



NSSE 2020 Topical Module Report

Academic Advising

University of Massachusetts Boston

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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 '4-Year Public Inst.' column of this report.

Group label	4-Year Public Inst.
Date submitted	5/26/20
How was this comparison group constructed?	Your institution customized this comparison group by selecting institutions from all module participants.
Group description	All 4-year public institutions participated in NSSE 2020.

4-Year Public Inst. (N=104)

Abraham Baldwin Agricultural College (Tifton, GA)
Alabama A&M University (Normal, AL)
Alabama State University (Montgomery, AL)
Albany State University (Albany, GA)
Alcorn State University (Alcorn State, MS)
Binghamton University (State University of New York) (Vestal, NY)
Black Hills State University (Spearfish, SD)
Bowie State University (Bowie, MD)
Bridgewater State University (Bridgewater, MA)
California State Polytechnic University-Pomona (Pomona, CA)
California State University-Channel Islands (Camarillo, CA)
California State University, Fresno (Fresno, CA)
California State University, Los Angeles (Los Angeles, CA)
California State University, Monterey Bay (Seaside, CA)
Christopher Newport University (Newport News, VA)
Cleveland State University (Cleveland, OH)
Colorado State University-Pueblo (Pueblo, CO)
Columbus State University (Columbus, GA)
CUNY Medgar Evers College (Brooklyn, NY)
Dakota State University (Madison, SD)
Dalton State College (Dalton, GA)
Eastern Illinois University (Charleston, IL)
Eastern Washington University (Cheney, WA)
Farmingdale State College (Farmingdale, NY)
Fayetteville State University (Fayetteville, NC)
Ferris State University (Big Rapids, MI)
Florida A&M University (Tallahassee, FL)
Florida International University (Miami, FL)
Fort Valley State University (Fort Valley, GA)
Georgia Institute of Technology (Atlanta, GA)

Glenville State College (Glenville, WV)
James Madison University (Harrisonburg, VA)
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)
Lincoln University (Lincoln University, PA)
Marshall University (Huntington, WV)
McNeese State University (Lake Charles, LA)
Middle Georgia State University (Macon, GA)
Minnesota State University, Mankato (Mankato, MN)
Minot State University (Minot, ND)
New Mexico State University (Las Cruces, NM)
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 University (Athens, OH)
Purdue University Fort Wayne (Fort Wayne, IN)
Purdue University Northwest (Hammond, IN)
Ramapo College of New Jersey (Mahwah, NJ)
Rogers State University (Claremore, OK)
San Francisco State University (San Francisco, CA)
South Dakota State University (Brookings, SD)
Southern Connecticut State University (New Haven, CT)
State University of New York at Brockport (Brockport, NY)
State University of New York at Fredonia (Fredonia, NY)

4-Year Public Inst. (N=104), continued

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)
Texas A&M International University (Laredo, TX)
Truman State University (Kirksville, MO)
United States Coast Guard Academy (New London, CT)
University at Albany, SUNY, The (Albany, NY)
University of Houston (Houston, TX)
University of Illinois at Chicago (Chicago, IL)
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)
University of Maine at Machias (Machias, ME)
University of Maine at Presque Isle (Presque Isle, ME)
University of Minnesota Morris (Morris, MN)
University of New Hampshire at Manchester (Manchester, NH)
University of North Carolina at Charlotte (Charlotte, NC)
University of North Georgia (Dahlonoga, GA)
University of Northern Iowa (Cedar Falls, IA)
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 Vermont (Burlington, VT)
University of Virginia's College at Wise, The (Wise, VA)
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)
Virginia Commonwealth University (Richmond, VA)
Wayne State University (Detroit, MI)
Western Colorado University (Gunnison, CO)
Westfield State University (Westfield, MA)
William Paterson University of New Jersey (Wayne, NJ)

