

*This module, updated for NSSE 2020, 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. (Similar FSSE set available.)*

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**1. During the current school year, how many times have you discussed your academic interests, course selections, or academic performance with the following individuals?**

*Response options: 0, 1, 2, 3, 4 or more, Not applicable*

- a. Academic advisor, faculty, or staff assigned to advise you
- b. Academic advisor(s) available to any student
- c. Faculty or instructor(s) *not* assigned to advise you
- d. Student services staff (career services, academic support, Trio, etc.)
- e. Success or academic coach
- f. Peer advisor or mentor
- g. Other, please specify: [text box]

**2. Do you know how to contact (in person, email, phone, or online) an advisor at your institution?**

*Response options: Yes, No, Unsure*

**3. Thinking about academic advising, how much have people and resources at your institution done the following?**

*Response options: Very much, Quite a bit, Some, Very little, Not applicable*

- a. Been available when needed
- b. Provided prompt and accurate information
- c. Provided information about learning support services (tutoring, writing center, success skills, etc.)
- d. Notified you of important policies and deadlines
- e. Reached out to you about your academic progress or performance
- f. Followed up with you regarding something they recommended
- g. Asked questions about your educational background and needs
- h. Actively listened to your concerns
- i. Respected your identity and culture
- j. Cared about your overall well-being

**4. Thinking about academic advising, about how often did someone at your institution discuss the following with you?**

*Response options: Never, Rarely, Sometimes, Often, Very often, Not applicable*

- a. Your academic goals and future plans
- b. How your major or expected major relates to your goals and future plans
- c. Special opportunities (study abroad, internship, service-learning, research, etc.)
- d. Participation in co-curricular activities (organizations or clubs, performing arts, sports, etc.)
- e. Resources for your well-being (health, counseling, financial guidance, etc.)

**5. How much have each of the following helped you develop your academic goals and future plans?**

*Response options: Very much, Quite a bit, Some, Very little, Not applicable*

- a. Academic advisor, faculty, or staff assigned to advise you
- b. Academic advisor(s) available to any student
- c. Faculty or instructor(s) *not* assigned to advise you
- d. Online advising system (degree progress report, etc.)
- e. Website, catalog, or other published sources
- f. Student services staff (career services, academic support, Trio, etc.)
- g. Success or academic coach
- h. Peer advisor or mentor
- i. Friends or other students
- j. Family members
- k. Other, please specify:

**6. Regarding academic advising, who has been the most helpful and in what way? [text box]**