



NSSE 2020 Topical Module Report

Academic Advising

San Francisco State 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 'CSU Advising' column of this report.

Group label	CSU Advising
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	California State University Campuses who selected the advising module.

CSU Advising (N=5)

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)

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				SF State		CSU Advising		SF State	CSU Advising	
				Count	%	Count	%	Mean	Mean	Effect size ^d
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		170	20	375	15	1.8	1.9 **	-0.11 ▽
		1 1		175	21	562	23			
		2 2		224	27	656	26			
		3 3		125	15	490	19			
		4 4 or more		115	14	364	14			
		— Not applicable		20	3	76	3			
		Total		829	100	2,523	100			
b. Academic advisor(s) available to any student	AAD01b	0 0		243	29	560	21	1.5	1.7 ***	-0.14 ▽
		1 1		195	24	609	25			
		2 2		161	19	555	22			
		3 3		114	14	406	16			
		4 4 or more		82	10	281	11			
		— Not applicable		31	4	108	4			
		Total		826	100	2,519	100			
c. Faculty or instructor(s) not assigned to advise you	AAD01c	0 0		393	47	1,162	46	1.0	1.0	-0.03
		1 1		144	17	427	17			
		2 2		133	16	375	15			
		3 3		73	9	234	9			
		4 4 or more		33	4	133	5			
		— Not applicable		50	6	187	7			
		Total		826	100	2,518	100			
d. Student services staff (career services, academic support, Trio, etc.)	AAD01d	0 0		352	43	1,108	44	1.2	1.2	0.03
		1 1		140	17	382	16			
		2 2		151	18	396	16			
		3 3		82	10	261	10			
		4 4 or more		64	8	199	7			
		— Not applicable		37	5	159	6			
		Total		826	100	2,505	100			
e. Success or academic coach	AAD01e	0 0		550	66	1,409	56	0.6	0.8 ***	-0.17 ▽
		1 1		74	9	304	13			
		2 2		65	8	269	11			
		3 3		54	7	210	8			
		4 4 or more		29	4	110	4			
		— Not applicable		54	7	205	8			
		Total		826	100	2,507	100			
f. Peer advisor or mentor	AAD01f	0 0		380	46	1,088	43	1.1	1.3 ***	-0.15 ▽
		1 1		148	18	366	15			
		2 2		126	15	325	13			
		3 3		71	9	276	11			
		4 4 or more		53	6	284	11			
		— Not applicable		47	6	173	7			
		Total		825	100	2,512	100			
g. Other, please specify:	AAD01g	0 0		23	34	53	26			
		1 1		4	6	10	5			
		2 2		8	12	22	12			
		3 3		9	13	16	9			
		4 4 or more		16	23	57	26			
		— Not applicable		9	13	43	21			
		Total		69	100	201	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		
				SF State		CSU Advising		SF State	CSU Advising	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		20	23	41	19			
		Yes		59	68	123	61			
		Unsure		8	8	40	20			
		Total		87	100	204	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	54	6	184	7	2.8	2.8	-.02
		2	Some	224	27	677	27			
		3	Quite a bit	343	42	990	40			
		4	Very much	158	19	542	21			
		—	Not applicable	44	5	113	5			
		Total		823	100	2,506	100			
b. Provided prompt and accurate information	AAD03b	1	Very little	54	6	132	5	2.8	2.9 **	-.11
		2	Some	224	28	643	25			
		3	Quite a bit	339	41	1,019	42			
		4	Very much	161	20	579	23			
		—	Not applicable	43	5	116	5			
		Total		821	100	2,489	100			
c. Provided information about learning support services (tutoring, writing center, success skills, etc.)	AAD03c	1	Very little	45	5	136	5	2.9	3.0 **	-.11
		2	Some	200	25	512	21			
		3	Quite a bit	322	39	957	39			
		4	Very much	216	26	788	31			
		—	Not applicable	41	5	104	4			
		Total		824	100	2,497	100			
d. Notified you of important policies and deadlines	AAD03d	1	Very little	77	9	199	8	2.8	2.9 **	-.11
		2	Some	221	28	563	23			
		3	Quite a bit	286	35	959	39			
		4	Very much	203	24	666	26			
		—	Not applicable	32	4	107	4			
		Total		819	100	2,494	100			
e. Reached out to you about your academic progress or performance	AAD03e	1	Very little	208	25	549	21	2.3	2.4 ***	-.15
		2	Some	253	31	652	26			
		3	Quite a bit	169	21	680	28			
		4	Very much	119	14	410	16			
		—	Not applicable	73	9	207	8			
		Total		822	100	2,498	100			
f. Followed up with you regarding something they recommended	AAD03f	1	Very little	210	25	503	20	2.3	2.4 ***	-.16
		2	Some	214	26	616	25			
		3	Quite a bit	169	21	673	28			
		4	Very much	111	14	373	15			
		—	Not applicable	118	14	324	13			
		Total		822	100	2,489	100			
g. Asked questions about your educational background and needs	AAD03g	1	Very little	227	28	609	24	2.2	2.3 *	-.10
		2	Some	218	27	626	25			
		3	Quite a bit	171	21	598	24			
		4	Very much	107	13	353	14			
		—	Not applicable	97	12	311	12			
		Total		820	100	2,497	100			

