

Graduate Survey Comments: Class of 2012

Research Report No. 39-15

Office of Institutional Effectiveness and Student Success Initiatives

JULY 2015

NORTHERN VIRGINIA COMMUNITY COLLEGE

Office of Institutional Research, Planning, and Assessment

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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Graduate Survey Comments: Class of 2012

Introduction

Every year the Office of Institutional Effectiveness and Student Success Initiatives surveys NOVA graduates. The Graduate Survey collects information on graduates' employment and educational goals. The graduates are also asked to evaluate their academic instruction, instructors, and College services and facilities. This information is summarized in the Graduate Survey Report, which is published annually.

Graduates are also asked to provide their thoughts and opinions on their college experience through a series of questions: what was best about their NOVA education, what problems they experienced as NOVA students, and how the College could improve its services. Since these comments directly address many of the issues with which the College is concerned, all the comments for the Class of 2012 survey are included in this report.

In the 2011-12 academic year, 6,926 students graduated from NOVA. From this group, 516 (7 percent) completed a Graduate Survey with many students providing comments on their NOVA educational experience. Special precautions were taken to ensure that survey responses and comments are not linked to any graduate and confidentiality is maintained. Therefore, comments are presented only by campus. In addition, changes to the comments (e.g., spelling and grammar) have been made in order to enhance comprehension. However, the editing was kept to a minimum. Whenever respondents referred to a particular faculty or staff member, the name was deleted and replaced with an "X".

Alexandria Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| AL | Excellent education experience. |
| AL | The teachers who actively cared about my academic growth (I'd like to point out specifically Prof. X of the Alexandria Campus), the diversity, and the respect for a student's outside of school commitments (such as work or family). |
| AL | My instructors were all very experienced and knowledgeable about the law. I enjoyed how they shared examples of classwork and its real life applications. Class discussions were adversarial, much like you would find in an actual court of law. Thank you for finding such great professors. |
| AL | It was the best situation for me at the time. My accounting professor was the best teacher I have ever had. Prof. X set me on the right track. |
| AL | The instructors (X) were great! I learned a lot and they made it possible. |
| AL | I had some teachers who taught very well. About three teachers that I had during my time at NOVA taught poorly. |
| AL | Close to home. Availability of other campuses. Diversity and availability of courses and times. |
| AL | I had wonderful experiences with 2 of my past degrees from NOVA. Loudoun interior design and Alexandria general studies. |
| AL | The teachers. The homework. Acquiring associate's degree. |
| AL | The teachers and the availability of courses offered. |
| AL | The availability of classes and effort of all professors other than those of the biology department. I attended BIO classes at three campuses and was extremely disappointed with their attitudes and expertise of subject matter. Teaching does not mean reading verbatim from publisher company PowerPoint slides and no other educational tools utilized! Especially when asking questions for clarification. |
| AL | Close to home and work. NOVA was affordable. |
| AL | Easy to understand degree requirements. |
| AL | There's a great selection of professors that really care about their students. |
| AL | The instructors from Liberal Arts and the music department. The Honors program courses were challenging and engaging and my advisors worked closely with me all throughout my time at NOVA. I am very pleased with the quality of my education from these two departments. |
| AL | Great atmosphere, teachers, education, and cost. |
| AL | Obtaining a degree was my goal. To find an advisor was very difficult and to have the ability to sit down to discuss what courses I should take. I also applied for financial aid and did not get until last semester. You need a program for students to talk to advisors and guide them to the end. |

Alexandria Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| AL | The writing lab staff showed compassion and patience. They were familiar with the English teachers' teaching styles; therefore, they were very well capable of helping others with their needs. Dr. X was the professor who challenged my skills. She brought real life experiences into the classroom. She was disposed to help any student of any nationality to achieve his or her goal if they were willing to work and put a lot of effort. Dr. X provided extraordinary hands on learning in each class. She has extensive knowledge in her field. |
| AL | The teachers at NOVA were very helpful and professional. |
| AL | Most teachers were passionate in their work and competent in teaching it. I like learning from people like that. |
| AL | Availability of a degree program in my area of interest at a reasonable price. |
| AL | Easy access, many classes, and good faculty for the most part. |
| AL | Small class sizes, availability of evening classes, same excellent professors. |
| AL | I enjoyed taking classes with people from various cultures and learning about their backgrounds in addition to my course of studies. It made my learning experience much more complete. |
| AL | Great professional professors and good learning environment. |
| AL | I have had the greatest experiences with all professors who were always available and willing to help when I needed them. It was a great comfort to know they cared and wanted students to do well. |
| AL | Most of my professors were helpful and kept our interest in the course material. |
| AL | The teachers were knowledgeable and would explain the materials in an easy to understand way. The Power Points were always well prepared and went hand in hand with the textbook material. |
| AL | The best aspect of my NOVA education was the teaching. I had many professors with real world experience that provided great examples. |
| AL | The teachers who provided different teaching techniques made learning the material more effective. |
| AL | The class schedule and the class size. The teachers are very caring, and have good office hours to help. |
| AL | During my years as a student at NOVA, I met many professors who changed my perspective and desires to stay in school. They were very concerned and genuinely concerned with my future success and I appreciate that. |
| AL | Opening early registration for classes. |
| AL | Course availability and a good training environment. |
| AL | The experience and knowledge of the faculty. Everyone was interested in my education. I did not feel like a statistic or just a student number on a roster. All of my teachers were more than willing to provide additional assistance when needed. |
| AL | Relatively easy. |
| AL | The legal studies program is very helpful, but after graduation not at all. No career advisement or anything similar. |

Alexandria Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| AL | Excellent Nursing program. Excellent faculty. |
| AL | Learned a lot and helped me enter GMU. Great preparation! |
| AL | Small classroom size and availability of evening classes. |
| AL | Classes were small with not many students, so it gave me more chances to have connection with instructors. |
| AL | The individuals I encountered and the small class sizes. |
| AL | It was very good to organize the way of learning. |
| AL | Professors are very approachable. School facilities. NOVA is not far from a university. Everything is almost the same. |
| AL | Course availability flexible enough for myself and my family. The quantity of courses offered in various campuses. |
| AL | Convenient, quality education at an affordable price and ability to transfer that to a 4-year college to continue a bachelor's degree. |
| AL | The availability and flexibility of courses that always fit my schedule. Friendly faculty members and most professors are there for entirely endless reasons. |
| AL | I am very proud to say that the teachers were really good, well prepared and very helpful. The best that NOVA has is its staff and its curriculum. |
| AL | Professor availability to provide help after classes. Also most courses were offered at different times which helped me to work at the same time. I liked NOVA because the number of students in each classroom was small. |

Annandale Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| AN | I took 3 semesters of Spanish with Professor X. She was by far the best instructor that I had during my 4 years at NOVA. She was very supportive of my post-NOVA plans, and without a doubt played one of the biggest roles in my success at NOVA. She was always willing to spend her time to make sure that her students grasped the language. After graduating from NOVA last spring 2012, I spent a year in Costa Rica studying abroad and doing missions work. Professor X. kept in touch with me by mail, and she was fully supportive of my endeavors abroad. |
| AN | The nice clean building with modern electronics. |
| AN | Easy planning and course availability. Great advisors. |
| AN | More class availability, good teachers |
| AN | Quality of instructors. Great GIS computer labs and software. |
| AN | Friendships and study groups. |
| AN | I was able to do hands on work. |
| AN | The commute to NOVA as well as the college expenses. It was a huge help being a full time student, part time worker, and paying for school without any help. |
| AN | Current with technology. Availability of classes. |
| AN | The educators were the best thing about NOVA. They were for the most part extremely well educated, excellent teachers, who honestly cared about us as students and scholars. |
| AN | The best part of my NOVA education was learning the skills I needed for the real world and making new friends. |
| AN | The teachers! I only went to take one class to learn the software, but the enthusiasm and knowledge of all but one of the instructors kept me coming back. Somewhere along the line I decided I wanted a degree. Even the classes I did not want to take (speech and environmental science) gave me confidence I did not have before. Thank you Dr. X and the rest of your staff. Summa Cum Laude – not bad for someone who graduated high school in 1967. |
| AN | What I liked best about my NOVA education was that it had a lot to do with my major in Nursing. I am better informed about the studies in Nursing because of the classes at NOVA. Classes such as Chemistry, Algebra, Anatomy, and Psychology. |
| AN | I overall liked most of my teachers. I felt they know the material and wanted to be there and teach. |
| AN | The best part about my NOVA education is that it prepared me to handle the workload of a 4-year education. I learned how to study and perform the best. |
| AN | The teachers that I had at NOVA prepared me for moving onto a 4–year university. Also the class size at NOVA was great!! Having NO more than 30 kids helped me learn a great amount. |

Annandale Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|---|
| AN | The professors actually care about their students and if they do not care about you they at least know who you are. I enjoyed the class styles and the other students I met during my tenure at NOVA. |
| AN | Easy access to interpreting services. Biology labs were fun and very hands on. |
| AN | My Japanese language courses. It was my major, at the time and it left me fulfilled and enriched. I had two very qualified and outstanding professors |
| AN | The wide variety of courses available, it was easy to create a schedule that allowed me to also work. The professors were amazing for the most part. |
| AN | The clinical practice for dental hygiene. |
| AN | It was cheap and I had many class options. Also, the teachers were there for love, not for money. |
| AN | The ADJ professors (Dr. X and others) as well as some of the General Education professors (Prof. X and others) who were excellent. |
| AN | I really liked how the instructors were really helpful and how they would have office hours so you could come in and ask for help, they always tried to go the extra mile so you could understand what it was they were talking about. I really liked how clean the restrooms were. I really liked how the library staff really tried to help you when you needed help looking for something. |
| AN | The location of the campuses was convenient and the small class sizes were helpful. |
| AN | I like most of the teachers and their teaching style, skills and methods. |
| AN | Being in the pathways program! |
| AN | It fully prepared me for the career I intended to pursue. |
| AN | I had time to decide what I wanted to do with my life and what career I wanted to pursue. |
| AN | The variety of the professors. |
| AN | The outstanding teachers. The Honors program. |
| AN | The courses needed to fulfill my degree |
| AN | It was cheaper and a better transition from high school to college. NOVA is highly recommended for anyone. |
| AN | Some of the teachers really enjoyed teaching and showed that passion. Campuses were conveniently close. Good transition to prepare for a 4-year institution. Pathways program. |
| AN | The best part of my NOVA education is graduating debt free, unlike some of my peers. I have the post-9/11 GI bill to thank for that. |

Annandale Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| AN | I can say that the best part of my NOVA education was the range of hours to take different courses. NOVA provides flexible times for people who work in the morning/afternoon/night. Also, the multi-cultural environment helped me familiarize with people from different backgrounds. Working as a work-study student, and being the VP of one of NOVA's clubs gave me the experience and knowledge to represent and be a leader in other organizations at my current school. Overall, NOVA is a great place to begin your future. |
| AN | Small class size, Affordable, Quality. |
| AN | Paying for college was easy and helpful. NOVA offers many types of Financial Aid which helps 90% of students to pay for their tuition and books. |
| AN | It allowed me to see different cultures and meet people from all over the world. |
| AN | Some of the teachers were understanding and helpful. |
| AN | Experience, personal satisfaction/achievements, professors. I miss Dr. X who was most awesome. I would pay to take his math class all over again. NOVA has some great professors. I would go to class just to hear them educate us even if I was not prepared for class. |
| AN | Availability of classes, close to my house, the professors were great, cost effective + quality of classes. I only ran into 1 professor I did not like + dropped his class. I took both in class + ELI courses and I really enjoyed both. |
| AN | Preparation to go out into the workforce. Flexibility of days and times to meet in class, but also participate online at my own pace. |
| AN | The classroom + lab instruction received during my program of study. |
| AN | It helped me find myself and understand the world and the people around me better. It also taught me how to study and achieve success before or on deadlines. |
| AN | Great EMS program. |
| AN | The teachers were very insightful concerning employment opportunities in the IT field. The professors I had were all extremely knowledgeable, helpful and were able to prepare me for obtaining my bachelor's degree. |
| AN | Diversity and concerns from professors. |
| AN | The professors were very helpful and of great quality. I was impressed with their knowledge level. |
| AN | Some professors did a good job. Good location to my job and home. I also become a more educated individual about everything in general. |
| AN | Taking classes that were closer to home and cheaper in expense. |
| AN | Getting to play on a varsity sports team with coach busses. Close to work and easy to work part time with amount of courses offered. |

Annandale Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| AN | Math 173, 174 and 277 with professor X was excellent. I improved my writing and communication skills. I took online courses that strengthened my study skills and forced discipline. It was a good value and allowed me to stay close to home. NOVA has good course selection and offerings. |
| AN | I loved that I got a great education, for an affordable price in the career choice I have always wanted. |
| AN | Plenty of courses available + location, convenient and cost-effective. Professor X and Professor X were awesome. Meeting professor X and attending one of her trips. |
| AN | Availability of classes. |
| AN | I enjoyed all my classes. My instructor did a good job with me and my friends. Hope I am still at NOVA. |
| AN | Class content. |
| AN | I liked many systems of NOVA. |
| AN | I was the first in my family to graduate from college. |
| AN | Convenient and helpful tuition payments for classes and books, something that I would struggle to pay. |
| AN | The teachers are great, helpful and available when you need them. They are willing to work with you if you are having trouble. |
| AN | Flexibility (ELI) was absolutely the best aspect. |
| AN | The level of instruction and dedication by the professors was impressive. I was also extremely pleased by my transfer counselor (X). She helped me get into the perfect program at GMU that accepted all my previous and current transfer credits. I would not have otherwise known of the BIS degree program. |
| AN | I had the option of taking courses online if I needed to. The testing center staff was very accommodating (I have a disability). |
| AN | Convenient way to obtain an associate's degree. Teachers were generally skilled and knowledgeable about their particular courses material. |
| AN | NOVA was very conveniently located to my home and classes were numerous enough throughout the multiple campuses that my schedule was accommodated. |
| AN | Faculty and staff. |
| AN | My peers in the Nursing program were of great support. |
| AN | The technical experience required for online students. |
| AN | Great professors and staff to help you throughout the entire educational career. One-on-one advisement with counselors who truly are there to help. |

Annandale Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|---|
| AN | The faculty! There were a few that I would never take again, but the majority of them made my experience at NOVA pleasant! |
| AN | It was great having a tutoring center to go to on the Annandale campus. |
| AN | The best thing about my NOVA education is that my classes helped me transfer everything I needed for the first two years of my degree. |
| AN | Classes were challenging but not too difficult. |
| AN | I guess having my program (certification) in one basic location, building, campus, etc. I was able to access my instructors pretty easily in one office/area. I found that my instructors were willing to work with me and other students if we needed help. My instructors offered some options to improve your grade and further instruction. |
| AN | I went to NOVA twice. Once out of high school in 1989 and it got me ready to go to a university where I received a BSW and a MSW. The second time I came back for a Nursing degree to try to do a career change. It was a very positive experience. Extremely challenging because I continued to work while in school. I learned a lot and passed the CLEX on my first attempt. I truly enjoyed the instructors with just a couple of exceptions. |
| AN | The best part about my NOVA education was having the privilege to be a student of X. He taught my Philosophy class, as well as my Ethics class. He was an excellent teacher who strived to help his students; he really understood the subject material and took an actual interest in bettering us as people. Being enrolled in his classes and having the opportunity to get to know him was by far the best thing about my NOVA education. |
| AN | The professors were informative and the parties were awesome! |
| AN | The tracks/courses offered relating to my undergraduate degree were the best things about my NOVA education. |
| AN | Not a thing. I lost my job thanks to you! |
| AN | Registration and counseling always went smoothly for me and the staff that worked there was always helpful. Some of the classes I took were really enjoyable and I had dedicated professors who encouraged me to continue in my major to obtain my associate's degree. At the end I was able to achieve my main goal (Transferring to a 4-year school). |
| AN | The best thing about my NOVA education was the whole experience. It was the perfect way to transition myself from high school into the higher education experience and learning environment. My experience only improved with my time at NOVA. In my second year I joined the PTK society and had an absolutely wonderful experience with them. I thoroughly enjoyed the majority of all my teachers I had at NOVA. I truly believe NOVA has some of the best professors around, who really offer a great learning environment for students. It was so easy to get involved with NOVA, they made it easy. |
| AN | Teachers are friendly and fair at grading. |