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UMass Boston		4-Year Public Inst.		UMass Boston	4-Year Public Inst.	Effect size ^d
				Count	%	Count	%	Mean	Mean	Mean
1. During the current school year, how many times have you discussed your academic interests, course selections, or academic performance with the following individuals?										
a. Academic advisor, faculty, or staff assigned to advise you	AAD01a	0 0		28	9	2,224	8	2.1	2.2	-.08
		1 1		69	21	6,043	21			
		2 2		106	33	8,564	29			
		3 3		67	21	6,809	23			
		4 4 or more		55	16	5,597	18			
		— Not applicable		1	0	435	1			
		Total		326	100	29,672	100			
b. Academic advisor(s) available to any student	AAD01b	0 0		79	25	8,829	30	1.6	1.5	.04
		1 1		78	23	6,459	22			
		2 2		73	23	5,888	20			
		3 3		53	17	4,181	14			
		4 4 or more		27	8	3,233	11			
		— Not applicable		14	4	1,008	3			
		Total		324	100	29,598	100			
c. Faculty or instructor(s) not assigned to advise you	AAD01c	0 0		146	44	13,535	46	1.1	1.1	.02
		1 1		60	19	5,417	18			
		2 2		49	15	4,614	15			
		3 3		36	12	2,589	9			
		4 4 or more		17	6	1,978	7			
		— Not applicable		16	5	1,449	5			
		Total		324	100	29,582	100			
d. Student services staff (career services, academic support, Trio, etc.)	AAD01d	0 0		171	53	15,023	51	1.0	1.0	.00
		1 1		41	13	4,812	16			
		2 2		49	15	4,058	14			
		3 3		33	11	2,416	8			
		4 4 or more		17	5	1,891	6			
		— Not applicable		12	4	1,335	5			
		Total		323	100	29,535	100			
e. Success or academic coach	AAD01e	0 0		201	62	19,371	65	0.8	0.7	.12
		1 1		28	8	2,732	9			
		2 2		33	11	2,410	8			
		3 3		22	7	1,906	7			
		4 4 or more		24	7	1,405	5			
		— Not applicable		17	5	1,759	6			
		Total		325	100	29,583	100			
f. Peer advisor or mentor	AAD01f	0 0		153	48	14,217	48	1.1	1.1	-.02
		1 1		44	13	4,426	15			
		2 2		49	15	3,743	13			
		3 3		31	10	2,682	9			
		4 4 or more		28	7	3,083	10			
		— Not applicable		18	6	1,449	5			
		Total		323	100	29,600	100			
g. Other, please specify:	AAD01g	0 0		6	37	727	28			
		1 1		1	9	131	5			
		2 2		2	11	162	7			
		3 3		1	6	182	8			
		4 4 or more		4	26	711	28			
		— Not applicable		2	11	608	24			
		Total		16	100	2,521	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 ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UMass Boston		4-Year Public Inst.		UMass Boston	4-Year Public Inst.	Effect size ^d
				Count	%	Count	%	Mean	Mean	
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?^j										
	AAD02	No		1	6	177	16			
		Yes		10	83	829	73			
		Unsure		1	11	141	11			
		Total		12	100	1,147	100			
3. Thinking about academic advising, how much have people and resources at your institution done the following?										
a. Been available when needed	AAD03a	1	Very little	22	7	1,738	6	2.8	2.9 *	-0.12 ▽
		2	Some	91	29	7,502	25			
		3	Quite a bit	123	38	12,322	42			
		4	Very much	74	22	7,206	25			
		—	Not applicable	13	4	781	3			
		Total		323	100	29,549	100			
b. Provided prompt and accurate information	AAD03b	1	Very little	19	6	1,567	5	2.8	2.9 **	-0.16 ▽
		2	Some	94	30	7,292	24			
		3	Quite a bit	129	41	12,421	42			
		4	Very much	68	20	7,364	26			
		—	Not applicable	9	3	736	2			
		Total		319	100	29,380	100			
c. Provided information about learning support services (tutoring, writing center, success skills, etc.)	AAD03c	1	Very little	29	9	1,713	6	2.8	3.0 **	-0.19 ▽
		2	Some	83	27	6,617	23			
		3	Quite a bit	118	37	11,678	39			
		4	Very much	83	25	8,510	29			
		—	Not applicable	8	3	958	3			
		Total		321	100	29,476	100			
