

**NSSE 2008 Mean Comparisons  
North Carolina A&T State University**

*NC A&T compared with:*

	Variable	Bench- mark	Class	NC A&T		Southeast Public			Carnegie Class			NSSE 2008			
				Mean <sup>a</sup>		Mean <sup>a</sup>	Sig <sup>b</sup>	Effect Size <sup>c</sup>	Mean <sup>a</sup>	Sig <sup>b</sup>	Effect Size <sup>c</sup>	Mean <sup>a</sup>	Sig <sup>b</sup>	Effect Size <sup>c</sup>	
<i>In your experience at your institution during the current school year, about how often have you done each of the following? 1=Never, 2=Sometimes, 3=Often, 4=Very often</i>															
<b>1. Academic and Intellectual Experiences</b>															
a.	Asked questions in class or contributed to class discussions	CLQUEST	ACL	FY	2.90		2.76	***	.16	2.67	***	.27	2.78	**	.13
				SR	3.35		3.04	***	.36	2.96	***	.45	3.07	***	.33
b.	Made a class presentation	CLPRESEN	ACL	FY	2.79		2.25	***	.66	2.14	***	.82	2.27	***	.64
				SR	3.09		2.77	***	.36	2.71	***	.44	2.80	***	.34
c.	Prepared two or more drafts of a paper or assignment before turning it in	REWROPAP		FY	2.73		2.72		.01	2.60	**	.12	2.65		.08
				SR	2.56		2.49		.06	2.43		.13	2.47		.09
d.	Worked on a paper or project that required integrating ideas or information from various sources	INTEGRAT		FY	3.22		3.09	***	.16	3.01	***	.27	3.06	***	.20
				SR	3.39		3.28		.14	3.24		.19	3.30		.12
e.	Included diverse perspectives (different races, religions, genders, political beliefs, etc.) in class discussions or writing assignments	DIVCLASS		FY	3.01		2.81	***	.22	2.75	***	.30	2.78	***	.26
				SR	2.94		2.81		.14	2.72	*	.23	2.81		.13
f.	Come to class without completing readings or assignments	CLUNPREP		FY	2.08		2.04		.05	2.07		.02	2.01	*	.10
				SR	2.11		2.12		-.01	2.17		-.08	2.10		.01
g.	Worked with other students on projects <b>during class</b>	CLASSGRP	ACL	FY	2.74		2.42	***	.37	2.41	***	.40	2.41	***	.39
				SR	2.69		2.54		.17	2.49	*	.22	2.52	*	.19
h.	Worked with classmates <b>outside of class</b> to prepare class assignments	OCCGRP	ACL	FY	3.22		2.42	***	.90	2.42	***	.92	2.40	***	.94
				SR	3.27		2.81	***	.50	2.82	***	.50	2.75	***	.57
i.	Put together ideas or concepts from different courses when completing assignments or during class discussions	INTIDEAS		FY	2.80		2.62	***	.22	2.62	***	.22	2.63	***	.20
				SR	3.00		2.95		.06	2.94		.07	2.94		.07
j.	Tutored or taught other students (paid or voluntary)	TUTOR	ACL	FY	1.82		1.73	*	.11	1.74	*	.09	1.70	**	.14
				SR	2.30		1.88	***	.44	1.91	***	.41	1.88	***	.44
k.	Participated in a community-based project (e.g. service learning) as part of a regular course	COMMPROJ	ACL	FY	1.74		1.64	*	.12	1.64	**	.12	1.60	***	.18
				SR	2.21		1.79	***	.44	1.70	***	.56	1.74	***	.52

<sup>a</sup> Weighted by gender, enrollment status, and institutional size.

<sup>b</sup> \* p<.05 \*\* p<.01 \*\*\* p<.001 (2-tailed).

