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# **NSSE 2017 Topical Module Report**

## **Academic Advising**

Embry Riddle Aeronautical University-Worldwide

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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 'Academic Advising' column of this report.

|  |   |
|--|---|
| Group label                                | Academic Advising   |
| Date submitted                             | 5/26/17   |
| How was this comparison group constructed? | Your institution retained the default comparison group (all module participants).               |
| Group description                          | All other current- and prior-year NSSE institutions who administered module "Academic Advising" |

## Academic Advising (N=335)

|   |   |
|---|---|
| Acadia University (Wolfville, NS)                                     | Briar Cliff University (Sioux City, IA)                                       |
| Adrian College (Adrian, MI)   | Bridgewater College (Bridgewater, VA)*  |
| Alaska Pacific University (Anchorage, AK)                             | Bridgewater State University (Bridgewater, MA)                                |
| Albany State University (Albany, GA)                                  | Brigham Young University (Provo, UT)  |
| Albion College (Albion, MI)   | Brigham Young University-Idaho (Rexburg, ID)                                  |
| Algoma University (Sault Ste. Marie, ON)                              | Bryn Mawr College (Bryn Mawr, PA)*  |
| Allegheny College (Meadville, PA)                                     | Bucknell University (Lewisburg, PA)   |
| Alma College (Alma, MI)   | Burman University (Lacombe, AB)*  |
| American Public University System (Charles Town, WV)*                 | California Polytechnic State University-San Luis Obispo (San Luis Obispo, CA) |
| Anna Maria College (Paxton, MA)                                       | California State Polytechnic University-Pomona (Pomona, CA)                   |
| Armstrong State University (Savannah, GA)                             | California State University San Marcos (San Marcos, CA)*                      |
| Ashford University (San Diego, CA)*                                   | California State University-Bakersfield (Bakersfield, CA)                     |
| Auburn University at Montgomery (Montgomery, AL)*                     | California State University-Channel Islands (Camarillo, CA)                   |
| Augusta University (Augusta, GA)                                      | California State University-Dominguez Hills (Carson, CA)                      |
| Bacone College (Muskogee, OK)   | California State University-Long Beach (Long Beach, CA)                       |
| Baker University (Baldwin City, KS)*                                  | California State University-Los Angeles (Los Angeles, CA)                     |
| Becker College (Worcester, MA)  | California State University, Fresno (Fresno, CA)                              |
| Berkeley College (New York, NY)                                       | California State University, Northridge (Northridge, CA)                      |
| Berry College (Mount Berry, GA)*                                      | California State University, Sacramento (Sacramento, CA)                      |
| Bethany College (Lindsborg, KS)                                       | California University of Pennsylvania (California, PA)                        |
| Binghamton University (State University of New York) (Binghamton, NY) | Campbell University Inc. (Buies Creek, NC)                                    |
| Birmingham-Southern College (Birmingham, AL)*                         | Canisius College (Buffalo, NY)*   |
| Bishop's University (Sherbrooke, QC)                                  | Cape Breton University (Sydney, NS)   |
| Black Hills State University (Spearfish, SD)*                         | Carroll University (Waukesha, WI)   |
| Bloomsburg University of Pennsylvania (Bloomsburg, PA)                | Catholic University of America, The (Washington, DC)                          |
| Boston University (Boston, MA)*                                       | Cedarville University (Cedarville, OH)*                                       |
| Bowie State University (Bowie, MD)                                    | Centenary College of Louisiana (Shreveport, LA)                               |
| Brandon University (Brandon, MB)                                      | Central Christian College of Kansas (McPherson, KS)                           |
| Brenau University (Gainesville, GA)*                                  | Central Connecticut State University (New Britain, CT)                        |
| Brevard College (Brevard, NC)*  | Chaminade University of Honolulu (Honolulu, HI)                               |