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				SF State		CSU Advising		SF State	CSU Advising	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Actively listened to your concerns	AAD03h	1	Very little	91	11	279	11	2.7	2.7	-.04
		2	Some	233	29	621	25			
		3	Quite a bit	236	29	796	32			
		4	Very much	167	20	519	20			
		—	Not applicable	92	11	275	11			
		Total		819	100	2,490	100			
i. Respected your identity and culture	AAD03i	1	Very little	24	3	90	4	3.2	3.2	.04
		2	Some	126	16	360	15			
		3	Quite a bit	266	33	853	34			
		4	Very much	323	39	917	36			
		—	Not applicable	79	10	276	11			
		Total		818	100	2,496	100			
j. Cared about your overall well-being	AAD03j	1	Very little	70	8	202	8	2.9	2.9	-.03
		2	Some	207	25	556	23			
		3	Quite a bit	241	29	811	33			
		4	Very much	236	29	694	28			
		—	Not applicable	68	8	234	9			
		Total		822	100	2,497	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	64	8	153	6	3.3	3.4 **	-0.12
		2	Rarely	134	16	327	13			
		3	Sometimes	227	28	724	30			
		4	Often	198	24	677	27			
		5	Very often	142	17	470	19			
		—	Not applicable	54	7	139	6			
Total		819	100	2,490	100					
b. How your major or expected major relates to your goals and future plans	AAD04b	1	Never	61	8	161	6	3.3	3.4 **	-0.12
		2	Rarely	142	17	336	14			
		3	Sometimes	217	27	672	27			
		4	Often	209	25	703	29			
		5	Very often	136	17	474	19			
		—	Not applicable	56	7	141	6			
Total		821	100	2,487	100					
c. Special opportunities (study abroad, internship, service-learning, research, etc.)	AAD04c	1	Never	95	12	338	14	3.0	3.0	-.04
		2	Rarely	182	22	413	17			
		3	Sometimes	237	29	712	29			
		4	Often	140	17	536	21			
		5	Very often	101	12	295	11			
		—	Not applicable	64	8	193	8			
Total		819	100	2,487	100					
d. Participation in co-curricular activities (organizations or clubs, performing arts, sports, etc.)	AAD04d	1	Never	146	18	391	15	2.7	2.9 **	-0.12
		2	Rarely	185	22	465	19			
		3	Sometimes	211	26	689	28			
		4	Often	119	14	456	19			
		5	Very often	84	10	277	11			
		—	Not applicable	75	9	205	8			
Total		820	100	2,483	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		
				SF State		CSU Advising		SF State	CSU Advising	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Resources for your well-being (health, counseling, financial guidance, etc.)	AAD04e	1	Never	60	7	211	8	3.2	3.3	-.02
		2	Rarely	131	16	365	14			
		3	Sometimes	260	32	710	29			
		4	Often	176	21	646	26			
		5	Very often	129	16	387	15			
		—	Not applicable	62	8	165	7			
		Total		818	100	2,484	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	139	17	407	16	2.4	2.5	-.07
		2	Some	257	32	733	29			
		3	Quite a bit	193	24	718	29			
		4	Very much	122	15	384	15			
		—	Not applicable	107	13	232	9			
		Total		818	100	2,474	100			
		b. Academic advisor(s) available to any student	AAD05b	1	Very little	156	19			
2	Some			246	30	693	29			
3	Quite a bit			174	22	668	27			
4	Very much			99	12	334	13			
—	Not applicable			143	17	375	15			
Total				818	100	2,472	100			
c. Faculty or instructor(s) not assigned to advise you	AAD05c	1	Very little	225	28	559	22	2.0	2.2 **	-0.13 ▽
		2	Some	205	25	627	26			
		3	Quite a bit	115	14	417	17			
		4	Very much	67	8	215	9			
		—	Not applicable	205	25	651	26			
		Total		817	100	2,469	100			
d. Online advising system (degree progress report, etc.)	AAD05d	1	Very little	187	23	521	21	2.2	2.2	.01
		2	Some	200	25	590	25			
		3	Quite a bit	120	15	440	19			
		4	Very much	99	12	217	8			
		—	Not applicable	214	26	699	28			
		Total		820	100	2,467	100			
e. Website, catalog, or other published sources	AAD05e	1	Very little	184	23	450	18	2.2	2.3 *	-0.11 ▽
		2	Some	238	29	722	30			
		3	Quite a bit	133	16	497	21			
		4	Very much	82	10	250	10			
		—	Not applicable	178	22	551	22			
		Total		815	100	2,470	100			
f. Student services staff (career services, academic support, Trio, etc.)	AAD05f	1	Very little	194	24	517	21	2.2	2.2	-0.03
