

# Graduate Evaluation of NOVA Instruction, Services, and Facilities: Class of 2016

Research Report No. 88-16

Office of Institutional Effectiveness and Student Success Initiatives

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## NORTHERN VIRGINIA COMMUNITY COLLEGE

### OFFICE OF INSTITUTIONAL EFFECTIVENESS AND STUDENT SUCCESS INITIATIVES

The purpose of the Office of Institutional Effectiveness and Student Success Initiatives is to conduct analytical studies and provide information in support of institutional planning, policy formulation, and decision making. In addition, the office provides leadership and support in research related activities to members of the NOVA community engaged in planning and evaluating the institution's success in accomplishing its mission.

When citing data from this report, the Northern Virginia Community College (NOVA) Office of Institutional Effectiveness and Student Success Initiatives must be cited as the source.

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## **Introduction**

This report presents information collected through the 2016 Graduate Survey and pertains to the questions asking graduates to evaluate academic instruction, instructors, facilities, and services at NOVA. Graduates evaluated 40 areas at NOVA on a scale of “excellent,” “good,” “average,” “below average,” “poor,” and “no basis to judge/did not use.”

In this report, ratings are assigned a numerical value (i.e., excellent is equal to 4 points and poor is equal to 0 points). Based on the responses, a weighted average score was calculated for each area.

This report is divided into seven sections. Section I presents a summary of evaluations given by all of the survey respondents. In Sections II through VII, responses are disaggregated by the home campus of respondents.

In addition to this document, one other report has been published pertaining to the 2016 graduate survey: the *Graduate Survey Report: Class of 2016*. This report presents the major findings from the survey regarding graduates’ educational goals, employment, and the impact NOVA has had on their continuing education.

**Section 1. Evaluation of NOVA Instruction, Services, and Facilities:  
College-Wide**

**5 Highest Scoring Areas**

- Library facilities (3.30)
- Awareness of many cultures (3.29)
- Appreciating other points of view (3.27)
- Quality of instruction (3.27)
- Course content (3.26)

**5 Lowest Scoring Areas**

- Cafeteria (2.55)
- Personal counseling (2.61)
- Parking (2.62)
- Course and program advisement (2.65)
- Career and educational planning (2.73)

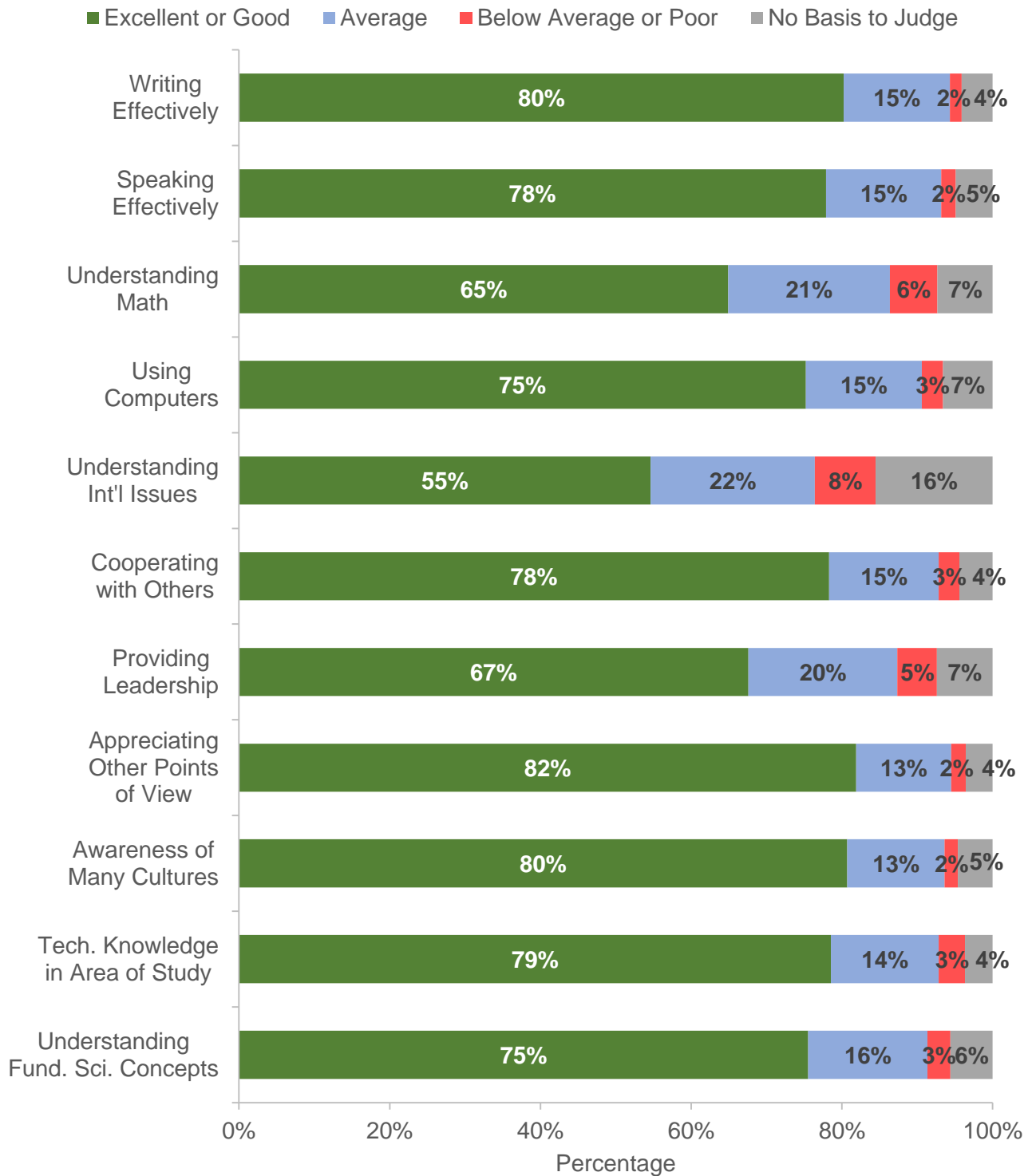
**Table 1. Average Rating of NOVA Instruction, Services, and Facilities: College-Wide**

College Instruction	Average Rating	Services and Facilities	Average Rating
<b><i>Education</i></b>		Career and educational planning	2.73
Writing effectively	3.20	Personal counseling	2.61
Speaking effectively	3.17	Course and program advisement	2.65
Understanding mathematics	2.91	Testing lab services	3.10
Using computers	3.16	Learning lab services	3.11
Understanding international issues	2.79	Writing lab services	3.10
Cooperating with others	3.21	Extended Learning Institute services	3.09
Providing leadership	2.99	Registration	3.05
Appreciating other points of view	3.27	Financial aid	3.05
Awareness of many cultures	3.29	Student activities	2.91
Technical knowledge in your area of study	3.18	Campus security services	3.01
Understanding fundamental scientific concepts	3.09	Bookstore	2.92
		Services for students with disabilities	3.16
<b><i>Instruction</i></b>		Maintenance and custodial services	3.22
Quality of instruction	3.27	Classroom	3.09
Course content	3.26	Science labs and equipment	3.22
Fairness of grading	3.24	Computer labs and facilities	3.20
<b><i>Faculty</i></b>		Library facilities	3.30
Concern for students	3.06	Learning lab facilities	3.16
Teaching ability	3.18	Parking	2.62
Availability	3.17	Cafeteria	2.55
Advisement	2.90	Physical access	2.99