## Academic Advising (N=335), continued

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|  |   |
|--|---|
| Chatham University (Pittsburgh, PA)                                | Goucher College (Baltimore, MD)   |
| Chicago State University (Chicago, IL)                             | Grambling State University (Grambling, LA)                                |
| Chowan University (Murfreesboro, NC)                               | Grove City College (Grove City, PA)*                                      |
| Christopher Newport University (Newport News, VA)                  | Hampshire College (Amherst, MA)*  |
| Clafflin University (Orangeburg, SC)*                              | Hardin-Simmons University (Abilene, TX)                                   |
| Clarion University of Pennsylvania (Clarion, PA)                   | Hartwick College (Oneonta, NY)*   |
| Clarke University (Dubuque, IA)                                    | Henderson State University (Arkadelphia, AR)                              |
| Clemson University (Clemson, SC)*                                  | Heritage University (Toppenish, WA)*                                      |
| Colgate University (Hamilton, NY)                                  | Illinois Wesleyan University (Bloomington, IL)*                           |
| College at Brockport, SUNY, The (Brockport, NY)                    | Indiana State University (Terre Haute, IN)*                               |
| College of Idaho, The (Caldwell, ID)                               | Inter American University of Puerto Rico-Metro Campus (San Juan, PR)      |
| College of Saint Elizabeth (Morristown, NJ)                        | Iona College (New Rochelle, NY)*  |
| College of Saint Rose, The (Albany, NY)                            | Jarvis Christian College (Hawkins, TX)                                    |
| Colorado State University (Fort Collins, CO)*                      | John Brown University (Siloam Springs, AR)                                |
| Columbia College (Columbia, MO)                                    | John Carroll University (Cleveland, OH)                                   |
| Concordia University (Portland, OR)                                | Keene State College (Keene, NH)*  |
| Concordia University (Montreal, QC)                                | Kent State University (Kent, OH)  |
| Concordia University Chicago (River Forest, IL)                    | Kentucky State University (Frankfort, KY)                                 |
| Concordia University Texas (Austin, TX)                            | King's University, The (Edmonton, AB)                                     |
| Connecticut College (New London, CT)                               | Kutztown University of Pennsylvania (Kutztown, PA)                        |
| Cornerstone University (Grand Rapids, MI)                          | Lake Forest College (Lake Forest, IL)                                     |
| CUNY Bernard M Baruch College (New York, NY)                       | Lebanon Valley College (Annville, PA)*                                    |
| CUNY Medgar Evers College (Brooklyn, NY)                           | Lenoir-Rhyne University (Hickory, NC)*                                    |
| Dakota State University (Madison, SD)*                             | Lewis & Clark College (Portland, OR)*                                     |
| Davis & Elkins College (Elkins, WV)                                | Lewis University (Romeoville, IL)   |
| Defiance College (Defiance, OH)                                    | LIM College (New York, NY)  |
| Delta State University (Cleveland, MS)*                            | Lincoln University (Lincoln University, PA)                               |
| Denison University (Granville, OH)                                 | Lock Haven University (Lock Haven, PA)                                    |
| Dickinson State University (Dickinson, ND)                         | Lynchburg College (Lynchburg, VA)*  |
| Dixie State University (Saint George, UT)*                         | Madonna University (Livonia, MI)*   |
| Doane University (Crete, NE)*                                      | Mansfield University of Pennsylvania (Mansfield, PA)                      |
| Dominican University of California (San Rafael, CA)*               | Maranatha Baptist University (Watertown, WI)                              |
| East Central University (Ada, OK)                                  | Marshall University (Huntington, WV)*                                     |
| East Stroudsburg University of Pennsylvania (East Stroudsburg, PA) | Martin Methodist College (Pulaski, TN)                                    |
| East Tennessee State University (Johnson City, TN)*                | Mayville State University (Mayville, ND)                                  |
| East Texas Baptist University (Marshall, TX)*                      | McNeese State University (Lake Charles, LA)*                              |
| Eastern Connecticut State University (Willimantic, CT)             | Michigan State University (East Lansing, MI)*                             |
| Eastern Michigan University (Ypsilanti, MI)*                       | Middle Georgia State University (Macon, GA)                               |
| Eastern Washington University (Cheney, WA)                         | Midland University (Fremont, NE)  |
| Edinboro University of Pennsylvania (Edinboro, PA)                 | Midway University (Midway, KY)  |
| Elizabeth City State University (Elizabeth City, NC)               | Millersville University of Pennsylvania (Millersville, PA)                |
| Elizabethtown College (Elizabethtown, PA)                          | Millsaps College (Jackson, MS)  |
| Fairmont State University (Fairmont, WV)*                          | Minnesota State University Moorhead (Moorhead, MN)                        |
| Farmingdale State College (Farmingdale, NY)                        | Missouri Southern State University (Joplin, MO)*                          |
| Fayetteville State University (Fayetteville, NC)                   | Missouri Western State University (Saint Joseph, MO)*                     |
| Fitchburg State University (Fitchburg, MA)                         | Montana State University Billings (Billings, MT)*                         |
| Florida A&M University (Tallahassee, FL)                           | Morrisville State College (Morrisville, NY)                               |
| Florida Institute of Technology (Melbourne, FL)                    | Mount Mercy University (Cedar Rapids, IA)*                                |
| Florida International University (Miami, FL)*                      | Mount Saint Mary College (Newburgh, NY)*                                  |
| Francis Marion University (Florence, SC)                           | Mount St. Vincent University (Halifax, NS)                                |
| Franklin University (Columbus, OH)                                 | Murray State University (Murray, KY)                                      |
| Fredonia State University of New York (Fredonia, NY)               | New College of Florida (Sarasota, FL)                                     |
| Furman University (Greenville, SC)*                                | New Jersey Institute of Technology (Newark, NJ)*                          |
| Gannon University (Erie, PA)                                       | New Mexico Highlands University (Las Vegas, NM)*                          |
| Georgia College & State University (Milledgeville, GA)             | New Mexico Institute of Mining and Technology (Socorro, NM)               |
| Gettysburg College (Gettysburg, PA)                                | New Mexico State University (Las Cruces, NM)                              |
| Gonzaga University (Spokane, WA)*                                  | North Carolina Agricultural & Technical State University (Greensboro, NC) |
| Goshen College (Goshen, IN)  | Northeastern Illinois University (Chicago, IL)*                           |

