
AAD01a	44	2.42	1.99	.150	.006	1.00	1.32	43	.006	.33
AAD01b	43	1.96	1.44	.205	.007	1.34	1.35	43,270	.011	.39
AAD01c	44	1.33	1.03	.210	.006	1.39	1.27	42,531	.110	.24
AAD01d	44	1.18	0.95	.162	.006	1.07	1.25	42,755	.243	.18
AAD01e	44	0.91	0.67	.195	.006	1.29	1.18	42,192	.174	.21
AAD01f	44	1.45	1.13	.213	.007	1.41	1.41	42,653	.138	.22
AAD03a	42	2.81	2.83	.148	.004	0.96	0.87	42,553	.846	-.03
AAD03b	43	2.66	2.85	.141	.004	0.93	0.86	42,279	.144	-.22
AAD03c	42	2.81	2.88	.146	.004	0.95	0.89	42,080	.604	-.08
AAD03d	43	3.00	2.82	.136	.004	0.89	0.92	42,668	.195	.20
AAD03e	42	2.36	2.27	.168	.005	1.09	1.06	40,219	.589	.08
AAD03f	42	2.39	2.32	.157	.005	1.02	1.04	38,323	.652	.07
AAD03g	41	2.35	2.23	.153	.005	0.99	1.04	39,130	.440	.12
AAD03h	41	2.74	2.69	.158	.005	1.01	0.97	39,718	.737	.05
AAD03i	40	3.21	3.17	.149	.004	0.94	0.85	38,278	.752	.05
AAD03j	42	2.97	2.87	.141	.005	0.92	0.96	40,421	.481	.11
AAD04a	42	3.30	3.29	.181	.006	1.17	1.19	41,964	.937	.01
AAD04b	42	3.55	3.33	.168	.006	1.09	1.22	41,832	.242	.18
AAD04c	38	2.70	3.00	.196	.006	1.22	1.24	41,309	.126	-.25
AAD04d	42	3.12	2.90	.177	.006	1.15	1.25	40,940	.250	.18
AAD04e	42	2.99	3.08	.186	.006	1.21	1.21	41,371	.656	-.07
AAD05a	42	2.63	2.44	.136	.005	0.88	1.00	39,974	.242	.18
AAD05b	38	2.21	2.26	.145	.005	0.90	1.01	35,547	.788	-.04
AAD05c	32	1.95	2.08	.145	.006	0.82	1.00	32,839	.460	-.13
AAD05d	30	1.95	2.12	.138	.006	0.75	1.02	29	.223	-.17
AAD05e	36	2.07	2.21	.153	.005	0.92	0.99	35,427	.382	-.15
AAD05f	38	2.02	2.01	.149	.006	0.93	1.00	31,810	.957	.01
AAD05g	28	2.16	1.96	.183	.006	0.98	1.03	27,269	.299	.20
AAD05h	38	2.09	2.15	.140	.006	0.86	1.03	37	.640	-.06
AAD05i	39	2.79	2.77	.132	.005	0.83	0.94	42,317	.877	.02
AAD05j	42	3.12	2.88	.142	.005	0.92	0.99	42,569	.117	.24

See the endnotes on the last page of this report.