Annandale Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|---|
| AN | I had a few teachers that I really enjoyed going to their classes. X, for English III, X for Business 100, X for Math 275 and X for History 121 & 122. |
| AN | Professional professors to teach at NOVA. I was very satisfied with what I learned in every subject I took at NOVA. The best was all the knowledge I gained from my professors in every class I assisted. I grew in awareness in how to balance life and work, and how to best suit people around me. |
| AN | I made a lot of good friends and it helped me transfer to a 4-year university. |
| AN | The College made me feel special while attending. The professors and faculty were very evolved and informative. I attended on-campus courses and online courses. I truly believe both of these options had a lot to offer given my work schedule and availability. |
| AN | The availability of the classes and reasonable tuition rates. Most of my teachers were great! |
| AN | Compared to Mason, NOVA operated like a well-oiled machine. Registration is better, courses were better outlined and prepared by professors, professors were nicer, and grading was fairer. |
| AN | Most of my experiences were very favorable at NOVA. |
| AN | I truly feel that I got a great education at NOVA. I was easily able to work and go to school due to the different scheduling options at NOVA. My professors in my degree program were always available to talk when needed. |
| AN | Professors understand about personal situations. I was pregnant twice while at NOVA and was able to take finals from home because I gave birth both times at the end of semesters. |
| AN | Great teachers and availability of online classes. |
| AN | The convenience of locations and class times. |
| AN | Nursing program = excellent professors. |
| AN | What was the best about my NOVA education was the close proximity of the campus to my home. The commute to each campus I went to was short, and the class schedules were very flexible. Tutoring services were very helpful, knowledgeable professors, and library facilities enhanced my educational experience. |
| AN | I loved NOVA, although it was a bit annoying to have to go to Alexandria + Woodbridge for some classes, but I did have all my core classes at NOVA. |
| AN | I liked that they offer many fields to pursue. I also like that they offer financial aid assistance. |
| AN | I was able to learn all the things I should have learned in high school. In doing so, my confidence in myself and my self-esteem increased considerably. I also met a few people who will be lifelong friends and they are from a different culture than me. I also met a couple professors who I will stay in contact with because they have inspired me to be a greater student and a responsible person. |

Annandale Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| AN | The school was close to home and work. I had a few excellent professors. |
| AN | It was easy but teachers or professors grading was not fair. In difficult classes, I have tried my hardest and put my effort but they do not see how much students are working hard. They only depend on paper and they should also care about students' effort. The best part about NOVA is that it's flexible and affordable. Some of my professors were easy to communicate with thru e-mail. |
| AN | Affordability, I hope they can keep the prices low. |
| AN | Very cheap and affordable access. Excellent professors and flexible schedules. |
| AN | I really appreciate my ESL teachers, who prepared me for my college classes. College financial aid really helped me to work on my dream. Without tuition assistance I would not have been able to get even one class. It was hard for me to take classes, work full time, taking care of two kids and home chores, which I did for one year and I really got sick. I stopped working and with the help of financial aid now I am working on a bachelor's degree. |
| AN | It provided me with a low cost way to get trained in a new field of study. I was interested in the counseling field as a transitional career. This program allowed me to enter into the field of substance abuse counseling. |
| AN | It helped me learn about education in USA. It helped me to get funds from the Department of Education to finance my education to improve my English understanding. |
| AN | I was very fortunate to have a few very good professors during my time at NOVA. Professor X Honors English classes remain the best and favorite college courses I have taken to date. Professor X also stands out. In addition, X advised me throughout my time at NOVA and she was outstanding. |
| AN | I love the 8 week courses. It helped me accelerate to obtain my associate's degree. |
| AN | Obtaining my associate's degree. Having the option of taking the combination of in-class, hybrid, and online courses (allowed me to keep a steady schedule and earn my degree in 3 years). Professors cared about their students' success. Online registration was simple and quick. Smaller classes = better teaching and learning environment. |
| AN | The clinical experiences were by far the best and most educational part of the nursing program. Your clinical instructors leave nothing to be desired. |
| AN | Full time established NOVA faculty was extremely connected to students, cared about their education and their future. |
| AN | The location was convenient for me. The teachers seemed well educated and knew what they were talking about. |
| AN | The numerous campuses were a plus. |
| AN | About half the instructors were very good, well prepared and informative. |
| AN | The faculty was very knowledgeable and committed to their subject and the students they taught. |

Annandale Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| AN | The Loudoun campus was extremely convenient for me to attend. Also, most of the classes I needed were offered at times to suit my work and life schedule. |
| AN | Small class size, known by name. Selection of courses and times/days. They really fit into my schedule. |
| AN | I am not impressed with the academic advisors at the Medical Campus. They don't provide accurate information and they are not accountable. Many of my professors were excellent in the Nursing program as well as in my general science degree. |
| AN | Availability of ELI courses. |
| AN | Many course times + dates available. It made scheduling courses around my schedule + availability easy. The quality of your professors is excellent. I felt very privileged to have the opportunity to learn from many of your professors. |
| AN | The guaranteed admissions agreement is fantastic. |
| AN | I attended Alexandria Campus of NOVA. I cannot emphasize enough the excellence of the honors program and the honors faculty at the Alexandria campus. Also, I cannot thank enough the Academic Center for their writing and reading lab plus their peer tutoring services helped me significantly to pass my difficult courses. I thank my advisor X, who helped me on every aspect (academically and emotionally) to successfully graduate NOVA. |
| AN | Exposure to students from different cultures who shared different views other than the usual American view. The costs were reasonable. Proximity to my home and work made it possible to work and attend classes at the same time. |
| AN | Availability of classes. |
| AN | Competition. Nursing program is very competitive and pushes the student to different studies to maintain GPA. This demanding program has only enriched my current work experience to provide effective patient care at the community level. The most beneficial course was NUR150 – Community Nursing as this course prepared me to seek available resources for my current patients. I have referred to my course content many times for further assistance in the community. |
| AN | Learning effective study skills, for exams, that prepared me for me bachelor's degree. |
| AN | Easy to park and find classes. All great educators with the exception of some very lazy art teachers. Love hybrid classes and the bookstore and café are awesome additions/renovations. |
| AN | Learning how to create PowerPoint presentations. |
| AN | Online courses, flexibility of courses, cost. |
| AN | Diverse community. Nice and personable professors. |

Annandale Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| AN | While at NOVA I worked full time. Having the option of ELI courses was critical to my being able to obtain a degree in order to transfer not only was it convenient, but the NOVA ELI courses are put together in such a way as to have a thorough understanding of the subject at hand. I can honestly say that ELI courses were a better option for me even if I had the time to sit in a classroom. Also, the professors always responded via e-mail within 24 hours. |
| AN | Great range of faculty. Many of my professors were great educators, as well as all around people. Sociology and Psychology departments. |
| AN | Small classrooms, friendly teachers/instructors who are happy to work with student in any situation. |
| AN | It was a good start for me. Coming from a different country It helped me to get used to the system. |
| AN | Learning about skills that are related to my long-term career goals. |
| AN | The best about NOVA education is the ELI course section and the available classes to choose. I also enjoyed taking classes in any of the NOVA campuses so it helped me manage my schedule very well. |
| AN | Good courses. Excellent instructors. Very convenient times for morning and evening classes. Good parking spaces and very close to the main entrance (Fairfax campus). |
| AN | The fact that there are NOVA campuses located across Northern Virginia. The diversity of faculty, staff and the student body. Most importantly, my course/major faculty provided me with the tools, knowledge and the technical know- how to be successful in my career choice. |
| AN | I had an overall great experience. |
| AN | Course availability in different part of the day. Excellent instructors (except for a few). Campuses in my vicinity. Fair tuition/fee. |
| AN | The best part about going to NOVA is the availability and schedule flexibility it offers for students who work full time. I also loved the fact that I felt safe at NOVA. |
| AN | Library – Excellent resource and faculty. Safety – Police will stay on campus. Organized – The community college’s faculty are organized. Teachers – Listen to their students concern. Management – Great management system. Overall I love NOVA! The best community college! |
| AN | Accessibility to various campuses. Practical experience of professors. I did accumulate enough credit to complete BS degree within one year, upon transfer to Liberty University with a 3.80 GPA. |
| AN | NOVA provides a variety of educational programs. Also, NOVA offers classes in the morning, afternoon, evening and weekends; so students have options to choose and complete their educational programs. NOVA has great professors and instructors, and the best of all of them is Mr. X who has taught an HVAC course for students at Woodbridge campus. I am thankful for his teaching and advice. He really is an excellent instructor. |

Annandale Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|---|
| AN | The great and helpful faculty, very understanding and knowledgeable. The diversity of the students. Metro accessibility. The fact that classes are not too crowded. Quality of instruction and science lab equipment. |
| AN | Offered classes on the weekends. |
| AN | The teachers were the best part of my NOVA experience. They are very knowledgeable people, very respectful, and they are genuinely interested in the students. |
| AN | The biotech program. I really enjoyed all the stimulating classes in the Biotech program. The lab classes were the most pleasant classes I have been required to take. Professors X and all the lab staff prepared me for many of the tasks I will have to conduct in my future career after I complete my bachelor's degree. |
| AN | The good teachers. |

Loudoun Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|---|
| LO | Most classes are online and night classes are easy to find. Some really great teachers, who you can tell want to teach. |
| LO | Location. Convenience. Cost. Program length. |
| LO | NOVA education is affordable, and the schedule was perfect for my busy work schedule. |
| LO | I personally like the NOVA Community, from the students to faculty. |
| LO | The ELI online courses were so well prepared and so many were available that I was able to receive my associate's degree with all courses online. Starting at CCU it was an adjustment going to all classroom courses. Different way of learning. I learned more from online classes. |
| LO | This was a certificate only. I had a degree from IU in Bloomington in 2009, a bad year to graduate. Without this certificate providing specific job skills, I was not employable. |
| LO | The flexibility in the schedules and availability of classes that could be chosen |
| LO | The best part was meeting new friends and my counselor for my program. Early Childhood had many resources and teachers willing to advise students. |
| LO | The savings compared to a 4-year college. |
| LO | The teachers were very knowledgeable about their subject area. So it made learning the material very easy + interesting. |
| LO | The professors I encountered were great and over the years I have recommended the professors I had to friends + fellow students. NOVA also has great resources to help study, learn + further your education. |
| LO | There was a variety of courses to choose from and decide what I want to study. There were also many classes available at the time I was able to attend. The staff was very helpful. |
| LO | My counselors were amazing & kept me on track in graduating on time. Most of my professors actually taught me at least one thing that I could implement into the real world. |
| LO | I really appreciate 80% of the instructors who I had the pleasure to work with. |
| LO | Overall good education experience. |
| LO | It was affordable. I have no student loans and gained no debt. It had a no nonsense attitude, everyone for the most part is pretty serious about doing their degree. No partying. I feel like I got a good education in my field, particularly for a community college. |
| LO | The instructors really were great with educating students. |
| LO | Helped me focus on career and need for education. |
| LO | Cheaper education! Some great professors and many great friends. Variety of locations to go to. |

Loudoun Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| LO | Overall I had many professors who cared about my success beyond the classroom. I found NOVA very easy to navigate, in terms of their physical campus, course catalogs and overall degree path. |
| LO | Professor and flexible times. |
| LO | The good teachers, particularly: X |
| LO | Challenging classes but interesting. Great instructors. |
| LO | Convenient class schedules and smaller class sizes. |
| LO | The professors very knowledgeable and helpful in teaching the class material and providing time outside of class to help students. |
| LO | I was closer to home and class hours were what I was looking for. |
| LO | Faculty is outstanding and very helpful. |
| LO | Getting a general education in several topics. |
| LO | It was conveniently close to home. |
| LO | Low price. |
| LO | The professors. The classes were small enough to have a closer interaction with professors. Many professors helped me to love science more. |
| LO | The instructors in the program I took (i.e., Horticulture Technology and Landscape Design) were excellent. They made my learning interesting and fun + reminded me how much I like to learn. These instructors were knowledgeable in every class. |
| LO | The convenience of the classes. I loved the hybrid classes. |
| LO | Being able to consistently complete my classes each semester |
| LO | I met other students and experienced other cultures. |
| LO | Most teachers were knowledgeable about their content and most taught in a manner that allowed me to learn. X was very inspiring and easy to get ahold of. X was very knowledgeable in his area of expertise (History) and was enthusiastic in class. |
| LO | There were many best experiences during my NOVA education. Faculty is very helpful and responsive. |
| LO | Getting experience in many different fields. Learning about different things and gaining experience. |

Manassas Campus

| Campus | Question 1: What was best about your NOVA education? |
|-----------|---|
| MA | It was convenient. Good teachers. Everyone was helpful. |
| MA | Increased my learning appetite. Made new friends. Network. |
| MA | Meeting my professor X. All his wisdom, experience and knowledge of the Business and Financial world motivated me to continue my studies and pursue my bachelor's degree. |
| MA | I met great professors and was able to have a more clear thought about where I want to be for my future. |
| MA | I got my associate's degree and was able to transfer. |
| MA | Certain professors! Nearly all the professors I had were extremely supportive and helpful. |
| MA | ELI availability. Professor accessibility. |
| MA | Low cost, availability (online + weekends), and a good mix of instructors (many good, some not so much) |
| MA | There were a few classes that I really loved the professors. I thought they were great. They really helped make the classes more enjoyable. |
| MA | The environment on the Medical campus was conducive to learning. Yet I think there is more to be done to pull NOVA and particularly the HIM program abreast with current times. The courses are updated given the trend of health and data management. |
| MA | Flexibility; it took me 13 years to finish my associate's degree and several major life changes until I was ready to complete the degree. NOVA was a great fit for my schedule both when I was a full time student/part time worker, and when I was a full time worker and part time student. |
| MA | The professors are very friendly and helpful. I like the fact that the professors take attendance in every class. |
| MA | The quality of education was great. I benefited from the variety of courses available online, traditional, hybrid, etc. and the willingness of staff to listen and work with students. |
| MA | The one Business course I took (Kudos to X) |
| MA | The professors who I have had at NOVA were passionate about their respective fields. They told me not to worry too much about the final grade, but rather that I always take something from the class instead. I transferred to GMU and my education and interaction with the professors helped me to ease the transition. |
| MA | Interacting with the multicultural students who are from overseas just like me. The best thing about this college is that I have not seen any kind of discrimination against the non- American students. Everyone had (has) a great opportunity to study and enhance their personal goals. I was able to express myself when I was questioned or in any regular discussion and I was able to tell them my ideas (great school). Teachers were always helpful and open minded. NOVA provides all the opportunities, as long as students want to learn. |
| MA | I used NOVA to move from a LPN to RN Nursing position. It was a good choice for my needs. |

Manassas Campus

| Campus | Question 1: What was best about your NOVA education? |
|-----------|--|
| MA | I like how the programs were laid out for each degree. (For instance which classes you would need to take for each degree program.) It is very organized. |
| MA | The instructors for the Massage Therapy program were wonderful. I loved the program. Having classes on weekends was great and allowed me to get Massage Therapy degree which I use to volunteer. |
| MA | Good professors. A lot of times available for mostly all classes. Cheap. Easy registration. |
| MA | Instructors were excellent and really pushed students to excel. |
| MA | The Vet Tech program was wonderful. It was very intense but totally worth the time and effort it required. The faculty was very knowledgeable and most of them were very understanding. |
| MA | That I was about to complete an AAA and was able to take class at my personal time. |
| MA | Small classroom setting. |
| MA | A lot of professors had real experience in the career field they taught. Online learning. |
| MA | My time as a student ambassador greatly enhanced my enjoyment of my time at NOVA. My grades increased, my enjoyment of school went up, my number of friends increased. |
| MA | Professors that went beyond what was asked to help their students. Professors who were knowledgeable and competent. |
| MA | The continuous help from faculty during my time as a student. Considering coming back for a different degree. |
| MA | Lower course credit fees than 4-year college. |
| MA | I appreciated the availability of the professors. Having open communication helped out when there was confusion or an assignment or project. The facilities on campus also were a big help when completing research for class. |
| MA | Affordability. Availability of both location and classes. The level of education for the General Education courses was the same (comparison to GMU). |
| MA | Knowing that I will get into NOVA and acquire knowledge what I will impact on to others was the best thing that ever happened to me. |
| MA | The teachers! |
| MA | Exposure to experienced practitioners in my field of study. Faculty represents a fairly diverse mix of education and experience in the field, and I benefited from taking classes with each faculty member in the department, in order to be exposed to a variety of styles, preferences and viewpoints. |
| MA | Flexibility. |
| MA | I enjoyed learning more about the deaf and deaf community. |

