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# **NSSE 2015 Topical Module**

## **Academic Advising**

Western Carolina University

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## About This Topical Module

This module examines students' experiences with academic advising, including frequency, accessibility, and types of information provided. It also asks students to identify their primary source of advice. 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 'Public Masters/L' column of this report.

Group label	Public Masters/L
Date submitted	6/9/15
How was this comparison group constructed?	Your institution customized this group by selecting institutional characteristics as follows: Basic Classification (Master's L); Sector (Pub); UG Enrollment 5-10K
Group description	Public Master's L institutions with enrollment of 5001-10000 students.

## Public Masters/L (N=23)

College at Brockport, SUNY, The (Brockport, NY)\*  
 CUNY Herbert H. Lehman College (Bronx, NY)\*  
 Indiana University Southeast (New Albany, IN)  
 Marshall University (Huntington, WV)  
 McNeese State University (Lake Charles, LA)\*  
 Murray State University (Murray, KY)  
 New Jersey City University (Jersey City, NJ)  
 Norfolk State University (Norfolk, VA)  
 North Carolina Central University (Durham, NC)\*  
 Northeastern Illinois University (Chicago, IL)  
 Northwestern State University of Louisiana (Natchitoches, LA)\*  
 Salem State University (Salem, MA)  
 Southern Connecticut State University (New Haven, CT)  
 Southern Oregon University (Ashland, OR)\*  
 Southern University and A&M College (Baton Rouge, LA)  
 State University of New York at New Paltz (New Paltz, NY)\*  
 SUNY College at Oswego (Oswego, NY)\*  
 SUNY-Buffalo State College (Buffalo, NY)  
 University of Central Arkansas (Conway, AR)  
 University of Louisiana Monroe (Monroe, LA)\*  
 University of Massachusetts Dartmouth (North Dartmouth, MA)\*  
 University of Michigan-Dearborn (Dearborn, MI)  
 University of Southern Maine (Portland, ME)\*

## 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>		
				WCU		Public Masters/L		WCU	Public Masters/L	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
<b>1. During the current school year, about how many times have you and an academic advisor discussed your academic interests, course selections, or academic performance?</b>										
	ADV01	0	0	9	3	272	7	<b>2.5</b>	2.3 **	.16
		1	1	50	18	1,105	25			
		2	2	110	36	1,372	31			
		3	3	64	23	817	19			
		4	4	40	13	345	8			
		5	5	9	3	138	3			
		6	6 or more	13	5	228	6			
			Total	295	100	4,277	100			
<b>2. During the current school year, to what extent have your academic advisors done the following?</b>										
a. Been available when needed	ADV02a	1	Very little	10	4	355	8	<b>3.2</b>	3.0 **	.19
		2	Some	53	19	882	21			
		3	Quite a bit	92	31	1,254	29			
		4	Very much	128	42	1,566	36			
		—	Not applicable	13	4	232	6			
			Total	296	100	4,289	100			
b. Listened closely to your concerns and questions	ADV02b	1	Very little	17	6	347	8	<b>3.2</b>	3.0 *	.15
		2	Some	41	15	835	20			
		3	Quite a bit	94	32	1,214	28			
		4	Very much	131	43	1,620	37			
		—	Not applicable	14	5	265	7			
			Total	297	100	4,281	100			
c. Informed you of important deadlines	ADV02c	1	Very little	27	9	628	15	<b>3.0</b>	2.8 **	.16
		2	Some	56	20	831	19			
		3	Quite a bit	87	28	1,141	27			
		4	Very much	112	38	1,426	33			
		—	Not applicable	14	5	249	6			
			Total	296	100	4,275	100			
d. Helped you understand academic rules and policies	ADV02d	1	Very little	17	6	576	14	<b>3.1</b>	2.8 ***	.24
		2	Some	52	19	910	22			
		3	Quite a bit	96	33	1,109	26			
		4	Very much	110	36	1,373	32			
		—	Not applicable	18	6	300	7			
			Total	293	100	4,268	100			
e. Informed you of academic support options (tutoring, study groups, help with writing, etc.)	ADV02e	1	Very little	24	8	683	16	<b>3.1</b>	2.7 ***	.32
		2	Some	41	14	907	22			
		3	Quite a bit	95	32	1,035	24			
		4	Very much	117	39	1,299	30			
		—	Not applicable	20	7	357	8			
			Total	297	100	4,281	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed): Refer to the Endnotes page for a key to the 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>		
				WCU		Public Masters/L		WCU	Public Masters/L	
				Count	%	Count	%	Mean	Mean	Effect size <sup>d</sup>
f. Provided useful information about courses	ADV02f	1	Very little	12	5	511	12	<b>3.2</b>	2.9 ***	.28
		2	Some	48	17	854	20			
		3	Quite a bit	87	29	1,207	28			
		4	Very much	137	45	1,498	35			
		—	Not applicable	11	3	202	5			
		Total		295	100	4,272	100			
g. Helped you when you had academic difficulties	ADV02g	1	Very little	19	7	689	16	<b>3.1</b>	2.7 ***	.32
		2	Some	48	17	770	18			
		3	Quite a bit	69	24	912	21			
		4	Very much	110	36	1,179	27			
		—	Not applicable	50	17	727	17			
		Total		296	100	4,277	100			
h. Helped you get information on special opportunities (study abroad, internship, research projects, etc.)	ADV02h	1	Very little	39	12	879	21	<b>2.9</b>	2.5 ***	.28
		2	Some	48	18	839	20			
		3	Quite a bit	80	28	769	18			
		4	Very much	92	30	1,024	24			
		—	Not applicable	35	12	758	18			
		Total		294	100	4,269	100			
i. Discussed your career interests and post-graduation plans	ADV02i	1	Very little	40	14	884	21	<b>2.9</b>	2.6 ***	.25
		2	Some	58	22	942	22			
		3	Quite a bit	70	22	849	20			
		4	Very much	108	36	1,132	26			
		—	Not applicable	20	7	459	11			
		Total		296	100	4,266	100			
<b>3. How often have your academic advisors reached out to you about your academic progress or performance?</b>										
	ADV04	1	Never	91	30	902	40	<b>2.0</b>	1.9	.08
	_15	2	Sometimes	137	46	815	35			
		3	Often	51	18	391	17			
		4	Very often	17	7	176	8			
		Total		296	100	2,284	100			
<b>4. During the current school year, which of the following has been your primary source of advice regarding your academic plans? (Select one)</b>										
	ADV03	—	Academic advisor(s) assigned to you	109	37	1,496	34	<b>2.0</b>	1.9	.08
		—	Academic advisor(s) available to any student	13	4	277	7			
		—	Faculty or staff not formally assigned as an advisor	40	14	486	12			
		—	Online advising system (degree progress report, etc.)	17	5	161	3			
		—	Web site, catalog, or other published sources	14	4	172	4			
		—	Friends or other students	36	15	621	14			
		—	Family members	54	17	824	18			
		—	Other, please specify:	5	2	58	2			
		—	I did not seek academic advice this year	8	3	193	5			
		Total		296	100	4,288	100			

## Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				WCU		Public Masters/L		WCU	Public Masters/L	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
<b>1. During the current school year, about how many times have you and an academic advisor discussed your academic interests, course selections, or academic performance?</b>										
	ADV01	0	0	29	9	823	12	<b>2.7</b>	2.4 **	.17 ▲
		1	1	52	17	1,621	24			
		2	2	95	30	1,759	25			
		3	3	44	15	1,097	15			
		4	4	27	9	595	8			
		5	5	11	3	246	3			
		6	6 or more	54	17	884	12			
		Total		312	100	7,025	100			
<b>2. During the current school year, to what extent have your academic advisors done the following?</b>										
a. Been available when needed	ADV02a	1	Very little	18	6	663	10	<b>3.3</b>	3.0 ***	.27 ▲
		2	Some	47	15	1,259	18			
		3	Quite a bit	74	23	1,984	27			
		4	Very much	166	53	2,738	39			
		—	Not applicable	8	3	407	6			
		Total		313	100	7,051	100			
b. Listened closely to your concerns and questions	ADV02b	1	Very little	18	6	685	10	<b>3.3</b>	3.0 ***	.28 ▲
		2	Some	43	13	1,173	17			
		3	Quite a bit	71	23	1,936	27			
		4	Very much	167	53	2,764	39			
		—	Not applicable	14	5	488	7			
		Total		313	100	7,046	100			
c. Informed you of important deadlines	ADV02c	1	Very little	28	9	1,162	17	<b>3.2</b>	2.8 ***	.38 ▲
		2	Some	46	14	1,369	19			
		3	Quite a bit	72	23	1,689	23			
		4	Very much	153	50	2,260	32			
		—	Not applicable	12	4	557	8			
		Total		311	100	7,037	100			
d. Helped you understand academic rules and policies	ADV02d	1	Very little	31	9	1,180	17	<b>3.1</b>	2.7 ***	.36 ▲
		2	Some	49	15	1,376	20			
		3	Quite a bit	67	22	1,562	22			
		4	Very much	139	45	2,040	29			
		—	Not applicable	27	9	853	12			
		Total		313	100	7,011	100			
e. Informed you of academic support options (tutoring, study groups, help with writing, etc.)	ADV02e	1	Very little	45	14	1,510	22	<b>2.9</b>	2.5 ***	.35 ▲
		2	Some	45	14	1,365	20			
		3	Quite a bit	69	23	1,284	18			
		4	Very much	114	37	1,713	24			
		—	Not applicable	40	13	1,161	16			
		Total		313	100	7,033	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed): Refer to the Endnotes page for a key to the 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>		
				WCU		Public Masters/L		WCU	Public Masters/L	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
f. Provided useful information about courses	ADV02f	1	Very little	28	9	1,047	15	<b>3.2</b>	2.8 ***	.30
		2	Some	45	15	1,350	19			
		3	Quite a bit	84	27	1,735	24			
		4	Very much	145	47	2,366	33			
		—	Not applicable	8	3	536	8			
		Total		310	100	7,034	100			
g. Helped you when you had academic difficulties	ADV02g	1	Very little	36	11	1,211	18	<b>3.1</b>	2.7 ***	.31
		2	Some	38	11	1,104	16			
		3	Quite a bit	68	22	1,339	19			
		4	Very much	120	38	1,922	27			
		—	Not applicable	51	17	1,441	21			
		Total		313	100	7,017	100			
h. Helped you get information on special opportunities (study abroad, internship, research projects, etc.)	ADV02h	1	Very little	48	15	1,591	23	<b>3.0</b>	2.5 ***	.35
		2	Some	35	11	1,054	15			
		3	Quite a bit	63	21	1,187	16			
		4	Very much	118	38	1,761	25			
		—	Not applicable	49	16	1,424	21			
		Total		313	100	7,017	100			
i. Discussed your career interests and post-graduation plans	ADV02i	1	Very little	52	17	1,539	22	<b>3.0</b>	2.6 ***	.30
		2	Some	47	16	1,377	19			
		3	Quite a bit	50	16	1,295	18			
		4	Very much	140	44	2,011	28			
		—	Not applicable	21	7	778	12			
		Total		310	100	7,000	100			
<b>3. How often have your academic advisors reached out to you about your academic progress or performance?</b>										
	ADV04	1	Never	80	27	1,388	41	<b>2.2</b>	2.0 ***	.27
		2	Sometimes	118	38	1,166	32			
		3	Often	67	21	632	18			
		4	Very often	46	14	342	10			
		—	Not applicable							
		Total		311	100	3,528	100			
<b>4. During the current school year, which of the following has been your primary source of advice regarding your academic plans? (Select one)</b>										
	ADV03	—	Academic advisor(s) assigned to you	125	40	2,483	34	<b>3.1</b>	2.8 ***	.30
		—	Academic advisor(s) available to any student	8	3	555	8			
		—	Faculty or staff not formally assigned as an advisor	66	21	1,482	22			
		—	Online advising system (degree progress report, etc.)	17	6	387	6			
		—	Web site, catalog, or other published sources	13	4	336	5			
		—	Friends or other students	32	10	694	10			
		—	Family members	28	9	549	7			
		—	Other, please specify:	5	2	134	2			
		—	I did not seek academic advice this year	19	6	426	7			
		Total		313	100	7,046	100			