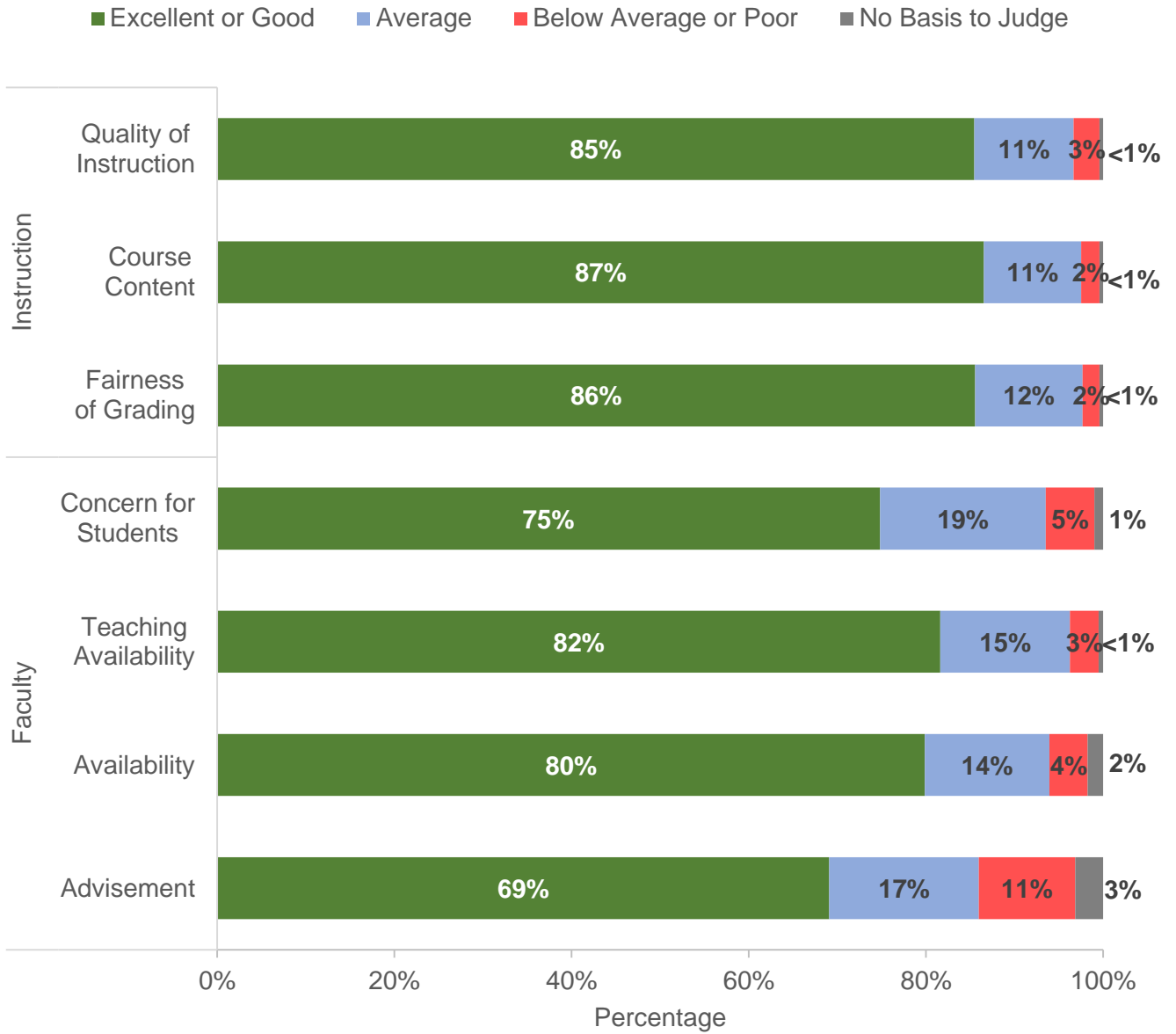
Note: Excellent = 4, Good = 3, Average = 2, Below Average = 1, Poor = 0

Figures 1 through 3 illustrate the results of the survey at the college level. The appendix presents similar data for individual campuses in tabular form.

**Figure 1. Rating of NOVA Education: College-Wide**

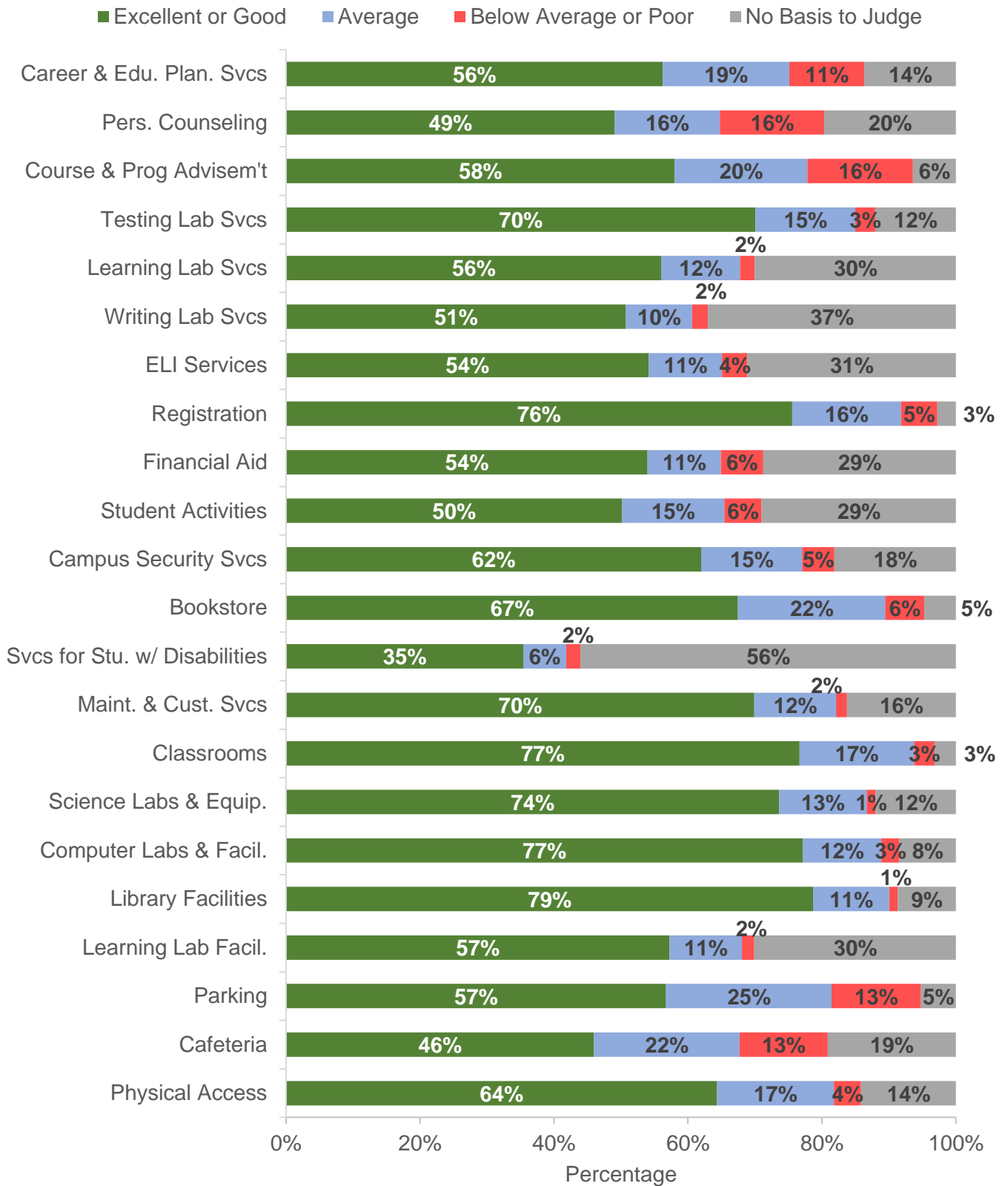


**Figure 2. Rating of NOVA Instruction and Faculty: College-Wide**





**Figure 3. Rating of NOVA Services and Facilities: College-Wide**



**Section 2. Evaluation of NOVA Instruction, Services, and Facilities:  
Alexandria Campus**

**5 Highest Scoring Areas**

Awareness of many cultures (3.55)  
 Appreciating other points of view (3.40)  
 Library facilities (3.39)  
 Course content (3.36)  
 Quality of instruction (3.35)

**5 Lowest Scoring Areas**

Cafeteria (2.44)  
 Personal counseling (2.70)  
 Parking (2.73)  
 Course and program advisement (2.85)  
 Career and educational planning (2.87)

**Table 2. Average Rating of NOVA Instruction, Services, and Facilities:  
Alexandria Campus**

College Instruction	Average Rating	Services and Facilities	Average Rating
<b><i>Education</i></b>		Career and educational planning	2.87
Writing effectively	3.24	Personal counseling	2.70
Speaking effectively	3.23	Course and program advisement	2.85
Understanding mathematics	3.00	Testing lab services	3.14
Using computers	3.20	Learning lab services	3.20
Understanding international issues	2.89	Writing lab services	3.24
Cooperating with others	3.25	Extended Learning Institute services	3.17
Providing leadership	3.07	Registration	3.18
Appreciating other points of view	3.40	Financial aid	3.18
Awareness of many cultures	3.55	Student activities	2.91
Technical knowledge in your area of study	3.23	Campus security services	3.05
Understanding fundamental scientific concepts	3.16	Bookstore	2.92
		Services for students with disabilities	3.17
<b><i>Instruction</i></b>		Maintenance and custodial services	3.24
Quality of instruction	3.35	Classroom	3.13
Course content	3.36	Science labs and equipment	3.29
Fairness of grading	3.33	Computer labs and facilities	3.27
<b><i>Faculty</i></b>		Library facilities	3.39
Concern for students	3.15	Learning lab facilities	3.21
Teaching ability	3.29	Parking	2.73
Availability	3.28	Cafeteria	2.44
Advisement	3.02	Physical access	2.99