Manassas Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|--|
| MA | The curricula for all sets of courses is on par with four year institutions. My NOVA education has prepared me for higher-tier subjects for my planned major. The tuition costs are reasonable and allowed me to save for transfer at Virginia Tech. |
| MA | The small classroom environment. |
| MA | Networking, culture experience, basic help in courses. Helped to get a lot of General Education out of the way for GMU. Saved a lot of money – Best part! |
| MA | All professors are very enthused about their subjects and it shows when they teach. |

Medical Education Campus

| Campus | Question 1: What was best about your NOVA education? |
|------------|---|
| MEC | Some professors were excellent while others were terrible. My worst experience was an online course in Women in American History. The professor did nothing and was unresponsive to e-mail communication. I had a 4.0 until I took this course. I was so disappointed that I felt robbed of my money. The school should have paid me to take the course not the professor. My intercultural communications professor had many biases and prejudiced me from the moment I walked in the door. She expected lower standards from all the students and made me dumb down all written assignments to received credit. |
| MEC | It helped me decide more specifically what I wanted my chosen career field to be. |
| MEC | The women at the Quantico Ed. Center are absolutely amazing. Not enough can be said about them and they all deserve a raise. It was nice having a campus so close. I had a sense of pride going to NOVA. I love wearing my NOVA hoodie. Overall, a great experience. I maintained a 4.0 and on my way to law school. |
| MEC | Teachers were only kind and helpful. |
| MEC | The "core classes" were readily available; however the degrees changed due to unknown reasons all the time which made things difficult. |
| MEC | Learning about the stuff that really gets you through life. Like how to interact with people of different backgrounds, learning that listening is the most important part of communication and deadlines really can matter. I was very surprised how much I enjoyed classes like History, Communications and Sociology. |
| MEC | The professors were very friendly and knowledgeable to my surprise. The facility is in a very nice condition. The design of the classrooms was also very nice. |
| MEC | The 2-year transfer guaranteed.... It worked! The faculty was knowledgeable and was able to point me to the right person. |
| MEC | Mostly good teachers. Flexibility to take classes online. Ability to use 2-year degree as the first and second years at four year school. |
| MEC | The teachers – I was in the Communication Design degree program, and the staff is top notch. I felt like they had the expertise and the heart to help their students succeed. |
| MEC | The price is great. The teachers I had were fantastic. They always had time for you and made their subject highly enjoyable. |
| MEC | Meeting and talking with people |
| MEC | I could find 99% of my classes at night. |
| MEC | Nursing faculty, MEC campus activities, simulation lab, clinical experience, great communication with Financial Aid, credits transferred to GMU for BSN program, preparation for university and workforce, new, clean, updated classrooms, security, course convenience and availability, professors, ease of course registration, affordability. |

Medical Education Campus

| Campus | Question 1: What was best about your NOVA education? |
|------------|---|
| MEC | The best thing about NOVA is tuition which is affordable, compared to the universities. Flexible schedule of classes and has the best faculty. |
| MEC | The convenience of locations and class times. |
| MEC | I like the convenience at NOVA. It was very flexible with a mix of ELI and in-person classes. |
| MEC | Getting my first two years of college at a cost less than a 4-year college. |
| MEC | The teachers I had at NOVA were some of the best teachers I have had. My experience has led me to question why anyone would go straight to a 4-year school before going to NOVA. |
| MEC | Most of the professors/instructors I had were excellent and took pride in teaching their courses. I really enjoyed learning and as an older student I didn't think I would. |
| MEC | I got a job in my field before graduating. |
| MEC | Faculties were very helpful and available whenever I needed. They care about students and I appreciate that. Even the size of the college, growing # of students, please doesn't sacrifice the quality of the professors. I'm not talking about their profession, but as a personality I believe students will excel knowing somebody (faculty) cares about them. |
| MEC | I enjoyed the discussion in the classroom for the on campus classes. For the ELI courses, I like being able to work ahead. The professors were always helpful. |
| MEC | The best experience I had at NOVA was being able to receive my A.S. in three semesters. This was made possible due to NOVA recognizing experience gained through the military |
| MEC | The Nursing faculty, staff and administration were excellent. I enjoyed my experience in the RN program. |
| MEC | The quality of the educators in the Historic Preservation program are superb, they are the experts in their fields and were able to impart their knowledge to students in a manner that made learning contagious. |
| MEC | The courses, professors and college equipment. The labs were very nice, classrooms as well. Professors really cared about students which was great. |
| MEC | Availability of courses and flexible schedules. |
| MEC | The professors I met were very dedicated in their area of study. |
| MEC | The instructors were excellent. |
| MEC | Schedule's hours. Online courses. Get the basis to explore academic majors. |
| MEC | Class availability. I was in "Pathway" Advising Program. Inexpensive tuition. |
| MEC | The best part of my NOVA education was the openness and availability the professors I encountered had with the students. The atmosphere was welcoming and made me want to be in class. Keep up the Great Work! |

Medical Education Campus

| Campus | Question 1: What was best about your NOVA education? |
|------------|--|
| MEC | It prepared me to attend a 4-year university and earn a bachelor's degree. |
| MEC | Professors were amazing and I really enjoyed my program. |
| MEC | Great teachers! I want to give special recognition to X. |
| MEC | My academic advisor X and professors X, et al. |
| MEC | Location. Certain professors. Low cost. |
| MEC | The small classes and the professors cared about each student. I wished NOVA had the ability to offer bachelor's degree. |

Woodbridge Campus

| Campus | Question 1: What was best about your NOVA education? |
|-----------|---|
| WO | Classes were cheap. Classes available at different hours. Nice, caring instructors. Clean campus. Nice Library. |
| WO | The students. |
| WO | I was a student in the Vet Tech program and I really enjoyed having facilities to help with our hands on education. |
| WO | The professors! They really care and have a passion for teaching, especially Prof. X and Prof. X. My two favorite classes were BUS 100 and GOL 105 and 106. Both professors and classes were taken at Woodbridge campus. |
| WO | NOVA is very multi-cultural + diverse and taught me about many different people. Advising + financial aid were incredibly welcoming and informative. Professors took great pride and satisfaction in teaching. |
| WO | Being better prepared to go into a four year college. |
| WO | The teachers were always extremely qualified, professional, available and enthusiastic about their courses. I never liked Math until calculus, all because of my teachers. |
| WO | I liked the convenience of class schedules and flexibility to accommodate into my work schedule. Some of the best teachers I've had in my whole academic career have been from NOVA. |
| WO | The teachers, the location, being eased into college flexibility. |
| WO | It was very easy to work my classes around my schedule while still getting very educational classes. |
| WO | Affordability. |
| WO | Good educational opportunity for a reasonable cost. I was able to achieve 2-year core course education for Liberal Arts degree and transfer to a four year college. |
| WO | Teachers/instructors. |
| WO | Even though I lived closest to the Annandale campus, my major (Early Childhood Dev.) was not offered there. Even with a nightly drive of usually more than 25 miles round trip. I loved my ECE classes and all of my professors that have made such an incredible impact on my life and career! Reston ECD program was amazing, fun, and informative! |
| WO | Convenient college locations. Friendly teachers. Helpful staff. Great extracurricular opportunities. |
| WO | Night class and online course availability for working students. Teachers that genuinely care about the success of the students. Affordability. Guaranteed Admissions. |
| WO | My advisor was the best. I was so grateful to be able to talk to her as often as I did. She was always available when I needed her and was very knowledgeable about my degree program and transfer process. |
| WO | A few of the courses were taught by excellent professors (X et al). ABA certified course is excellent. Love Blackboard! |
| WO | Guaranteed Agreement. |

Woodbridge Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|---|
| WO | Cost + location. |
| WO | It was the only community college in the area. |
| WO | Starbucks was the best thing. I was promised that after completing 43 hour of pre-reqs and taking intro HESI I would get in. After speaking with the provost and him telling me that out of the 450+ people only 125 would get in, I left! |
| WO | Vet. Tech. program – Most of the instructors were great. It had good group activities. I loved the landscape + the geese – it was my happy place. The program advisor was great. Most of the courses were great. |
| WO | The professor's availability and willing to help. The courses available to me. The teaching style/grading style by some professors. |
| WO | My Economics, Accounting and Chemistry professors were outstanding. |
| WO | The teachers. They are fantastic. It was awesome to be in an atmosphere where they actually care about the students. I also realize that we were almost all working to pay our way through school. Also the parking – you do not have to walk a mile to get to class. |
| WO | Flexibility of classes at multiple locations. |
| WO | The best aspect I experienced was the openness of the discussion and the encouraging of expressing opinions that was displayed by the great professors. |
| WO | Affordable. Classes that worked with my schedule. Good teachers that helped you learn the material and were enthusiastic about teaching. |
| WO | Some very good instructors, good and convenient class availability along with inexpensive classes. |
| WO | My NOVA experience (Fitness Studies certificate) was completely disappointing. Quality of curriculum, dedication of instructors and expectations completely underwhelming. |
| WO | My science classes (NAS 161 + 162 and CHM 101) Dr. X + Dr. X are amazing! |
| WO | It is the only ASL/English Interpreter training program in the Northern Virginia area. This is critically important to this area. The program would be much better if it was expanded to a 4-year or 2 + 2 with transfer to Gallaudet University for continued educational opportunities. |
| WO | The best part was the cost and the brevity of the hybrid Nursing program. |
| WO | The teachers + the diversity of the students. The MEC resources were also excellent. |
| WO | Value and quality. I received an education comparable to a four year institution at a good price. It was also very simple to gain admission to a four year state school after graduation. |
| WO | Schooling was always available to me. I was almost always able to attend NOVA and still work either full or part time. The teachers seem to really want the students to do well and succeed. |

Woodbridge Campus

| Campus | Question 1: What was best about your NOVA education? |
|-----------|--|
| WO | The Extended Learning Institute, the availability of online classes and blackboard. |
| WO | Professors were experienced and all were ASN grads at some point. |
| WO | The teachers were the best. I had classes at Alexandria and Loudoun and teachers were always prepared and were experts in their respective fields. I loved the online blackboard. I wish my current University had a similar system. |
| WO | I obtained a comprehensive education in Nursing with information that I utilize in a daily basis. I also really appreciated the online + in person course options which enabled me to fit my education into my schedule. |
| WO | The best thing about my NOVA education is the diversity of classes offered. I was able to explore various disciplines due to this fact. |
| WO | Class availability. Financial Aid advisors. Online classes. Low cost. |
| WO | Good quality of education for cheaper tuition rate. Very good teachers. |
| WO | Work group and teacher availability. NOVA is like a different society. I would take a different field of study again. |
| WO | Diversity. |
| WO | Classes were available and had flexible schedule. NOVA's multicultural environment helped me meet new people from all over the world. The Financial Aid office was really helpful in assisting students like me in getting a better future. |
| WO | Everything is very good. |
| WO | I could choose my own schedule for attending classes in a time that is convenient. I could choose online classes. Most of homework assignments could be submitted via blackboard and the professors gave us enough time to fulfill each assignment. They provided class schedule with due dates for each assignment. It allowed me to plan in advance and allocate my time resources accordingly. |
| WO | Can fit any lifestyle and schedule. Class size is small and makes classes more personable. I find many of the instructors in NOVA super exceed some I had in GMU. |
| WO | Some professors have been very helpful, and had really amazing lectures/classes. The campus locations are also great. |
| WO | The instructors and being available to encourage the younger students to finish their education while they are young. |
| WO | There were a number of elements of my NOVA education that I am fond of. The cost of education and the quality of the education were two things that stand out to me. I am pleased to know that I received a good education without going into debt. Importantly, there were a number of leadership opportunities available to students which I was able to capitalize on. These opportunities were widely made available through the student activities office. In summary, the leadership opportunities, affordable education, and the smaller class sizes were best about my NOVA education. |
| WO | Faculty, teaching and availability. |

Woodbridge Campus

| Campus | Question 1: What was best about your NOVA education? |
|--------|---|
| WO | Participating in leadership activities. Also, by being part of NOVA community and being an employee in the Writing Center. I was also a Spanish tutor. Working at NOVA while being a student gave me the opportunity to build rapport and assist students of different cultures. |
| WO | I loved professors X et al. They had different approaches during their lecture. |
| WO | The best was the knowledge of the teachers in their subject. |
| WO | Cheap. Easy grading. Kind instructors. |
| WO | NOVA education prepared me for my career. The costs were very affordable. The professor really cared for the students' success. |
| WO | The best part of about NOVA was that I never felt like I was being "weeded out". The faculty truly cared about their students and tried to ensure that every student understood the material. The professors not only understood their respective fields, but were able to pass on their knowledge. This was very important to me. Along these lines, I would like to give special mention to X and X. They were two of the BEST professors I have ever had! They made my learning fun! |
| WO | Free to choose time of the courses. Online courses. |
| WO | Transferring all my credits to a 4-year institution. |
| WO | The professors were very helpful. I really enjoyed going to class as it was very convenient. Your website is great! |
| WO | Getting to know other cultures. |
| WO | Advisors/counselors were very helpful. They guided me on what can be done and what is more productive. Professors were easy to communicate and classes were available at flexible hours. |
| WO | Great teachers, interesting learning methods and happy campus life. |
| WO | The flexibility while working full time. Quality of the program offered combined with the current knowledge of the professors. The automatic admissions agreement with state college is a big plus! |
| WO | Night classes. Instructors who work in or who have recently worked in the field. Real world concepts that sharpen/teach skills. |
| WO | It was much cheaper than university tuition. |
| WO | I think the professors were really helpful. The overall environment was supportive and quite inspirational. |
| WO | The teaching. The teachers that I had knew their material. |
| WO | Amount of classes plus available times made it easy for me to manage school and work. |
| WO | The World Language program changed my life! I am now pursuing a minor in Arabic to enhance my Public Administration degree. |
| WO | The professors were awesome |

Alexandria Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|--|
| AL | I took 95% of my classes at the Manassas Campus, beginning in 2009. The cafeteria was nothing more than a hole in the wall with hardly any selection to speak of, aside from drinks and candy bars. The new facilities at the Manassas Campus were finished midway through my final semester in 2012. I wish that construction could have been a bit faster. For it would have been nice to have been able to enjoy the new building. Nevertheless I am glad that NOVA expanded the Manassas Campus and brought it up to date, and I am happy for future students that will benefit from its new acquirements. |
| AL | My major concern or problem in NOVA was the faculty advisor assigned to me - he/she never returned my phone calls. He/she wasn't available to assist me the time that I really needed help and I never met him/her and it does not stand well with me. I believe there are students in NOVA going through the same problem and I will advise NOVA to look into that. |
| AL | Library staff not understanding at all. Some teachers had no idea how to teach but were hired to teach college level classes. |
| AL | The ONLY dark spot on my entire NOVA career was any interaction I had with a counselor. |
| AL | People on Facebook hogging the computer lab. People being assaulted on campus (Alexandria). Having to drive from Centreville to Alexandria for Paralegal classes. |
| AL | Advising. They have to do a better job guiding transfer students and making sure they take the right classes. |
| AL | Class availability, ex. Computerized Accounting just one class available on campus. I need more schedule flexibility options. |
| AL | I was allowed to attend NOVA to obtain my degree, however when I attempted to re-enroll to continue my education, I was told that I was unable to do so under the basis that I un-enrolled in 2006 – 7 years ago, but I was still allowed to attend for my degree. |
| AL | I was not told much about the courses I had to take to obtain my associate's degree, which caused me to waste time and money. |
| AL | 16 weeks for a regular session seems too long. |
| AL | The Nursing program is a chronic mess. Instructors are either misinformed or under-qualified. It seemed like the entire focus was to increase the attrition rate. While I graduated with good grades, it was only because I taught myself. Attending the NOVA nursing program was the worst experience of my academic life. While I will recommend the Interior Design program, I will never recommend the Nursing program. I have already talked 3 people out of going. |
| AL | Not enough science courses available. Parking. I needed to be better informed about the guaranteed college program. |