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l.	Used an electronic medium (listserv, chat group, Internet, instant messaging, etc.) to discuss or complete an assignment	ITACADEM	EEE	FY	2.96			2.66	***	.29	2.64	***	.32	2.59	***	.36
				SR	2.89			2.89		.00	2.83		.06	2.82		.07
m.	Used e-mail to communicate with an instructor	EMAIL		FY	3.21			3.13	*	.10	3.10	**	.14	3.11	**	.13
				SR	3.33			3.41		-.11	3.37		-.06	3.38		-.06
n.	Discussed grades or assignments with an instructor	FACGRADE	SFI	FY	2.96			2.68	***	.31	2.57	***	.44	2.61	***	.39
				SR	3.21			2.89	***	.36	2.79	***	.48	2.81	***	.45
o.	Talked about career plans with a faculty member or advisor	FACPLANS	SFI	FY	2.43			2.21	***	.24	2.14	***	.33	2.19	***	.27
				SR	2.91			2.46	***	.47	2.36	***	.57	2.42	***	.51
p.	Discussed ideas from your readings or classes with faculty members outside of class	FACIDEAS	SFI	FY	2.08			1.90	***	.19	1.86	***	.25	1.91	***	.18
				SR	2.55			2.15	***	.42	2.06	***	.53	2.12	***	.46
q.	Received prompt written or oral feedback from faculty on your academic performance	FACFEED	SFI	FY	2.56			2.64	*	-.10	2.60		-.05	2.65	*	-.11
				SR	2.83			2.82		.02	2.74		.11	2.80		.04
r.	Worked harder than you thought you could to meet an instructor's standards or expectations	WORKHARD	LAC	FY	2.86			2.69	***	.20	2.61	***	.30	2.65	***	.25
				SR	3.14			2.79	***	.41	2.71	***	.51	2.73	***	.48
s.	Worked with faculty members on activities other than coursework (committees, orientation, student life activities, etc.)	FACOTHER	SFI	FY	1.77			1.63	***	.16	1.61	***	.19	1.65	**	.14
				SR	2.31			1.86	***	.47	1.80	***	.54	1.84	***	.49
t.	Discussed ideas from your readings or classes with others outside of class (students, family members, co-workers, etc.)	OOCIDEAS	ACL	FY	2.78			2.71		.07	2.68	*	.11	2.69	*	.09
				SR	3.15			2.89	**	.31	2.85	***	.36	2.84	***	.36
u.	Had serious conversations with students of a different race or ethnicity than your own	DIVRSTUD	EEE	FY	2.38			2.65	***	-.27	2.59	***	-.21	2.60	***	-.22
				SR	2.68			2.74		-.07	2.67		.01	2.67		.01
v.	Had serious conversations with students who are very different from you in terms of their religious beliefs, political opinions, or personal values	DIFFSTU2	EEE	FY	2.54			2.72	***	-.19	2.69	**	-.15	2.70	***	-.16
				SR	2.84			2.77		.07	2.68		.16	2.71		.13

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			Mean <sup>a</sup>	Mean <sup>a</sup>	Sig <sup>b</sup>	Effect Size <sup>c</sup>	Mean <sup>a</sup>	Sig <sup>b</sup>	Effect Size <sup>c</sup>	Mean <sup>a</sup>	Sig <sup>b</sup>	Effect Size <sup>c</sup>	Mean <sup>a</sup>	Sig <sup>b</sup>	Effect Size <sup>c</sup>
<i>During the current school year, how much has your coursework emphasized the following mental activities? 1=Very little, 2=Some, 3=Quite a bit, 4=Very much</i>															
<b>2. Mental Activities</b>															
a.	MEMORIZE	FY	3.04	2.97	*	.09	2.94	**	.12	2.90	***	.17			
			SR	3.15	2.82	***	.37	2.79	***	.40	2.75	***	.44		
b.	ANALYZE	LAC	3.20	3.09	**	.13	3.09	**	.14	3.10	**	.12			
			SR	3.43	3.24	*	.26	3.22	**	.28	3.24	*	.25		
c.	SYNTHESZ	LAC	2.99	2.87	**	.14	2.85	***	.16	2.89	**	.12			
			SR	3.19	3.04		.18	3.01		.21	3.05		.17		
d.	EVALUATE	LAC	3.15	2.90	***	.29	2.86	***	.34	2.90	***	.30			
			SR	3.26	3.02	**	.28	2.97	**	.33	3.01	**	.29		
e.	APPLYING	LAC	3.23	3.03	***	.23	3.03	***	.24	3.03	***	.24			
			SR	3.39	3.21	*	.21	3.18	*	.24	3.19	*	.24		
<i>During the current school year, about how much reading and writing have you done? 1=None, 2=1-4, 3=5-10, 4=11-20, 5=More than 20</i>															
<b>3. Reading and Writing</b>															
a.	READASGN	LAC	3.22	3.12	*	.11	3.16		.06	3.24		-.03			
			SR	3.19	3.09		.10	3.12		.07	3.20		-.01		
b.	READOWN	FY	1.85	2.07	***	-.23	2.05	***	-.22	2.06	***	-.23			
			SR	2.08	2.21		-.13	2.18		-.11	2.19		-.11		
c.	WRITEMOR	LAC	1.34	1.26	*	.13	1.25	*	.13	1.28		.10			
			SR	1.83	1.60	*	.29	1.61		.28	1.64		.24		
d.	WRITEMID	LAC	2.12	2.17		-.06	2.23	***	-.13	2.29	***	-.19			
			SR	2.54	2.44		.10	2.49		.06	2.58		-.04		
e.	WRITESML	LAC	3.08	2.88	***	.20	3.01		.07	3.04		.04			
			SR	3.01	2.84		.15	2.95		.05	3.00		.01		