Note: Excellent = 4, Good = 3, Average = 2, Below Average = 1, Poor = 0

**Section 3. Evaluation of NOVA Instruction, Services, and Facilities:  
Annandale Campus**

**5 Highest Scoring Areas**

- Awareness of many cultures (3.38)
- Appreciating other points of view (3.27)
- Quality of instruction (3.25)
- Fairness of grading (3.22)
- Course content (3.21)

**5 Lowest Scoring Areas**

- Cafeteria (2.45)
- Personal counseling (2.49)
- Course and program advisement (2.55)
- Career and educational planning (2.56)
- Understanding international issues (2.69)

**Table 3. Average Rating of NOVA Instruction, Services, and Facilities:  
Annandale Campus**

College Instruction	Average Rating	Services and Facilities	Average Rating
<b>Education</b>		Career and educational planning	2.56
Writing effectively	3.15	Personal counseling	2.49
Speaking effectively	3.08	Course and program advisement	2.55
Understanding mathematics	2.89	Testing lab services	3.13
Using computers	3.11	Learning lab services	3.06
Understanding international issues	2.69	Writing lab services	3.05
Cooperating with others	3.14	Extended Learning Institute services	3.00
Providing leadership	2.94	Registration	2.98
Appreciating other points of view	3.27	Financial aid	2.99
Awareness of many cultures	3.38	Student activities	2.83
Technical knowledge in your area of study	3.13	Campus security services	2.90
Understanding fundamental scientific concepts	3.06	Bookstore	2.92
		Services for students with disabilities	3.16
<b>Instruction</b>		Maintenance and custodial services	3.17
Quality of instruction	3.25	Classroom	3.04
Course content	3.21	Science labs and equipment	3.16
Fairness of grading	3.22	Computer labs and facilities	3.13
<b>Faculty</b>		Library facilities	3.16
Concern for students	3.03	Learning lab facilities	3.13
Teaching ability	3.11	Parking	2.70
Availability	3.14	Cafeteria	2.45
Advisement	2.87	Physical access	2.97

Note: Excellent = 4, Good = 3, Average = 2, Below Average = 1, Poor = 0

**Section 4. Evaluation of NOVA Instruction, Services, and Facilities:  
Loudoun Campus**

**5 Highest Scoring Areas**

- Library facilities (3.36)
- Quality of instruction (3.26)
- Course content (3.26)
- Science labs and equipment (3.25)
- Fairness of grading (3.23)

**5 Lowest Scoring Areas**

- Personal counseling (2.47)
- Cafeteria (2.49)
- Course and program advisement (2.49)
- Parking (2.56)
- Career and educational planning (2.67)

**Table 4. Average Rating of NOVA Instruction, Services, and Facilities:  
Loudoun Campus**

College Instruction	Average Rating	Services and Facilities	Average Rating
<b>Education</b>		Career and educational planning	2.67
Writing effectively	3.19	Personal counseling	2.47
Speaking effectively	3.09	Course and program advisement	2.49
Understanding mathematics	2.82	Testing lab services	3.05
Using computers	3.03	Learning lab services	3.04
Understanding international issues	2.68	Writing lab services	3.07
Cooperating with others	3.11	Extended Learning Institute services	3.02
Providing leadership	2.86	Registration	3.01
Appreciating other points of view	3.09	Financial aid	2.89
Awareness of many cultures	3.21	Student activities	2.76
Technical knowledge in your area of study	3.02	Campus security services	3.02
Understanding fundamental scientific concepts	3.02	Bookstore	2.75
		Services for students with disabilities	3.12
<b>Instruction</b>		Maintenance and custodial services	3.15
Quality of instruction	3.26	Classroom	3.03
Course content	3.26	Science labs and equipment	3.25
Fairness of grading	3.23	Computer labs and facilities	3.20
<b>Faculty</b>		Library facilities	3.36
Concern for students	3.01	Learning lab facilities	3.11
Teaching ability	3.13	Parking	2.56
Availability	3.15	Cafeteria	2.49
Advisement	2.88	Physical access	2.96

Note: Excellent = 4, Good = 3, Average = 2, Below Average = 1, Poor = 0

**Section 5. Evaluation of NOVA Instruction, Services, and Facilities:  
Manassas Campus**

**5 Highest Scoring Areas**

Awareness of many cultures (3.35)  
 Library facilities (3.33)  
 Fairness of grading (3.30)  
 Appreciating other points of view (3.29)  
 Maintenance and custodial services (3.29)

**5 Lowest Scoring Areas**

Parking (2.49)  
 Course and program advisement (2.67)  
 Cafeteria (2.70)  
 Personal counseling (2.75)  
 Career and educational planning (2.79)

**Table 5. Average Rating of NOVA Instruction, Services, and Facilities:  
Manassas Campus**

College Instruction	Average Rating	Services and Facilities	Average Rating
<b><i>Education</i></b>		Career and educational planning	2.79
Writing effectively	3.28	Personal counseling	2.75
Speaking effectively	3.21	Course and program advisement	2.67
Understanding mathematics	2.97	Testing lab services	3.11
Using computers	3.26	Learning lab services	3.13
Understanding international issues	2.93	Writing lab services	3.09
Cooperating with others	3.27	Extended Learning Institute services	3.18
Providing leadership	3.05	Registration	3.07
Appreciating other points of view	3.29	Financial aid	3.03
Awareness of many cultures	3.35	Student activities	3.03
Technical knowledge in your area of study	3.16	Campus security services	3.07
Understanding fundamental scientific concepts	3.04	Bookstore	3.06
		Services for students with disabilities	3.27
<b><i>Instruction</i></b>		Maintenance and custodial services	3.29
Quality of instruction	3.26	Classroom	3.13
Course content	3.24	Science labs and equipment	3.25
Fairness of grading	3.30	Computer labs and facilities	3.23
<b><i>Faculty</i></b>		Library facilities	3.33
Concern for students	3.15	Learning lab facilities	3.22
Teaching ability	3.23	Parking	2.49
Availability	3.23	Cafeteria	2.70
Advisement	2.92	Physical access	3.03

Note: Excellent = 4, Good = 3, Average = 2, Below Average = 1, Poor = 0

**Section 6. Evaluation of NOVA Instruction, Services, and Facilities:  
Medical Education Campus**

**5 Highest Scoring Areas**

Cooperating with others (3.43)  
 Technical knowledge in your area of study (3.40)  
 Services for students with disabilities (3.39)  
 Library facilities (3.39)  
 Awareness of many cultures (3.36)

**5 Lowest Scoring Areas**

Personal counseling (2.67)  
 Cafeteria (2.68)  
 Course and program advisement (2.71)  
 Parking (2.76)  
 Understanding international issues (2.79)

**Table 6. Average Rating of NOVA Instruction, Services, and Facilities:  
Medical Education Campus**

College Instruction	Average Rating	Services and Facilities	Average Rating
<b><i>Education</i></b>		Career and educational planning	2.86
Writing effectively	3.25	Personal counseling	2.67
Speaking effectively	3.30	Course and program advisement	2.71
Understanding mathematics	2.93	Testing lab services	3.26
Using computers	3.15	Learning lab services	3.29
Understanding international issues	2.79	Writing lab services	3.29
Cooperating with others	3.43	Extended Learning Institute services	3.12
Providing leadership	3.14	Registration	3.00
Appreciating other points of view	3.34	Financial aid	3.15
Awareness of many cultures	3.36	Student activities	3.18
Technical knowledge in your area of study	3.40	Campus security services	3.23
Understanding fundamental scientific concepts	3.31	Bookstore	3.00
		Services for students with disabilities	3.39
<b><i>Instruction</i></b>		Maintenance and custodial services	3.31
Quality of instruction	3.23	Classroom	3.18
Course content	3.29	Science labs and equipment	3.34
Fairness of grading	3.19	Computer labs and facilities	3.29
<b><i>Faculty</i></b>		Library facilities	3.39
Concern for students	3.02	Learning lab facilities	3.24
Teaching ability	3.19	Parking	2.76
Availability	3.14	Cafeteria	2.68
Advisement	2.86	Physical access	3.05

Note: Excellent = 4, Good = 3, Average = 2, Below Average = 1, Poor = 0

**Section 7. Evaluation of NOVA Instruction, Services, and Facilities:  
Woodbridge Campus**

**5 Highest Scoring Areas**

- Library facilities (3.27)
- Awareness of many cultures (3.26)
- Using computers (3.25)
- Quality of instruction (3.23)
- Appreciating other points of view (3.21)