Alexandria Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|--|
| AL | Driving to campus in Springfield while I lived in Herndon, VA. |
| AL | Teachers should have a more masterful understanding of the English language when educating, especially a science course. |
| AL | A few teachers were not very excited to be there. While there were teachers that seemed like they cared, I did have a few that did not challenge me and left me unprepared for George Mason. |
| AL | Improve advising. Transferring with an associate's degree, I thought I would only need two more years for my bachelor's degree, but that is not the case. |
| AL | Books are very expensive. |
| AL | Yes, the ELI courses I took were TERRIBLE (Math 6 cr). |
| AL | Parking was expensive. Counselors were somewhat helpful, could have helped more my first year. I took some classes I did not need. |
| AL | Very little assistance after graduation to help with job placement. |
| AL | Ahead of graduation, I was not advised of a class that was offered once a year. In my last semester I was taking 5 classes and working full time as well. I had to travel over 1 hour 15 minutes in the evening to attend classes to graduate.. I had classes back to back and I was not informed. I also had spoken to my advisor many times and every time there was something I needed to do. |
| AL | My academic advisor was not good at listening or advising and was not very available. As a result I only met with him the two required times. |
| AL | One professor was particularly bad and unreasonable in the amount of homework she assigned (10-20 hours/week for 3 credit classes). She was also misinformed on a critical aspect of what our NOVA education would allow us to do in the state of VA. |
| AL | Absolutely terrible advisors. Terrible! |
| AL | The bad professors were horrible. Academic advising was inadequate and the people were condescending. |
| AL | My problems were related to finances and the fact that I moved to another state. It was important for me to finish at NOVA and at the time I moved away, there were no online classes. Over the years, that changed and I was able to complete my degree – later than expected but fully completed. |
| AL | Counselors and advisors were never available and when they were they didn't put in the effort to assist students. |
| AL | The counselor's office could definitely use some attention. I do not know if they are short staffed, but every time I went in the office I was rushed, ignored and brushed off. It seems that they do not have the passion to help students, so they should not be there if that is the case. I have heard the same comments, not only from my friends, but other classmates as well. |
| AL | There was only one major problem in my time at NOVA and that was every year the disabilities services would change rooms or counselors during renovations or other projects. |

Alexandria Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|--|
| AL | Aside from X (who was very helpful) I was repeatedly told incorrect information from academic advisors. Many of my friends and I were advised to do the General Studies Associate's degree, which does not cover the core education at my Virginia universities. I after calling UVA, VT, CNU and JMU, learned this is time to switch, but I have friends that essentially had to go to George Mason because they are the only one who accept the Gen Studies degree. It got to the point where I was triple checking information, because so many times what I was told did not match Virginia Tech's requirements. |
| AL | Parking was always an issue. |
| AL | NOVA does not prepare student for transition to university. NOVA's work load does not compare to the dense workload given at the university. |
| AL | The major issue is sometimes some courses are not offered in the Spring or Summer semesters. If so only one location and time, so have to clear a lot of work schedule in order to take that course. |
| AL | I cannot really think of any major problem, but I can tell you, you must change those parking meters from coins to electronic version. I had to carry a bundle of quarters and run after each break to add more money. I hated that. |
| AL | Academic advising. |
| AL | NOVA helped me to get an AAS degree in Nursing; however, to pass the NCLEX and get a Nursing job, I was not able to get any help from NOVA. Many of my clinical instructors left without any future contact numbers or e-mail addresses. Some of them actually ignored me and did not respond at all after graduating from NOVA. |
| AL | The text book editions changed excessively. The text book editions changed multiple times for the same classes causing me to spend more than budgeted for books. It took me several years to complete my program (due to work schedules). |
| AL | Assistance to visually impaired students was very poor on all levels. Disabilities counselors were not helpful and most teachers did not do anything to ensure I had the same opportunities as non-visually impaired students. |
| AL | Sometimes communication with students is not very prompt. No cafeteria at Medical campus, waste time to go out. Parking at Medical campus is not fun. |
| AL | No scholarships for international students. Advising is very bad. |
| AL | Some professors were not as capable as others. |
| AL | The advisors were not available. It was even hard to have contact with them. I remember that I tried three times to talk to advisors, but people at the front desk did not even let me to sign in and they did not give me a chance to talk to advisors. |
| AL | I had a big problem with my History class which gave a hard time after that in History classes, because my instructor refused helping me. |
| AL | More classes to make us improve my writing skills. Advisor for transferring. |

Alexandria Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|--|
| AL | Advising was horrible. Different advisors kept providing me with varying and conflicting info as to what I should take, etc. Also, there was a big chaos with my credits transferred from another country. First time after coming home from the academic advising session I ended up in tears as I was lost how the entire system works (like I said, I am from another country) and nobody was willing to help me out, they just looked at me like I was from another planet when I asked some of the questions. |
| AL | Well, I had experienced some difficulty with some of the courses schedules. It is hard to study some morning when you work in the mornings. |
| AL | The Health Information Program should be based more on practical application and completion of the required course content. |
| AL | Education was not challenging for most of my classes, except 1 or 2 classes. The lack of group or individual projects in classes. More choices of food for the old cafeteria. |

Annandale Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| AN | That not all staff was trained on particular equipment and students had to suffer and not have a good education using the latest teaching tools. (The simulation on Nursing lab.) |
| AN | Blackboard/testing center going down/offline at critical times (i.e., during exams/exam week). Citrix connections kind of fussy. |
| AN | Advising was not helpful at all, residency disputes kept me out of the Nursing program; induction was poorly executed (my "home campus" was the Medical Campus, but they only induct students in the RN program, so I was excluded); residency dispute caused me to pay out of state tuition (GMU admitted me as in-state at the same time NOVA told me I was out of state). |
| AN | 1. I received NO help at all when it came to advising. 2. Learned absolutely nothing about cultures, integrating education, multiculturalism, and service education. 3. My writing skills lack at GMU but were fine at NOVA. 4. Some teachers, especially the ECON teachers were extremely helpful, others didn't care. 5. Transcript issues as well. |
| AN | Transfer of credits unclear as some do not transfer. |
| AN | NOVA's Math program was unable to help me better succeed in mathematics. |
| AN | I did not have any major problems, the only problem I had was related with time management. |
| AN | Only one teacher who did not belong in front of a class. I almost quit. There were others in the class who did quit because of her. |
| AN | My one major problem with my NOVA experience was about admission into the Nursing program at NOVA. The admissions at the Medical Campus would not tell me any information to get me on the right track. My advisor for General Studies at Woodbridge tried her best to help me out. She let me know I only needed to take two more classes then I would have my associate's degree. I did not even know that. |
| AN | Tutoring center did not seem to have enough people to help students. 1 tutor with 8 students on a Saturday or Sunday doesn't seem right. |
| AN | The only real issue I encountered was the crowdedness of the Loudoun location. The traffic and parking were inconvenient. |
| AN | Some teachers were not the best and I had to drop their course, because of their political bias. |
| AN | The advisors that I came across misguided me in my course selection. They seem to tell you anything without ensuring the courses that you are enrolled in will meet the requirements for the university you plan to attend. |
| AN | I feel like that I was my own academic advisor. I find that much of the advising staff was unhelpful. I was told to take classes that I didn't need but was told otherwise. |
| AN | Parking was difficult, getting on to campus at Annandale was a struggle at times. Waiting to see an academic advisor was difficult. |
| AN | Trying to have a dental hygiene club. |

Annandale Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| AN | Near the end of my first year I went in for advising to make sure I was on track to graduate. My advisor told me to pursue General Education because NOVA did not have a specific degree in my area. Two years later I go in to check my progress, and find out that not only does NOVA have a specific degree in my field, but half the classes I took did not count towards it. |
| AN | The good professors were amazing, but the bad ones were awful. Much of their curriculums were irrelevant to the purpose of the course. |
| AN | My worse experience at NOVA would be when I would go talk to an advisor about my degree because I wanted to make sure that I was on the right track. I would leave the office more confused than when I walked in. Everybody in there was really rude and nasty because of that it makes you not want to go in their office and ask for help and it makes you want to avoid them as much as possible. |
| AN | Terrible advising. Took way too long to finish 1 degree. Guidelines were not specific. Counseling services were no helpful. |
| AN | Student events that take place in the cafeteria can be very loud. |
| AN | The courses need to be designed towards university courses so they can transfer properly. |
| AN | Library was so depressing (tables to study, not books) Furniture, sitting, tables, lighting, paint (yellow is really gloomy). Cafeteria. |
| AN | The most notable problem I had in my NOVA experience was attending late night classes, because of the lack of options for certain classes. Some classes ended around 10:00pm, which at times were difficult for concentration. |
| AN | Counseling was not very helpful at the beginning of my degree at NOVA. I took unnecessary classes my first semester when I was placed or able to take advanced classes. Counselors should be more helpful with students that want to transfer to 4-year universities. |
| AN | None. I had a great time at NOVA. |
| AN | Not enough class availability at night. |
| AN | By doing a degree in Information Systems, I found it very difficult to get a job in that field. Many employers require a security clearance to enter that field. I wish I was given more insight about what to expect. I feel as though I have been robbed and regret doing that degree. Now I have school loans to pay for something that I am not even doing. Sucks!! |
| AN | I wish NOVA became 4-year college, so I could continue + get my bachelor's degree. |
| AN | Class registration in Nursing program – in most semesters had to go with 3rd and 4th choices of clinical to get a spot. Often had to call and more things around in order to make program work. Very stressful. |
| AN | Personal. Not related to NOVA. I loved NOVA. It is a small classroom setting. Success is very attainable if you want it. |
| AN | Registration needs help. One person cannot handle it all. Took over 9 months to set my degree when had all needed. She just would not move it from one VCCS school to the other. |

Annandale Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|--|
| AN | I signed up for courses that were dropped by the college the day before classes began. During two semesters, I was enrolled part-time because I could not get the classes I wanted. In fact, there was one semester where I only took one course because no other courses were open after the college dropped two courses for which I registered for during open registration. If the courses had not been dropped, I would have graduated in three years instead of four. |
| AN | A good amount of professors were way too nice about grading. I would work much harder on projects and get the same grade as someone who did not. The biggest thing though is that about 95% of professors had problems using the technology in the classroom. Please teach them how to use the new stuff that you install. |
| AN | Lack of a "campus life" as a whole. Grading scales and rubrics vary from teacher to teacher. No universal logic of grade fairness. |
| AN | Counseling department was awful and I was unable to receive acceptance from my preferred college because of poor counseling. What is this 7 and a half minutes a quarter at a parking meter? That is absurd! The tutor I was assigned was less knowledgeable than me in a class I had previously failed. |
| AN | I was disappointed that the Engineering program is not offered at Loudoun campus. It would be helpful to have more 12-week long summer class choices, because sometimes the 6 week condensed option is just too difficult. A M/W or T/Th 12 week format would work well during the summer, if there was sufficient teacher and classroom availability. Reduce parking fees for the summer would be fair, especially since most students may only take one or two classes and not a full load of course work. |
| AN | My major problem was the continual miscommunications between faculty, students and the GMU transfer process. Many times I had to remind my faculty advisor (for Nursing) that due dates were coming up. Although I feel as if it should be the students' responsibility, the advisor should not doubt a student. |
| AN | Some instructors. Cafeteria food. Advising. |
| AN | Parking is a problem and at the same time is expensive. |
| AN | Advisors should help students fulfill their goals. Do not push students to enter a 4-year college with general degree when they can have their Associate's degree cheaper at NOVA and be juniors when they transfer with the general degree, you have to take a whole lot other classes and it is very expensive. Advisors should explain these options in details to the new students. |
| AN | Class times/dates and days. |
| AN | There are a few facilities has not been changed completely. Also, I was getting tired of waiting for the bus. |
| AN | I wish I had more advisement because now with my degree I wish I would have studied in another field. |
| AN | Online classes, the teachers are not helpful; the material for IT classes is extremely outdated, the tests were not helpful/relevant to the objectives of the course material. |
| AN | Professors who were unreachable, slow to respond, or who ignored student requests. |
| AN | No major problems. Would have liked more parking options. |
| AN | It was difficult for me to make arrangements for reader/scribes. I often had to send out e-mails reminders. |

Annandale Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| AN | Guidance counselor tried talking me out of CLEP test when I asked him questions about it. He told me there was no way I could pass it and would be wasting my money. What he didn't understand is that I might look Caucasian, I am ½ Colombian and speak fluent Spanish. I would encourage the counselors to inspire the student to take the test in CLEP- even if you pass w/ a 50% you still earn 10 credits (for Spanish) - well worth the \$125.00 I spent on the test. I passed w/ a 77% saved myself thousands of dollars. |
| AN | Many courses at NOVA did not transfer over to the four-year university currently attending (Shepherd). |
| AN | When I began at NOVA the guidance on how to obtain a degree was poor. I took classes that were not helpful to my completion requirements which cost me money and time. More guidance would have been helpful to make better class selections. |
| AN | Parking too expensive for such a short time frame. |
| AN | Campus police, they are terrible. |
| AN | The professors did not teach anything. They read from the script or directly from the textbooks. Ineffective "teaching" with no lesson plans. |
| AN | Some instructors did not grade items in time for exams. |
| AN | Degree programs are not easily understandable without meeting with an advisor and many days where parking was an issue. |
| AN | Trying to get in and out of the parking lot. |
| AN | Transfer advice is horrible, they tell you to take these certain classes and that they will transfer to your intended college, but that is not the case. You are lucky if the intended college even accepts them as electives. Some ELI instructors do not do any teaching they give you the book and expect it all to magically make sense. Their resources are PowerPoints that re-tell the book exact wording and examples. |
| AN | Student services and counseling services on the Annandale campus performed horribly. I was always misguided by them. Transfer counselors were never up to date about policy changes. Students were not aware of changes to the GAA. I wasted a year of my education because I was not informed. Changes were made to the GAA the semester I was going to graduate. There needs to be a better method for evaluating faculty. Incompetent faculty members (who I am certain did poorly on student evaluations) are still teaching courses. Professor X did not have any patience with students, respect, or a professional demeanor. She was not the only one with these problems. |
| AN | Counseling was horrible! They did not follow through with instructions and gave me bad advice that cost me another 1.5 years at the school. |
| AN | Not many. The only problem I had was getting my credits to transfer over on time. Took a while for my school to get the credits for the last semester. |
| AN | Bookstore has better food options than cafeteria. |
| AN | I am a diabetic. Spending several hours on campus at Annandale and Woodbridge. I needed low-fat, low sodium, and low sugar food in order to eat well. Annandale did serve some vegetarian salads, but Woodbridge campus served junk food (French fries, burgers, pizza, chicken fingers, etc.). A steady diet of these will kill you. |

Annandale Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| AN | I thought I might have problems finding clinical that would fit my schedule, but Mr. X really helped me out. |
| AN | The need to pay for parking at the campus. The vast majority of students who attend NOVA do so using a motor vehicle. To impose a fee for anyone who wishes to use this mode of transportation seems to me to imply that NOVA is simply looking for any opportunity to squeeze more money out of its students. |
| AN | I was uninformed for the rigorousness of the major I am currently pursuing another option available to me outside of my major, so I could be prepared to make academic decision concerning my employment. |
| AN | The rigor of the program was not equal to that of my 4-year program. Also, some of the courses in high school were more challenging than NOVA programs. |
| AN | There are too many for me to list! I had to fight every step of the way just to graduate with either incorrect help that sent me in the wrong direction and or no help at all from careless people! I graduated all on my own power and with no thanks to you. P.S. your grading system sucks! |
| AN | My only issue only ever occurred in the Financial Aid Office. I know the college has many students, but wait time was always long and the advisors were usually vague/unclear/impatient. It was not like that every time, but it was a hassle/long process to go through ever if it was in the middle of the semester (rather than beginning or end when it is busiest). |
| AN | The only problem I ever had with NOVA was with advising. |
| AN | Only major problems would be in the Mathematics department, teachers in there should do a better job at explaining the material, and better understanding it as well. |
| AN | Going to the Financial Aid and Student Services offices is an all-day event and most of the time the people helping out were not very helpful. |
| AN | Well a few people were mistreated by the career services. When I first came to one of the counselors, I was so discouraged that I felt like I do not belong in college. I felt like not even enrolling at NOVA in the first place. The other services has no important role in the student life it can impact recruitment or retention rate. Many of the faculty in career services do not give students much time and complete information. Some are helpful while others are just horrible. With my own eyes I have seen foreign/international students being mistreated by the career services personnel. Over the 3-years I spent in NOVA at the Woodbridge campus their inability to speak English led them a great deal of backtalk and mistreatment by the career service faculty. |
| AN | The bookstore prices and parking. |
| AN | Some issues with advisement in preparation for transfer. |
| AN | Advising. My advisor never knew who I was, only that I was obligated to check in with him on occasion. He seemed unprepared for my questions and told me as long as I followed the catalog, I would be fine. As an ELI student, it was a huge inconvenience to come to campus only to be told I should do my own research. |
| AN | I was advised to transfer to GMU with the guaranteed acceptance program to get a General Education waiver. Mason did not accept several classes I had tested out of, and did not find out about this issue until I was advised at GMU. |
| AN | Counseling not always helpful and knowledgeable. |