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<b>4. Problem Sets</b>													
<i>In a typical week, how many homework problem sets do you complete? 1=None, 2=1-2, 3=3-4, 4=5-6, 5=More than 6</i>													
a.	Number of problem sets that take you <b>more</b> than an hour to complete	PROBSETA	FY	2.95	2.65	***	.27	2.70	***	.22	2.69	***	.24
			SR	2.89	2.59	*	.25	2.64	*	.21	2.61	*	.23
b.	Number of problem sets that take you <b>less</b> than an hour to complete	PROBSETB	FY	2.85	2.76		.07	2.80		.05	2.75		.09
			SR	2.53	2.38		.13	2.37		.13	2.35		.15
<b>5. Examinations</b>													
<i>1=Very little to 7=Very much</i>													
	Select the circle that best represents the extent to which your examinations during the current school year challenged you to do your best work.	EXAMS	FY	5.43	5.45		-.02	5.43		.00	5.41		.01
			SR	5.79	5.50	*	.23	5.43	**	.29	5.39	**	.31
<b>6. Additional Collegiate Experiences</b>													
<i>1=Never, 2=Sometimes, 3=Often, 4=Very often</i>													
a.	Attended an art exhibit, play, dance, music, theatre or other performance	ATDART07	FY	2.27	2.22		.06	2.20		.07	2.22		.06
			SR	2.11	2.02		.09	2.05		.07	2.07		.04
b.	Exercised or participated in physical fitness activities	EXRCSE05	FY	2.66	2.79	**	-.13	2.83	***	-.17	2.79	**	-.13
			SR	2.49	2.66		-.17	2.68		-.19	2.68		-.18
c.	Participated in activities to enhance your spirituality (worship, meditation, prayer, etc.)	WORSHPO5	FY	2.10	2.19		-.07	2.17		-.06	2.06		.04
			SR	2.71	2.28	***	.38	2.27	***	.37	2.11	***	.53
d.	Examined the strengths and weaknesses of your own views on a topic or issue	OWNVIEW	FY	2.61	2.64		-.04	2.61		-.01	2.60		.00
			SR	2.89	2.73		.18	2.70	*	.21	2.68	*	.23
e.	Tried to better understand someone else's views by imagining how an issue looks from his or her perspective	OTHRVIEW	FY	2.86	2.80		.07	2.76	**	.12	2.76	*	.11
			SR	3.15	2.86	***	.34	2.82	***	.38	2.83	***	.37
f.	Learned something that changed the way you understand an issue or concept	CHNGVIEW	FY	2.92	2.85		.08	2.83	*	.10	2.84		.09
			SR	3.13	2.90	**	.28	2.87	**	.31	2.89	**	.30
<b>7. Enriching Educational Experiences</b>													
<i>Which of the following have you done or do you plan to do before you graduate from your institution? (Recoded: 0=Have not decided, Do not plan to do, Plan to do; 1=Done. Thus, the mean is the proportion responding "Done" among all valid respondents.)</i>													
a.	Practicum, internship, field experience, co-op experience, or clinical assignment	INTERN04	EEE	FY	.06	.08	*	-.09	.07	-.06	.08	*	-.08
			SR	.69	.51	***	.37	.51	***	.36	.53	**	.33