**5 Lowest Scoring Areas**

- Parking (2.44)
- Personal counseling (2.61)
- Course and program advisement (2.64)
- Cafeteria (2.69)
- Career and educational planning (2.75)

**Table 7. Average Rating of NOVA Instruction, Services, and Facilities:  
Woodbridge Campus**

College Instruction	Average Rating	Services and Facilities	Average Rating
<b><i>Education</i></b>		Career and educational planning	2.75
Writing effectively	3.14	Personal counseling	2.61
Speaking effectively	3.19	Course and program advisement	2.64
Understanding mathematics	2.83	Testing lab services	2.94
Using computers	3.25	Learning lab services	2.98
Understanding international issues	2.79	Writing lab services	2.97
Cooperating with others	3.18	Extended Learning Institute services	3.09
Providing leadership	2.95	Registration	3.08
Appreciating other points of view	3.21	Financial aid	3.06
Awareness of many cultures	3.26	Student activities	2.86
Technical knowledge in your area of study	3.19	Campus security services	2.95
Understanding fundamental scientific concepts	3.03	Bookstore	2.90
		Services for students with disabilities	2.89
<b><i>Instruction</i></b>		Maintenance and custodial services	3.20
Quality of instruction	3.23	Classroom	3.09
Course content	3.20	Science labs and equipment	3.09
Fairness of grading	3.16	Computer labs and facilities	3.16
<b><i>Faculty</i></b>		Library facilities	3.27
Concern for students	3.02	Learning lab facilities	3.06
Teaching ability	3.15	Parking	2.44
Availability	3.08	Cafeteria	2.69
Advisement	2.82	Physical access	2.97

Note: Excellent = 4, Good = 3, Average = 2, Below Average = 1, Poor = 0

## Appendix A: Data Tables

### College-wide Results

**Appendix Table 1. Rating of NOVA Education: College-Wide**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Writing Effectively	455 38%	505 42%	175 15%	12 1%	7 1%	49 4%	3.20
Speaking Effectively	430 36%	507 42%	184 15%	14 1%	9 1%	59 5%	3.17
Understanding Math	335 28%	446 37%	258 21%	48 4%	28 2%	88 7%	2.91
Using Computers	449 37%	456 38%	185 15%	21 2%	13 1%	79 7%	3.16
Understanding International Issues	273 23%	384 32%	262 22%	67 6%	30 2%	187 16%	2.79
Cooperating with Others	494 41%	448 37%	175 15%	25 2%	8 1%	53 4%	3.21
Providing Leadership	376 31%	437 36%	238 20%	45 4%	18 1%	89 7%	2.99
Appreciating Other Points of View	524 44%	461 38%	152 13%	10 1%	13 1%	43 4%	3.27
Awareness of Many Cultures	619 51%	354 29%	154 13%	15 1%	6 <1%	55 5%	3.29
Technical Knowledge in Your Area of Study	480 40%	465 39%	172 14%	23 2%	19 2%	44 4%	3.18
Understanding Fundamental Scientific Concepts	399 33%	503 42%	189 16%	30 2%	15 1%	67 6%	3.09

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0  
 120 respondents did not respond to this question.  
 Percentages across rows may not sum to 100 due to rounding

**Appendix Table 2. Rating of NOVA Instruction and Faculty: College-Wide**

Category		Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Instruction	Quality of Instruction	542 45%	486 40%	135 11%	19 2%	16 1%	5 <1%	3.27
	Course Content	506 42%	535 44%	132 11%	11 1%	14 1%	5 <1%	3.26
	Fairness of Grading	494 41%	535 44%	146 12%	10 1%	13 1%	5 <1%	3.24
Faculty	Concern for Students	462 38%	438 36%	225 19%	36 3%	30 2%	12 1%	3.06
	Teaching Availability	484 40%	498 41%	176 15%	24 2%	15 1%	6 <1%	3.18
	Availability	497 41%	464 39%	169 14%	33 3%	19 2%	21 2%	3.17
	Advisement	406 34%	425 35%	203 17%	74 6%	57 5%	38 3%	2.90

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0  
 120 respondents did not respond to this question.  
 Percentages across rows may not sum to 100 due to rounding



**Appendix Table 3. Rating of NOVA Services and Facilities: College-Wide**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Career & Educational Planning Services	282 24%	385 32%	224 19%	65 5%	68 6%	162 14%	2.73
Personal Counseling	275 23%	307 26%	186 16%	90 8%	95 8%	233 20%	2.61
Course & Program Advisement	320 27%	368 31%	235 20%	85 7%	102 9%	76 6%	2.65
Testing Lab Services	369 31%	462 39%	177 15%	19 2%	16 1%	143 12%	3.10
Learning Lab Services	297 25%	368 31%	139 12%	10 1%	16 1%	356 30%	3.11
Writing Lab Services	267 23%	335 28%	117 10%	12 1%	16 1%	439 37%	3.10
ELI Services	317 27%	325 27%	130 11%	23 2%	22 2%	369 31%	3.09
Registration	420 35%	476 40%	193 16%	28 2%	36 3%	33 3%	3.05
Financial Aid	363 31%	277 23%	130 11%	33 3%	42 4%	341 29%	3.05
Student Activities	265 22%	330 28%	181 15%	41 3%	25 2%	344 29%	2.91
Campus Security Services	334 28%	401 34%	179 15%	29 2%	28 2%	215 18%	3.01
Bookstore	341 29%	459 39%	261 22%	40 3%	29 2%	56 5%	2.92
Services for Students with Disabilities	222 19%	198 17%	76 6%	11 1%	14 1%	665 56%	3.16
Maintenance & Custodial Services	407 34%	422 36%	145 12%	12 1%	7 1%	193 16%	3.22
Classrooms	390 33%	519 44%	203 17%	27 2%	9 1%	38 3%	3.09
Science Labs & Equipment	420 35%	453 38%	155 13%	11 1%	5 <1%	142 12%	3.22
Computer Labs & Facilities	431 36%	484 41%	139 12%	23 2%	9 1%	100 8%	3.20
Library Facilities	496 42%	437 37%	135 11%	9 1%	6 1%	103 9%	3.30
Learning Lab Facilities	317 27%	362 31%	128 11%	10 1%	12 1%	357 30%	3.16
Parking	270 23%	403 34%	293 25%	70 6%	88 7%	62 5%	2.62
Cafeteria	207 17%	338 28%	258 22%	89 8%	67 6%	227 19%	2.55
Physical Access	315 27%	448 38%	207 17%	26 2%	22 2%	168 14%	2.99

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0  
137 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

## Alexandria Campus Results

**Appendix Table 4. Rating of NOVA Education: Alexandria Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Writing Effectively	100 44%	83 36%	36 16%	2 1%	2 1%	6 3%	3.24
Speaking Effectively	96 42%	86 38%	36 16%	2 1%	2 1%	7 3%	3.23
Understanding Math	64 28%	96 42%	46 20%	8 3%	1 <1%	14 6%	3.00
Using Computers	87 38%	97 42%	29 13%	4 2%	2 1%	10 4%	3.20
Understanding International Issues	54 24%	88 38%	46 20%	9 4%	4 2%	28 12%	2.89
Cooperating with Others	98 43%	92 40%	26 11%	5 2%	2 1%	6 3%	3.25
Providing Leadership	80 35%	85 37%	44 19%	6 3%	3 1%	11 5%	3.07
Appreciating Other Points of View	128 56%	69 30%	24 10%	1 <1%	4 2%	3 1%	3.40
Awareness of Many Cultures	146 64%	56 24%	20 9%	0 0%	1 <1%	6 3%	3.55
Technical Knowledge in Your Area of Study	101 44%	87 38%	30 13%	2 1%	5 2%	4 2%	3.23
Understanding Fundamental Scientific Concepts	82 36%	97 42%	30 13%	6 3%	2 1%	12 5%	3.16

Notes: Excellent=4, Good=3, Average=2, Below Average=1, Poor=0

38 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

**Appendix Table 5. Rating of NOVA Instruction and Faculty: Alexandria Campus**

Category		Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Instruction	Quality of Instruction	116 51%	81 35%	29 13%	2 1%	1 <1%	0 0%	3.35
	Course Content	114 50%	88 38%	25 11%	0 0%	2 1%	0 0%	3.36
	Fairness of Grading	112 49%	86 38%	28 12%	1 <1%	2 1%	0 0%	3.33
Faculty	Concern for Students	99 43%	77 34%	39 17%	9 4%	3 1%	2 1%	3.15
	Teaching Availability	107 47%	88 38%	28 12%	2 1%	3 1%	1 <1%	3.29
	Availability	103 45%	91 40%	25 11%	6 3%	1 <1%	3 1%	3.28
	Advisement	86 38%	83 36%	35 15%	13 6%	7 3%	5 2%	3.02