d. Notified you of important policies and deadlines	AAD03d	1	Very little	28	10	2,410	8	2.7	2.9 *	-0.14 ▽
		2	Some	88	29	7,135	24			
		3	Quite a bit	120	36	11,255	38			
		4	Very much	77	22	7,866	27			
		—	Not applicable	8	2	799	3			
		Total		321	100	29,465	100			
e. Reached out to you about your academic progress or performance	AAD03e	1	Very little	72	22	7,291	24	2.3	2.4	-0.09
		2	Some	109	36	7,974	27			
		3	Quite a bit	79	24	7,332	25			
		4	Very much	43	12	4,943	17			
		—	Not applicable	17	5	1,914	6			
		Total		320	100	29,454	100			
f. Followed up with you regarding something they recommended	AAD03f	1	Very little	73	23	6,536	22	2.3	2.4 *	-0.12 ▽
		2	Some	96	32	7,870	27			
		3	Quite a bit	78	23	7,420	25			
		4	Very much	42	13	4,673	16			
		—	Not applicable	30	9	2,946	10			
		Total		319	100	29,445	100			
g. Asked questions about your educational background and needs	AAD03g	1	Very little	94	29	7,577	25	2.1	2.3 ***	-0.19 ▽
		2	Some	100	33	8,049	27			
		3	Quite a bit	69	21	7,111	24			
		4	Very much	33	10	4,322	15			
		—	Not applicable	24	7	2,384	8			
		Total		320	100	29,443	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 ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UMass Boston		4-Year Public Inst.		UMass Boston	4-Year Public Inst.	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Actively listened to your concerns	AAD03h	1	Very little	40	13	3,076	10	2.6	2.8 **	-0.19 ▽
		2	Some	101	34	7,643	26			
		3	Quite a bit	89	27	9,650	32			
		4	Very much	64	19	7,012	24			
		—	Not applicable	23	8	2,049	7			
Total				317	100	29,430	100			
i. Respected your identity and culture	AAD03i	1	Very little	14	5	912	3	3.1	3.2 **	-0.18 ▽
		2	Some	63	20	4,216	14			
		3	Quite a bit	97	30	9,929	33			
		4	Very much	112	35	11,448	39			
		—	Not applicable	32	10	2,932	10			
Total				318	100	29,437	100			
j. Cared about your overall well-being	AAD03j	1	Very little	30	10	2,121	7	2.7	2.9 ***	-0.24 ▽
		2	Some	99	32	6,825	23			
		3	Quite a bit	95	28	9,800	33			
		4	Very much	77	23	9,018	31			
		—	Not applicable	19	6	1,698	6			
Total				320	100	29,462	100			
4. Thinking about academic advising, about how often did someone at your institution discuss the following with you?										
a. Your academic goals and future plans	AAD04a	1	Never	27	9	1,369	5	3.1	3.5 ***	-0.32 ▽
		2	Rarely	53	17	3,730	13			
		3	Sometimes	119	37	8,850	30			
		4	Often	71	22	8,520	29			
		5	Very often	45	13	6,114	21			
		—	Not applicable	3	1	795	3			
Total				318	100	29,378	100			
b. How your major or expected major relates to your goals and future plans	AAD04b	1	Never	34	11	1,648	6	3.1	3.5 ***	-0.33 ▽
		2	Rarely	43	14	3,538	12			
		3	Sometimes	113	36	7,886	27			
		4	Often	74	22	8,941	30			
		5	Very often	50	15	6,459	22			
		—	Not applicable	5	1	857	3			
Total				319	100	29,329	100			
c. Special opportunities (study abroad, internship, service-learning, research, etc.)	AAD04c	1	Never	44	15	3,343	11	2.8	3.1 ***	-0.21 ▽
		2	Rarely	67	20	5,386	18			
		3	Sometimes	116	37	8,612	29			
		4	Often	50	15	6,531	22			
		5	Very often	33	9	4,155	14			
		—	Not applicable	9	3	1,317	5			
Total				319	100	29,344	100			
d. Participation in co-curricular activities (organizations or clubs, performing arts, sports, etc.)	AAD04d	1	Never	59	19	3,939	14	2.6	3.0 ***	-0.31 ▽
		2	Rarely	79	25	5,559	19			
		3	Sometimes	104	33	8,503	29			
		4	Often	39	12	6,098	21			
		5	Very often	26	7	3,765	13			
		—	Not applicable	10	3	1,458	5			
Total				317	100	29,322	100			