Annandale Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| AN | Parking was sometimes a major concern. The parking lot would sometimes become overcrowded making it difficult to enter or leave the campus. |
| AN | I did not like that when I inquired about financial aid I specifically did not want any loans but that the applications were still submitted for me. Also, I don't like that the majority of classes are so large, not much one on one instructors and assistance available. I don't like that some classes are required when they have nothing to do with your degree field of study. |
| AN | My biggest problems were the staff and some members of the faculty, I had to try many classes because the professor mistreated me and when I brought this to the dean she did nothing. In this way, I learned that college is not like high school and you must defend yourself from adversity and become an adult. Another major problem is getting advising when signing up for classes. I have wasted hundreds of dollars on credits I never needed but I was told to sign up for. |
| AN | The Counseling and Financial Aid departments were terrible and consistently provided me with incorrect information or no information at all. A few professors would not even bother to respond to e-mails. I felt that there were no helpful faculty members for most of my time at NOVA. |
| AN | Major problems were that NOVA changed the GPA even when I was in the Baccalaureate program. I got in that program through my high school. Once they changed the GPA, it was hard to transfer and looks like NOVA did not want students to succeed or transfer to any school. They want students to spend their money only at this community college. That is not fair to students and that is very selfish. If they were guaranteed with 2.5 GPA thru their program, then give them that. I really was disappointed and I say I struggled thru that. Not a good experience for me at all! |
| AN | Biggest issue was frequent teacher change. Enroll for one teacher and find another/different instructor in class. |
| AN | Used different books for the same course in different campuses. |
| AN | NOVA education should be extended to 4 years not 2 years. |
| AN | Career planning and getting advice from advising department. There should be annually a career fair, which teaches student what subjects or courses they need to take in order to get a four year program. I took some classes at NOVA. My four year college does not accept it. |
| AN | It was difficult to schedule some classes, but I understood that it would require enough students to have a full class. |
| AN | Language barriers and culture, but I learned a lot. NOVA was my first American school. |
| AN | As a whole, none of the courses I took felt remotely challenging or worthwhile. The technical courses required by my IT A.S. did little to prepare myself or anyone for working in the field or for higher education. GMU proved this point to me after I was required to retake courses that should have transferred from NOVA. I was told the transfers would not be honored without passing an examination because the college had found that NOVA students were arriving fully unprepared for the higher level courses; after taking them at Mason I have to agree. I put more effort into high school then I ever had to at NOVA. Community college or not that is pathetic. |
| AN | No major problems that I can think of, other than trying to get my physical diploma after graduation. It took months and required several e-mails and phone calls. But it seems to be sorted out now. |

Annandale Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| AN | Major problem for me about NOVA was the cost of the parking permits per semester. I only had one class on campus and the course of a parking permit is too much. My other course was given on a military installation. I think the price in the parking permits should go down. |
| AN | Cafeteria was outdated; limited option for meals. Parking lot was hectic and at times dangerous; limited parking spaces as well (Woodbridge campus). Lack of communication and declaring major with counselors (I frequently switched majors because counselors were all on a different page – as to which credits could transfer over to a 4-year university or choosing the right major, for me, for instance). Rude receptionist for placement test (disrespectful and unappreciative for parent’s presence outside of the testing room). |
| AN | Scheduling of clinical. I understand that to a certain extent the school's hands are tied, but in one semester, my clinical schedule shifted 5 times in the few weeks right before it started. This made it very difficult to plan my life outside of school (i.e. – childcare) and were it not for a neighbor being laid off and then volunteering to watch my children I would have had to withdraw. |
| AN | I found that seasonal faculty had little connection to students. |
| AN | Excessive parking fees, problems with getting books on time, and a few class schedule problems. |
| AN | Many of the adjunct professors did not seem to be involved with the student. They taught class sitting at the desk and lacking motivation. |
| AN | I am an older student with a master’s degree who returned to school to update and extend skills and completed the program in 15 months. In spite of multitudes of efforts there has not been the slightest hint of a job. NOVA has been of no assistance. Do not know this area that well. If the paralegal is that saturated it would have been of help to know this ahead of time. NOVA has been a large waste of time and money. |
| AN | Hard to identify who my advisor should be. |
| AN | X taught my X class. I will start by saying that I do not have a personal vendetta because he gave me an A for the class. But I hated every minute of his class. From day one, I felt intimidated and oppressed because he told us that one of his past students tried to argue against him on an essay and he, “Had to fail him”. This did not promote class discussion. He also taught conspiracy theory as fact. He told us the government was trying to sterilize poor people for the purpose of population control, every chance he could get. Lastly, he told us that Bradley Manning, soldier who gave WikiLeaks classified material, was an “American Hero.” This was personally offensive as I am a veteran and I did not dare contradict him for fear of being failed. X is using his class as a platform for this own personal agenda. If this was not the last class I needed to graduate, I would have dropped it immediately. |
| AN | A few times dealing with Financial Aid or other services, students were working there and could not really help to answer my questions. I prefer to meet with older individuals who are always helpful. |
| AN | Transferring to GMU was not seamless. The articulation agreement was renegotiated during my program and GMU would not guarantee the original agreement to students. This is wrong. I went to my state senator, but this should be remedied. |

Annandale Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| AN | NOVA's counseling was just plain awful. I ended up having to spend an entire summer and fall semester at NOVA after I graduated in order to get accepted to GMU due to terrible counseling. None of the counselors are on the same page; you can ask the same question to 10 different people and get 10 different answers. |
| AN | Many classes needed for the A.S. Engineering at NOVA do not transfer to B.S. Systems Engineering at GMU. I wasted a bunch of money and time on classes that did not help me. |
| AN | It was not possible to register some classes due to lack of desired availability; higher math and science classes had restrictive choices. Academic advisors are not consistent in their interest to help. Some are well versed in the requirements all the local schools would need, some are not, some are up to date with transfer agreements and their requirements, and some do not keep up with changes. This was a source of frustration. Please standardize their training. |
| AN | Not being able to take all necessary courses at my campus on convenient days. |
| AN | I cannot recall any problems with my NOVA experience. I am very proud to be a NOVA graduate! |
| AN | Financial Aid nobody knows what they are doing on any of the campuses. I have had problems with Financial Aid not because of me but because of their mistakes. Most of the people working are rude and are not there with the students' best interest in mind. |
| AN | Meeting new people and making friends. Really hard to find parking due to limited amount of spaces. |
| AN | Counseling was difficult. I had no idea that as a student you had an academic advisor and that there was a difference in counseling + academic advisor. Also, if students are going to work on campus, they should have much more training (i.e., Transfer center). |
| AN | Transportation! The campuses are so far away from metro. They are so hard to get to! |
| AN | The counselor/advisor experiences I had were less than satisfactory. There was a woman once who sat with her back to me while eating + seemed entirely uninterested in helping me or performing her job. Advising is extremely critical for students, so being good at what you do + listening can help! |
| AN | Advising. Myself, as well as many others, I spoke to felt as though as "advisors" they were less than good and not as helpful as they could be. Not only were questions not helpfully answered, but many people were advised to take classes that did not go towards their major or ended up, for lack of better words, screwing them all in the end. |
| AN | I did not experience any major problem. One minor problem I had was while taking an ELI class for pre-calculus. I got a B for the class. |
| AN | Being dropped from a class when payment was not made on time. |
| AN | Parking. Some instructors are extremely busy to spare time when I was available (I was working full-time too). |
| AN | There were no major problems, but I think I could have used a little more counseling advice and more information about majors would have also helped me a lot. A little more guidance. |
| AN | Course availability. Most courses are available during the day time (morning and noon time) which is practically impossible to attend as a full time worker. |
| AN | NOVA should have more lab equipment, so students would have more chances to practice during lab. |

Annandale Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| AN | Advising, especially walk in advising. I went in three days with the same question and met with three different advisors who told me completely different things from one another. |
| AN | The counselors gave wrong information, not very helpful. Got different answers for various issues. |
| AN | Parking was awful. They would close one big area in the parking lot, and we all had to drive around several times to find a space. I had to wait a long time to speak to a counselor. |
| AN | I always thought that the parking fees were a little too high for a community college student. |
| AN | Teachers who did not speak good English. They were difficult to understand, which made it difficult to learn, as well as, get good grades. |

Loudoun Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| LO | Some teachers should not be teaching, they have no interpersonal skills, they refuse to use blackboard, they are rude to students, they talk about things in class that have NO relation to the lesson on the syllabus. |
| LO | After I transferred, I observed some courses were not fit with other or follow up courses. For example, Java-120 in GMU is not fit at all. At NOVA it seemed easy but the GMU class is a lot harder. |
| LO | I enjoyed my time at NOVA, it was a wonderful experience. |
| LO | How to use the certificate to find a job. No help was available to identify employers looking for my drafting skills. |
| LO | My biggest problem was with the Loudoun guidance department. Every time I went in, I was treated with a bad attitude and was rushed. I never felt like they answered my questions. |
| LO | Finishing within two years. Finding a major so I was not wasting time. Parking is overpriced. For that price need a garage or overhead walk area to not get wet during rain. |
| LO | Parking permits were very expensive. It should be a plan where people can buy one permit for fall + spring semester then if they choose to go for summer have a separate price. |
| LO | The counseling was horrible if you even were allowed to see them. They knew very little what they were doing and rushed the process. |
| LO | The counseling team. I met with them during my first semester and then never went back. Not helpful, ended up completing course requirements on my own. When graduation time came, I received a letter saying I had to complete another course – this was completely incorrect – I took my transcript, my course guidelines I was given in 2007, the letter I received + e-mails between me and my advisor at the head counseling center. I took everything to the Loudoun Campus counselors' office. Everything got straightened out + at the end I was told that halfway through completing my degree, the course requirements changed along with some course names and I was never grandfathered in. I was not happy and very angry I had just spent the last 4 ½ years going to school and working 40+hours a week to be told I can't graduate. |
| LO | Parking and waiting to get through the parking lot. |
| LO | Parking. |
| LO | Two of the instructors I had in my opinion need psychological help to better address the work at NOVA. |

Loudoun Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|--|
| LO | The campus for my Communication Design degree was a long commute (Alexandria and Loudoun) This really limited the number of classes I was able to take at a time with a full time job. My experience at Alexandria Campus was extremely unfriendly to full time working students in the graphic design department. I had a Tuesday/Thursday class with 10 hours of homework expected online by Friday on top of a two hour each way commute to campus. Was not able to do many assignments on weekends, since work was due on Friday. Instructor wanted us to come to campus so she could see how our assignment was coming and make suggestions on days other than Tuesday/Thursday meaning I had to drive 4 hours to meet with her at 10:00pm on weeknights for her to look at my unfinished assignment to comment on how it was coming along, then get up at 4:30am to go to my job the next morning. Instructor was also very unclear in her directions and then would spend the first part of each class chewing the class out. She would also do things like e-mail us that the class would be in a different location 1 hour before class (I am in the middle of my 2 hour drive to campus when the e-mail was sent). I will never do Alexandria again, and I even got an "A" in the class. My immune system was so compromised from that class that I was extremely sick the last week of the class and remained sick for 6 weeks. |
| LO | Understanding transfer requirements. |
| LO | Parking permit is so expensive! Some inadequate advisors. |
| LO | No consistent advising or advisor. Too much change to hybrid/online only class (if it's a degree requirement it should be offered in person). |
| LO | I wish someone had told me that following a degree on A.A. Liberal Arts only certain courses would transfer to JMU. I had issues transferring several courses which were very frustrating. |
| LO | Contacting someone or ask the CRO, almost never responded. |
| LO | Some poor teachers. |
| LO | Math teacher did not speak good English. So I could not understand her, it's a difficult subject for me. I didn't do well in the class. |
| LO | Parking availability and expensive books. |
| LO | Not all, but some of the academic advisors are extremely rude. I understand that they have many students lined up at times to see them, but they do not provide enough help to students and especially incoming freshmen. I have seen first-hand at how some of the advisors are quick to get these students out of their office and it leaves many students lost and discourages them from even wanting to be at the community college. |
| LO | I did not transfer to my desired university in timely manner because NOVA's counselors led me on another path than the one I needed to take for my intended major. |
| LO | I went to the Math center for help and they were not very helpful for Liberal Arts Math. |

Loudoun Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| LO | The professors, for the most part, do not take their jobs seriously. The Financial Aid department, as most at NOVA is a joke. They are always understaffed and never had answers. The Students Services is the exact same. Throughout my career at NOVA I was given the wrong information multiple times. (Even what classes to take). None of the administrative staff actually cares about helping students. I can only think of a few professors that care. |
| LO | Major problem that I faced at NOVA was when I was planning to transfer to a 4-year college. I was attending GMU and thought I had already graduated from NOVA since I had received a diploma in the mail. But it turned out that the advisor I was speaking had told me the wrong thing in reality. I had not completed the requirements for my associates. Long story short, this experience caused some unnecessary headache that could have been avoided. There was a misunderstanding somewhere in the system and I wish that had not happened. |
| LO | The administration of the school needs to work on their organizational skills. Trying to get on answers to simple program and degree requirement queries were exceptionally painful – definitely the most frustrating part was the initial registration and getting answers to my questions in a reasonable period of time – I should be able to send an e-mail question and get an answer in a few days! |
| LO | Parking and getting to the testing center for online classes. |
| LO | Some faculty advisors were very unprofessional. They talked down to students. It took me 3 different advisors to find a good one. |
| LO | Buying parking permit every semester, waiting long hours for counseling/advising. |
| LO | The major problem is with writing. I took English at NOVA and got good grades, but in Mason, my writing is C level only. |
| LO | Some teachers were hard to get a hold of. The physical education room was too tiny. Students barely had room to do exercises. |
| LO | Counseling programs! This is the major issue majority of students deal with. Thankfully I was able to figure out things on my own, but after I graduated from NOVA, my friends keep asking me questions about course selection, future plans and many more. Every time I went to see a counselor, he/she would tell me different things, and it would eventually lead me to confusion. This needs to be solved. |

Manassas Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|-----------|---|
| MA | The problems I experienced were with some of my courses, which were offered once a year (either in the Fall or Spring). I also wanted to obtain a certificate in overall Business Management, but it was never offered at a time I could enroll and at the Woodbridge campus which was a deal for me. |
| MA | I had advisors tell me different things concerning about my goal to transfer. I felt confused and lost. |
| MA | I had many poor professors and had a hard time with understanding what they wanted in terms of homework and essays. I overall did not enjoy my experience at NOVA. |
| MA | Online group project setups need work. For a simple assignment, you spend an excessive amount of time just trying to get in touch with each other. |
| MA | Advisement. Weekend hours. Transfer guidance. |
| MA | Advisor who refused to work around schedules with a distance student – no phone calls, no email, only limited office hours during inconvenient times. |
| MA | The department lacks quality lecturers. The care for students grievances is very poor, to the extent that sometimes it feels lecturers become very personal and petty and too emotional to the detriment of the courses they teach and also to students. |
| MA | It's very difficult to get help from counselors. All the counselors should improve their skills and should be more informative. It always takes at least 40 minutes of wait time before a counselor is available. Counselors would then spend less than 10 minutes to help you. I ended up always researching my own questions. |
| MA | For the most part, testing services faculty were a bunch of careless people. Way too much busy work in my Spanish course; felt like I was back in high school. |
| MA | Course content and tests may have been too easy at times. |
| MA | Some classes like ACC classes offered in Woodbridge campus only for example, so it is far away. Other than that I cannot think of any major problems. |
| MA | Scheduling of clinical rotations – very stressful. Hours of advisors during some semesters. |
| MA | I had no major issues. |
| MA | Parking for our clients. These people give their time so we can practice and they get parking tickets, which is not right. |
| MA | The registration office was very chaotic and I had a lot of problems with my financial aid. |
| MA | Transferring to 4-year institution. |
| MA | Seeking help from Woodbridge Student Services office was a continuous problem. Some staff was rude and not helpful. |

Manassas Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|-----------|---|
| MA | Until I made friends, I was not invested in the campus. |
| MA | Signing up for classes at certain times. Finding great professors. Finding good parking during peak hours. Making meaningful and good relationship with the students. |
| MA | The college was expanding at the time I was there. I cannot complain the construction company; they did a great job allowing us to access our building. |
| MA | My major problem was not being actively involved with anything campus related. However, that is not NOVA's fault. |
| MA | No problems, overall a positive learning experience. |
| MA | I have not faced any problem because the professors are ready to explain things to me on a one and one basis. |
| MA | Registration for Nursing classes was hectic and incredibly stressful. |
| MA | NOVA human resources are the weak link in the chain. No accountability, inaccurate information, a different story from every person. To some extent, the division office is culpable for their role in not giving students/faculty a seamless experience dealing with NOVA. It is like you are on your own, and everyone at NOVA does not want to be involved in your NOVA problem. |
| MA | The availability of the ASL classes in only one campus (Annandale). I wish you offered them at Woodbridge Campus as well. |
| MA | ELI courses need more interaction between professors and students. |
| MA | The ELI courses. Awfully taught, with very primitive technology. I suggest looking up TPS (pottersschool.org) classes as a model of improvement. |
| MA | Advising was terrible; I needed to ask other students for help. |