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b.	Community service or volunteer work	VOLNTR04	EEE	FY	.40		.01	.40		.01	.38		.05
				SR	.81	.60	***	.41	.60	***	.42	.60	***
c.	Participate in a learning community or some other formal program where groups of students take two or more classes together	LRNCOM04	EEE	FY	.17		.02	.18		-.04	.16		.02
				SR	.56	.27	***	.67	.26	***	.69	.26	***
d.	Work on a research project with a faculty member outside of course or program requirements	RESRCH04	SFI	FY	.07		.04	.05		.09	.05		.08
				SR	.35	.19	**	.41	.20	**	.39	.20	**
e.	Foreign language coursework	FORLNG04	EEE	FY	.10		-.25	.21	***	-.28	.22	***	-.30
				SR	.53	.41	*	.24	.43	*	.21	.41	*
f.	Study abroad	STDABR04	EEE	FY	.06		.15	.03	**	.19	.03	*	.17
				SR	.10	.13		-.09	.13		-.09	.15	
g.	Independent study or self-designed major	INDSTD04	EEE	FY	.05		.01	.03		.07	.04		.04
				SR	.30	.16	**	.38	.17	**	.36	.18	*
h.	Culminating senior experience (capstone course, senior project or thesis, comprehensive exam, etc.)	SNRX04	EEE	FY	.02		-.04	.02		-.03	.02		-.03
				SR	.54	.28	***	.57	.30	***	.53	.32	***
				<i>Select the circle that best represents the quality of your relationships with people at your institution. 1=Unfriendly, Unsupportive, Sense of alienation to 7=Friendly, Supportive, Sense of belonging</i>									
<b>8. Quality of Relationships</b>													
a.	Relationships with <u>other students</u>	ENVSTU	SCE	FY	5.89		.28	5.46	***	.30	5.47	***	.30
				SR	5.81	5.67		.11	5.56		.18	5.59	
				<i>1=Unavailable, Unhelpful, Unsympathetic to 7=Available, Helpful, Sympathetic</i>									
b.	Relationships with <u>faculty members</u>	ENVFAC	SCE	FY	4.99		-.09	5.05		-.04	5.19	**	-.14
				SR	5.46	5.39		.05	5.27		.14	5.41	
				<i>1=Unhelpful, Inconsiderate, Rigid to 7=Helpful, Considerate, Flexible</i>									
c.	Relationships with <u>administrative personnel and offices</u>	ENVADM	SCE	FY	4.44		-.09	4.55		-.07	4.65	**	-.14
				SR	4.42	4.54		-.07	4.45		-.02	4.53	

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<p><i>About how many hours do you spend in a typical 7-day week doing each of the following? 1=0 hrs/wk, 2=1-5 hrs/wk, 3=6-10 hrs/wk, 4=11-15 hrs/wk, 5=16-20 hrs/wk, 6=21-25 hrs/wk, 7=26-30 hrs/wk, 8=More than 30 hrs/wk</i></p>															
<b>9. Time Usage</b>															
a.	Preparing for class (studying, reading, writing, doing homework or lab work, analyzing data, rehearsing, and other academic activities)	ACADPR01	LAC	FY	3.51		3.85	***	-.21	4.06	***	-.35	4.04	***	-.33
				SR	3.96		4.02		-.03	4.14		-.10	4.14		-.10
b.	Working for pay <u>on campus</u>	WORKON01		FY	1.32		1.42	*	-.08	1.54	***	-.17	1.55	***	-.18
				SR	1.97		1.67		.19	1.88		.05	1.79		.11
c.	Working for pay <u>off campus</u>	WORKOF01		FY	1.60		2.55	***	-.40	2.15	***	-.27	2.46	***	-.37
				SR	2.93		3.78	***	-.30	3.62	**	-.25	3.79	***	-.31
d.	Participating in co-curricular activities (organizations, campus publications, student government, fraternity or sorority, intercollegiate or intramural sports, etc.)	COCURR01	EEE	FY	2.07		2.28	**	-.13	2.29	**	-.14	2.26	**	-.12
				SR	2.29		2.11		.12	2.06		.15	2.11		.12
e.	Relaxing and socializing (watching TV, partying, etc.)	SOCIAL05		FY	3.87		3.79		.04	3.91		-.02	3.76		.06
				SR	3.32		3.53		-.14	3.52		-.13	3.49		-.11
f.	Providing care for dependents living with you (parents, children, spouse, etc.)	CAREDE01		FY	1.37		1.81	***	-.25	1.54	***	-.13	1.79	***	-.25
				SR	2.29		2.47		-.08	2.27		.01	2.38		-.04
g.	Commuting to class (driving, walking, etc.)	COMMUTE		FY	2.82		2.42	***	.34	2.32	***	.48	2.26	***	.51
				SR	2.80		2.45		.33	2.39	*	.41	2.36	*	.42
<p><i>To what extent does your institution emphasize each of the following? 1=Very little, 2=Some, 3=Quite a bit, 4=Very much</i></p>															
<b>10. Institutional Environment</b>															
a.	Spending significant amounts of time studying and on academic work	ENVSCHOL	LAC	FY	3.23		3.14	*	.12	3.13	**	.13	3.14	*	.12
				SR	3.29		3.14		.19	3.14		.20	3.14		.20
b.	Providing the support you need to help you succeed academically	ENVSUPRT	SCE	FY	3.07		3.06		.00	3.06		.01	3.07		-.01
				SR	3.15		2.93	*	.26	2.88	**	.32	2.93	*	.26
c.	Encouraging contact among students from different economic, social, and racial or ethnic backgrounds	ENVDIVRS	EEE	FY	2.71		2.69		.02	2.68		.04	2.70		.02
				SR	2.72		2.53		.19	2.46	*	.27	2.50	*	.22