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UMass Boston		4-Year Public Inst.		UMass Boston	4-Year Public Inst.	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Resources for your well-being (health, counseling, financial guidance, etc.)	AAD04e	1	Never	42	14	2,832	10	2.9	3.2 ***	-0.27 ▽
		2	Rarely	70	22	4,821	16			
		3	Sometimes	111	36	8,954	30			
		4	Often	58	17	7,076	24			
		5	Very often	33	9	4,406	15			
		—	Not applicable	5	2	1,258	5			
		Total		319	100	29,347	100			
5. How much have each of the following helped you develop your academic goals and future plans?										
a. Academic advisor, faculty, or staff assigned to advise you	AAD05a	1	Very little	54	18	4,377	15	2.4	2.6 ***	-0.20 ▽
		2	Some	111	35	8,619	29			
		3	Quite a bit	89	28	9,243	32			
		4	Very much	45	13	5,682	20			
		—	Not applicable	18	6	1,326	5			
		Total		317	100	29,247	100			
b. Academic advisor(s) available to any student	AAD05b	1	Very little	59	19	5,856	20	2.3	2.3	-0.09
		2	Some	97	30	7,648	26			
		3	Quite a bit	71	23	6,610	22			
		4	Very much	28	9	3,697	13			
		—	Not applicable	62	20	5,413	18			
Total		317	100	29,224	100					
c. Faculty or instructor(s) <i>not</i> assigned to advise you	AAD05c	1	Very little	77	24	7,182	24	2.1	2.2	-0.09
		2	Some	84	28	7,164	24			
		3	Quite a bit	51	16	4,986	17			
		4	Very much	21	6	2,659	9			
		—	Not applicable	85	26	7,209	25			
Total		318	100	29,200	100					
d. Online advising system (degree progress report, etc.)	AAD05d	1	Very little	77	24	7,051	24	2.0	2.2 *	-0.16 ▽
		2	Some	71	24	6,416	22			
		3	Quite a bit	48	15	5,077	17			
		4	Very much	18	5	2,831	10			
		—	Not applicable	103	32	7,821	27			
Total		317	100	29,196	100					
e. Website, catalog, or other published sources	AAD05e	1	Very little	70	22	6,517	22	2.1	2.2	-0.09
		2	Some	94	30	8,109	28			
		3	Quite a bit	55	18	5,641	20			
		4	Very much	24	7	2,900	10			
		—	Not applicable	74	24	6,008	20			
Total		317	100	29,175	100					
f. Student services staff (career services, academic support, Trio, etc.)	AAD05f	1	Very little	78	24	7,809	27	2.0	2.1	-0.06
		2	Some	79	26	6,580	22			
		3	Quite a bit	39	12	4,239	15			
		4	Very much	23	6	2,444	8			
		—	Not applicable	99	32	8,108	28			
Total		318	100	29,180	100					
g. Success or academic coach	AAD05g	1	Very little	81	26	7,448	25	2.0	2.0	-0.05
		2	Some	58	18	4,855	17			
		3	Quite a bit	41	12	3,458	12			
		4	Very much	19	5	2,129	7			
		—	Not applicable	118	38	11,273	39			
Total		317	100	29,163	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 ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UMass Boston		4-Year Public Inst.		UMass Boston	4-Year Public Inst.	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Peer advisor or mentor	AAD05h	1	Very little	68	21	6,509	22	2.2	2.2	-.02
		2	Some	73	23	6,194	21			
		3	Quite a bit	57	18	4,774	16			
		4	Very much	28	8	2,958	10			
		—	Not applicable	90	29	8,719	30			
			Total	316	100	29,154	100			
i. Friends or other students	AAD05i	1	Very little	38	12	2,518	9	2.6	2.8 *	-0.13 ▽
		2	Some	95	31	8,192	28			
		3	Quite a bit	103	32	9,944	33			
		4	Very much	72	22	7,247	25			
		—	Not applicable	8	3	1,282	5			
			Total	316	100	29,183	100			
j. Family members	AAD05j	1	Very little	35	12	2,813	10	2.7	2.9 **	-0.15 ▽
		2	Some	89	28	6,679	23			
		3	Quite a bit	94	31	9,057	31			
		4	Very much	85	26	9,524	32			
		—	Not applicable	10	3	1,053	4			
			Total	313	100	29,126	100			
k. Other, please specify:	AAD05k	1	Very little	0	0	20	2			
		2	Some	1	13	46	6			
		3	Quite a bit	2	37	60	7			
		4	Very much	1	23	203	24			
		—	Not applicable	2	27	549	61			
			Total	6	100	878	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 137 first-year students and 118 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.