Medical Education Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|------------|---|
| MEC | The academic advising is just awful. I had so many poor experiences with multiple advisors. Lack of assigning advisors to students makes it impossible to form a relationship. I was misinformed several times and I was treated disrespectfully, even with an elder family member with me. Ultimately I am paying more money than I should have and it is taking me more time to get my bachelor's degree than it should have if I had received proper advising. |
| MEC | I could not reach my initial advisor. He was never available to assist me. I switched to professor X and was very happy with her. |
| MEC | Some of the foreign born teachers were a problem. Not being able to understand them, different social norms, etc. |
| MEC | I felt that advising was poor. I was constantly told to take certain classes and go in one direction only to be told something else by another advisor. Also, leaving the NOVA parking lot is terrible. Everything gets backed up and takes at least 30 minutes to leave. It also causes accidents. |
| MEC | Guidance at Manassas campus provide no real guidance or do anything outside of answering basic questions, no real help with getting ready to transfer or grade tracking. |
| MEC | Some classes were only available during work hours (M-F 9-5). One teacher had a heavy speech accent that made it hard for the students to understand him. |
| MEC | Can't remember any. |
| MEC | Teachers don't keep their word and there is not anything student can do about it. Counseling information given was wrong, it almost prevented me from graduating. |
| MEC | Explanations of degree requirements from advisements. |
| MEC | A lot of my classes were taught with people that had very thick accents or did not fully understand what they were teaching. Most IT teachers would pass people that should not have been passed. Add to it some of my classes that were supposed to transfer to GMU, were only transferred as electives. |
| MEC | Parking expenses. |
| MEC | Yes, I was going to do Nursing program, but there are some problems and difficulties with passing the entrance exam to the Nursing, which was the most issue to me and other students. Parking is expensive and tuition is raised every year. |
| MEC | Nursing program = disorganized chaos. Wrong answers marked right on tests. I was told I had to take Biology again when I did not. Waste of time and money! |
| MEC | I had a tough time understanding professors who spoke with very strong accents. I know their knowledge of the field they were teaching, but I found it was discouraging. |

Medical Education Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|------------|---|
| MEC | Due to low admission standards, NOVA CC has too many students that don't belong at a post- secondary institution. The academic environment is damaged by the under- performers. I will graduate from George Mason University in 2 months and my GPA is 3.4 I think my GPA at NOVA CC was about 2.85 and I think the "slacker environments "at NOVA CC is a major reason for that. |
| MEC | The only issue that I recall experiencing at NOVA involved a professor deducting participation points when I missed a Friday lecture in which I had Army Reserve duty. This made the difference between receiving a B instead of an A. |
| MEC | Some teachers were under qualified, and I felt that some have been teaching the same thing so long it's as if they were stuck in a rut. |
| MEC | The writing quality of the textbooks was often poor. It surprised me that college level texts were so poorly edited. |
| MEC | Dr. X was non-responsive by e-mail, phone or even in person. My internship was not well described. It was the assistance of prior students that guided me in the direction of completing the internship presentation. Dr. X gave little guidance during the entire internship. This made the entire internship extremely stressful, when it needed not to be. |
| MEC | Campus closes too soon. 10:00 pm is not a good enough time to close campus. |
| MEC | Counseling (different counselors tell you different things about the same issue – Thus confusing you and compromising your decision making process). Especially with transferring credits. |
| MEC | Future job offerings. |
| MEC | Advising was very poor. I often received misleading or incorrect information. Many of the advisors were rude and seem uninterested in my goals. |
| MEC | Parking was an issue. |
| MEC | Some professors' English are hard to understand. |
| MEC | Scholarship availability to international students and international student transfer advisement. |
| MEC | Too many professors that did not speak English clearly. The "police" are out to get everyone for lack of something to do + they are not friendly. No gym facility. Parking was ridiculous. Faculty with bad attitudes (library, testing center, cops). |
| MEC | NOVA did not prepare me for the university level classes and harder tests. |

Woodbridge Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|-----------|---|
| WO | Bad advising staff, not available and not good counseling. |
| WO | Parking at NOVA is awful! I attended a private college prior to NOVA and only paid \$90 a year for parking. I was an out state student at NOVA, so I was already spending 2x's as much as other students. It was ridiculous to have to pay a parking permit every semester! The parking staff is not empathetic about paying. I found Student Services staff to treat many students like idiots. I had already completed my bachelor's degree before coming to NOVA Vet Tech program and I was treated like a child when trying to get my classes established and my records transferred. |
| WO | My only concerns were over safety on the Annandale campus. There were several thefts while I attended there. |
| WO | It was hard to find answers to questions about advising, until I finally got to speaking with my advisor. I wasted time/money. I wish it was mandatory for students to meet with their advisors every semester and not just the semester of graduating! |
| WO | EVERY time I went to get some kind of academic advising I would have the worst experience. The ladies in the Annandale campus were rude and condescending, and the guy that helped me sign up for classes in the Woodbridge campus was obviously new to his job because I wasted a whole semester taking classes I wasn't supposed to. |
| WO | Very limited and expensive parking. Counselors would contradict each other and were not very helpful. |
| WO | The only problem I had was with parking, but that is a concern anywhere. |
| WO | Registration – classes in Nursing school filled up so fast that I did not get some of the ones I would have preferred. |
| WO | Counseling services were very limited. Received very little assistance in preparing for transfer to a 4-year college. |
| WO | Meter parking very limited and sometimes out of use for construction vehicles. Testing lab faculty not friendly. Financial Aid and course + program advisement pretty useless and their available hours need to extend into evening time more often. |
| WO | Having to advise myself because the Annandale counselors were incompetent. |
| WO | Some classes were hard to find. |
| WO | Inadequate counseling, advising and Financial Aid employees that do not care about the student or provide accurate or clear information. Every single experience I had with a counselor/advisor/Financial Aid employee cover the course of three years was negative, disappointing, confusing, and hostile. |
| WO | Not all the courses were held each semester and not enough ELI courses. Program only held at Alexandria campus – I live in Loudoun County! Crime on campus. Some bad teachers using old tests from other teachers. |
| WO | I did not feel I was prepared for four-year degree. |
| WO | No job placement services for IT position! |

Woodbridge Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|-----------|---|
| WO | Several teachers were very poor. The school has a limited understanding about how to offer a fully developed online course. One Math class (Calculus) told me to buy a book, read it and then take a test. There was no personal teaching, only proctoring. This way of offering online classes is deplorable. I was not able to transfer all credits from Tidewater Community College, even though both are in VA. |
| WO | Counselors enrolled me for courses (hard ones) that I did not need. I had to do well, or else my GPA would drop + I would not get in to the Nursing program. Counselors told me to take the wrong classes to get an associate's degree. Said it would increase my odds of getting into Nursing school. People are leaving the RN program to other schools. Expand the department to include more students and not just white people. |
| WO | Vet. Tech. program – The program should have been split up, large animal and small animal. There were a few courses that needed more time (Dentistry, Adv Clin. Pract, Anesthesia, Anatomy, and Physiology). The Vet. Tech. building did not look like it was part of the college – poor planning. |
| WO | Not good advisors. I would say they tried but most of them were unable to help me with my questions or transfer. Each advisor would say something different about their program or questions I had about my education. |
| WO | All of my other professors were terrible with few exceptions. |
| WO | When I went in my freshman year, I did not know what to take or what major in. Asking counselor for help – they were and still have been wickedly mean and uninformative. It took until I was 28 to figure what I wanted to do. Also, Math for the Liberal Arts? That class was the hardest and biggest waste of time. How about personal finance instead? Nobody knows about personal finance – so how about something to help and apply to real life? |
| WO | Advising was horrible, I took extra classes (per advisor's recommendation) to transfer to GMU as a junior and the NOVA advisor was just plain wrong. |
| WO | Teachers who barely speak English. Outrageous prices for parking passes (we are going to NOVA because we do not have a lot of money in the first place). Advisors who only advise minimum amount of classes which prolong my schooling another year. Bookstore which is tiny. |
| WO | Did not have enough clinical time during RN program. |
| WO | Advisor's lack of knowledge about my program's entrance requirements and poor advice about getting into the program. |
| WO | Discrepancies over exams including a teacher missing an exam and other exams being ill-prepared. |
| WO | Instructors not organized, prepared and seemed if they hated their jobs and the students. |
| WO | I was basically my own advisor throughout my time at NOVA. There were a few times I needed help with advising and met a lot of resistance, especially with the school of Nursing. They expect you to figure it all out yourself and that was very frustrating and my biggest obstacle with NOVA. |

Woodbridge Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| WO | The only problem I am finding is the lack of practical, hands on Nursing experience I gained. I would have benefited from a pharmacology course and also more clinical experiences. |
| WO | Prior to being accepted into the Nursing program, it was very difficult to find out any information about the program. The advisors had no specific knowledge of the nursing program + could not refer me to anyone more knowledgeable. |
| WO | Parking and traffic tend to be a bit of a mess. Many computers around campus were extremely slow when it came to login in. It should not take 5 + minutes for a computer to log in. |
| WO | I did have problems with parking at both campuses I attended. I think there should be more metered spots available. I also disagree with the cost of some books. I think they are too expensive and not all are available online. One class I took had a specific book to buy from the Alexandria campus and was not available anywhere else. In my last semester at NOVA, there were some robberies on campus and that put some fear into the students for a while. Maybe they can step up security more at night for protection. My biggest complaint however was the parking. It was always an issue for me and I had quite a few tickets that were denied when I sent appeals, mostly due to broken meters. |
| WO | Academic advisors/counselors did not do much to assist in actual advising. Advising consisted of being directed to the NOVA website and being told how to counsel and advise myself. |
| WO | Organization and communication within programs. |
| WO | The major problem I encountered was in Student Services. Every time I met with a counselor, I was given wrong information. Even after waiting and speaking with a counselor, I had to go home and find the correct information myself. |
| WO | Parking is a big problem. |
| WO | Some courses were not really required in my program, for instance, why would PED 116 be included in a Business Administration major? I have been to all NOVA campuses, and counselors at the Manassas campus do not really know what they talk about sometimes. I always got the best assistance in the Annandale campus. |
| WO | Parking tickets. ITP 120 (Java) is not preparing students in GMU to be active and participate. |
| WO | I was paying out of state tuition as an international student and it was a huge financial burden. The rate is extremely high. |
| WO | No enough parking at times. |
| WO | Would be better if some classes are offered not only at one campus and maybe at all locations. Improve some teaching techniques for ELI classes. In some cases, it seemed as teachers were not even present and/or cared about their classes, or students. Advising services were not good most of the time; advisors did not care and often did not know answers to general questions. Feel like my transfer would be smoother if the advisor would give me good suggestions, often they did not want to help. Financial Aid was not helpful. |
| WO | Class availability sometimes. |

Woodbridge Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|--------|---|
| WO | I would never get the same answer for the same questions twice. I spent additional time there because of misleading or incorrect information. |
| WO | One of the major problems was the poor counseling and advising. Although it did not delay my graduation or deter me from graduating it did in fact show that there was room for improvement. Further, it becomes rather challenging to create an environment for student success without properly counseling and advising students. |
| WO | Registration when applying to NOVA for first time. One of the advisors at Student Services assumed that I was an international student and enrolled me as out of state student. Because of that I had to pay more for tuition. However, I filed a claim and also sent a letter to the president of NOVA, which gave me an extension for appealing my status as in state student. After I set up my status, I received the refund. |
| WO | Counselors and advisors. |
| WO | Nobody really helped me, except X. He contributes greatly with the students' development. The staff at NOVA can be friendlier and more helpful. During my years at NOVA, I was afraid to ask for anything because of the type of answers I knew I was going to get. |
| WO | Major problem was the lack of career advising for working adult student. |
| WO | Not getting hands on experience (work related). |
| WO | The only problem I had at NOVA occurred when I attempted ELI courses. When I took them (2010-2011) they were based on a "teach yourself" model with no lecture component. I felt very disconnected from my professors and classmates. Ultimately my motivation waned and I failed both courses. If NOVA has not done this already, I would suggest a program like Blackboard Collaborate for online courses. |
| WO | Some credits courses do not match in the school I am attending now. I got graduated with 94 credits at NOVA, but it shrank to 64 credits when I applied to UMW. |
| WO | Faculty and teachers are not up to date on the software and information used in real life and 4-year institutes. They work with old programs which are useless to learn. |
| WO | The books were expensive and some classes are not available for people who work. |
| WO | Instructors graded students who did not follow instruction with grades they did not deserve. |
| WO | Few staff was not helpful (front desk and reception areas). Computers in library were always full and students were not doing any academic work. |
| WO | The counselor and course advising were not very helpful while starting as undeclared. The direction was vague and sometimes not relevant. |
| WO | Parking permit is expensive for one semester. |

Woodbridge Campus

| Campus | Question 2: What were the major problems, if any, in your NOVA experience? |
|-----------|--|
| WO | The quality of teaching. |
| WO | Academic counselors and advising HORRIFIC! |
| WO | There were hardly any scholarship opportunities for international students. The services for international students were extremely slow. |
| WO | Parking. |
| WO | Advising. I was so confused and I did not have consistent counseling. Advisors did not seem informed enough. |
| WO | Mr. X's classes were an overall miserable experience. Horrible tests with mistakes and no correct answers. When challenged, he would not fix for the entire class, only for those who found the errors. I received an "A" in both of his classes, but I am not happy about it because of how the experience was—it was the low point of NOVA for me. |
| WO | Need better cafeteria. |

Alexandria Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|--|
| AL | Communication between student and faculty advisors. |
| AL | Put a block on library and computer lab computers so that students can't access Facebook or Twitter (or any other social media). Or restrict access to social media websites for two weeks prior to, and including, exam week. |
| AL | Better advising system. They need better assistance. |
| AL | Open more available classes at morning time and night time. Review more carefully the financial aid application. Some people make more money than other students and they still have financial aid to pay for tuition. I was currently unemployed but since the previous tax year I made more money, I did not get financial aid. |
| AL | I filled out a letter of intent and all of the other requirements to re-enroll and submitted them, but I still have not been re-enrolled. Although she was helpful –nothing has been done to change my enrollment status. |
| AL | Better advising and better selection of instructors. |
| AL | Better course layout for students planning to transfer. |
| AL | Investigate the Nursing program. Make them comply with some form of organization. It is a mess! |
| AL | There needs to be more time at the beginning of the semesters with college counselors. |
| AL | The science department. |
| AL | Make sure professors can talk better English. Some were so hard to understand. |
| AL | The Biology classes could maybe be a little easier. Maybe less material to learn or instructed a different way for the students to understand. The professor I had just had us read the chapters and then basically just reviewed the chapter off of a power point in class. The book isn't easy to understand. I put the 2 hours of studying in and still barely passed with a C. |
| AL | As a Music major, I feel like there is not enough of a connection between the different departments of the school. There are so many ways that Liberal Arts, performing arts, and visual arts students and faculty could work together. Math and science too should be tied in with the Arts. This would help us utilize our greatest potential as an educational institution. |
| AL | Better support for first year students. |
| AL | I feel the Interior Design program should offer more diversity in professor and classes as it pertains to getting a job after graduation. |
| AL | For what it does, I think NOVA does a really good job. Increasing standards and expectations would better prepare students who plan to transfer, but I understand that it's a balancing act. I have been doing well at AU, so I cannot say I was not prepared, and NOVA deserves credit for that. |