		2	Some	217	27	629	26			
		3	Quite a bit	125	15	417	17			
		4	Very much	88	11	236	9			
		—	Not applicable	192	23	672	27			
		Total		816	100	2,471	100			
g. Success or academic coach	AAD05g	1	Very little	230	28	514	21	1.9	2.1 ***	-0.23 ▽
		2	Some	146	18	501	21			
		3	Quite a bit	80	10	342	14			
		4	Very much	52	6	201	8			
		—	Not applicable	308	37	906	36			
		Total		816	100	2,464	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		
				SF State		CSU Advising		SF State	CSU Advising	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Peer advisor or mentor	AAD05h	1	Very little	187	23	443	18	2.2	2.3 ***	-0.17 ▽
		2	Some	183	23	541	22			
		3	Quite a bit	122	15	459	19			
		4	Very much	80	10	291	12			
		—	Not applicable	242	30	734	29			
			Total	814	100	2,468	100			
i. Friends or other students	AAD05i	1	Very little	60	7	239	10	2.8	2.8	.02
		2	Some	241	30	649	26			
		3	Quite a bit	264	32	810	33			
		4	Very much	207	25	637	25			
		—	Not applicable	46	6	133	6			
			Total	818	100	2,468	100			
j. Family members	AAD05j	1	Very little	100	12	284	12	2.8	2.8	.00
		2	Some	182	22	590	24			
		3	Quite a bit	232	29	680	28			
		4	Very much	251	31	774	31			
		—	Not applicable	51	6	142	6			
			Total	816	100	2,470	100			
k. Other, please specify:	AAD05k	1	Very little	2	8	2	2			
		2	Some	1	4	5	6			
		3	Quite a bit	1	4	8	12			
		4	Very much	7	23	20	23			
		—	Not applicable	18	60	43	56			
			Total	29	100	78	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 484 first-year students and 1072 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 ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				SF State		CSU Advising		SF State	CSU Advising	
				Count	%	Count	%	Mean	Mean	Effect size ^d
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	270	15	798	16	2.1	2.1	.00
		1	1	327	18	1,017	19			
		2	2	418	23	1,167	22			
		3	3	311	17	924	18			
		4	4 or more	402	22	1,181	22			
		—	Not applicable	63	4	147	3			
		Total		1,791	100	5,234	100			
b. Academic advisor(s) available to any student	AAD01b	0	0	357	20	1,182	22	1.9	1.8 *	.06
		1	1	386	22	1,214	23			
		2	2	390	22	1,031	20			
		3	3	288	16	777	15			
		4	4 or more	314	17	819	16			
		—	Not applicable	59	3	196	4			
		Total		1,794	100	5,219	100			
c. Faculty or instructor(s) not assigned to advise you	AAD01c	0	0	644	36	1,906	36	1.4	1.4	-.05
		1	1	336	19	886	17			
		2	2	311	17	824	16			
		3	3	196	11	585	12			
		4	4 or more	192	11	664	13			
		—	Not applicable	113	6	354	7			
		Total		1,792	100	5,219	100			
d. Student services staff (career services, academic support, Trio, etc.)	AAD01d	0	0	825	46	2,585	49	1.1	1.0	.02
		1	1	341	19	789	15			
		2	2	230	13	647	13			
		3	3	170	9	449	9			
		4	4 or more	118	6	379	7			
		—	Not applicable	113	6	366	7			
		Total		1,797	100	5,215	100			
e. Success or academic coach	AAD01e	0	0	1,230	69	3,496	67	0.6	0.6	.00
		1	1	121	7	405	8			
		2	2	116	6	336	7			
		3	3	113	7	277	5			
		4	4 or more	69	4	204	4			
		—	Not applicable	147	8	495	9			
		Total		1,796	100	5,213	100			
f. Peer advisor or mentor	AAD01f	0	0	956	53	2,865	55	1.0	0.9	.05
		1	1	213	12	609	12			
		2	2	186	10	490	10			
		3	3	165	9	360	7			
		4	4 or more	149	8	442	9			
		—	Not applicable	128	7	454	9			
		Total		1,797	100	5,220	100			
g. Other, please specify:	AAD01g	0	0	33	28	138	31			
		1	1	7	6	22	5			
		2	2	12	9	29	6			
		3	3	9	7	33	8			
		4	4 or more	32	25	116	25			
		—	Not applicable	29	24	122	24			
		Total		122	100	460	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		
				SF State		CSU Advising		SF State	CSU Advising	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		16	15	41	13			
		Yes		79	73	263	76			
		Unsure		13	12	39	11			
		Total		108	100	343	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	197	11	644	12	2.6	2.6	-.04
		2	Some	605	34	1,614	31			
		3	Quite a bit	633	35	1,741	34			
		4	Very much	316	17	1,030	20			