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UMass Boston		4-Year Public Inst.		UMass Boston	4-Year Public Inst.	Effect size ^d
				Count	%	Count	%	Mean	Mean	
1. During the current school year, how many times have you discussed your academic interests, course selections, or academic performance with the following individuals?										
a. Academic advisor, faculty, or staff assigned to advise you	AAD01a	0 0		20	7	4,546	12	2.2	2.2	.02
		1 1		58	26	7,996	21			
		2 2		70	29	9,250	24			
		3 3		32	12	6,676	17			
		4 4 or more		61	25	9,356	24			
		— Not applicable		2	1	659	2			
		Total		243	100	38,483	100			
b. Academic advisor(s) available to any student	AAD01b	0 0		71	29	12,882	34	1.6	1.5	.09
		1 1		50	21	7,774	20			
		2 2		48	20	6,498	17			
		3 3		24	11	4,450	11			
		4 4 or more		38	16	5,192	14			
		— Not applicable		7	2	1,587	4			
		Total		238	100	38,383	100			
c. Faculty or instructor(s) not assigned to advise you	AAD01c	0 0		96	39	14,390	38	1.3	1.4	-.07
		1 1		51	21	6,643	17			
		2 2		38	17	6,120	16			
		3 3		21	9	4,105	10			
		4 4 or more		28	11	5,218	13			
		— Not applicable		9	3	1,951	5			
		Total		243	100	38,427	100			
d. Student services staff (career services, academic support, Trio, etc.)	AAD01d	0 0		120	48	21,060	55	1.0	0.9	.12
		1 1		48	20	5,970	15			
		2 2		21	9	4,289	11			
		3 3		20	9	2,665	7			
		4 4 or more		19	8	2,295	6			
		— Not applicable		14	6	2,138	6			
		Total		242	100	38,417	100			
e. Success or academic coach	AAD01e	0 0		159	64	27,541	71	0.8	0.5 **	.23
		1 1		19	8	2,663	7			
		2 2		16	7	2,106	6			
		3 3		12	6	1,718	5			
		4 4 or more		18	8	1,461	4			
		— Not applicable		18	8	2,925	8			
		Total		242	100	38,414	100			
f. Peer advisor or mentor	AAD01f	0 0		159	64	23,513	61	0.7	0.8	-.09
		1 1		22	9	3,711	10			
		2 2		16	7	2,986	8			
		3 3		10	5	2,374	6			
		4 4 or more		16	7	3,069	8			
		— Not applicable		19	8	2,788	7			
		Total		242	100	38,441	100			
g. Other, please specify:	AAD01g	0 0		5	24	1,022	30			
		1 1		1	6	153	5			
		2 2		1	6	188	5			
		3 3		0	0	193	6			
		4 4 or more		4	18	922	28			
		— Not applicable		8	46	915	27			
		Total		19	100	3,393	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 ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UMass Boston		4-Year Public Inst.		UMass Boston	4-Year Public Inst.	Effect size ^d
				Count	%	Count	%	Mean	Mean	Mean
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?^j										
	AAD02	No		0	0	161	8			
		Yes		8	100	1,809	85			
		Unsure		0	0	142	7			
		Total		8	100	2,112	100			
3. Thinking about academic advising, how much have people and resources at your institution done the following?										
a. Been available when needed	AAD03a	1	Very little	19	9	3,615	10	2.8	2.8	.04
		2	Some	70	29	10,644	28			
		3	Quite a bit	86	35	14,257	37			
		4	Very much	64	26	8,890	23			
		—	Not applicable	3	1	918	2			
		Total		242	100	38,324	100			
b. Provided prompt and accurate information	AAD03b	1	Very little	17	7	3,704	10	2.7	2.8	-.02
		2	Some	75	32	10,389	27			
		3	Quite a bit	94	39	14,124	37			
		4	Very much	53	21	9,046	24			
		—	Not applicable	2	1	855	2			
		Total		241	100	38,118	100			
c. Provided information about learning support services (tutoring, writing center, success skills, etc.)	AAD03c	1	Very little	26	11	5,003	13	2.7	2.6	.04
		2	Some	70	29	10,540	27			
		3	Quite a bit	82	34	12,271	32			
		4	Very much	53	21	7,931	21			
		—	Not applicable	10	5	2,474	7			
		Total		241	100	38,219	100			
d. Notified you of important policies and deadlines	AAD03d	1	Very little	36	15	5,007	13	2.7	2.7	-.06
		2	Some	62	27	9,870	26			
		3	Quite a bit	82	34	13,016	34			
		4	Very much	57	23	9,128	24			
		—	Not applicable	4	2	1,194	3			
		Total		241	100	38,215	100			
e. Reached out to you about your academic progress or performance	AAD03e	1	Very little	73	31	12,332	33	2.2	2.2	.04
		2	Some	63	25	9,665	25			
		3	Quite a bit	50	22	7,716	20			
		4	Very much	37	15	5,596	15			
		—	Not applicable	18	7	2,933	8			
		Total		241	100	38,242	100			
f. Followed up with you regarding something they recommended	AAD03f	1	Very little	79	33	11,242	30	2.2	2.2	-.04
		2	Some	56	23	9,534	25			
		3	Quite a bit	52	22	7,918	21			
		4	Very much	35	14	5,569	15			
		—	Not applicable	19	8	3,960	10			
		Total		241	100	38,223	100			
g. Asked questions about your educational background and needs	AAD03g	1	Very little	85	35	12,437	33	2.1	2.2	-.01
		2	Some	56	24	9,821	26			
		3	Quite a bit	53	23	7,530	19			
		4	Very much	30	13	5,158	14			
		—	Not applicable	16	7	3,250	8			
		Total		240	100	38,196	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 ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UMass Boston		4-Year Public Inst.		UMass Boston	4-Year Public Inst.	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Actively listened to your concerns	AAD03h	1	Very little	40	16	5,539	15	2.6	2.6	-.04
		2	Some	67	28	10,274	27			
		3	Quite a bit	68	29	11,226	29			
		4	Very much	56	22	8,799	23			
		—	Not applicable	10	5	2,360	6			
Total				241	100	38,198	100			
i. Respected your identity and culture	AAD03i	1	Very little	12	5	1,941	5	3.1	3.1	-.02
		2	Some	32	13	5,765	15			
		3	Quite a bit	86	34	11,473	29			
		4	Very much	84	34	13,807	36			
		—	Not applicable	29	13	5,224	14			
Total				243	100	38,210	100			
j. Cared about your overall well-being	AAD03j	1	Very little	31	14	4,482	12	2.7	2.8	-.04