\*2016 participant

## Academic Advising (N=335), continued

|   |  |
|---|--|
| Northwestern Oklahoma State University (Alva, OK)                 | SUNY College of Technology at Alfred (Alfred, NY)                |
| Norwich University (Northfield, VT)*                              | SUNY Maritime College (Bronx, NY)                                |
| Oakland University (Rochester Hills, MI)*                         | SUNY-Buffalo State College (Buffalo, NY)                         |
| Occidental College (Los Angeles, CA)                              | Tennessee State University (Nashville, TN)                       |
| Oglala Lakota College (Kyle, SD)                                  | Texas A&M University - Corpus Christi (Corpus Christi, TX)       |
| Ohio Northern University (Ada, OH)*                               | Texas Wesleyan University (Fort Worth, TX)*                      |
| Ohio State University at Newark, The (Newark, OH)*                | Thompson Rivers University (Kamloops, BC)                        |
| Ohio State University-Lima Campus (Lima, OH)*                     | Trine University (Angola, IN)*                                   |
| Ohio State University-Mansfield Campus (Mansfield, OH)*           | Troy University (Troy, AL)                                       |
| Ohio State University-Marion Campus (Marion, OH)*                 | Union College (NE) (Lincoln, NE)                                 |
| Ohio State University, The (Columbus, OH)*                        | United States Coast Guard Academy (New London, CT)               |
| Ohio University (Athens, OH)                                      | United States Merchant Marine Academy (Kings Point, NY)          |
| Ohio Wesleyan University (Delaware, OH)*                          | University at Albany, SUNY, The (Albany, NY)                     |
| Oklahoma Christian University (Edmond, OK)*                       | University of Alabama at Birmingham (Birmingham, AL)*            |
| Ottawa University (Ottawa, KS)                                    | University of Alabama in Huntsville (Huntsville, AL)*            |
| Otterbein University (Westerville, OH)                            | University of Alaska Anchorage (Anchorage, AK)*                  |
| Pace University (New York, NY)*                                   | University of Alaska Fairbanks (Fairbanks, AK)*                  |
| Pfeiffer University (Misenheimer, NC)                             | University of Arkansas (Fayetteville, AR)*                       |
| Pitzer College (Claremont, CA)                                    | University of Arkansas at Little Rock (Little Rock, AR)*         |
| Plymouth State University (Plymouth, NH)                          | University of Baltimore (Baltimore, MD)*                         |
| Point Park University (Pittsburgh, PA)                            | University of Calgary (Calgary, AB)                              |
| Providence College (Providence, RI)                               | University of Central Florida (Orlando, FL)                      |
| Queens University of Charlotte (Charlotte, NC)*                   | University of Great Falls (Great Falls, MT)*                     |
| Quest University Canada (Squamish, BC)                            | University of Hawai'i at Hilo (Hilo, HI)                         |
| Randolph-Macon College (Ashland, VA)                              | University of Houston (Houston, TX)                              |
| Regent University (Virginia Beach, VA)                            | University of Houston-Downtown (Houston, TX)*                    |
| Rhode Island School of Design (Providence, RI)                    | University of Houston-Victoria (Victoria, TX)                    |
| Rhodes College (Memphis, TN)                                      | University of Illinois at Chicago (Chicago, IL)                  |
| Rider University (Lawrenceville, NJ)                              | University of Illinois Springfield (Springfield, IL)*            |
| Ringling College of Art and Design (Sarasota, FL)                 | University of Indianapolis (Indianapolis, IN)                    |
| Robert Morris University (Moon Township, PA)*                     | University of Maine (Orono, ME)                                  |
| Rockford University (Rockford, IL)*                               | University of Maine at Augusta (Augusta, ME)                     |
| Rogers State University (Claremore, OK)                           | University of Maine at Farmington (Farmington, ME)               |
| Rollins College (Winter Park, FL)*                                | University of Maine at Fort Kent (Fort Kent, ME)                 |
| Rowan University (Glassboro, NJ)*                                 | University of Maine at Machias (Machias, ME)                     |
| Saint Mary's College (Notre Dame, IN)*                            | University of Maine at Presque Isle (Presque Isle, ME)           |
| Saint Xavier University (Chicago, IL)                             | University of Mary (Bismarck, ND)*                               |
| Salem State University (Salem, MA)*                               | University of Mary Washington (Fredericksburg, VA)*              |
| Seton Hall University (South Orange, NJ)                          | University of Maryland-Eastern Shore (Princess Anne, MD)         |
| Sewanee: The University of the South (Sewanee, TN)                | University of Massachusetts Amherst (Amherst, MA)                |
| Shawnee State University (Portsmouth, OH)                         | University of Massachusetts Boston (Boston, MA)                  |
| Shepherd University (Shepherdstown, WV)*                          | University of Massachusetts Dartmouth (North Dartmouth, MA)      |
| Shippensburg University of Pennsylvania (Shippensburg, PA)        | University of Massachusetts Lowell (Lowell, MA)*                 |
| Slippery Rock University of Pennsylvania (Slippery Rock, PA)      | University of Memphis (Memphis, TN)*                             |
| South Dakota State University (Brookings, SD)*                    | University of Michigan-Flint (Flint, MI)*                        |
| Southern Connecticut State University (New Haven, CT)             | University of Minnesota Duluth (Duluth, MN)*                     |
| Southern Oregon University (Ashland, OR)*                         | University of Minnesota-Crookston (Crookston, MN)*               |
| Southwestern Oklahoma State University (Weatherford, OK)          | University of Missouri-Kansas City (Kansas City, MO)*            |
| Spelman College (Atlanta, GA)*                                    | University of Missouri-St. Louis (Saint Louis, MO)               |
| Spring Arbor University (Spring Arbor, MI)*                       | University of Mount Union (Alliance, OH)*                        |
| St. Edward's University (Austin, TX)                              | University of Nebraska at Kearney (Kearney, NE)*                 |
| St. Francis College (Brooklyn Heights, NY)*                       | University of Nebraska at Omaha (Omaha, NE)*                     |
| Stephen F. Austin State University (Nacogdoches, TX)              | University of New Brunswick (Fredericton, NB)                    |
| Stevens Institute of Technology (Hoboken, NJ)                     | University of New Brunswick - Saint John Campus (Saint John, NB) |
| Stockton University (Galloway, NJ)*                               | University of New Hampshire (Durham, NH)                         |
| Suffolk University (Boston, MA)                                   | University of New Haven (West Haven, CT)                         |
| SUNY College at Old Westbury (Old Westbury, NY)                   | University of North Carolina at Charlotte (Charlotte, NC)*       |
| SUNY College of Environmental Science and Forestry (Syracuse, NY) | University of North Georgia (Dahlonega, GA)                      |