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d.	Helping you cope with your non-academic responsibilities (work, family, etc.)	ENVNACAD	SCE	FY	2.35	2.25	*	.10	2.24	*	.11	2.27		.09
				SR	2.38	2.00	***	.40	1.95	***	.45	1.99	***	.42
e.	Providing the support you need to thrive socially	ENVSOCAL	SCE	FY	2.60	2.51	*	.09	2.51	*	.09	2.49	**	.12
				SR	2.59	2.29	**	.31	2.23	***	.37	2.23	***	.38
f.	Attending campus events and activities (special speakers, cultural performances, athletic events, etc.)	ENVEVENT		FY	3.19	2.90	***	.32	2.90	***	.33	2.83	***	.38
				SR	3.05	2.68	***	.39	2.65	***	.42	2.61	***	.46
g.	Using computers in academic work	ENVCOMPT		FY	3.49	3.37	***	.16	3.33	***	.20	3.31	***	.22
				SR	3.59	3.49		.14	3.48		.15	3.46	*	.18

*To what extent has your experience at this institution contributed to your knowledge, skills, and personal development in the following areas?*

*1=Very little, 2=Some, 3=Quite a bit, 4=Very much*

**11. Educational and Personal Growth**

a.	Acquiring a broad general education	GNGENLED		FY	3.15	3.21		-.08	3.19		-.05	3.20		-.06
				SR	3.39	3.30		.11	3.27		.16	3.29		.13
b.	Acquiring job or work-related knowledge and skills	GNWORK		FY	2.89	2.78	**	.12	2.78	**	.12	2.80	*	.10
				SR	3.37	3.12	*	.27	3.06	**	.33	3.07	**	.32
c.	Writing clearly and effectively	GNWRITE		FY	3.10	3.03		.07	2.95	***	.17	3.02	*	.10
				SR	3.30	3.12	*	.21	3.04	**	.30	3.11	*	.22
d.	Speaking clearly and effectively	GNSPEAK		FY	3.13	2.86	***	.29	2.75	***	.40	2.84	***	.31
				SR	3.32	3.04	**	.31	2.94	***	.42	3.00	***	.35
e.	Thinking critically and analytically	GNANALY		FY	3.39	3.21	***	.23	3.19	***	.26	3.21	***	.23
				SR	3.46	3.36		.13	3.34		.16	3.36		.14
f.	Analyzing quantitative problems	GNQUANT		FY	3.18	3.00	***	.21	2.97	***	.24	2.96	***	.25
				SR	3.25	3.12		.15	3.11		.16	3.08		.19
g.	Using computing and information technology	GNCMPTS		FY	3.24	3.11	**	.14	3.05	***	.21	3.04	***	.22
				SR	3.48	3.29	*	.22	3.25	**	.28	3.22	***	.31
h.	Working effectively with others	GNOTHERS		FY	3.34	3.02	***	.37	2.97	***	.42	2.99	***	.40
				SR	3.41	3.20	*	.25	3.14	**	.32	3.17	**	.29

<sup>a</sup> Weighted by gender, enrollment status, and institutional size.