Notes: Excellent=4, Good=3, Average=2, Below Average=1, Poor=0

38 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

**Appendix Table 6. Rating of NOVA Services and Facilities: Alexandria Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Career & Educational Planning Services	66 29%	73 32%	46 20%	11 5%	8 4%	23 10%	2.87
Personal Counseling	59 26%	65 29%	45 20%	11 5%	17 7%	30 13%	2.70
Course & Program Advisement	74 33%	70 31%	50 22%	9 4%	13 6%	11 5%	2.85
Testing Lab Services	79 35%	87 38%	35 15%	2 1%	4 2%	20 9%	3.14
Learning Lab Services	68 30%	71 31%	25 11%	2 1%	2 1%	59 26%	3.20
Writing Lab Services	68 30%	72 32%	19 8%	2 1%	2 1%	64 28%	3.24
ELI Services	65 29%	59 26%	26 11%	3 1%	2 1%	72 32%	3.17
Registration	96 42%	80 35%	36 16%	4 2%	4 2%	7 3%	3.18
Financial Aid	82 36%	59 26%	21 9%	4 2%	7 3%	54 24%	3.18
Student Activities	54 24%	66 29%	33 15%	11 5%	5 2%	58 26%	2.91
Campus Security Services	70 31%	76 33%	32 14%	5 2%	6 3%	38 17%	3.05
Bookstore	72 32%	80 35%	49 22%	8 4%	8 4%	10 4%	2.92
Services for Students with Disabilities	49 22%	39 17%	18 8%	3 1%	2 1%	116 51%	3.17
Maintenance & Custodial Services	83 37%	72 32%	33 15%	1 <1%	1 <1%	37 16%	3.24
Classrooms	84 37%	91 40%	37 16%	6 3%	2 1%	7 3%	3.13
Science Labs & Equipment	91 40%	75 33%	26 11%	4 2%	0 0%	31 14%	3.29
Computer Labs & Facilities	95 42%	89 39%	25 11%	5 2%	1 <1%	12 5%	3.27
Library Facilities	109 48%	78 34%	24 11%	1 <1%	0 0%	15 7%	3.39
Learning Lab Facilities	66 29%	74 33%	24 11%	2 1%	1 <1%	60 26%	3.21
Parking	55 24%	84 37%	40 18%	15 7%	14 6%	19 8%	2.73
Cafeteria	35 15%	64 28%	52 23%	23 10%	14 6%	39 17%	2.44
Physical Access	66 29%	80 35%	45 20%	4 2%	5 2%	27 12%	2.99

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0  
40 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

## Annandale Campus Results

### Appendix Table 7. Rating of NOVA Education: Annandale Campus

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Writing Effectively	117 37%	133 42%	48 15%	5 2%	4 1%	11 3%	3.15
Speaking Effectively	108 34%	131 41%	62 19%	5 2%	4 1%	8 3%	3.08
Understanding Math	98 31%	108 34%	71 22%	15 5%	10 3%	16 5%	2.89
Using Computers	121 38%	114 36%	55 17%	8 3%	6 2%	14 4%	3.11
Understanding International Issues	71 22%	99 31%	70 22%	25 8%	12 4%	41 13%	2.69
Cooperating with Others	124 39%	112 35%	57 18%	11 3%	1 <1%	13 4%	3.14
Providing Leadership	101 32%	111 35%	58 18%	18 6%	8 3%	22 7%	2.94
Appreciating Other Points of View	131 41%	134 42%	40 13%	3 1%	1 <1%	9 3%	3.27
Awareness of Many Cultures	171 54%	89 28%	38 12%	6 2%	2 1%	12 4%	3.38
Technical Knowledge in Your Area of Study	115 36%	130 41%	52 16%	5 2%	4 1%	12 4%	3.13
Understanding Fundamental Scientific Concepts	109 34%	122 38%	60 19%	8 3%	5 2%	14 4%	3.06

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0

26 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

### Appendix Table 8. Rating of NOVA Instruction and Faculty: Annandale Campus

Category		Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Instruction	Quality of Instruction	132 42%	143 45%	33 10%	5 2%	3 1%	2 1%	3.25
	Course Content	118 37%	156 49%	36 11%	3 1%	3 1%	2 1%	3.21
	Fairness of Grading	121 38%	152 48%	35 11%	3 1%	4 1%	3 1%	3.22
Faculty	Concern for Students	118 37%	114 36%	65 20%	9 3%	9 3%	3 1%	3.03
	Teaching Availability	113 36%	141 44%	49 15%	9 3%	4 1%	2 1%	3.11
	Availability	127 40%	123 39%	46 14%	9 3%	6 2%	7 2%	3.14
	Advisement	110 35%	108 34%	48 15%	19 6%	21 7%	12 4%	2.87

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0

26 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

**Appendix Table 9. Rating of NOVA Services and Facilities: Annandale Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Career & Educational Planning Services	59 19%	100 32%	70 22%	18 6%	24 8%	42 13%	2.56
Personal Counseling	65 21%	79 25%	51 16%	24 8%	31 10%	63 20%	2.49
Course & Program Advisement	77 25%	94 30%	62 20%	26 8%	31 10%	23 7%	2.55
Testing Lab Services	95 30%	126 40%	41 13%	5 2%	3 1%	43 14%	3.13
Learning Lab Services	77 25%	96 31%	41 13%	4 1%	5 2%	90 29%	3.06
Writing Lab Services	76 24%	90 29%	38 12%	5 2%	6 2%	98 31%	3.05
ELI Services	68 22%	88 28%	41 13%	7 2%	4 1%	105 34%	3.00
Registration	105 34%	123 39%	50 16%	15 5%	10 3%	10 3%	2.98
Financial Aid	97 31%	62 20%	45 14%	14 4%	9 3%	86 27%	2.99
Student Activities	65 21%	85 27%	49 16%	13 4%	9 3%	92 29%	2.83
Campus Security Services	76 24%	106 34%	57 18%	11 4%	8 3%	55 18%	2.90
Bookstore	82 26%	130 42%	74 24%	9 3%	5 2%	13 4%	2.92
Services for Students with Disabilities	58 19%	47 15%	22 7%	3 1%	3 1%	180 58%	3.16
Maintenance & Custodial Services	104 33%	112 36%	40 13%	5 2%	3 1%	49 16%	3.17
Classrooms	90 29%	149 48%	57 18%	7 2%	2 1%	8 3%	3.04
Science Labs & Equipment	98 31%	138 44%	40 13%	5 2%	1 <1%	31 10%	3.16
Computer Labs & Facilities	107 34%	128 41%	43 14%	9 3%	3 1%	23 7%	3.13
Library Facilities	108 35%	123 39%	47 15%	6 2%	1 <1%	28 9%	3.16
Learning Lab Facilities	84 27%	93 30%	36 12%	5 2%	3 1%	92 29%	3.13
Parking	76 24%	110 35%	80 26%	12 4%	20 6%	15 5%	2.70
Cafeteria	52 17%	83 27%	69 22%	33 11%	19 6%	57 18%	2.45
Physical Access	79 25%	117 37%	59 19%	9 3%	3 1%	46 15%	2.97

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0  
31 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

## Loudoun Campus Results

**Appendix Table 10. Rating of NOVA Education: Loudoun Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Writing Effectively	59 34%	79 45%	24 14%	2 1%	0 0%	11 6%	3.19
Speaking Effectively	48 27%	84 48%	26 15%	2 1%	1 1%	14 8%	3.09
Understanding Math	42 24%	67 38%	42 24%	10 6%	3 2%	11 6%	2.82
Using Computers	48 27%	69 39%	32 18%	4 2%	1 1%	21 12%	3.03
Understanding International Issues	34 19%	52 30%	29 17%	17 10%	5 3%	38 22%	2.68
Cooperating with Others	59 34%	69 39%	32 18%	3 2%	1 1%	11 6%	3.11
Providing Leadership	45 26%	57 33%	41 23%	11 6%	1 1%	20 11%	2.86
Appreciating Other Points of View	53 30%	84 48%	26 15%	3 2%	2 1%	7 4%	3.09
Awareness of Many Cultures	72 41%	57 33%	31 18%	2 1%	1 1%	12 7%	3.21
Technical Knowledge in Your Area of Study	50 29%	78 45%	27 15%	5 3%	3 2%	12 7%	3.02
Understanding Fundamental Scientific Concepts	44 25%	87 50%	28 16%	3 2%	2 1%	11 6%	3.02

Notes: Excellent=4, Good=3, Average=2, Below Average=1, Poor=0  
 13 respondents did not respond to this question.  
 Percentages across rows may not sum to 100 due to rounding