## Academic Advising (N=335), continued

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University of Northern Iowa (Cedar Falls, IA)\*  
University of Oregon (Eugene, OR)  
University of Pikeville (Pikeville, KY)  
University of Rhode Island (Kingston, RI)\*  
University of Saint Francis-Fort Wayne (Fort Wayne, IN)  
University of San Francisco (San Francisco, CA)  
University of Science and Arts of Oklahoma (Chickasha, OK)\*  
University of South Dakota (Vermillion, SD)\*  
University of Southern Indiana (Evansville, IN)\*  
University of Southern Maine (Portland, ME)  
University of Southern Mississippi (Hattiesburg, MS)\*  
University of Tennessee at Chattanooga, The (Chattanooga, TN)  
University of Texas at Arlington, The (Arlington, TX)  
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 Rio Grande Valley, The (Edinburg, TX)  
University of the Fraser Valley (Abbotsford, BC)\*  
University of the Ozarks (Clarksville, AR)  
University of the Pacific (Stockton, CA)\*  
University of Vermont (Burlington, VT)  
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-Superior (Superior, WI)  
University of Wisconsin-Whitewater (Whitewater, WI)  
Urbana University (Urbana, OH)  
Ursuline College (Pepper Pike, OH)\*  
Valdosta State University (Valdosta, GA)  
Vaughn College of Aeronautics and Technology (Flushing, NY)  
Virginia Commonwealth University (Richmond, VA)  
Waldorf University (Forest City, IA)\*  
Warren Wilson College (Swannanoa, NC)  
Washburn University (Topeka, KS)  
Washington College (Chestertown, MD)\*  
Wayland Baptist University (Plainview, TX)\*  
Weber State University (Ogden, UT)  
Western New Mexico University (Silver City, NM)  
Western Oregon University (Monmouth, OR)  
Western Washington University (Bellingham, WA)  
Westminster College (Salt Lake City, UT)\*  
Wofford College (Spartanburg, SC)  
York College of Pennsylvania (York, PA)