<sup>b</sup> \* p<.05 \*\* p<.01 \*\*\* p<.001 (2-tailed).

<sup>c</sup> Mean difference divided by the pooled standard deviation.

**NSSE 2008 Mean Comparisons  
North Carolina A&T State University**

*NC A&T compared with:*

	Variable	Bench- mark	Class	NC A&T				Southeast Public			Carnegie Class			NSSE 2008		
				Mean <sup>a</sup>		Sig. <sup>b</sup>	Effect Size <sup>c</sup>	Mean <sup>a</sup>	Sig. <sup>b</sup>	Effect Size <sup>c</sup>	Mean <sup>a</sup>	Sig. <sup>b</sup>	Effect Size <sup>c</sup>	Mean <sup>a</sup>	Sig. <sup>b</sup>	Effect Size <sup>c</sup>
i.	Voting in local, state, or national elections	GNCITIZN	FY	3.12	2.36	***	.72	2.25	***	.83	2.24	***	.84			
			SR	3.09	2.17	***	.86	2.08	***	.98	2.11	***	.94			
j.	Learning effectively on your own	GNINQ	FY	3.11	3.00	**	.13	2.95	***	.19	2.96	***	.18			
			SR	3.40	3.08	***	.36	3.03	***	.43	3.05	***	.40			
k.	Understanding yourself	GNSELF	FY	3.02	2.82	***	.21	2.78	***	.25	2.81	***	.22			
			SR	3.25	2.83	***	.41	2.77	***	.47	2.83	***	.42			
l.	Understanding people of other racial and ethnic backgrounds	GNDIVERS	FY	2.82	2.70	*	.12	2.65	***	.18	2.67	**	.15			
			SR	2.93	2.67	*	.27	2.59	**	.35	2.64	**	.29			
m.	Solving complex real-world problems	GNPROBSV	FY	3.00	2.71	***	.31	2.68	***	.35	2.69	***	.34			
			SR	3.19	2.82	***	.40	2.78	***	.44	2.78	***	.44			
n.	Developing a personal code of values and ethics	GNETHICS	FY	2.99	2.70	***	.29	2.70	***	.29	2.70	***	.29			
			SR	3.23	2.71	***	.50	2.70	***	.51	2.71	***	.51			
o.	Contributing to the welfare of your community	GNCOMMUN	FY	2.73	2.50	***	.24	2.51	***	.23	2.47	***	.26			
			SR	3.12	2.51	***	.59	2.47	***	.62	2.48	***	.63			
p.	Developing a deepened sense of spirituality	GNSPIRIT	FY	2.44	2.18	***	.24	2.20	***	.21	2.15	***	.26			
			SR	2.76	1.98	***	.72	2.01	***	.66	1.96	***	.74			
<b>12. Academic Advising</b>				<i>1=Poor, 2=Fair, 3=Good, 4=Excellent</i>												
	Overall, how would you evaluate the quality of academic advising you have received at your institution?	ADVISE	FY	2.90	3.00	*	-.12	2.98		-.09	3.00	*	-.12			
			SR	3.05	2.84	*	.23	2.76	**	.30	2.85	*	.22			
<b>13. Satisfaction</b>				<i>1=Poor, 2=Fair, 3=Good, 4=Excellent</i>												
	How would you evaluate your entire educational experience at this institution?	ENTIREXP	FY	3.03	3.21	***	-.25	3.20	***	-.24	3.19	***	-.22			
			SR	3.25	3.22		.04	3.18		.10	3.21		.06			
<b>14.</b>				<i>1=Definitely no, 2=Probably no, 3=Probably yes, 4=Definitely yes</i>												
	If you could start over again, would you go to the same institution you are now attending?	SAMECOLL	FY	3.14	3.28	***	-.17	3.26	**	-.15	3.23	*	-.11			
			SR	3.31	3.25		.07	3.19		.14	3.20		.13			

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<sup>a</sup> Weighted by gender, enrollment status, and institutional size.

<sup>b</sup> \* p<.05 \*\* p<.01 \*\*\* p<.001 (2-tailed).

<sup>c</sup> Mean difference divided by the pooled standard deviation.