**Appendix Table 11. Rating of NOVA Instruction and Faculty: Loudoun Campus**

Category		Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Instruction	Quality of Instruction	74 42%	76 43%	20 11%	4 2%	0 0%	1 1%	3.26
	Course Content	72 41%	79 45%	20 11%	2 1%	1 1%	1 1%	3.26
	Fairness of Grading	64 37%	90 51%	17 10%	2 1%	1 1%	1 1%	3.23
Faculty	Concern for Students	64 37%	62 35%	36 21%	7 4%	4 2%	2 1%	3.01
	Teaching Availability	64 37%	76 43%	28 16%	5 3%	1 1%	1 1%	3.13
	Availability	69 39%	68 39%	26 15%	6 3%	2 1%	4 2%	3.15
	Advisement	53 30%	67 38%	31 18%	9 5%	8 5%	7 4%	2.88

Notes: Excellent=4, Good=3, Average=2, Below Average=1, Poor=0  
 13 respondents did not respond to parts of this question.  
 Percentages across rows may not sum to 100 due to rounding

**Appendix Table 12. Rating of NOVA Services and Facilities: Loudoun Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Career & Educational Planning Services	37 22%	57 33%	30 17%	11 6%	11 6%	26 15%	2.67
Personal Counseling	30 17%	42 24%	28 16%	14 8%	14 8%	44 26%	2.47
Course & Program Advisement	35 20%	58 34%	31 18%	15 9%	18 10%	15 9%	2.49
Testing Lab Services	41 24%	77 45%	29 17%	1 1%	1 1%	23 13%	3.05
Learning Lab Services	30 17%	54 31%	17 10%	0 0%	3 2%	68 40%	3.04
Writing Lab Services	27 16%	49 28%	12 7%	0 0%	3 2%	81 47%	3.07
ELI Services	40 23%	45 26%	18 10%	4 2%	4 2%	61 35%	3.02
Registration	54 31%	74 43%	30 17%	4 2%	5 3%	5 3%	3.01
Financial Aid	36 21%	46 27%	17 10%	5 3%	7 4%	61 35%	2.89
Student Activities	28 16%	42 24%	29 17%	8 5%	3 2%	62 36%	2.76
Campus Security Services	33 19%	66 38%	20 12%	4 2%	1 1%	48 28%	3.02
Bookstore	36 21%	61 35%	47 27%	10 6%	3 2%	15 9%	2.75
Services for Students with Disabilities	24 14%	34 20%	7 4%	3 2%	1 1%	103 60%	3.12
Maintenance & Custodial Services	45 26%	70 41%	22 13%	1 1%	0 0%	34 20%	3.15
Classrooms	48 28%	82 48%	31 18%	3 2%	2 1%	6 3%	3.03
Science Labs & Equipment	56 33%	76 44%	19 11%	0 0%	0 0%	21 12%	3.25
Computer Labs & Facilities	57 33%	75 44%	14 8%	5 3%	1 1%	20 12%	3.20
Library Facilities	71 41%	68 40%	10 6%	2 1%	1 1%	20 12%	3.36
Learning Lab Facilities	31 18%	54 31%	15 9%	1 1%	1 1%	70 41%	3.11
Parking	27 16%	65 38%	49 28%	11 6%	9 5%	11 6%	2.56
Cafeteria	17 10%	54 31%	38 22%	15 9%	5 3%	43 25%	2.49
Physical Access	29 17%	79 46%	24 14%	4 2%	1 1%	35 20%	2.96

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0  
 16 respondents did not respond to this question.  
 Percentages across rows may not sum to 100 due to rounding

## Manassas Campus Results

**Appendix Table 13. Rating of NOVA Education: Manassas Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Writing Effectively	70 39%	84 47%	21 12%	0 0%	0 0%	5 3%	3.28
Speaking Effectively	61 34%	87 48%	18 10%	2 1%	1 1%	11 6%	3.21
Understanding Math	52 29%	71 39%	34 19%	4 2%	5 3%	14 8%	2.97
Using Computers	74 41%	75 42%	18 10%	1 1%	3 2%	9 5%	3.26
Understanding International Issues	50 28%	52 29%	42 23%	6 3%	2 1%	28 16%	2.93
Cooperating with Others	76 42%	68 38%	26 14%	2 1%	0 0%	8 4%	3.27
Providing Leadership	54 30%	71 39%	37 21%	3 2%	1 1%	14 8%	3.05
Appreciating Other Points of View	78 43%	69 38%	22 12%	0 0%	2 1%	9 5%	3.29
Awareness of Many Cultures	84 47%	63 35%	23 13%	1 1%	0 0%	9 5%	3.35
Technical Knowledge in Your Area of Study	71 39%	71 39%	27 15%	5 3%	2 1%	4 2%	3.16
Understanding Fundamental Scientific Concepts	55 31%	79 44%	29 16%	5 3%	3 2%	9 5%	3.04

Notes: Excellent=4, Good=3, Average=2, Below Average=1, Poor=0

11 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

**Appendix Table 14. Rating of NOVA Instruction and Faculty: Manassas Campus**

Category		Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Instruction	Quality of Instruction	79 44%	72 40%	26 14%	2 1%	1 1%	0 0%	3.26
	Course Content	73 41%	83 46%	20 11%	2 1%	2 1%	0 0%	3.24
	Fairness of Grading	78 43%	78 43%	24 13%	0 0%	0 0%	0 0%	3.30
Faculty	Concern for Students	71 39%	72 40%	28 16%	5 3%	2 1%	2 1%	3.15
	Teaching Availability	73 41%	80 44%	24 13%	2 1%	1 1%	0 0%	3.23
	Availability	81 45%	59 33%	30 17%	4 2%	1 1%	5 3%	3.23
	Advisement	59 33%	62 34%	34 19%	12 7%	5 3%	8 4%	2.92

Notes: Excellent=4, Good=3, Average=2, Below Average=1, Poor=0

11 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding



**Appendix Table 15. Rating of NOVA Services and Facilities: Manassas Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Career & Educational Planning Services	45 25%	56 31%	27 15%	11 6%	9 5%	31 17%	2.79
Personal Counseling	43 24%	48 27%	24 13%	16 9%	7 4%	41 23%	2.75
Course & Program Advisement	47 26%	54 30%	37 21%	14 8%	12 7%	15 8%	2.67
Testing Lab Services	53 30%	61 34%	31 17%	3 2%	0 0%	31 17%	3.11
Learning Lab Services	40 22%	49 27%	23 13%	1 1%	0 0%	66 37%	3.13
Writing Lab Services	32 18%	45 25%	21 12%	1 1%	0 0%	80 45%	3.09
ELI Services	54 30%	51 28%	16 9%	6 3%	1 1%	51 28%	3.18
Registration	63 35%	74 41%	33 18%	4 2%	3 2%	2 1%	3.07
Financial Aid	52 29%	48 27%	18 10%	6 3%	6 3%	49 27%	3.03
Student Activities	41 23%	52 29%	28 16%	3 2%	1 1%	54 30%	3.03
Campus Security Services	52 29%	52 29%	30 17%	3 2%	2 1%	40 22%	3.07
Bookstore	57 32%	75 42%	35 20%	4 2%	1 1%	7 4%	3.06
Services for Students with Disabilities	35 20%	31 17%	12 7%	1 1%	0 0%	100 56%	3.27
Maintenance & Custodial Services	64 36%	68 38%	18 10%	1 1%	0 0%	28 16%	3.29
Classrooms	63 35%	78 44%	28 16%	6 3%	0 0%	4 2%	3.13
Science Labs & Equipment	66 37%	59 33%	28 16%	0 0%	0 0%	26 15%	3.25
Computer Labs & Facilities	63 35%	76 42%	25 14%	0 0%	0 0%	15 8%	3.23
Library Facilities	76 42%	65 36%	22 12%	0 0%	0 0%	16 9%	3.33
Learning Lab Facilities	51 28%	49 27%	22 12%	1 1%	0 0%	56 31%	3.22
Parking	40 22%	50 28%	52 29%	16 9%	15 8%	6 3%	2.49
Cafeteria	36 20%	51 28%	40 22%	7 4%	8 4%	37 21%	2.70
Physical Access	52 29%	61 34%	29 16%	5 3%	3 2%	29 16%	3.03