Alexandria Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|---|
| AL | Parking is very expensive and limited at Woodbridge Campus. Inform students of classes that are offered in a particular semester in order to be prepared for graduation and not be pressured to take more classes for graduation. Tuition needs to be more affordable! Too expensive now. My overall experience was outstanding and I was able to pay for education with cash. |
| AL | NOVA could improve with informing/assisting students who plan on transferring to other colleges (4-year). |
| AL | If someone cannot keep a class controlled or has lost interest in teaching, they should not teach anymore. Also, get a proofreading service for the teachers. It is absurd how many basic grammatical and mathematical errors would appear on teacher or textbook produced presentations. |
| AL | Encourage professors to not tolerate talking in lecture classes – very distracting. Enforce rules on pre-requisites. |
| AL | Get better advisors, offer more student activities, better testing lab hours. |
| AL | More evening classes. Fire bad instructors. |
| AL | Keep supporting your students in the way you always have. |
| AL | The Testing Center could have a shorter wait time to receive help from the counselors. Also to improve instruction let the students bring their laptops and tablets, so they can read a digital copy of books. |
| AL | Advise incoming students to work towards a Liberal Arts or Social Sciences Associate if they are unsure what they want to study since both have a much higher degree of transferability. Be more up to date on electives that will directly transfer to different 4-year universities. Aside from the ongoing struggle between myself and some academic advising, I did enjoy my education. |
| AL | Teachers should provide homework or sufficient amount of work similar to the university, especially in the lab courses. |
| AL | The parking service could do a little better on visitor paying prices and also permit prices. |
| AL | I was very pleased with the experience at NOVA. I am considering coming back to take a Math class in the next semester. |
| AL | Need to update their system of pre-requisites according with the local universities/colleges where they have transfer agreements (GAA). |
| AL | I used to get much impression from my instructors and professors that they were not really happy with their jobs. They looked angry, tired, and selfish, I do not know how NOVA can improve in its instruction and services; however, instructors and professors must be treated well. |
| AL | Improve the level of understanding with all staff of students with disabilities needs. Especially for those with visual impairments. |
| AL | Get funds for international scholarships. Restructure the way advising works. |
| AL | Please do not hire professors teaching at multiple levels + schools without adequately monitoring performance. Once professor in particularly treated students and curriculum as if in a high school setting. |

Alexandria Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|--|
| AL | Overall I was satisfied with NOVA but I think it would be better if instructors and faculty were more concerned about students and their education. |
| AL | Increase the number and availability of student activities and organizations. |
| AL | Helpful advising activities on campus. Availability of advisors. |
| AL | Check for an instructor's teaching skills too while hiring. Just because they have degree or doctorate does not mean they can teach too. Thanks. |
| AL | Assign an individualized faculty assisting member and require appointments to go and see counseling then as opposed to a walk-in system that was there when I was there. |
| AL | I believe that its instruction can be much better with the use of audio visuals and in general technology. More computers and a fast internet can be useful. |
| AL | Provide orientation days for new students and the use of blackboard to inform students about college news and services. |

Annandale Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|---|
| AN | I believe that NOVA needs more instructors who genuinely care about their students and want to see them succeed. I do not think that sub-standard instructors should be kept. Thankfully I never had any instructors that I was disappointed. All of these instructors were fantastic. They made an effort to be available and always did their best at instruction in the classroom. I felt genuinely cared for and important to each of them as their students. They all had a lasting impact on my life. Other complaint that I have with NOVA is that several times there were classes that I wanted to take, but that were not offered at the Manassas Campus. My transportation was very limited at the time and I had no way of getting to other campuses, and so I was unable to take many classes that I would have enjoyed. I think that Manassas has always had a rather limited selection of courses in comparison with the other campuses. I think that aside from expanding the Manassas Campus to accommodate more students, the focus should also be on expanding to accommodate a more diverse selection of offered courses. |
| AN | Train all instructors on new equipment and ensure they are confident by having them use the device in their classroom for a lesson on a particular subject. |
| AN | Get better staff, and tell them to respect students. Especially the library staff. |
| AN | Streamline remote access to class software via Citrix. |
| AN | Better/more informed advisors, induction invitations sent to all eligible students regardless of campus. |
| AN | Require counseling when students are within 1 year of meeting degree requirements so review can be done to see if on track for graduation and provide counseling for next step if seeking to continue to bachelor's degree. |
| AN | I do not think it needs to improve. |
| AN | 1. Include multicultural education classes since NOVA is so diverse. 2. Find advisors who aren't teachers so they focus their time to the student to help students. |
| AN | Make advising mandatory every other semester. Students need to be advised/prepared for what is changing. |
| AN | Continue to improve and expand the ELI institute, and care for the environment by offering students recycling and cleaning the campuses. |
| AN | A Math class for people who have been away from school for over 35 years to help them get past the placement test. |
| AN | The services are wonderful as well as the instruction. |
| AN | Offer more tutoring would be my only advice. |
| AN | The most beneficial way to improve is to hire and provide the most qualified able professors. I had a few professors that did not efficiently communicate well or prepared an adequate lesson plan. |
| AN | Some class expectations are set to HIGH!! |

Annandale Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|--|
| AN | The advisors need more training in transferable credits or courses that students ask about. |
| AN | Some instructors, I believe, are under qualified, please reevaluate your hiring standards. Please inform your advising staff of what courses students NEED to take for their major and which ones they don't need. |
| AN | I think NOVA was a great system set up so all their students can succeed. There should definitely be a strong emphasis on seeing a counselor and having a degree plan from the very beginning to not take unnecessary classes. |
| AN | Parking pass is expensive for students. |
| AN | Get all the teachers on the same page, there were times I would go from a 101 to 102 with a different teacher and get lost because the previous teacher did not cover everything the second teacher expected. |
| AN | Invest more in the teachers that are worth it and get rid of the ones who are of no benefit. Very vague, but take student feedback to heart. |
| AN | I honestly think that the people who work in the advising and counseling department should improve on giving better help to those students who needed it. |
| AN | Follow your students + have advising session to make sure they are on track! |
| AN | Have ELI teachers be more responsible to students. |
| AN | I understand how difficult JMU was going to be. I did not do too well my first semester, so I think NOVA could raise their standards slightly to better prepare students who plan to transfer to a four year institution. |
| AN | Better advice for students to follow the right program/degree. Better advice on the right classes/courses needed to transfer to other universities. |
| AN | Making the courses a bit harder. |
| AN | Telling students more about transferrable credits. Annandale campus counselors were terrible, pathway program advisors were spectacular. |
| AN | I suggest that NOVA hires more professors to fill in more day time classes, especially for IT courses. The more option for class times, the better. |
| AN | Instruction was great during the years I have attended NOVA. Having office hours is always helpful for students. |
| AN | Build a cafeteria in the MEC campus. |
| AN | Expand the pathway program for more students, more than anything that program helped me graduate from NOVA. |
| AN | Add a few more night classes. Not basic classes either. More PSY/SOC classes. |

Annandale Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|---|
| AN | I graduated from NOVA feeling as if something was missing, probably because the lack of direction and insight for my degree in today's world. Technical degrees are more often requiring security clearances to enter the workforce or extensive experience to compete with other candidates. Please give more insight/direction to students exploring technical degrees. |
| AN | Offer internships programs for various degrees, i.e., Psychology. Ensure all credits taken for associate's degree transfer to all Virginia colleges as actual class for class + not just electives. |
| AN | Better degree planning/progress help for students. Also help for getting into Math classes especially if they are behind. |
| AN | Do not drop classes one day before the class is supposed to begin. Offer students alternate classes if there is no option other than to cancel a course. |
| AN | More class availability and better academic advisement. |
| AN | Advising availability. |
| AN | Teachers need to be more ruthless. At the university if you do not show up or turn something in on time you get a zero and you cannot make it up. Nearly all professors at NOVA will let you make things up or turn things in late, so I was not prepared for this change at the university. |
| AN | A straightforward agenda and grading scale. Teachers should leave their egos and school biases at the door. There needs to be a more grounded sense of fairness for every student. |
| AN | Add more athletics teams. Hire individuals that know what the word "Counseling" means and that actually do it. Also assign counselors to students so it is not "whoever is available", so they can meet with the same person. I waited 40 minutes to see a counselor who was looking online at clothes for the entire time I was waiting. |
| AN | NOVA offers an outstanding opportunity for young students (college freshmen and sophomores) to obtain good college-course grounding while living at home. A student can complete their associate's degree very near the cost of only one semester of a 4-year college. It allows young students to grow up and mature some more before leaving home to further their education or start a career. |
| AN | More follow-through with "tenured" advisors. |
| AN | Reading students on about "Guaranteed Admissions." |
| AN | My instructors were great except for one or two who could not stand us. Instructors have to have an open mind about each individual that step foot in his/her class. Those kids are there to learn. Be patient with them. Yes it is a college, but still be there for them. |
| AN | Offer more off site programs throughout the community. |

Annandale Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|---|
| AN | I wish the unchanged facilities should be changed immediately. Also, should be another transportation to be provided rather than passenger cars and buses. |
| AN | Bring online courses up to date, make the tests more available to all types of learners (some are visual, some audio, etc.) The online tests I have taken are only worthy for those that memorize particular sentences, not truly measuring one's knowledge and learning. |
| AN | Make sure all courses necessary for degrees are available via ELI. Make it easier to take other VCCS online courses and transfer the credits. Make professors more accountable to students; if students have to meet deadlines, so should teachers. |
| AN | Doing a great job – offer more + cheaper parking, but instruction was superb. Having all books at all bookstores would help as well. |
| AN | Books were very expensive. All too often books could not be brought back due to the next semester in the course would be using the newest edition (although they presented essentially the same material). |
| AN | Nothing, everything is very good. |
| AN | The MEC needs a gym and a dining area. Professors need to teach and be able to use personal experiences to tie together lessons. Very disappointing. |
| AN | Instruction – Nothing! Services – More campus life or organizations. |
| AN | Better cafeteria. |
| AN | Make sure that the classes they advise you to take will in fact transfer to your intended college. Teachers need to have examples and guidelines for the ELI classes just as the regular teachers do. |
| AN | Faculty should continuously undergo professional development. |
| AN | Work with counseling, they need to be available when a student needs their help, not at their (counselors) convenience. Try to keep classes open and do what you can or fill the class instead of closing the class due to lack of participation. |
| AN | I think NOVA is great and I recommend it to anyone who wants to transfer to a four year college/university. |
| AN | Cheaper textbooks. |
| AN | I am an older returning student. Campuses and their processes can be difficult for young college students to figure out. The Financial Aid process on campus was horrible especially at Woodbridge. |
| AN | Decrease parking fees. |
| AN | Listen to the feedback you get from current and former students. |
| AN | Better counseling services. |

Annandale Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|--|
| AN | Making the rigor of the programs offered at NOVA more conducive to those of 4-year programs will better prepare its students. |
| AN | Fire all incompetent staff and shut it down! |
| AN | I think as long as the faculty and staff continue to support its students and vice versa, I think NOVA and its community will continue to thrive. Since graduation, I have noticed the changes and additions that have been done to NOVA and it seems it has all had a positive effect. |
| AN | NOVA should make sure every advisor is qualified to help advise students on the classes they will need to transfer and or complete their goals. |
| AN | Review what the teachers plan on teaching the students. Also limiting the amount of group projects would be good as well. |
| AN | Friendlier people, but be more time efficient. |
| AN | NOVA is the best place to start a career for anybody who comes from other places. It is a multicultural college and the place who can take any student to the next level which is transfer to a university that meets your needs. NOVA has to keep up helping students with Financial Aid to students to reach their goals. |
| AN | Improve the career services department! |
| AN | NOVA can improve in its instruction and services by offering more courses online. |
| AN | Offer alternate advising methods for students. |
| AN | I think the workload should be equivalent to what 4-year universities give. I felt like I struggled with my first semester at George Mason. |
| AN | I sincerely wish NOVA offered bachelor's degree. |
| AN | In my experience, NOVA's instructors and services better prepared me to pursue higher education and advance in the workforce. I do not see how it can improve any further. |
| AN | Have the counselors to be clearer to students about how to drop classes, Financial Aid and assistance if falling behind. |
| AN | Educate the counseling center on what classes they tell students to take. Also, inform students on how Financial Aid works, what the rules are, and how to take advantage of Financial Aid. |
| AN | Start hiring counselors who care about the students. |
| AN | They always ask this kind of question, but nobody does anything about that. It's waste of time and energy. But, I would say that NOVA needs to stop charging the OPA. If they were told and guarantee to transfer, then BE FAIR! Also, stop adding classes that are not necessary and related or need to transfer to school. Electives are a waste of time and time consuming. They don't need that and they don't need many electives. At least, give electives less than what it is. |

Annandale Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|--|
| AN | If same test method and teaching style adopted by all instructor for same course. Like SAT exam. |
| AN | By hiring those with Ph. D. to teach. |
| AN | Push ESL student or college student to talk a lot in class or participate in class discussion. Give more writing assignments. Each college course should have a class presentation, or group work projects. |
| AN | Continue to provide instructors in the field that are helpful in helping with licensing and getting jobs. |
| AN | Creating a mystery student service. NOVA has excellent educators, but it also has people that even with Ph. D. degree are holding a teaching job without knowing the principles of a true professor. |
| AN | The instructors I had were all fine; it was the level they were required to teach and that was the issue. |
| AN | Lower the cost of the parking permits. Academic advisors should contact the student once the student has chosen a degree plan. I went a whole year without even knowing who my academic advisor was until I got close to graduation. This needs to be fixed. |
| AN | More, easy, short term parking for visitors or short advice. |
| AN | Instead of selling the program, allow students to know the reality of future job prospects, if there are none in that field right now. |
| AN | Hire more full time professors who love their job. |
| AN | NOVA offers no internships other than what the student can arrange = big deficit. |
| AN | Help students connect with employers. |
| AN | My only complaints about the Loudoun Campus are the facilities (a bit run down) and the classrooms had incredibly tiny desks. I understand there have been some renovations since I graduated in Summer 2012, so these may have already been improved. I took 1 class at Annandale Campus and was pleasantly amazed by how nice it was. |
| AN | It should be mandatory for student and advisors to meet each semester. That way the student knows what classes he/she must pursue in order to complete his/her intended degree. |
| AN | If an instructor is not performing, cut ties with them. |
| AN | Improve your counselors. |
| AN | Professors who did not speak English as a first language should be vetted to ensure they can effectively communicate. Most of my Science professors were very knowledgeable in their material (they had Masters or Doctorates in their subject matter), but could not teach the material. It is frustrating when you pay for a class but have to struggle to teach oneself through calculus. I felt cheated. |
| AN | Some classes need re-evaluation or assessment to transfer as credits for University classes. |

Annandale Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|--|
| AN | The college is providing quality education at an affordable price, so there is no need for improvement from my perspective. |
| AN | All staff members need to get better at working with students. If they were more positive and friendly, then I am sure students would feel better about getting the help they need. |
| AN | By caring for its students more by giving them more attention, academically. Rewarding its students for their excellent academics. |
| AN | Better suited educators? Make sure they follow their own syllabus. Parking is also way too expensive. |
| AN | I think that overall NOVA has very good instructors. All my teachers were awesome and I am very proud of NOVA. |
| AN | Since I transferred I believe NOVA can improve by adding onto the workload of your students: more reading, more writing, class discussions, etc. |
| AN | Scrap the "three chances only" rule for prospective Nursing students. |
| AN | Maybe have positions that are strictly for advisors, rather than faculty members who do not know what they are doing. |
| AN | NOVA could improve the Academic Advising Services. |
| AN | More variety of classes. |
| AN | NOVA is great for me because they keep improving in both their week classes ELI and even regular classes. I love NOVA. |
| AN | Everything is clear and easy to follow. Thank you! |
| AN | An unannounced visit by the dean to the classroom will provide him with a snap-shot of classes in general. |
| AN | I would say implementing career guidance for students, so they have more information when it comes to picking a major. |
| AN | Courses should be arranged to help working adults. Evening classes and weekend courses should be expanded. The National Security certificate program is a great example of this issue at NOVA Woodbridge campus. |
| AN | NOVA should recruit professors and staff. NOVA should have better treatment to keep excellent professors and instructors. |
| AN | By keeping advisory staff up to date and informed. Having knowledgeable advisors or resources for at least the major fields of study (most popular ones). |
| AN | Have more staff to help students when transferring. |
| AN | More counselors, better advising about transferring. Look for another space for motorcycle lessons, so you do not have to use the parking lot. |
| AN | Hire only teachers who communicate effectively in English. |