## Seniors

Variable name	N	Mean		Standard error <sup>f</sup>		Standard deviation <sup>g</sup>		DF <sup>h</sup>	Sig. <sup>i</sup>	Effect size <sup>d</sup>
	SHU	SHU	Academic Advising	SHU	Academic Advising	SHU	Academic Advising			
AAD01a	109	2.80	2.09	.117	.006	1.22	1.40	109	.000	.51
AAD01b	100	1.86	1.43	.158	.006	1.58	1.42	99	.007	.31
AAD01c	90	1.01	1.37	.138	.006	1.31	1.45	90	.011	-.25
AAD01d	90	0.83	0.88	.126	.005	1.20	1.25	58,112	.658	-.05
AAD01e	89	0.42	0.52	.101	.005	0.96	1.09	56,854	.389	-.09
AAD01f	85	0.43	0.79	.105	.005	0.97	1.30	85	.001	-.28
AAD03a	108	3.16	2.73	.083	.004	0.86	0.92	107	.000	.47
AAD03b	108	3.14	2.73	.083	.004	0.86	0.93	107	.000	.44
AAD03c	97	2.75	2.61	.102	.004	1.00	0.97	56,252	.160	.14
AAD03d	108	3.04	2.68	.090	.004	0.93	0.98	107	.000	.37
AAD03e	102	2.70	2.12	.113	.005	1.15	1.07	55,407	.000	.54
AAD03f	97	2.80	2.17	.111	.005	1.10	1.07	53,563	.000	.59
AAD03g	103	2.76	2.09	.107	.005	1.08	1.06	54,608	.000	.63
AAD03h	104	3.08	2.60	.097	.004	0.99	1.02	56,127	.000	.47
AAD03i	97	3.24	3.09	.093	.004	0.91	0.92	51,127	.115	.16
AAD03j	104	3.27	2.73	.090	.004	0.92	1.02	104	.000	.52
AAD04a	105	3.75	3.23	.110	.005	1.13	1.22	58,639	.000	.42
AAD04b	107	3.63	3.24	.108	.005	1.12	1.27	106	.000	.31
AAD04c	75	2.55	2.91	.154	.005	1.34	1.29	56,685	.016	-.28
AAD04d	72	2.41	2.62	.163	.006	1.38	1.31	55,465	.178	-.16
AAD04e	87	2.61	2.70	.143	.005	1.33	1.26	56,393	.466	-.08
AAD05a	102	2.97	2.39	.103	.004	1.04	1.06	56,570	.000	.54
AAD05b	79	2.61	2.12	.132	.005	1.18	1.04	78	.000	.47
AAD05c	65	2.13	2.23	.124	.005	1.00	1.06	48,697	.462	-.09
AAD05d	84	2.37	2.21	.122	.005	1.12	1.09	47,789	.191	.14
AAD05e	87	2.36	2.17	.108	.005	1.00	1.02	50,107	.088	.18
AAD05f	68	1.92	1.85	.113	.005	0.93	0.99	45,142	.598	.06
AAD05g	44	1.77	1.75	.160	.005	1.06	1.00	35,353	.910	.02
AAD05h	40	1.88	1.92	.158	.005	1.00	1.04	37,412	.825	-.03
AAD05i	76	2.51	2.78	.123	.004	1.07	0.96	75	.033	-.28
AAD05j	91	2.84	2.73	.109	.004	1.04	1.04	57,260	.301	.11

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## Endnotes

- a. Column percentages are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Percentages may not sum to 100 due to rounding. Counts are unweighted; column percentages cannot be replicated from counts.
- b. All statistics are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Unless otherwise noted, statistical comparisons are two-tailed independent  $t$ -tests. Items with categorical response sets are left blank.
- c. These are the values used to calculate means. For the majority of items, these values match the codes in the data file and codebook.
- d. Effect size for independent  $t$ -tests uses Cohen's  $d$ ;  $z$ -tests use Cohen's  $h$ .
- e. Statistics are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Categorical items are not listed.
- f. The 95% confidence interval for the population mean is equal to the sample mean plus or minus 1.96 times the standard error of the mean.
- g. A measure of the amount individual scores deviate from the mean of all the scores in the distribution.
- h. Degrees of freedom used to compute the  $t$ -tests. Values differ from  $N$ s due to weighting and whether equal variances were assumed.
- i. Statistical comparisons are two-tailed independent  $t$ -tests or  $z$ -tests. Statistical significance represents the probability that the difference between your students' mean and that of the students in the comparison group is due to chance.
- j. Statistical comparison uses  $z$ -test to compare the proportion who responded (depending on the item) "Done or in progress" or "Yes" with all who responded otherwise.
- k. Mean represents the proportion who responded (depending on the item) "Done or in progress" or "Yes."

### **Key to symbols:**

- ▲ **Your students' average** was significantly higher ( $p < .05$ ) with an effect size at least .3 in magnitude.
- △ **Your students' average** was significantly higher ( $p < .05$ ) with an effect size less than .3 in magnitude.
- ▽ **Your students' average** was significantly lower ( $p < .05$ ) with an effect size less than .3 in magnitude.
- ▼ **Your students' average** was significantly lower ( $p < .05$ ) with an effect size at least .3 in magnitude.

Note: It is important to interpret the direction of differences relative to item wording and your institutional context.