		2	Some	59	24	9,219	24			
		3	Quite a bit	72	30	11,047	29			
		4	Very much	66	27	10,713	28			
		—	Not applicable	12	5	2,771	7			
Total				240	100	38,232	100			
4. Thinking about academic advising, about how often did someone at your institution discuss the following with you?										
a. Your academic goals and future plans	AAD04a	1	Never	18	9	2,697	8	3.3	3.3	-.03
		2	Rarely	39	17	5,923	16			
		3	Sometimes	73	29	11,359	30			
		4	Often	59	23	9,649	25			
		5	Very often	48	21	7,538	19			
		—	Not applicable	4	2	962	3			
Total				241	100	38,128	100			
b. How your major or expected major relates to your goals and future plans	AAD04b	1	Never	26	12	3,402	10	3.3	3.3	-.06
		2	Rarely	35	15	5,554	15			
		3	Sometimes	63	25	10,016	26			
		4	Often	62	25	9,819	25			
		5	Very often	48	21	8,272	21			
		—	Not applicable	6	3	1,043	3			
Total				240	100	38,106	100			
c. Special opportunities (study abroad, internship, service-learning, research, etc.)	AAD04c	1	Never	46	18	6,091	17	2.8	2.9	-.10
		2	Rarely	52	22	7,112	19			
		3	Sometimes	56	25	10,051	26			
		4	Often	46	20	7,243	19			
		5	Very often	27	11	5,385	14			
		—	Not applicable	12	5	2,227	6			
Total				239	100	38,109	100			
d. Participation in co-curricular activities (organizations or clubs, performing arts, sports, etc.)	AAD04d	1	Never	76	30	8,471	23	2.4	2.7 *	-0.17
		2	Rarely	48	20	8,043	21			
		3	Sometimes	47	21	8,820	23			
		4	Often	27	12	5,564	14			
		5	Very often	20	9	4,169	11			
		—	Not applicable	20	9	2,984	8			
Total				238	100	38,051	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 ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UMass Boston		4-Year Public Inst.		UMass Boston	4-Year Public Inst.	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Resources for your well-being (health, counseling, financial guidance, etc.)	AAD04e	1	Never	53	22	7,223	20	2.6	2.8	-.11
		2	Rarely	55	23	7,983	21			
		3	Sometimes	63	26	10,123	26			
		4	Often	34	14	6,117	16			
		5	Very often	21	8	4,205	11			
		—	Not applicable	15	7	2,462	6			
		Total		241	100	38,113	100			
5. How much have each of the following helped you develop your academic goals and future plans?										
a. Academic advisor, faculty, or staff assigned to advise you	AAD05a	1	Very little	49	22	8,092	22	2.5	2.5	.00
		2	Some	58	25	10,642	28			
		3	Quite a bit	84	34	10,021	26			
		4	Very much	40	16	7,586	20			
		—	Not applicable	9	3	1,639	4			
		Total		240	100	37,980	100			
b. Academic advisor(s) available to any student	AAD05b	1	Very little	61	27	10,277	27	2.2	2.2	.00
		2	Some	65	27	9,447	25			
		3	Quite a bit	46	19	6,932	18			
		4	Very much	30	12	4,614	12			
		—	Not applicable	37	14	6,694	18			
		Total		239	100	37,964	100			
c. Faculty or instructor(s) <i>not</i> assigned to advise you	AAD05c	1	Very little	67	31	8,875	24	2.1	2.3 **	-.20
		2	Some	52	21	9,215	24			
		3	Quite a bit	40	17	7,319	19			
		4	Very much	24	9	5,303	14			
		—	Not applicable	54	21	7,225	19			
		Total		237	100	37,937	100			
d. Online advising system (degree progress report, etc.)	AAD05d	1	Very little	63	28	9,358	25	2.3	2.3	-.02
		2	Some	39	16	7,940	21			
		3	Quite a bit	46	21	7,148	19			
		4	Very much	38	14	5,691	15			
		—	Not applicable	55	21	7,803	20			
		Total		241	100	37,940	100			
e. Website, catalog, or other published sources	AAD05e	1	Very little	50	22	9,438	25	2.2	2.2	-.03
		2	Some	67	29	9,898	26			
		3	Quite a bit	49	22	7,449	20			
		4	Very much	21	8	4,606	12			
		—	Not applicable	49	19	6,543	17			
		Total		236	100	37,934	100			
f. Student services staff (career services, academic support, Trio, etc.)	AAD05f	1	Very little	70	31	12,905	34	1.9	1.9	.05
		2	Some	56	23	7,711	20			
		3	Quite a bit	34	16	4,345	11			
		4	Very much	13	5	2,800	7			
		—	Not applicable	64	26	10,180	26			
		Total		237	100	37,941	100			
g. Success or academic coach	AAD05g	1	Very little	74	31	11,753	32	1.9	1.8	.06
		2	Some	33	14	4,601	12			
		3	Quite a bit	27	13	2,996	8			
		4	Very much	11	4	2,116	6			
		—	Not applicable	93	38	16,440	42			
		Total		238	100	37,906	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 ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UMass Boston		4-Year Public Inst.		UMass Boston	4-Year Public Inst.	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Peer advisor or mentor	AAD05h	1	Very little	68	29	10,376	28	1.9	2.0	-.12
		2	Some	39	17	5,672	15			
		3	Quite a bit	20	9	4,173	11			
		4	Very much	12	5	2,895	8			
		—	Not applicable	96	39	14,786	38			
			Total	235	100	37,902	100			
i. Friends or other students	AAD05i	1	Very little	33	14	3,797	10	2.6	2.8 **	-.21
		2	Some	71	30	10,076	27			
		3	Quite a bit	75	33	12,068	31			
		4	Very much	41	17	9,771	25			
		—	Not applicable	17	7	2,238	6			
			Total	237	100	37,950	100			
j. Family members	AAD05j	1	Very little	42	19	5,519	15	2.6	2.7 *	-.15
		2	Some	58	25	9,207	25			
		3	Quite a bit	68	28	10,196	27			
		4	Very much	50	21	10,682	28			
		—	Not applicable	19	8	2,262	6			
			Total	237	100	37,866	100			
k. Other, please specify:	AAD05k	1	Very little	1	7	44	3			
		2	Some	0	0	84	6			
		3	Quite a bit	4	21	138	9			
		4	Very much	6	38	338	25			
		—	Not applicable	5	34	830	57			
			Total	16	100	1,434	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 137 first-year students and 118 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.