\*2016 participant

## 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> |                   |                          |
|--|---------------|---------------------|------------------|--------------------------------------|-----|-------------------|-----|--------------------------------------|-------------------|--------------------------|
|  |               |                     |                  | ERAU Worldwide                       |     | Academic Advising |     | ERAU Worldwide                       | Academic Advising | 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                | 11                                   | 14  | 8,829             | 12  | <b>2.6</b>                           | 2.2               | .29                      |
|  |               | 1                   | 1                | 15                                   | 21  | 18,953            | 23  |                                      |                   |                          |
|  |               | 2                   | 2                | 18                                   | 23  | 24,203            | 30  |                                      |                   |                          |
|  |               | 3                   | 3                | 12                                   | 14  | 15,290            | 19  |                                      |                   |                          |
|  |               | 4                   | 4                | 5                                    | 6   | 6,641             | 8   |                                      |                   |                          |
|  |               | 5                   | 5                | 2                                    | 3   | 2,466             | 3   |                                      |                   |                          |
|  |               | 6                   | 6 or more        | 16                                   | 19  | 3,987             | 5   |                                      |                   |                          |
|  |               |                     | Total            | 79                                   | 100 | 80,369            | 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      | 3                                    | 4   | 6,206             | 8   | <b>3.4</b>                           | 2.9 ***           | .52                      |
|  |               | 2                   | Some             | 7                                    | 9   | 16,196            | 20  |                                      |                   |                          |
|  |               | 3                   | Quite a bit      | 20                                   | 26  | 27,903            | 34  |                                      |                   |                          |
|  |               | 4                   | Very much        | 45                                   | 57  | 24,088            | 30  |                                      |                   |                          |
|  |               | —                   | Not applicable   | 3                                    | 4   | 6,018             | 8   |                                      |                   |                          |
|  |               |                     | Total            | 78                                   | 100 | 80,411            | 100 |                                      |                   |                          |
| b. Listened closely to your concerns and questions   | ADV02b        | 1                   | Very little      | 3                                    | 4   | 6,047             | 7   | <b>3.4</b>                           | 3.0 ***           | .41                      |
|  |               | 2                   | Some             | 8                                    | 11  | 15,294            | 19  |                                      |                   |                          |
|  |               | 3                   | Quite a bit      | 22                                   | 28  | 26,411            | 33  |                                      |                   |                          |
|  |               | 4                   | Very much        | 42                                   | 52  | 25,597            | 32  |                                      |                   |                          |
|  |               | —                   | Not applicable   | 4                                    | 6   | 6,963             | 9   |                                      |                   |                          |
|  |               |                     | Total            | 79                                   | 100 | 80,312            | 100 |                                      |                   |                          |
| c. Informed you of important deadlines   | ADV02c        | 1                   | Very little      | 2                                    | 2   | 10,295            | 13  | <b>3.4</b>                           | 2.8 ***           | .58                      |
|  |               | 2                   | Some             | 9                                    | 12  | 16,937            | 21  |                                      |                   |                          |
|  |               | 3                   | Quite a bit      | 19                                   | 23  | 24,079            | 30  |                                      |                   |                          |
|  |               | 4                   | Very much        | 42                                   | 53  | 22,369            | 28  |                                      |                   |                          |
|  |               | —                   | Not applicable   | 7                                    | 10  | 6,623             | 9   |                                      |                   |                          |
|  |               |                     | Total            | 79                                   | 100 | 80,303            | 100 |                                      |                   |                          |
| d. Helped you understand academic rules and policies   | ADV02d        | 1                   | Very little      | 5                                    | 6   | 9,852             | 12  | <b>3.2</b>                           | 2.8 ***           | .46                      |
|  |               | 2                   | Some             | 9                                    | 11  | 18,044            | 22  |                                      |                   |                          |
|  |               | 3                   | Quite a bit      | 22                                   | 29  | 24,186            | 30  |                                      |                   |                          |
|  |               | 4                   | Very much        | 37                                   | 46  | 20,558            | 26  |                                      |                   |                          |
|  |               | —                   | Not applicable   | 6                                    | 9   | 7,618             | 10  |                                      |                   |                          |
|  |               |                     | Total            | 79                                   | 100 | 80,258            | 100 |                                      |                   |                          |
| e. Informed you of academic support options (tutoring, study groups, help with writing, etc.)  | ADV02e        | 1                   | Very little      | 9                                    | 10  | 11,049            | 14  | <b>2.9</b>                           | 2.7               | .16                      |
|  |               | 2                   | Some             | 15                                   | 20  | 17,915            | 22  |                                      |                   |                          |
|  |               | 3                   | Quite a bit      | 16                                   | 22  | 23,093            | 29  |                                      |                   |                          |
|  |               | 4                   | Very much        | 27                                   | 33  | 20,402            | 26  |                                      |                   |                          |
|  |               | —                   | Not applicable   | 11                                   | 16  | 7,825             | 10  |                                      |                   |                          |
|  |               |                     | Total            | 78                                   | 100 | 80,284            | 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> |                   |                          |     |
|--|---------------|---------------------|---|--------------------------------------|-----|-------------------|--------|--------------------------------------|-------------------|--------------------------|-----|
|  |               |                     |   | ERAU Worldwide                       |     | Academic Advising |        | ERAU Worldwide                       | Academic Advising | Effect size <sup>d</sup> |     |
|  |               |                     |   | Count                                | %   | Count             | %      | Mean                                 | Mean              |                          |     |
| f. Provided useful information about courses   | ADV02f        | 1                   | Very little   | 9                                    | 11  | 8,851             | 11     | <b>3.0</b>                           | 2.9               | .15                      |     |
|  |               | 2                   | Some  | 14                                   | 19  | 17,054            | 21     |                                      |                   |                          |     |
|  |               | 3                   | Quite a bit   | 16                                   | 19  | 25,425            | 31     |                                      |                   |                          |     |
|  |               | 4                   | Very much   | 33                                   | 41  | 23,198            | 29     |                                      |                   |                          |     |
|  |               | —                   | Not applicable  | 7                                    | 10  | 5,692             | 8      |                                      |                   |                          |     |
|  |               | Total               |   | 79                                   | 100 | 80,220            | 100    |                                      |                   |                          |     |
| g. Helped you when you had academic difficulties   | ADV02g        | 1                   | Very little   | 8                                    | 10  | 11,715            | 14     | <b>2.9</b>                           | 2.7               | .25                      |     |
|  |               | 2                   | Some  | 10                                   | 12  | 16,320            | 20     |                                      |                   |                          |     |
|  |               | 3                   | Quite a bit   | 15                                   | 20  | 18,565            | 23     |                                      |                   |                          |     |
|  |               | 4                   | Very much   | 23                                   | 28  | 17,761            | 22     |                                      |                   |                          |     |
|  |               | —                   | Not applicable  | 22                                   | 30  | 15,837            | 20     |                                      |                   |                          |     |
|  |               | Total               |   | 78                                   | 100 | 80,198            | 100    |                                      |                   |                          |     |
| h. Helped you get information on special opportunities (study abroad, internships, research projects, etc.)  | ADV02h        | 1                   | Very little   | 12                                   | 13  | 15,427            | 19     | <b>2.7</b>                           | 2.5               | .23                      |     |
|  |               | 2                   | Some  | 8                                    | 11  | 17,130            | 21     |                                      |                   |                          |     |
|  |               | 3                   | Quite a bit   | 9                                    | 11  | 17,057            | 21     |                                      |                   |                          |     |
|  |               | 4                   | Very much   | 19                                   | 22  | 15,060            | 19     |                                      |                   |                          |     |
|  |               | —                   | Not applicable  | 31                                   | 43  | 15,506            | 20     |                                      |                   |                          |     |
|  |               | Total               |   | 79                                   | 100 | 80,180            | 100    |                                      |                   |                          |     |
| i. Discussed your career interests and post-graduation plans   | ADV02i        | 1                   | Very little   | 16                                   | 19  | 16,589            | 21     | <b>2.5</b>                           | 2.5               | .02                      |     |