		—	Not applicable	41	2	182	3			
		Total		1,792	100	5,211	100			
b. Provided prompt and accurate information	AAD03b	1	Very little	179	10	545	10	2.7	2.7	-.05
		2	Some	550	31	1,517	29			
		3	Quite a bit	680	38	1,808	35			
		4	Very much	338	19	1,128	22			
		—	Not applicable	40	2	187	4			
		Total		1,787	100	5,185	100			
c. Provided information about learning support services (tutoring, writing center, success skills, etc.)	AAD03c	1	Very little	229	13	613	12	2.6	2.7 ***	-.13
		2	Some	544	31	1,407	27			
		3	Quite a bit	593	33	1,712	33			
		4	Very much	310	17	1,140	22			
		—	Not applicable	112	6	324	6			
		Total		1,788	100	5,196	100			
d. Notified you of important policies and deadlines	AAD03d	1	Very little	241	14	720	14	2.6	2.7 *	-.05
		2	Some	515	29	1,356	26			
		3	Quite a bit	598	33	1,725	33			
		4	Very much	382	21	1,194	23			
		—	Not applicable	53	3	196	4			
		Total		1,789	100	5,191	100			
e. Reached out to you about your academic progress or performance	AAD03e	1	Very little	638	36	1,674	32	2.0	2.2 ***	-.15
		2	Some	466	27	1,333	26			
		3	Quite a bit	315	18	1,028	20			
		4	Very much	179	10	691	13			
		—	Not applicable	186	10	467	9			
		Total		1,784	100	5,193	100			
f. Followed up with you regarding something they recommended	AAD03f	1	Very little	597	33	1,635	31	2.0	2.2 ***	-.13
		2	Some	444	25	1,254	25			
		3	Quite a bit	309	17	991	19			
		4	Very much	173	9	656	13			
		—	Not applicable	263	15	662	12			
		Total		1,786	100	5,198	100			
g. Asked questions about your educational background and needs	AAD03g	1	Very little	623	35	1,703	32	2.0	2.1 ***	-.10
		2	Some	468	27	1,325	26			
		3	Quite a bit	325	18	952	19			
		4	Very much	166	9	623	12			
		—	Not applicable	205	11	585	11			
		Total		1,787	100	5,188	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		
				SF State		CSU Advising		SF State	CSU Advising	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Actively listened to your concerns	AAD03h	1	Very little	296	17	842	16	2.5	2.6 **	-0.08 ▽
		2	Some	541	31	1,441	27			
		3	Quite a bit	509	28	1,436	28			
		4	Very much	312	17	1,056	21			
		—	Not applicable	129	7	416	8			
		Total		1,787	100	5,191	100			
i. Respected your identity and culture	AAD03i	1	Very little	99	6	266	5	3.1	3.1	-0.05
		2	Some	299	17	860	17			
		3	Quite a bit	552	31	1,487	28			
		4	Very much	597	33	1,846	36			
		—	Not applicable	240	14	735	14			
		Total		1,787	100	5,194	100			
j. Cared about your overall well-being	AAD03j	1	Very little	213	12	672	13	2.7	2.7	-0.04
		2	Some	473	27	1,311	25			
		3	Quite a bit	525	29	1,378	27			
		4	Very much	414	23	1,340	26			
		—	Not applicable	164	9	492	9			
		Total		1,789	100	5,193	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	151	8	405	8	3.2	3.3 **	-0.09 ▽
		2	Rarely	338	19	959	18			
		3	Sometimes	578	33	1,472	28			
		4	Often	399	22	1,236	24			
		5	Very often	267	15	886	17			
		—	Not applicable	57	3	221	4			
Total		1,790	100	5,179	100					
b. How your major or expected major relates to your goals and future plans	AAD04b	1	Never	191	11	504	9	3.2	3.3 ***	-0.09 ▽
		2	Rarely	300	17	838	16			
		3	Sometimes	528	30	1,388	27			
		4	Often	408	23	1,233	24			
		5	Very often	306	17	997	19			
		—	Not applicable	57	3	223	4			
Total		1,790	100	5,183	100					
c. Special opportunities (study abroad, internship, service-learning, research, etc.)	AAD04c	1	Never	291	16	965	18	2.8	2.9	-0.05
		2	Rarely	397	22	1,027	20			
		3	Sometimes	517	29	1,291	25			
		4	Often	297	16	850	17			
		5	Very often	178	10	668	13			
		—	Not applicable	108	6	381	7			
Total		1,788	100	5,182	100					
d. Participation in co-curricular activities (organizations or clubs, performing arts, sports, etc.)	AAD04d	1	Never	455	25	1,183	22	2.5	2.7 ***	-0.14 ▽
		2	Rarely	417	23	1,105	21			
		3	Sometimes	403	23	1,171	23			
		4	Often	225	13	715	14			
		5	Very often	125	7	506	10			
		—	Not applicable	162	9	485	9			
Total		1,787	100	5,165	100					