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0

12 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

## Medical Education Campus Results

**Appendix Table 16. Rating of NOVA Education: Medical Education Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Writing Effectively	54 43%	43 34%	20 16%	2 2%	0 0%	8 6%	3.25
Speaking Effectively	55 43%	45 35%	16 13%	2 2%	0 0%	9 7%	3.30
Understanding Math	35 28%	34 27%	31 24%	4 3%	1 1%	22 17%	2.93
Using Computers	44 35%	47 37%	25 20%	1 1%	0 0%	10 8%	3.15
Understanding International Issues	27 21%	31 24%	40 32%	1 1%	2 2%	26 20%	2.79
Cooperating with Others	66 52%	45 35%	9 7%	2 2%	0 0%	5 4%	3.43
Providing Leadership	44 35%	51 40%	22 17%	1 1%	1 1%	8 6%	3.14
Appreciating Other Points of View	58 46%	47 37%	12 9%	1 1%	1 1%	8 6%	3.34
Awareness of Many Cultures	63 50%	41 32%	15 12%	1 1%	1 1%	6 5%	3.36
Technical Knowledge in Your Area of Study	68 54%	41 32%	12 9%	2 2%	1 1%	3 2%	3.40
Understanding Fundamental Scientific Concepts	57 45%	44 35%	15 12%	1 1%	1 1%	9 7%	3.31

Notes: Excellent=4, Good=3, Average=2, Below Average=1, Poor=0

14 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

**Appendix Table 17. Rating of NOVA Instruction and Faculty: Medical Education Campus**

Category		Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Instruction	Quality of Instruction	60 47%	47 37%	12 9%	2 2%	5 4%	1 1%	3.23
	Course Content	62 49%	48 38%	11 9%	1 1%	4 3%	1 1%	3.29
	Fairness of Grading	49 39%	59 46%	14 11%	1 1%	3 2%	1 1%	3.19
Faculty	Concern for Students	51 40%	41 32%	26 20%	1 1%	7 6%	1 1%	3.02
	Teaching Availability	57 45%	46 36%	17 13%	2 2%	4 3%	1 1%	3.19
	Availability	53 42%	51 40%	14 11%	3 2%	5 4%	1 1%	3.14
	Advisement	42 33%	47 37%	20 16%	9 7%	7 6%	2 2%	2.86

Notes: Excellent=4, Good=3, Average=2, Below Average=1, Poor=0

14 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

**Appendix Table 18. Rating of NOVA Services and Facilities: Medical Education Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Career & Educational Planning Services	30 25%	43 35%	22 18%	4 3%	5 4%	18 15%	2.86
Personal Counseling	32 26%	30 25%	14 11%	8 7%	11 9%	27 22%	2.67
Course & Program Advisement	35 29%	41 34%	21 17%	9 7%	10 8%	6 5%	2.71
Testing Lab Services	47 39%	51 42%	12 10%	3 2%	0 0%	9 7%	3.26
Learning Lab Services	41 34%	45 37%	11 9%	1 1%	0 0%	24 20%	3.29
Writing Lab Services	26 21%	30 25%	6 5%	1 1%	0 0%	59 48%	3.29
ELI Services	37 30%	37 30%	11 9%	0 0%	5 4%	32 26%	3.12
Registration	40 33%	46 38%	28 23%	0 0%	4 3%	4 3%	3.00
Financial Aid	36 30%	33 27%	15 12%	1 1%	2 2%	35 29%	3.15
Student Activities	40 33%	43 35%	17 14%	1 1%	1 1%	20 16%	3.18
Campus Security Services	50 41%	43 35%	14 11%	2 2%	2 2%	11 9%	3.23
Bookstore	41 34%	50 41%	21 17%	4 3%	4 3%	2 2%	3.00
Services for Students with Disabilities	26 21%	23 19%	5 4%	0 0%	0 0%	68 56%	3.39
Maintenance & Custodial Services	51 42%	40 33%	14 11%	2 2%	0 0%	15 12%	3.31
Classrooms	44 36%	55 45%	15 12%	4 3%	0 0%	4 3%	3.18
Science Labs & Equipment	54 44%	44 36%	12 10%	2 2%	0 0%	10 8%	3.34
Computer Labs & Facilities	50 41%	50 41%	10 8%	2 2%	1 1%	9 7%	3.29
Library Facilities	61 50%	43 35%	12 10%	0 0%	1 1%	5 4%	3.39
Learning Lab Facilities	46 38%	40 33%	10 8%	0 0%	4 3%	22 18%	3.24
Parking	35 29%	37 30%	33 27%	3 2%	8 7%	6 5%	2.76
Cafeteria	26 21%	38 31%	27 22%	4 3%	8 7%	19 16%	2.68
Physical Access	38 31%	47 39%	22 18%	2 2%	2 2%	11 9%	3.05

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0

19 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

## Woodbridge Campus Results

**Appendix Table 19. Rating of NOVA Education: Woodbridge Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Writing Effectively	55 32%	83 48%	26 15%	1 1%	1 1%	8 5%	3.14
Speaking Effectively	62 36%	74 43%	26 15%	1 1%	1 1%	10 6%	3.19
Understanding Math	44 25%	70 40%	34 20%	7 4%	8 5%	11 6%	2.83
Using Computers	75 43%	54 31%	26 15%	3 2%	1 1%	15 9%	3.25
Understanding International Issues	37 21%	62 36%	35 20%	9 5%	5 3%	26 15%	2.79
Cooperating with Others	71 41%	62 36%	25 14%	2 1%	4 2%	10 6%	3.18
Providing Leadership	52 30%	62 36%	36 21%	6 3%	4 2%	14 8%	2.95
Appreciating Other Points of View	76 44%	58 33%	28 16%	2 1%	3 2%	7 4%	3.21
Awareness of Many Cultures	83 48%	48 28%	27 16%	5 3%	1 1%	10 6%	3.26
Technical Knowledge in Your Area of Study	75 43%	58 33%	24 14%	4 2%	4 2%	9 5%	3.19
Understanding Fundamental Scientific Concepts	52 30%	74 43%	27 16%	7 4%	2 1%	12 7%	3.03

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0  
 18 respondents did not respond to this question.  
 Percentages across rows may not sum to 100 due to rounding

**Appendix Table 20. Rating of NOVA Instruction and Faculty: Woodbridge Campus**

Category		Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Instruction	Quality of Instruction	81 47%	67 39%	15 9%	4 2%	6 3%	1 1%	3.23
	Course Content	67 39%	81 47%	20 11%	3 2%	2 1%	1 1%	3.20
	Fairness of Grading	70 40%	70 40%	28 16%	3 2%	3 2%	0 0%	3.16
Faculty	Concern for Students	59 34%	72 41%	31 18%	5 3%	5 3%	2 1%	3.02
	Teaching Availability	70 40%	67 39%	30 17%	4 2%	2 1%	1 1%	3.15
	Availability	64 37%	72 41%	28 16%	5 3%	4 2%	1 1%	3.08
	Advisement	56 32%	58 33%	35 20%	12 7%	9 5%	4 2%	2.82

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0  
 18 respondents did not respond to this question.  
 Percentages across rows may not sum to 100 due to rounding

**Appendix Table 21. Rating of NOVA Services and Facilities: Woodbridge Campus**

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Average Rating (0-4)
Career & Educational Planning Services	45 26%	56 32%	29 17%	10 6%	11 6%	22 13%	2.75
Personal Counseling	46 27%	43 25%	24 14%	17 10%	15 9%	28 16%	2.61
Course & Program Advisement	52 30%	51 29%	34 20%	12 7%	18 10%	6 3%	2.64
Testing Lab Services	54 31%	60 35%	29 17%	5 3%	8 5%	17 10%	2.94
Learning Lab Services	41 24%	53 31%	22 13%	2 1%	6 3%	49 28%	2.98
Writing Lab Services	38 22%	49 28%	21 12%	3 2%	5 3%	57 33%	2.97
ELI Services	53 31%	45 26%	18 10%	3 2%	6 3%	48 28%	3.09
Registration	62 36%	79 46%	16 9%	1 1%	10 6%	5 3%	3.08
Financial Aid	60 35%	29 17%	14 8%	3 2%	11 6%	56 32%	3.06
Student Activities	37 21%	42 24%	25 14%	5 3%	6 3%	58 34%	2.86
Campus Security Services	53 31%	58 34%	26 15%	4 2%	9 5%	23 13%	2.95
Bookstore	53 31%	63 36%	35 20%	5 3%	8 5%	9 5%	2.90
Services for Students with Disabilities	30 17%	24 14%	12 7%	1 1%	8 5%	98 57%	2.89
Maintenance & Custodial Services	60 35%	60 35%	18 10%	2 1%	3 2%	30 17%	3.20
Classrooms	61 35%	64 37%	35 20%	1 1%	3 2%	9 5%	3.09
Science Labs & Equipment	55 32%	61 35%	30 17%	0 0%	4 2%	23 13%	3.09
Computer Labs & Facilities	59 34%	66 38%	22 13%	2 1%	3 2%	21 12%	3.16
Library Facilities	71 41%	60 35%	20 12%	0 0%	3 2%	19 11%	3.27
Learning Lab Facilities	39 23%	52 30%	21 12%	1 1%	3 2%	57 33%	3.06
Parking	37 21%	57 33%	39 23%	13 8%	22 13%	5 3%	2.44
Cafeteria	41 24%	48 28%	32 18%	7 4%	13 8%	32 18%	2.69
Physical Access	51 29%	64 37%	28 16%	2 1%	8 5%	20 12%	2.97

Notes: Excellent=4. Good=3, Average=2, Below Average=1, Poor=0

19 respondents did not respond to this question.

