Appendix A: Elicitation Study Instruments

**Attitude Elicitation Items:**

1. What do you see as the advantages of your using academic services offered by Ball State University during the current semester?
2. What do you see as the disadvantages of your using academic services offered by Ball State University during the current semester?

**Subjective Norms Elicitation Items:**

When it comes to your using academic services offered by Ball State University during the current semester, there might be individuals or groups who think you should or should not perform this behavior.

1. Please list the individuals or groups who would approve or think you should use academic services offered by Ball State University during the current semester.
2. Please list the individuals or groups who would disapprove or think you should not use academic services offered by Ball State University during the current semester.

Sometimes, when we are not sure what to do, we look to see what others are doing.

1. Please list the individuals or groups who are most likely to use academic services offered by Ball State University during the current semester.
2. Please list the individuals or groups who are least likely to use academic services offered by Ball State University during the current semester.

**Perceived Behavioral Control Elicitation Items:**

When it comes to your using academic services offered by Ball State University during the current semester, there might be circumstances that would make it easy or difficult for you to perform this behavior.

1. Please list any factors or circumstances that would make it easy or enable you to use academic services offered by Ball State during the current semester.
2. Please list any factors or circumstances that would make it difficult or prevent you from using academic services offered by Ball State University during the current semester

Appendix B: Main Study Instruments

**General Instruction and Definition of Behavior of Interest:**

Please answer each of the following questions by selecting the interval that best describes your opinions toward **using academic services offered by the university during the current semester**. Some of the following questions may appear to be similar but they do address somewhat different issues. Please read of the following questions carefully.

Examples of Academic Services Include: ​

* Services offered by the Learning Center (e.g. content-based tutoring, success strategies touring, writing success tutoring, on-line tutoring)
* The Writing Center
* Supplemental Instruction
* Services offered by the University Libraries (e.g. workshops)

**Behavioral Belief Strength Items:**

My using academic services offered by the university during the current semester will result in...

1 = Extremely Unlikely

7 = Extremely Likely

1. my having access to extra help with academic coursework
2. increased academic performance (i.e. improved grades on assignments, on tests, in courses, etc).
3. my developing important academic skills (e.g. appropriate study skills)
4. increased knowledge of course materials.
5. my being better prepared to complete upcoming academic assignments.
6. in my experiencing increased confusion regarding course materials.
7. my being exposed to additional perspectives regarding course materials.
8. in my being able to obtain feedback on academic assignments.
9. my being exposed to individuals who support my academic success.
10. my becoming dependent on academic services.
11. my becoming more aware of areas where I tend to struggle academically.

**Outcome Evaluation Items:**

Please share your opinions regarding the desirability of the following outcomes.

1 = Bad

7 = Good

1. my having access to extra help with academic coursework
2. increased academic performance (i.e. improved grades on assignments, on tests, in courses, etc).
3. my developing important academic skills (e.g. appropriate study skills)
4. increased knowledge of course materials.
5. my being better prepared to complete upcoming academic assignments.
6. in my experiencing increased confusion regarding course materials.
7. my being exposed to additional perspectives regarding course materials.
8. in my being able to obtain feedback on academic assignments.
9. my being exposed to individuals who support my academic success.
10. my becoming dependent on academic services.
11. my becoming more aware of areas where I tend to struggle academically.

**Injunctive Norms Items**

\_\_\_\_\_\_\_\_\_ think I should use the academic services offered by the university during the current semester.

1 = Strongly disagree

7 = Agree

1. My professors
2. My close friends
3. My academic advisor(s)
4. Students who excel academically
5. My peers
6. Members of my family.

**Motivation to Comply Items:**

When it comes to matters related to my academic performance, I want to do what \_\_\_\_\_\_ think I should do.

1 = False

7 = True

1. My professors
2. My close friends
3. My academic advisor(s)
4. Students who excel academically
5. My peers
6. Members of my family.

**Descriptive Norms Items:**

I believe the majority of \_\_\_\_\_ have used academic services offered by the university during the current semester.

1 = False

7 = True

1. students who are struggling academically
2. students who are excelling academically
3. students who are concerned with their academic performance
4. students who are driven to succeed within academic domains
5. students who are anxious to receive help within academic domains
6. students who would like to receive extra help with their coursework
7. students with busy schedules
8. students who are not aware of available academic services
9. students who live off-campus
10. my peers
11. my close friends
12. students who believe they do not need help with their coursework
13. students required to use academic services as part of their academic pursuits
14. students who live on-campus
15. students in Greek organizations

**Identification with Referent Items:**

When it comes to matters of academic performance, how much do you want to be like...