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				SF State		CSU Advising		SF State	CSU Advising	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Resources for your well-being (health, counseling, financial guidance, etc.)	AAD04e	1	Never	293	16	849	16	2.8	2.9 *	-0.06 ▽
		2	Rarely	377	21	1,020	20			
		3	Sometimes	521	29	1,418	27			
		4	Often	302	17	905	18			
		5	Very often	173	10	620	12			
		—	Not applicable	123	7	369	7			
		Total		1,789	100	5,181	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	384	22	1,086	21	2.4	2.4 *	-0.07 ▽
		2	Some	516	29	1,465	28			
		3	Quite a bit	477	27	1,304	26			
		4	Very much	250	14	869	17			
		—	Not applicable	157	9	429	8			
		Total		1,784	100	5,153	100			
b. Academic advisor(s) available to any student	AAD05b	1	Very little	454	26	1,290	24	2.2	2.3	-0.04
		2	Some	542	31	1,416	28			
		3	Quite a bit	396	22	1,108	22			
		4	Very much	230	13	670	13			
		—	Not applicable	160	9	666	12			
		Total		1,782	100	5,150	100			
c. Faculty or instructor(s) not assigned to advise you	AAD05c	1	Very little	451	26	1,171	23	2.2	2.3 ***	-0.10 ▽
		2	Some	493	28	1,315	26			
		3	Quite a bit	327	18	978	19			
		4	Very much	198	11	667	13			
		—	Not applicable	313	17	1,026	19			
		Total		1,782	100	5,157	100			
d. Online advising system (degree progress report, etc.)	AAD05d	1	Very little	350	20	1,149	22	2.5	2.4 ***	.10 △
		2	Some	434	25	1,137	23			
		3	Quite a bit	382	21	985	19			
		4	Very much	355	20	818	16			
		—	Not applicable	255	14	1,059	20			
		Total		1,776	100	5,148	100			
e. Website, catalog, or other published sources	AAD05e	1	Very little	403	23	1,099	22	2.3	2.3	-0.03
		2	Some	490	28	1,377	27			
		3	Quite a bit	393	22	1,103	21			
		4	Very much	244	13	717	14			
		—	Not applicable	254	14	851	16			
		Total		1,784	100	5,147	100			
f. Student services staff (career services, academic support, Trio, etc.)	AAD05f	1	Very little	587	33	1,493	29	1.9	2.0 ***	-0.12 ▽
		2	Some	439	25	1,126	22			
		3	Quite a bit	215	12	708	14			
		4	Very much	121	7	399	8			
		—	Not applicable	418	23	1,423	27			
		Total		1,780	100	5,149	100			
g. Success or academic coach	AAD05g	1	Very little	559	32	1,448	28	1.8	1.9 *	-0.07 ▽
		2	Some	256	15	760	15			
		3	Quite a bit	150	8	440	9			
		4	Very much	95	5	284	6			
		—	Not applicable	720	40	2,222	42			
		Total		1,780	100	5,154	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		
				SF State		CSU Advising		SF State	CSU Advising	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Peer advisor or mentor	AAD05h	1	Very little	472	27	1,255	25	2.0	2.1	-.06
		2	Some	350	20	892	18			
		3	Quite a bit	223	13	659	13			
		4	Very much	133	7	414	8			
		—	Not applicable	601	34	1,921	37			
			Total	1,779	100	5,141	100			