### 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>
	WCU	WCU	Public Masters/L	WCU	Public Masters/L	WCU	Public Masters/L			
ADV01	288	2.53	2.30	.08	.02	1.34	1.47	5,211	.007	.16
ADV02a	276	3.17	2.98	.05	.01	0.88	0.98	4,929	.002	.19
ADV02b	276	3.16	3.01	.06	.01	0.92	0.98	4,879	.014	.15
ADV02c	273	2.99	2.83	.06	.02	1.00	1.08	312	.007	.16
ADV02d	268	3.06	2.81	.06	.02	0.92	1.06	311	.000	.24
ADV02e	270	3.09	2.75	.06	.02	0.96	1.09	312	.000	.32
ADV02f	278	3.19	2.89	.05	.02	0.90	1.04	323	.000	.28
ADV02g	241	3.06	2.71	.06	.02	0.97	1.12	279	.000	.32
ADV02h	251	2.87	2.54	.07	.02	1.04	1.15	290	.000	.28
ADV02i	269	2.86	2.57	.07	.02	1.09	1.14	305	.000	.25
ADV04_15	289	2.01	1.94	.05	.02	0.86	0.94	358	.176	.08

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



## 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>
	WCU	WCU	Public Masters/L	WCU	Public Masters/L	WCU	Public Masters/L			
ADV01	312	2.74	2.42	.11	.02	1.86	1.82	7,088	.003	.17
ADV02a	303	3.28	3.01	.05	.01	0.93	1.01	6,705	.000	.27
ADV02b	297	3.30	3.02	.05	.01	0.92	1.02	6,614	.000	.28
ADV02c	298	3.19	2.77	.06	.01	1.00	1.12	333	.000	.38
ADV02d	285	3.12	2.72	.06	.01	1.03	1.12	317	.000	.36
ADV02e	272	2.95	2.54	.07	.02	1.10	1.16	300	.000	.35
ADV02f	301	3.15	2.82	.06	.01	0.99	1.10	336	.000	.30
ADV02g	260	3.05	2.70	.07	.02	1.07	1.16	289	.000	.31
ADV02h	263	2.97	2.54	.07	.02	1.13	1.20	291	.000	.35
ADV02i	288	2.95	2.60	.07	.02	1.17	1.18	6,249	.000	.30
ADV04_15	311	2.23	1.97	.06	.02	1.00	0.98	3,942	.000	.27

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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  $d$ .
- 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. Statistical significance represents the probability that the difference between your students' mean and that of the comparison group is due to chance.

### **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.