|  |               | 2                   | Some  | 13                                   | 16  | 18,848            | 23     |                                      |                   |                          |     |
|  |               | 3                   | Quite a bit   | 7                                    | 9   | 17,227            | 21     |                                      |                   |                          |     |
|  |               | 4                   | Very much   | 18                                   | 22  | 15,960            | 20     |                                      |                   |                          |     |
|  |               | —                   | Not applicable  | 24                                   | 33  | 11,442            | 15     |                                      |                   |                          |     |
|  |               | Total               |   | 78                                   | 100 | 80,066            | 100    |                                      |                   |                          |     |
| <b>3. During the current school year, how often have your academic advisors reached out to you about your academic progress or performance?</b>      |               |                     |   |                                      |     |                   |        |                                      |                   |                          |     |
|  | ADV04         | 1                   | Never   | 23                                   | 29  | 31,047            | 39     | <b>2.2</b>                           | 1.9 *             | .29                      |     |
|  |               | — <sub>15</sub>     | 2   | Sometimes                            | 24  | 32                | 29,397 |                                      |                   |                          | 36  |
|  |               |                     | 3   | Often                                | 20  | 26                | 13,812 |                                      |                   |                          | 18  |
|  |               |                     | 4   | Very often                           | 10  | 13                | 5,872  |                                      |                   |                          | 8   |
|  |               |                     | Total   |                                      | 77  | 100               | 80,128 |                                      |                   |                          | 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                   | 40                                   | 51  | 27,007            | 34     |                                      |                   |                          |     |
|  |               | —                   | Academic advisor(s) available to any student          | 9                                    | 11  | 7,039             | 9      |                                      |                   |                          |     |
|  |               | —                   | Faculty or staff not formally assigned as an advisor  | 3                                    | 4   | 6,837             | 8      |                                      |                   |                          |     |
|  |               | —                   | Online advising system (degree progress report, etc.) | 5                                    | 7   | 3,098             | 4      |                                      |                   |                          |     |
|  |               | —                   | Website, catalog, or other published sources          | 6                                    | 8   | 3,851             | 5      |                                      |                   |                          |     |
|  |               | —                   | Friends or other students                             | 2                                    | 3   | 12,558            | 15     |                                      |                   |                          |     |
|  |               | —                   | Family members  | 3                                    | 4   | 14,079            | 17     |                                      |                   |                          |     |
|  |               | —                   | Other, please specify:                                | 2                                    | 2   | 1,665             | 2      |                                      |                   |                          |     |
|  |               | —                   | I did not seek academic advice this year              | 7                                    | 10  | 4,036             | 6      |                                      |                   |                          |     |
|  |               |                     | Total   | 77                                   | 100 | 80,170            | 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> |                   |                          |
|--|---------------|---------------------|------------------|--------------------------------------|-----|-------------------|-----|--------------------------------------|-------------------|--------------------------|
|  |               |                     |                  | ERAU Worldwide                       |     | Academic Advising |     | ERAU Worldwide                       | Academic Advising | 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                | 69                                   | 15  | 16,260            | 16  | <b>2.5</b>                           | 2.2 ***           | .17                      |
|  |               | 1                   | 1                | 89                                   | 19  | 26,053            | 25  |                                      |                   |                          |
|  |               | 2                   | 2                | 109                                  | 23  | 26,595            | 25  |                                      |                   |                          |
|  |               | 3                   | 3                | 72                                   | 15  | 15,320            | 14  |                                      |                   |                          |
|  |               | 4                   | 4                | 56                                   | 12  | 8,243             | 8   |                                      |                   |                          |
|  |               | 5                   | 5                | 23                                   | 5   | 3,615             | 3   |                                      |                   |                          |
|  |               | 6                   | 6 or more        | 55                                   | 11  | 10,171            | 9   |                                      |                   |                          |
|  |               |                     | Total            | 473                                  | 100 | 106,257           | 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      | 16                                   | 3   | 10,353            | 10  | <b>3.4</b>                           | 2.9 ***           | .44                      |
|  |               | 2                   | Some             | 48                                   | 10  | 20,838            | 20  |                                      |                   |                          |
|  |               | 3                   | Quite a bit      | 141                                  | 30  | 32,331            | 30  |                                      |                   |                          |
|  |               | 4                   | Very much        | 246                                  | 52  | 34,918            | 33  |                                      |                   |                          |
|  |               | —                   | Not applicable   | 21                                   | 4   | 7,902             | 8   |                                      |                   |                          |
|  |               |                     | Total            | 472                                  | 100 | 106,342           | 100 |                                      |                   |                          |
| b. Listened closely to your concerns and questions   | ADV02b        | 1                   | Very little      | 18                                   | 4   | 10,220            | 10  | <b>3.4</b>                           | 3.0 ***           | .40                      |
|  |               | 2                   | Some             | 51                                   | 11  | 19,719            | 19  |                                      |                   |                          |
|  |               | 3                   | Quite a bit      | 125                                  | 27  | 30,363            | 28  |                                      |                   |                          |
|  |               | 4                   | Very much        | 241                                  | 51  | 36,039            | 34  |                                      |                   |                          |
|  |               | —                   | Not applicable   | 37                                   | 8   | 9,930             | 9   |                                      |                   |                          |
|  |               |                     | Total            | 472                                  | 100 | 106,271           | 100 |                                      |                   |                          |
| c. Informed you of important deadlines   | ADV02c        | 1                   | Very little      | 31                                   | 7   | 17,616            | 16  | <b>3.3</b>                           | 2.7 ***           | .48                      |
|  |               | 2                   | Some             | 55                                   | 12  | 21,596            | 20  |                                      |                   |                          |
|  |               | 3                   | Quite a bit      | 118                                  | 25  | 27,418            | 26  |                                      |                   |                          |
|  |               | 4                   | Very much        | 230                                  | 49  | 30,098            | 29  |                                      |                   |                          |
|  |               | —                   | Not applicable   | 38                                   | 8   | 9,505             | 9   |                                      |                   |                          |
|  |               |                     | Total            | 472                                  | 100 | 106,233           | 100 |                                      |                   |                          |
| d. Helped you understand academic rules and policies   | ADV02d        | 1                   | Very little      | 41                                   | 9   | 17,609            | 17  | <b>3.1</b>                           | 2.7 ***           | .37                      |
|  |               | 2                   | Some             | 69                                   | 15  | 22,701            | 21  |                                      |                   |                          |
|  |               | 3                   | Quite a bit      | 118                                  | 25  | 25,617            | 24  |                                      |                   |                          |
|  |               | 4                   | Very much        | 184                                  | 38  | 26,376            | 25  |                                      |                   |                          |
|  |               | —                   | Not applicable   | 61                                   | 13  | 13,824            | 13  |                                      |                   |                          |
|  |               |                     | Total            | 473                                  | 100 | 106,127           | 100 |                                      |                   |                          |
| e. Informed you of academic support options (tutoring, study groups, help with writing, etc.)  | ADV02e        | 1                   | Very little      | 87                                   | 19  | 23,749            | 22  | <b>2.6</b>                           | 2.4 ***           | .17                      |
|  |               | 2                   | Some             | 85                                   | 18  | 23,580            | 22  |                                      |                   |                          |
|  |               | 3                   | Quite a bit      | 80                                   | 17  | 20,662            | 19  |                                      |                   |                          |
|  |               | 4                   | Very much        | 123                                  | 26  | 20,884            | 20  |                                      |                   |                          |
|  |               | —                   | Not applicable   | 99                                   | 21  | 17,274            | 16  |                                      |                   |                          |
|  |               |                     | Total            | 474                                  | 100 | 106,149           | 100 |                                      |                   |                          |