i. Friends or other students	AAD05i	1	Very little	178	10	448	9	2.8	2.8 *	▽ -.06
		2	Some	483	28	1,339	26			
		3	Quite a bit	573	32	1,641	32			
		4	Very much	472	26	1,462	28			
		—	Not applicable	76	4	263	5			
			Total	1,782	100	5,153	100			
j. Family members	AAD05j	1	Very little	354	20	927	18	2.5	2.6 **	▽ -.09
		2	Some	461	26	1,224	24			
		3	Quite a bit	389	22	1,260	25			
		4	Very much	419	23	1,324	25			
		—	Not applicable	159	9	414	8			
			Total	1,782	100	5,149	100			
k. Other, please specify:	AAD05k	1	Very little	2	5	9	5			
		2	Some	7	15	16	10			
		3	Quite a bit	5	10	19	10			
		4	Very much	11	22	55	29			
		—	Not applicable	23	48	96	46			
			Total	48	100	195	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 484 first-year students and 1072 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 ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
		SF State	SF State	CSU Advising	SF State	CSU Advising	SF State			
AAD01a	809	1.80	1.94	.046	.023	1.32	1.27	1,239	.006	-.11
AAD01b	795	1.51	1.69	.047	.024	1.33	1.30	3,752	.001	-.14
AAD01c	776	1.00	1.03	.043	.023	1.21	1.25	3,638	.530	-.03
AAD01d	789	1.19	1.15	.047	.025	1.32	1.32	3,667	.510	.03
AAD01e	772	0.63	0.84	.041	.023	1.14	1.22	1,298	.000	-.17
AAD01f	777	1.06	1.27	.046	.027	1.28	1.44	1,353	.000	-.15
AAD03a	778	2.77	2.79	.030	.016	0.85	0.87	3,714	.658	-.02
AAD03b	777	2.78	2.87	.031	.016	0.85	0.84	3,684	.008	-.11
AAD03c	782	2.90	2.99	.031	.016	0.87	0.87	3,718	.006	-.11
AAD03d	787	2.77	2.87	.033	.017	0.94	0.91	1,211	.007	-.11
AAD03e	751	2.27	2.42	.038	.019	1.03	1.03	3,572	.000	-.15
AAD03f	705	2.27	2.43	.039	.020	1.05	1.02	3,374	.000	-.16
AAD03g	724	2.22	2.32	.039	.020	1.05	1.04	3,415	.019	-.10
AAD03h	727	2.66	2.69	.036	.018	0.96	0.96	3,439	.380	-.04
AAD03i	740	3.20	3.16	.031	.016	0.83	0.84	3,462	.344	.04
AAD03j	755	2.85	2.88	.035	.018	0.97	0.94	1,172	.519	-.03
AAD04a	766	3.29	3.42	.043	.021	1.20	1.14	1,156	.006	-.12
AAD04b	766	3.28	3.42	.043	.021	1.19	1.15	3,643	.003	-.12
AAD04c	757	2.95	3.00	.044	.023	1.21	1.22	3,563	.309	-.04
AAD04d	746	2.75	2.90	.046	.023	1.26	1.24	3,536	.003	-.12
AAD04e	756	3.24	3.26	.042	.022	1.16	1.17	3,596	.545	-.02
AAD05a	713	2.42	2.49	.037	.019	0.98	0.97	3,465	.097	-.07
AAD05b	678	2.32	2.45	.038	.019	0.99	0.96	3,265	.004	-.13
AAD05c	616	2.04	2.17	.040	.021	1.00	0.98	2,856	.006	-.13
AAD05d	608	2.21	2.20	.043	.021	1.05	0.98	920	.837	.01
AAD05e	641	2.18	2.28	.039	.020	0.99	0.96	3,004	.014	-.11
AAD05f	626	2.17	2.20	.041	.021	1.02	0.98	2,842	.452	-.03
AAD05g	512	1.91	2.15	.045	.023	1.01	1.01	2,442	.000	-.23
AAD05h	573	2.17	2.35	.043	.022	1.03	1.03	2,714	.000	-.17
AAD05i	773	2.80	2.78	.033	.018	0.92	0.95	3,625	.627	.02
AAD05j	767	2.83	2.83	.037	.019	1.03	1.02	3,617	.967	.00