Loudoun Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|---|
| LO | Enforce that online blackboard must be used for all teachers and they should not tell students they must obtain classmates' e-mail addresses to communicate with fellow students, when the discussion board is available. |
| LO | Better academic advisement schedule for those who work full time and are not able to meet with their advisors in the middle of the day. |
| LO | I think NOVA is a better institution and have quality services. I will say keep up the good work. |
| LO | You are doing a great job! |
| LO | More helping job placement. |
| LO | Expand the advising services and center |
| LO | Improve the Loudoun guidance department. |
| LO | Suggest required counseling services every semester. |
| LO | Hire more adults at the important services, such as the Financial Aid front desk. |
| LO | Get better counselors. |
| LO | Classrooms and counseling services. |
| LO | Another garage would make it less stressful in getting to class on time. |
| LO | All instructors should go through psychological measures and tests, and only be allowed to work if cognitively fit for the job with the students! |
| LO | Night classes should keep in mind the type of student in them, often a full time working adult, possibly with small children like me. |
| LO | Try to get Mason to accept more credits! Please do not charge so much for parking. |
| LO | Stop pushing hybrid online learning instead of in class. |
| LO | Improve accessibility and promote advisement and counseling from the staff. Promote the Guaranteed Admissions Agreement. Make the degree paths more an integral part of the NOVA curriculum to transfer. Have more JMU, GMU and other campus members available. |
| LO | Get rid of poor instructors. |
| LO | As I have stated above regarding the academic advisors, I believe that NOVA needs to implement a system where students can get sufficient time with the advisors and even if it means hiring more advisors, then I believe that it will help. The wait time to see an advisor is ridiculous. Ever since I have started at George mason, I have never had this problem that I had at NOVA. I believe that it is because they use some of the professors do the advising which helps a lot. Again, this is a big issue for me at NOVA that needs to be fixed. |

Loudoun Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|--------|---|
| LO | Get counselors that know what they are talking about. You need people who are sure and not playing the guessing game. I wasted time and money because of a counselor's dumb mistake. |
| LO | Hire more professors like professors X et al. They were amazing teachers at the Woodbridge campus. To be honest, they deserve better. I can only hope they can help the school to grow positively. |
| LO | Open communication between different departments would keep avoid what happened to me. |
| LO | More parking spaces. Better cafeteria food and make it cheaper. Have workers with better attitude in the office. |
| LO | Better lab equipment for the science department. It would be great if the library could be more of a learning environment (remove the loud sounds). I remember getting irritated when presentations were held in the Annandale library. Improve financial services. |
| LO | Get your administration into this century and make more information available online or when someone has a question "outside the norm" at least answer this question via e-mail! |
| LO | Online students should not have to visit the Testing Center. Strayer University and University of Phoenix students do not have to. |
| LO | More convenient advising hours, having parking permit last for fall and spring. |
| LO | Everything is good. |
| LO | Tell professors to try to respond more actively to e-mails. Provide more machines for the workout room (i.e., treadmills, weights, mats). |
| LO | Better and stricter training session is necessary for faculty members. Students expect them to answer their questions, not something they already knew about. Students should never walk out of the office with questions marks in their minds! |

Manassas Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|-----------|--|
| MA | I think having advisors to let you know in general and then sending you to the department of your field to talk with someone specialized in it. |
| MA | Get professors who actually want to be there instead of professors who just need a job. |
| MA | Aside from what I have already stated, I only had one other issue. The counseling center staff at the Manassas Campus has always come off as slightly rude and unhelpful. Counselors always seemed like they wanted to be somewhere else. |
| MA | Job placement. |
| MA | Better advisement on what courses to take and on transferring. |
| MA | Explore making more of the online instruction similar to classroom instruction; most of the online courses were more like self-study classes. |
| MA | Offering more days and times for classes as many certification programs only offer one section for a course. Also offering programs of study at various NOVA campuses or at least some of the courses at another campus, since the Substance Abuse Rehabilitation Counselor certificate program was only offered at one campus location. |
| MA | I think food options on the campuses should be improved. |
| MA | NOVA should tap into the expertise of past students and should encourage past alumni to take up lecturing positions. |
| MA | Hire good/better counselors. |
| MA | Math teachers. How much \$\$ do you really need from parking permits? Textbooks are always overpriced, but it's a community college. Remember people come here to save \$\$\$. |
| MA | Professors could use some more projects that involve groups. I say this because NOVA is a multi-cultural school, just like the real world. It helps to work in teams with different types of people to prepare for a position in the modern workplace. |
| MA | I think NOVA is great school. If possible, can NOVA offer 4-year, bachelors' degrees because I would (and others too) love to continue my bachelor's degree at NOVA. Thank you. |
| MA | I feel the Nursing program could do a better job of preparing nurses for real life. Fellow students with core experience were great but I had concerns about many students who graduated with me. |
| MA | I feel that NOVA needs to have more staff and instructors knowledgeable about where and how to direct students in obtaining their degrees; in other words, staff needs to give better direction to students. I was repeatedly ping ponged back and forth when I asked one simple question regarding my classes. |
| MA | Provide continuing education credits for Massage Therapy (I know a lot of people would take them. We need to do them to keep our license). |
| MA | Keep up the good work. |

Manassas Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|-----------|---|
| MA | Additional focus on job placement in the region would really help. I was at NOVA at the height of economic crisis so things may have improved. Increase internship and work study opportunities. |
| MA | The Vet Tech program was great. I don't have much to complain about. |
| MA | In services, college is already expensive so to help student it would be good to have cheaper parking and cheaper books. |
| MA | Audit internally, find areas to improve. |
| MA | Figure it out. |
| MA | Online classes could have option not to go in for exams. |
| MA | Better notification of student activities events. |
| MA | Having better career services, counseling, and student events. Professors that are independent and are flexible. |
| MA | The level of educational instruction is that of a 4-year institution (GMU). |
| MA | By opening more opportunities, training for student to explore. |
| MA | Stop trying to run an entire program (Engineering/Engineering Technology) with only part-time adjuncts! If a program is important enough to have, and if enough students are enrolled (which they are), there should be at least one full-time faculty member! Or at least a part time permanent appointment. |
| MA | Improve ELI courses. |
| MA | Better advising/advisors who know about transferring to other colleges/universities. |
| MA | When I transferred to Shenandoah University, their History program was very different compared to NOVA. It took me a while to transition due to different styles. Please be aware of other colleges or universities program styles. |

Medical Education Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|------------|---|
| MEC | Assign academic advisors and allow them to change advisors if it is not a good match. A better understanding of what requirements are helpful to students transferring to a 4-year degree so that time and money are not wasted. |
| MEC | Continue to be open to the changing times, and be receptive to the comments of the/from the students. |
| MEC | Have more concrete and direct plans to help students transfer to a four year university and their classes. College is expensive enough without having to take multiple unneeded classes. A more simple and precise transition would be helpful. Invest in some traffic lights to enter and leave the parking lot on Annandale Campus. |
| MEC | This is a great school. |
| MEC | Please offer more classes. |
| MEC | Having a better system for Financial Aid + advising especially @ Loudoun campus. |
| MEC | A lot more online classes needed; it is really hard to work and get to class with schedules and traffic. Need better mapping of quarter to semester classes. I have 8 associate degrees from NOVA and 1 leadership certificate, so I have a lot of experience over a long period of time. |
| MEC | I think NOVA is great; it is too bad it is not a 4-year institution. |
| MEC | Provide more explanation of degree requirements from advising. |
| MEC | Get your IT program up to snuff! |
| MEC | Free parking. |
| MEC | Extend to four years college. Make the entrance exam for Nursing easier for students to get into the program. We need more tutor services. It needs more improve on parking. |
| MEC | I sincerely wish NOVA offered bachelors' degrees. |
| MEC | Expand and improve the counseling services. |
| MEC | Test only material covered. |
| MEC | I felt that the counseling was a little odd. They don't show much of help, unlike faculty, and I always felt like I was BOTHERING them. They speak their language, technical words, that the students never understand. They need to be aware that students don't know how their system works! One counselor messed up my degree plan and I had to run around to fix it. That's not right!! |
| MEC | Don't be afraid to terminate your weaker teachers. Someone will fill in. |
| MEC | It would be great to add cafeteria services at the MEC. |
| MEC | Someone who understands the importance the Historic Preservation Certificate Program has in the future of other studies including Business and Resource Management. |

Medical Education Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|------------|--|
| MEC | More counselors receive training and continually update their knowledge on transferring credits. Make sure they all know the same information. |
| MEC | Be more supportive in student's careers. |
| MEC | Low or no cost for parking please. |
| MEC | Conferences about majors. |
| MEC | More challenging course work. |
| MEC | Advisors need more training. |
| MEC | Hire more professors, NOVA is doing a great job overall. |

Woodbridge Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|-----------|---|
| WO | It is perfect. Keep it the way it is. |
| WO | Improve services and class material. |
| WO | There should be a yearly parking permit at a cheaper rate. |
| WO | Teaching new students how to register for classes, besides directing them to a website. Degree counseling could be improved by educating students on what classes transfer under the GAA and what do not. |
| WO | Make sure to inform students transferring to a 4-year college to triple check everything. My experience (and that of many of my friends) at George Mason has been riddled with technical errors made by registration, Financial Aid and advisors. |
| WO | Have teachers be required to take workshops to further their teaching skills and take the teacher evaluations more seriously. |
| WO | Once I transferred to GMU, I had to pick a major. No one prepared me or offered an advice before leaving. My advisor however was very helpful, I just wish we had more strict requirements/were told more about the schools we were transferring to. |
| WO | I would definitely work on the parking situation. The Woodbridge Campus needs to be renovated. |
| WO | SDV 100. Do you have to take the class, or can you test out? I never knew for sure but that class was a waste of time though. You also need more parking so people stop parking at Cracker Barrel. Make a nicer and faster counselor service. |
| WO | I have still not received my A.A. diploma certificate from NOVA. |
| WO | God job with hiring teachers/instructors, but pretty much all other faculty needs improvement. |
| WO | More opportunities for advising for students pursuing a degree in Early Childhood Development. Maybe having information/transfer visits for that program specifically. |
| WO | Make lost and found easier to find. |
| WO | Improve counseling/Financial Aid advisors' quality, communication, availability. |
| WO | Paralegal Studies need classes: HR Law, Bankruptcy Law, International Law, Banking Law. Administration improvements. Alexandria Campus needs new buildings and more good teachers. More announcements on graduation deadlines and procedures. More online classes. |
| WO | Make classes more challenging to prepare for four-year college. |
| WO | More online and training at the high end for IT. |
| WO | Hire better teachers. Learn how to develop a decent online class. Fix the website to buy parking passes. It crashes every semester and forces students to purchase in person at an increased price. Transferring from Tidewater Community College to NOVA, I moved for a well ran school to an organization that does the bare minimum. |

Woodbridge Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|-----------|---|
| WO | After attending NOVA from December 2008 until 2011, my primary goal was to finish the RN program! I completed the 43 hours of pre-reqs but NEVER got in. Counselors enrolled me in classes I did not need: CHEM 201, Molecular Biology, the wrong PE class for my "Associate's degree". I now have completed 200 + college credits and no 4-year degree. After 4 consecutive RN applications and a lot of misinformation, I have completed an LPN program elsewhere. Now I am studying elsewhere to get into the BSN (RN) program. I left NOVA because the staff kept telling me I would get in, after speaking to the provost with tears in my eyes; he reviewed my transcript and walked over to the Nursing department. There are 450 applicants and only 125 spots! I found that so awful I decided to leave for good. Had I stayed I would never have completed an LPN program and be on my way to BSN. I will never recommend NOVA, not even to my worst enemy. Even though I completed the 43 pre-reqs hours, they kept changing the requirements from semester to semester. I was required to take orientation. I am 50 years old. After I failed a computer equivalency exam I was forced to take an IT course. This bad experience I will retell over and over and over. You do not even offer a BSN. I know ½ of my classmates left to Kaplan, Chamberlain, and Global. Thanks for nothing NOVA! You took away my innocence and my belief in higher education. NOVA only took my money. They do not care about your goals. |
| WO | Treat your instructors fairly. There could be more security on the campus. For group field trips, it would help if there was a bus or a reliable source of transportation so we could all travel together. |
| WO | Give more help and information to students about their programs. Advise students to take the right classes and help them get the best degree possible. |
| WO | Turn it into an affordable 4-year school. Transferring to GMU was a horrible experience – I wished I could have stayed at NOVA to finish my bachelor's. Have a mandatory job search/resume class. Mandatory aptitude testing for those who have no idea what they want to do. |
| WO | Get rid of a couple of very bad professors. I think I got a B and A, but I still tell stories to friend about how pathetic certain teachers were. |
| WO | To improve institutional devices at NOVA, inexpensive books that contain current information related to Information Technology Services should be used for such courses. |
| WO | NOVA can improve by fixing the problems above. I wanted a two year education because the advisors advised me to take minimum amount of credits. At the end, I had to stay an extra semester and when I chose the only class available, the teacher spoke horrible English and graded poorly. On top of that, I had to pay ridiculous parking pass fees. |
| WO | Less PowerPoint slides and more content. |
| WO | Hire better qualified teachers! |
| WO | Standardize the Nursing program. Develop curriculum that prepares students for testing better. |
| WO | More time required for students to practice nursing skills and become familiar with the entire medical environment. |

Woodbridge Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|-----------|--|
| WO | There should be a cafeteria in the MEC! There are times where I felt faculty could be more receptive to the concerns + needs of the students. There were forums for students to communicate concerns but it rarely felt as though changes were made. |
| WO | I am not sure entirely. I am not convinced that a shiny new administrative building was really the best use of funds though. Also, reserving a huge slice of student parking for staff parking without building anymore was idiotic. Between all this parking problems and the construction there were many lots unusable. |
| WO | I would have liked a little more guidance in selecting classes. I took a lot of classes that meant nothing towards achieving my degree. It was a waste of time and money and it would have been nice to have counselors bring that to my attention in advance. |
| WO | Advisors/counselors should strive to give each student an individualized session, focusing on what/how to assist the student on an individual basis and provide advice based on the student's request. Simply showing the student how to use the Student Services website does not provide this type of support. |
| WO | More defined guidelines. |
| WO | I think NOVA did an excellent job in its instruction + services. |
| WO | NOVA is way better than George Mason in all aspects. |
| WO | So far so good, if it was not for the couple issues as I mentioned before. |
| WO | Writing standards should be harder, in benefit of the students. Please provide more explanations on how to write well, without assuming that students are good at writing. |
| WO | The Java class should be based on problem solving so students do not fail IT 206 in GMU. |
| WO | Should improve Electrical Engineering lab equipment and use VHDL coding for EGR 265 and Math lab more because NOVA E.E. students struggle a little bit with lab work at GMU. NOVA should offer classes for Math Lab maybe. |
| WO | Expand accommodations for students like better cafeteria and study area. |
| WO | Have more professors who really care about teaching. Provide better advising and have more people who know a lot about NOVA and other schools (transferring). Better assistance (advice for financial office). |
| WO | Focus on providing the correct answer or seek the information from other sources. |
| WO | One of the ways NOVA can improve in its instruction is by improving the advising process, especially the transfer elements, and encouraging faculty and staff to be more student-oriented. In essence, this has to come from the top down in order for implementation and compliance to work together. Lastly, I think NOVA has to be more willing to engage students in and out of the classroom. For example, there should be more opportunities for students to engage in writing, case studies, and meeting with the college administrators. |

Woodbridge Campus

| Campus | Question 3: How can NOVA improve in its instruction and services? |
|-----------|--|
| WO | Loudoun: Provide more counselors for advisement courses. |
| WO | Please provide better advice from counselors. I had a professor who hated teaching. He said he did not like teaching and students could tell it was true by his behavior. Please, make sure professors are happy to teach, because that affects the student's performance. |
| WO | Change those lazy instructors who give As all the time. They do not teach. |
| WO | Nothing needs to be improved. |
| WO | Other than what I stated above, my experience at NOVA was extremely positive. The professors were great! The new building at Annandale and Loudoun are lovely. In retrospect, I wish I had attended NOVA right out of high school. I probably would have done much better. |
| WO | If you carefully make courses, please do match them to other schools, at least state universities in Virginia, it will be very helpful for students who want to transfer to other Virginia universities. |
| WO | Employ teachers who have the ability to teach the following programs and think in 3D: Revit, Rhino, Illustrator, InDesign, 3Dmax, Google Sketch up. |
| WO | The professors should give more assignments and NOVA should keep books costs lower. The cafeteria should provide better food. |
| WO | Keep up the good job! |
| WO | Please, hire professors that can speak English fluently regardless of their accent. |
| WO | Academic advising seriously needs help with language and guidance services which are currently extremely poor. |
| WO | I think it is already on a great path but the services for international students need to be supervised. |
| WO | Advising. Have specific advisors for schools—this will help! They can learn what students will need and advise them better. |
| WO | Please have students fill out surveys for all classes. Some instructors are fabulous, and some are simply awful. Funny thing, the wonderful instructors handed out their surveys. |

NOVA Mission and Strategic Goals: 2005 – 2015

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

**Northern Virginia
Community College**

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