First-Year Students

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
	UMass Boston	UMass Boston	4-Year Public Inst.	UMass Boston	4-Year Public Inst.	UMass Boston	4-Year Public Inst.			
AAD01a	326	2.14	2.24	.066	.007	1.19	1.20	32,827	.130	-.08
AAD01b	312	1.60	1.54	.072	.008	1.28	1.36	318	.415	.04
AAD01c	310	1.11	1.09	.073	.007	1.28	1.29	31,528	.702	.02
AAD01d	312	0.98	0.98	.072	.007	1.26	1.27	31,602	.984	.00
AAD01e	310	0.82	0.68	.074	.007	1.30	1.19	314	.064	.12
AAD01f	306	1.11	1.15	.077	.008	1.35	1.41	31,546	.690	-.02
AAD03a	311	2.77	2.88	.050	.005	0.88	0.86	32,298	.037	-.12
AAD03b	312	2.76	2.90	.048	.005	0.85	0.85	32,153	.004	-.16
AAD03c	314	2.79	2.95	.053	.005	0.93	0.88	318	.002	-.19
AAD03d	315	2.73	2.86	.052	.005	0.92	0.92	32,193	.013	-.14
AAD03e	304	2.27	2.37	.055	.006	0.96	1.06	310	.073	-.09
AAD03f	292	2.28	2.40	.058	.006	0.99	1.04	297	.039	-.12
AAD03g	298	2.11	2.31	.056	.006	0.97	1.05	304	.000	-.19
AAD03h	294	2.57	2.75	.056	.006	0.97	0.96	30,691	.001	-.19
AAD03i	286	3.06	3.21	.053	.005	0.90	0.83	29,686	.003	-.18
AAD03j	301	2.70	2.93	.055	.005	0.96	0.94	306	.000	-.24
AAD04a	317	3.13	3.49	.064	.006	1.14	1.11	32,038	.000	-.32
AAD04b	316	3.15	3.52	.067	.006	1.19	1.14	31,924	.000	-.33
AAD04c	311	2.84	3.10	.065	.007	1.15	1.22	317	.000	-.21
AAD04d	308	2.62	3.01	.066	.007	1.15	1.24	31,194	.000	-.31
AAD04e	315	2.86	3.19	.065	.007	1.15	1.20	31,470	.000	-.27
AAD05a	301	2.38	2.58	.055	.006	0.95	0.98	31,336	.000	-.20
AAD05b	256	2.26	2.35	.059	.006	0.94	1.02	261	.142	-.09
AAD05c	236	2.06	2.15	.061	.006	0.93	1.01	240	.117	-.09
AAD05d	217	2.01	2.18	.063	.007	0.93	1.03	221	.011	-.16
AAD05e	244	2.13	2.22	.060	.006	0.93	0.99	248	.131	-.09
AAD05f	218	2.01	2.07	.064	.007	0.95	1.02	222	.362	-.06
AAD05g	197	1.97	2.02	.070	.007	0.99	1.04	20,107	.449	-.05
AAD05h	224	2.19	2.21	.067	.007	1.00	1.05	22,904	.774	-.02
AAD05i	309	2.65	2.77	.055	.005	0.97	0.94	31,182	.019	-.13
AAD05j	306	2.74	2.89	.057	.006	0.99	0.99	31,444	.008	-.15