## Seniors

| Item wording or description  | Variable name | Values <sup>c</sup> | Response options                                      | Frequency Distributions <sup>a</sup> |     |                   |     | Statistical Comparisons <sup>b</sup> |                   |                          |
|--|---------------|---------------------|---|--------------------------------------|-----|-------------------|-----|--------------------------------------|-------------------|--------------------------|
|  |               |                     |   | ERAU Worldwide                       |     | Academic Advising |     | ERAU Worldwide                       | Academic Advising | Effect size <sup>d</sup> |
|  |               |                     |   | Count                                | %   | Count             | %   | Mean                                 | Mean              |                          |
| f. Provided useful information about courses   | ADV02f        | 1                   | Very little   | 52                                   | 11  | 16,942            | 16  | <b>2.9</b>                           | 2.7 ***           | .22                      |
|  |               | 2                   | Some  | 85                                   | 18  | 22,421            | 21  |                                      |                   |                          |
|  |               | 3                   | Quite a bit   | 129                                  | 28  | 27,881            | 26  |                                      |                   |                          |
|  |               | 4                   | Very much   | 169                                  | 35  | 28,750            | 27  |                                      |                   |                          |
|  |               | —                   | Not applicable  | 39                                   | 8   | 10,142            | 10  |                                      |                   |                          |
|  |               |                     | Total   | 474                                  | 100 | 106,136           | 100 |                                      |                   |                          |
| g. Helped you when you had academic difficulties   | ADV02g        | 1                   | Very little   | 65                                   | 14  | 18,585            | 18  | <b>2.8</b>                           | 2.6 **            | .15                      |
|  |               | 2                   | Some  | 55                                   | 12  | 18,883            | 18  |                                      |                   |                          |
|  |               | 3                   | Quite a bit   | 70                                   | 15  | 20,234            | 19  |                                      |                   |                          |
|  |               | 4                   | Very much   | 118                                  | 25  | 24,014            | 22  |                                      |                   |                          |
|  |               | —                   | Not applicable  | 164                                  | 35  | 24,369            | 24  |                                      |                   |                          |
|  |               |                     | Total   | 472                                  | 100 | 106,085           | 100 |                                      |                   |                          |
| h. Helped you get information on special opportunities (study abroad, internships, research projects, etc.)  | ADV02h        | 1                   | Very little   | 84                                   | 18  | 24,050            | 23  | <b>2.5</b>                           | 2.4               | .02                      |
|  |               | 2                   | Some  | 60                                   | 13  | 19,268            | 18  |                                      |                   |                          |
|  |               | 3                   | Quite a bit   | 53                                   | 11  | 18,842            | 17  |                                      |                   |                          |
|  |               | 4                   | Very much   | 82                                   | 17  | 21,325            | 20  |                                      |                   |                          |
|  |               | —                   | Not applicable  | 195                                  | 41  | 22,561            | 22  |                                      |                   |                          |
|  |               |                     | Total   | 474                                  | 100 | 106,046           | 100 |                                      |                   |                          |
| i. Discussed your career interests and post-graduation plans   | ADV02i        | 1                   | Very little   | 122                                  | 26  | 25,606            | 25  | <b>2.3</b>                           | 2.4 **            | -.16                     |
|  |               | 2                   | Some  | 76                                   | 16  | 22,089            | 21  |                                      |                   |                          |
|  |               | 3                   | Quite a bit   | 54                                   | 12  | 19,664            | 18  |                                      |                   |                          |
|  |               | 4                   | Very much   | 79                                   | 16  | 24,541            | 23  |                                      |                   |                          |
|  |               | —                   | Not applicable  | 143                                  | 30  | 13,929            | 14  |                                      |                   |                          |
|  |               |                     | Total   | 474                                  | 100 | 105,829           | 100 |                                      |                   |                          |
| <b>3. During the current school year, how often have your academic advisors reached out to you about your academic progress or performance?</b>      |               |                     |   |                                      |     |                   |     |                                      |                   |                          |
|  | ADV04         | 1                   | Never   | 133                                  | 28  | 48,884            | 46  | <b>2.2</b>                           | 1.8 ***           | .45                      |
|  | _15           | 2                   | Sometimes   | 159                                  | 33  | 33,859            | 32  |                                      |                   |                          |
|  |               | 3                   | Often   | 112                                  | 24  | 15,555            | 15  |                                      |                   |                          |
|  |               | 4                   | Very often  | 69                                   | 15  | 7,711             | 7   |                                      |                   |                          |
|  |               |                     | Total   | 473                                  | 100 | 106,009           | 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                   | 194                                  | 41  | 32,233            | 31  | <b>2.2</b>                           | 1.8 ***           | .45                      |
|  |               | —                   | Academic advisor(s) available to any student          | 68                                   | 14  | 9,550             | 9   |                                      |                   |                          |
|  |               | —                   | Faculty or staff not formally assigned as an advisor  | 26                                   | 6   | 18,194            | 16  |                                      |                   |                          |
|  |               | —                   | Online advising system (degree progress report, etc.) | 65                                   | 14  | 8,324             | 8   |                                      |                   |                          |
|  |               | —                   | Website, catalog, or other published sources          | 21                                   | 5   | 6,000             | 6   |                                      |                   |                          |
|  |               | —                   | Friends or other students                             | 13                                   | 3   | 12,429            | 11  |                                      |                   |                          |
|  |               | —                   | Family members  | 20                                   | 4   | 9,348             | 8   |                                      |                   |                          |
|  |               | —                   | Other, please specify:                                | 15                                   | 3   | 3,214             | 3   |                                      |                   |                          |
|  |               | —                   | I did not seek academic advice this year              | 52                                   | 11  | 6,792             | 7   |                                      |                   |                          |
|  |               |                     | Total   | 474                                  | 100 | 106,084           | 100 |                                      |                   |                          |