Percentages across rows may not sum to 100 due to rounding

## Appendix B: Survey Instrument

### 2016 NOVA Graduate Survey

NOVA Graduate Survey 2016 Please answer all of the questions in this short survey. For each question, choose or write-in the answer that best describes your situation. This survey is for internal research purposes only, and all respondents' identities will be kept confidential. Thank you in advance for taking the survey.

**Q1 What was your primary educational goal upon entering NOVA?**

- Attain an associate's degree
- Attain a certificate
- Transfer to a four-year college/university
- Improve job skills (without earning a degree or certificate)
- Attain career training in order to enter the workforce
- Other (please explain) \_\_\_\_\_

**Q2 While attending NOVA, did your primary goal ever change?**

- Yes
- No

**Q3 What did your goal change to?**

- Attain an associate's degree
- Attain a certificate
- Transfer to a four-year college/university
- Improve job skills (without earning a degree or certificate)
- Attain career training in order to enter the workforce
- Other (please explain) \_\_\_\_\_

**Q4 Did you achieve your educational goal at NOVA?**

- Yes
- No

**Q5 What is the HIGHEST degree you plan to earn in the future?**

- No degree
- Associate's degree
- Bachelor's degree
- Master's degree
- Doctorate or professional degree

**Q6 Are you currently enrolled at a post-secondary institution?**

- Yes, I am currently enrolled at a two-year college
- Yes, I am currently enrolled at a four-year college/university
- I am enrolled at a post-secondary institution, but it is neither a two- or four-year college
- No, but I plan to enroll at one in the future
- No, I am not currently enrolled at a post-secondary institution and do not intend to enroll in the future

**Q7 Are you currently pursuing a bachelor's degree?**

- Yes, full-time
- Yes, part-time
- Yes, completed a baccalaureate program
- Yes, but stopped before graduation
- No

**Q8 To what extent is your bachelor's degree program related to your NOVA degree?**

- Very much
- Somewhat
- Very little
- Not at all

**Q9 To what extent did your NOVA degree program prepare you academically for your bachelor's program?**

- Very much
- Somewhat
- Very little
- Not at all

**Q10 What is your current educational status?**

- Full-time student (taking 12 or more credits)
- Part-time student (taking fewer than 12 credits)

**Q11 To what extent did your NOVA degree program prepare you academically for your present college studies?**

- Very much
- Somewhat
- Very little
- Not at all

**Q12 To what extent is your current program related to your NOVA degree?**

- Very much
- Somewhat
- Very little
- Not at all

**Q13 What is the name of the college/university you attend?**

**Q14 What is your present major or field of study?**

**Q15 Did you have any difficulty transferring your NOVA credit hours to your transfer college?**

- Yes
- No (or not applicable)

**Q16 What was the major reason for the difficulty in transferring your NOVA credit hours?**

- Some credits were transferred as electives only
- Entirely new field of study at transfer institution
- Other \_\_\_\_\_

**Q17 When do you intend to enroll at a two- of four-year college?**

- Spring 2017
- Summer 2017
- Fall 2017
- Other (please specify) \_\_\_\_\_

**Q18 Which of the following choices best describes your current occupational status?**

- Full-time (35 or more hours per week)
- Part-time (fewer than 35 hours per week)
- Part-time, but seeking full-time employment
- Not currently employed, but actively seeking employment
- Not currently employed and not actively seeking employment

**Q19 What is your job title?**

**Q20 Please provide the name and address of your employer (street address, city, state, and zip code).**

**Q21 When did you get your current job?**

- Before attending NOVA
- While attending NOVA
- After graduating from NOVA



**Q22 How did you find your current job?**

- Internet/on-line listing
- Career fair at NOVA
- Other career fair
- Faculty connection
- Previous employer
- LinkedIn or professional networking site
- Employment agency
- Other \_\_\_\_\_

**Q23 Did your NOVA education help you acquire your current job?**

- Yes
- No

**Q24 How did your NOVA education help you obtain your current job?**

**Q25 Did your NOVA education help you (mark all that apply):**

- Gain a promotion
- Get a salary increase in your job
- Get a better job with a new employer
- Other \_\_\_\_\_
- Not Applicable

**Q26 To what extent is your current occupation related to your NOVA degree?**

- Very much
- Somewhat
- Very little
- Not at all

**Q27 To what extent does your NOVA degree help you perform in the workplace?**

- Very much
- Somewhat
- Very little
- Not at all

**Q28 What is your annual salary or hourly wage? (Do not include overtime)**

**Q29 OVERALL, to what extent were you satisfied with each of these aspects of your NOVA degree program?**

	Very satisfied	Satisfied	N/A	Dissatisfied	Very dissatisfied
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q30 Considering your OVERALL experience, rate your educational proficiency gained at NOVA in each of the skill areas listed below.**

	Excellent	Good	Average	Below average	Poor	No basis to judge
Writing effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding mathematics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding international issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperating with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appreciating other points of view	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Awareness of many cultures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical knowledge in your area of study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding fundamental scientific concepts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q31 Based on your OVERALL experience at NOVA, please rate the quality of the faculty and instruction at NOVA in each of the areas listed below.**

	Excellent	Good	Average	Below average	Poor	No basis to judge
Quality of instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fairness of grading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty concern for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty teaching ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty advisement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q32 Please rate the performance of each College service and facility below.**

	Excellent	Good	Average	Below average	Poor	No basis to judge
Career & educational planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course & program advisement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Testing lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extended Learning Institute (ELI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability support for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance & custodial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Science labs & equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer labs & facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning lab facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cafeteria	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q33 To what extent did your NOVA degree program prepare you for responsible citizenship (e.g., better informed about your community and the political process)?**

- Prepared me extensively
- Somewhat prepared me
- Did not prepare me at all

**Q34 How much money in student loans did you borrow to pay for tuition, books, and other educational expenses before you graduated from NOVA?**

- None
- \$1,000 or less
- \$1,001 - \$3,000
- \$3,001 - \$5,000
- More than \$5,000

**In a few words, please tell us what was best about your NOVA education, what your major problems were, and how the College can improve in the future. Please limit your responses to 250 words for each question.**

**Q35 What was best about your NOVA education?**

**Q36 What were the major problems, if any, in your NOVA experience?**

**Q37 How can NOVA improve its instruction and services?**

## ***NOVA Mission and Strategic Goals***

### **Mission**

With commitment to the values of access, opportunity, student success, and excellence, the mission of Northern Virginia Community College is to deliver world-class in-person and online post-secondary teaching, learning, and workforce development to ensure our region and the Commonwealth of Virginia have an educated population and globally competitive workforce.

### **Strategic Goals**

- I. **STUDENT SUCCESS** – Northern Virginia Community College will move into the top tier of community colleges with respect to the college readiness, developmental course completion, retention, graduation, transfer, and career placement of its students.
- II. **ACCESS** – Northern Virginia Community College will increase the number and diversity of students being served to mirror the population growth of the region.
- III. **TEACHING AND LEARNING** – Northern Virginia Community College will focus on student success by creating an environment of world-class teaching and learning.
- IV. **EXCELLENCE** – Northern Virginia Community College will develop ten focal points of excellence in its educational programs and services that will be benchmarked to the best in the nation and strategic to building the College's overall reputation for quality.
- V. **LEADERSHIP** – Northern Virginia Community College will serve as a catalyst and a leader in developing educational and economic opportunities for all Northern Virginians and in maintaining the quality of life and economic competitiveness of the region.
- VI. **PARTNERSHIPS** – Northern Virginia Community College will develop strategic partnerships to create gateways of opportunity and an integrated educational system for Northern Virginians who are pursuing the American Dream.
- VII. **RESOURCES** – Northern Virginia Community College will increase its annual funding by \$100 million and expand its physical facilities by more than one million square feet in new and renovated space. This includes the establishment of two additional campuses at epicenters of the region's population growth, as well as additional education and training facilities in or near established population centers.
- VIII. **EMERGENCY PREPAREDNESS AND CONTINUITY OF OPERATIONS** – Northern Virginia Community College will be recognized as a leader among institutions of higher education in Virginia for its development and testing of emergency response and continuity of operation plans.

# **NOVA**

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