See the endnotes on the last page of this report.

Seniors

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
		SF State	CSU Advising	SF State	CSU Advising	SF State	CSU Advising			
								<i>Comparisons with:</i>		
									CSU Advising	
AAD01a	1,723	2.13	2.12	.033	.017	1.38	1.39	8,124	.951	.00
AAD01b	1,730	1.88	1.80	.033	.017	1.39	1.39	8,066	.021	.06
AAD01c	1,676	1.37	1.44	.034	.018	1.38	1.45	2,754	.080	-.05
AAD01d	1,681	1.05	1.03	.031	.017	1.28	1.32	2,738	.572	.02
AAD01e	1,646	0.59	0.60	.028	.015	1.14	1.14	7,604	.919	.00
AAD01f	1,666	1.00	0.94	.034	.018	1.37	1.36	7,671	.087	.05
AAD03a	1,746	2.60	2.64	.022	.012	0.91	0.95	2,878	.095	-.04
AAD03b	1,740	2.67	2.71	.021	.012	0.89	0.94	2,875	.087	-.05
AAD03c	1,669	2.58	2.70	.023	.012	0.94	0.96	7,807	.000	-.13
AAD03d	1,730	2.63	2.68	.023	.012	0.97	0.99	8,024	.047	-.05
AAD03e	1,597	2.01	2.17	.025	.014	1.02	1.06	2,606	.000	-.15
AAD03f	1,521	2.03	2.17	.026	.014	1.02	1.07	2,479	.000	-.13
AAD03g	1,579	2.02	2.12	.025	.014	1.00	1.05	2,596	.000	-.10
AAD03h	1,654	2.49	2.57	.024	.013	0.99	1.02	2,696	.003	-.08
AAD03i	1,532	3.05	3.10	.023	.012	0.92	0.92	7,140	.088	-.05
AAD03j	1,616	2.69	2.73	.025	.013	0.99	1.02	2,640	.195	-.04
AAD04a	1,726	3.16	3.26	.028	.015	1.16	1.19	2,801	.001	-.09
AAD04b	1,726	3.18	3.30	.030	.016	1.23	1.24	2,769	.001	-.09
AAD04c	1,673	2.80	2.86	.030	.017	1.22	1.31	2,832	.070	-.05
AAD04d	1,619	2.48	2.66	.031	.017	1.24	1.30	2,668	.000	-.14
AAD04e	1,660	2.81	2.89	.030	.016	1.22	1.26	7,723	.024	-.06
AAD05a	1,624	2.36	2.42	.025	.013	1.00	1.03	2,641	.016	-.07
AAD05b	1,620	2.24	2.28	.025	.014	1.01	1.03	2,656	.181	-.04
AAD05c	1,470	2.18	2.28	.026	.014	1.01	1.04	2,405	.001	-.10
AAD05d	1,514	2.47	2.36	.028	.015	1.08	1.09	6,716	.000	.10
AAD05e	1,528	2.30	2.33	.026	.014	1.03	1.03	6,974	.286	-.03
AAD05f	1,360	1.90	2.02	.026	.015	0.96	1.01	6,103	.000	-.12
AAD05g	1,064	1.79	1.86	.030	.016	0.99	1.01	4,830	.047	-.07
AAD05h	1,178	2.01	2.07	.030	.016	1.02	1.05	1,958	.050	-.06
AAD05i	1,702	2.77	2.83	.023	.012	0.97	0.96	7,857	.023	-.06
AAD05j	1,621	2.52	2.62	.027	.014	1.10	1.08	7,575	.001	-.09

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.