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

# NSSE 2017 Academic Advising

## Detailed Statistics<sup>e</sup>

### Embry Riddle Aeronautical University-Worldwide

#### 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> |
|---------------|----------------|----------------|-------------------|-----------------------------|-------------------|---------------------------------|-------------------|--|-------------------|--------------------------|
|               | ERAU Worldwide | ERAU Worldwide | Academic Advising | ERAU Worldwide              | Academic Advising | ERAU Worldwide                  | Academic Advising | Comparisons with:<br>Academic Advising |                   |                          |
| ADV01         | 79             | 2.63           | 2.18              | .23                         | .01               | 2.04                            | 1.51              | 78                                     | .057              | .29                      |
| ADV02a        | 75             | 3.42           | 2.94              | .10                         | .01               | 0.82                            | 0.94              | 15,642                                 | .000              | .52                      |
| ADV02b        | 74             | 3.36           | 2.98              | .10                         | .01               | 0.83                            | 0.94              | 15,413                                 | .000              | .41                      |
| ADV02c        | 71             | 3.40           | 2.81              | .10                         | .01               | 0.81                            | 1.02              | 71                                     | .000              | .58                      |
| ADV02d        | 72             | 3.25           | 2.78              | .11                         | .01               | 0.91                            | 1.01              | 15,265                                 | .000              | .46                      |
| ADV02e        | 65             | 2.91           | 2.74              | .13                         | .01               | 1.06                            | 1.03              | 15,230                                 | .186              | .16                      |
| ADV02f        | 71             | 3.00           | 2.85              | .13                         | .01               | 1.08                            | 1.00              | 15,659                                 | .202              | .15                      |
| ADV02g        | 55             | 2.94           | 2.67              | .15                         | .01               | 1.08                            | 1.07              | 13,489                                 | .060              | .25                      |
| ADV02h        | 45             | 2.75           | 2.49              | .18                         | .01               | 1.21                            | 1.10              | 13,512                                 | .127              | .23                      |
| ADV02i        | 52             | 2.50           | 2.48              | .17                         | .01               | 1.23                            | 1.10              | 51                                     | .889              | .02                      |
| ADV04_15      | 76             | 2.21           | 1.95              | .12                         | .01               | 1.01                            | 0.93              | 16,916                                 | .012              | .29                      |

# NSSE 2017 Academic Advising

## Detailed Statistics<sup>e</sup>

### Embry Riddle Aeronautical University-Worldwide

## 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> |
|---------------|----------------|----------------|-------------------|-----------------------------|-------------------|---------------------------------|-------------------|--|-------------------|--------------------------|
|               | ERAU Worldwide | ERAU Worldwide | Academic Advising | ERAU Worldwide              | Academic Advising | ERAU Worldwide                  | Academic Advising | Comparisons with:<br>Academic Advising |                   |                          |
| ADV01         | 476            | 2.50           | 2.20              | .08                         | .01               | 1.85                            | 1.74              | 484                                    | .000              | .17                      |
| ADV02a        | 454            | 3.36           | 2.92              | .04                         | .01               | 0.81                            | 1.00              | 470                                    | .000              | .44                      |
| ADV02b        | 438            | 3.35           | 2.95              | .04                         | .01               | 0.84                            | 1.00              | 452                                    | .000              | .40                      |
| ADV02c        | 437            | 3.26           | 2.73              | .04                         | .01               | 0.94                            | 1.09              | 450                                    | .000              | .48                      |
| ADV02d        | 415            | 3.07           | 2.67              | .05                         | .01               | 1.00                            | 1.09              | 425                                    | .000              | .37                      |
| ADV02e        | 378            | 2.63           | 2.44              | .06                         | .01               | 1.16                            | 1.12              | 35,392                                 | .001              | .17                      |
| ADV02f        | 437            | 2.95           | 2.71              | .05                         | .01               | 1.03                            | 1.08              | 447                                    | .000              | .22                      |
| ADV02g        | 309            | 2.77           | 2.60              | .07                         | .01               | 1.17                            | 1.14              | 32,307                                 | .007              | .15                      |
| ADV02h        | 280            | 2.46           | 2.43              | .07                         | .01               | 1.20                            | 1.16              | 32,857                                 | .700              | .02                      |
| ADV02i        | 332            | 2.26           | 2.44              | .07                         | .01               | 1.19                            | 1.16              | 36,274                                 | .004              | -.16                     |
| ADV04_15      | 476            | 2.25           | 1.83              | .05                         | .00               | 1.02                            | 0.93              | 484                                    | .000              | .45                      |

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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.