Seniors

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
	UMass Boston	UMass Boston	4-Year Public Inst.	UMass Boston	4-Year Public Inst.	UMass Boston	4-Year Public Inst.			
AAD01a	246	2.22	2.20	.082	.007	1.28	1.34	34,592	.779	.02
AAD01b	237	1.62	1.49	.093	.008	1.43	1.43	33,633	.175	.09
AAD01c	239	1.30	1.41	.088	.008	1.37	1.45	242	.226	-.07
AAD01d	232	1.03	0.88	.087	.007	1.32	1.24	33,131	.067	.12
AAD01e	227	0.77	0.52	.088	.006	1.33	1.09	228	.004	.23
AAD01f	227	0.69	0.82	.083	.007	1.25	1.32	229	.132	-.09
AAD03a	244	2.79	2.76	.060	.005	0.93	0.93	34,204	.567	.04
AAD03b	244	2.74	2.76	.056	.005	0.87	0.93	34,080	.708	-.02
AAD03c	235	2.69	2.64	.061	.005	0.94	0.98	32,634	.512	.04
AAD03d	241	2.65	2.71	.064	.005	1.00	0.99	33,838	.354	-.06
AAD03e	229	2.22	2.18	.072	.006	1.08	1.08	32,343	.584	.04
AAD03f	227	2.19	2.23	.072	.006	1.09	1.08	31,391	.585	-.04
AAD03g	229	2.14	2.15	.071	.006	1.07	1.07	31,989	.902	-.01
AAD03h	235	2.60	2.64	.067	.006	1.03	1.02	32,718	.507	-.04
AAD03i	216	3.10	3.12	.060	.005	0.89	0.91	30,021	.751	-.02
AAD03j	232	2.73	2.78	.067	.006	1.02	1.02	32,345	.527	-.04
AAD04a	242	3.30	3.33	.079	.006	1.23	1.19	33,963	.696	-.03
AAD04b	239	3.27	3.34	.084	.007	1.29	1.25	33,850	.390	-.06
AAD04c	233	2.82	2.95	.083	.007	1.27	1.30	32,775	.132	-.10
AAD04d	220	2.44	2.67	.089	.007	1.32	1.32	32,079	.010	-.17
AAD04e	230	2.61	2.76	.082	.007	1.24	1.28	32,571	.084	-.11
AAD05a	236	2.46	2.46	.066	.006	1.02	1.06	33,254	.950	.00
AAD05b	209	2.19	2.19	.072	.006	1.04	1.05	28,598	.957	.00
AAD05c	190	2.07	2.28	.076	.006	1.04	1.07	28,056	.007	-.20
AAD05d	194	2.27	2.29	.081	.007	1.12	1.10	27,630	.806	-.02
AAD05e	196	2.20	2.23	.068	.006	0.96	1.04	198	.646	-.03
AAD05f	180	1.94	1.89	.071	.006	0.95	1.01	25,584	.512	.05
AAD05g	152	1.86	1.79	.080	.007	0.98	1.02	20,011	.439	.06
AAD05h	146	1.86	1.98	.082	.007	0.99	1.07	21,382	.154	-.12
AAD05i	226	2.56	2.76	.064	.005	0.96	0.97	32,573	.002	-.21
AAD05j	224	2.56	2.72	.071	.006	1.05	1.06	32,502	.027	-.15

See the endnotes on the last page of this report.

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.