1 = False

7 = True

1. students who are struggling academically
2. students who are excelling academically
3. students who are concerned with their academic performance
4. students who are driven to succeed within academic domains
5. students who are anxious to receive help within academic domains
6. student who would like to receive extra help with their coursework
7. students with busy schedules
8. students who are not aware of available academic services
9. students who live off-campus
10. my peers
11. my close friends
12. students who believe they do not need help with their coursework
13. students required to use academic services as part of their academic pursuits
14. students who live on-campus
15. students in Greek organizations

**Power of Control Factor Items:**

My \_\_\_\_\_\_\_\_\_ this semester would make it…

1 = easier to utilize academic services

7 = more difficult to utilize academic service

1. having extra time
2. experiencing negative emotions (e.g. anxiety, shame, fear) when considering using academic services
3. having a thorough understanding of the academic services being offered by the university
4. having close friends who utilize the academic services offered by the university
5. being motivated to succeed in my academic pursuits
6. being willing to seek help with my coursework

If \_\_\_\_\_ it would make it….

1 = easier to utilize academic services

7 = more difficult to utilize academic service

1. I was staying primarily in on-campus housing
2. the academic services offered by the university were easily accessible
3. the academic services offered by the university had hours of operation that work well with my schedule
4. the academic services offered by the university were free of charge
5. the academic services offered by the university had a welcoming atmosphere
6. my courses required me to utilize the academic services offered by the university

**Control Belief Strength:**

During the current semester I will…

1 = extremely unlikely

7 = extremely likely

1. have extra time
2. experience negative emotions (e.g. anxiety, shame, fear) when considering using academic services
3. have a thorough understanding of the academic services being offered by the university
4. have close friends who utilize the academic services offered by the university
5. be motivated to succeed in my academic pursuits
6. be willing to seek help with my coursework

During the current semester how likely is it that…

1 = extremely unlikely

7 = extremely likely

1. you will be staying primarily in on-campus housing
2. the academic services offered by the university were easily accessible
3. the academic services offered by the university had hours of operation that work well with my schedule
4. the academic services offered by the university were free of charge
5. the academic services offered by the university had a welcoming atmosphere
6. your courses will require you to utilize the academic services offered by the university

**Direct Attitude Items:**

My using academic services offered by the university during the current semester is…

Good | 1 2 3 4 5 6 7 | Bad

Unpleasant | 1 2 3 4 5 6 7 | Pleasant

Harmful | 1 2 3 4 5 6 7 | Beneficial

Interesting | 1 2 3 4 5 6 7 | Boring  
Foolish | 1 2 3 4 5 6 7 | Wise

Worthless | 1 2 3 4 5 6 7 | Valuable

**Direct Subjective Norm Items:**

1. Most people who are important to me think that I should use academic services offered by the university during the current semester.

True | 1 2 3 4 5 6 7 | False

1. Most people whose opinions I value would approve of my using academic services offered by the university during the current semester.

Agree | 1 2 3 4 5 6 7 | Disagree

1. Most people I respect and admire will use academic services offered by the university during the current semester.

Unlikely | 1 2 3 4 5 6 7 | Likely

1. Most people like me have used academic services offered by the university during the current semester.

Agree | 1 2 3 4 5 6 7 | Disagree

1. Most people like me think I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ use academic services offered by the university during the current semester.

should | 1 2 3 4 5 6 7 | should not

**Direct Perceived Behavioral Control Items:**

1. I am confident that I can use academic services offered by the university during the current semester.

True | 1 2 3 4 5 6 7 | False

1. My using academic services offered by the university during the current semester is completely up to me.

Disagree | 1 2 3 4 5 6 7 | Agree

1. If I really wanted to I could use academic services offered by the university during the current semester.

Likely | 1 2 3 4 5 6 7 | Unlikely

1. For me to use academic services offered by the university during the current semester is under my control.

Not at all | 1 2 3 4 5 6 7 | Completely

1. How much control do you have over whether you use academic services offered by the university during the current semester.

No control | 1 2 3 4 5 6 7 | Complete Control

**Behavioral Intention Items:**

1. I intend to use academic services offered by the university during the current semester.

Definitely do | 1 2 3 4 5 6 7 | Definitely do not

1. I will use academic services offered by the university during the current semester.

Likely | 1 2 3 4 5 6 7 | Unlikely

1. I am willing to use academic services offered by the university during the current semester.

false | 1 2 3 4 5 6 7 | true

1. I plan to use academic services offered by the university during the current semester.

Agree | 1 2 3 4 5 6 7 | Disagree

1. I expect to use academic services offered by the university during the current semester.

True | 1 2 3 4 5 6 7 | False