RESEARCH BRIEF

Evaluation of NOVA Education, Services, and Facilities: 2017 Graduate Survey

This Research Brief presents information collected through the 2017 Graduate Survey. This survey was conducted in Fall 2017 and had a 9 percent response rate, with 598 of 6,669 graduates responding. The graduates who responded evaluated 40 total areas at NOVA on a five-point scale. This research brief focuses on survey questions that asked the respondents to evaluate five specific educational and student support areas at NOVA. These areas included (1) *general education*, (2) *academic instruction*, (3) *faculty*, (4) *facilities*, and (5) *services*. The respondents' survey ratings were assigned numerical values of "Excellent"=4, "Good"=3, "Average"=2, "Below Average"=1, and "Poor"=0. Respondents could also choose "no basis to judge/did not use," but the survey results that are discussed in this brief exclude responses that indicated this rating. Weighted average scores were calculated for each evaluation area covered in the survey. These weighted average scores are presented in both the "Key Findings" box below and the data tables at the end of this research brief.
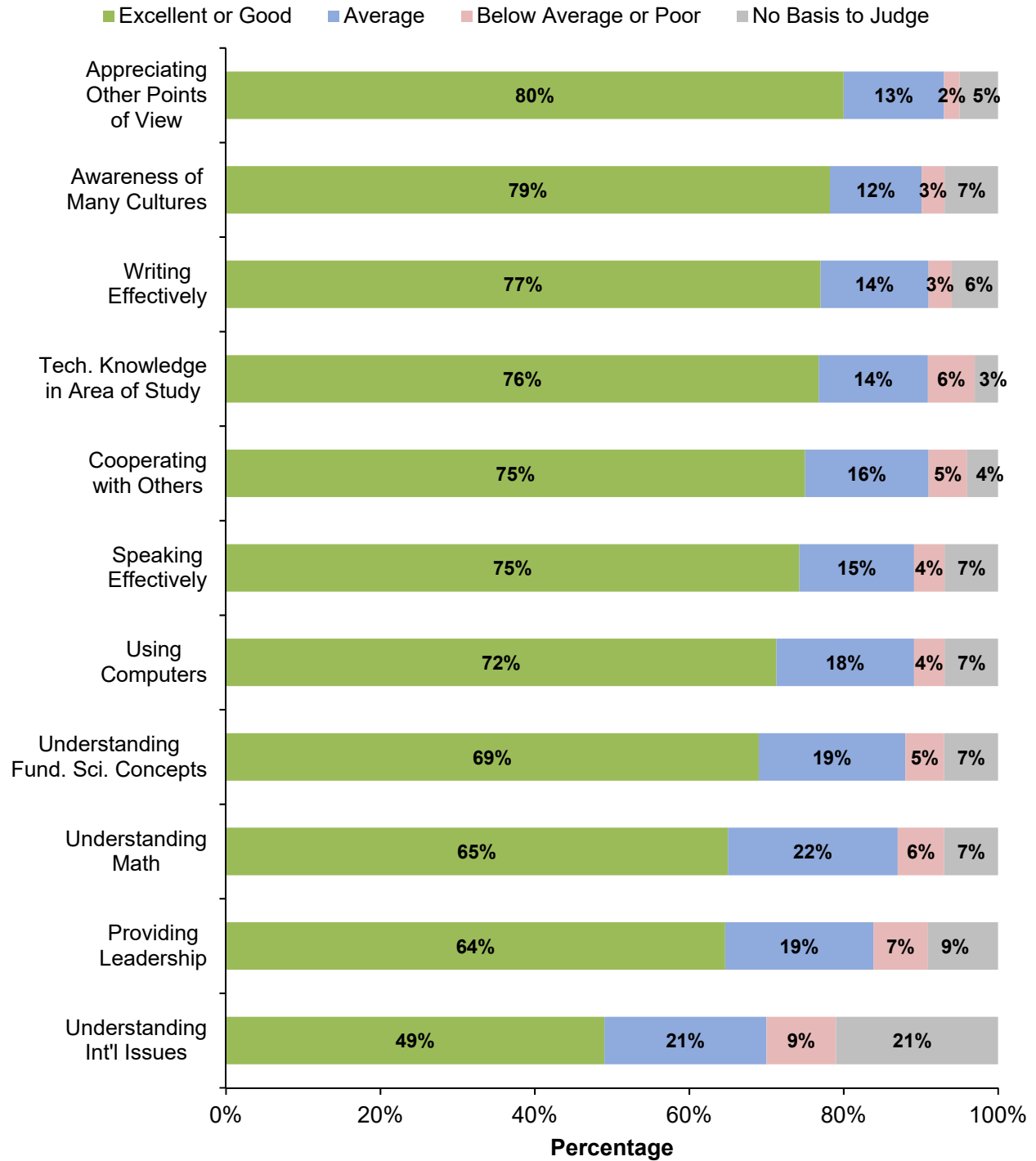

Key Findings

The number in parentheses is the respondents' weighted average score for the given item.

➢ **Education**—see Figure 1 and Table 1
- Respondents were most satisfied with how their NOVA education developed their **awareness of many cultures** (3.34) and their ability to **appreciate other points of view** (3.32).
- However, respondents were least likely to indicate that NOVA had provided them an excellent or good **understanding of international issues** (2.78).

➢ **Instruction**—see Figure 2 and Table 2
- Respondents were generally satisfied with instruction at NOVA. All items in this category received an excellent or good rating from at least 80 percent of respondents.

➢ **Faculty**—see Figure 2 and Table 2
- Approximately 75 percent of respondents gave excellent or good ratings to faculty **availability** (3.10), **teaching ability** (3.08), and **concern for students** (2.99).
- 63 percent of respondents rated faculty **advisement** as either excellent or good (2.78).

➢ **Services and Facilities**—see Figure 3 and Table 3
- Respondents were least satisfied with **career and educational planning** (2.65), the **cafeteria** (2.59), **course and program advisement** (2.56), and **personal counseling** (2.52).

Rating of NOVA Education

Figure 1 presents the respondents' ratings of their education at NOVA. The categories are sorted in descending order by excellent and good rating.

Figure 1. Rating of NOVA Education: 2017 Graduate Survey

Legend: ■ Excellent or Good ■ Average ■ Below Average or Poor ■ No Basis to Judge

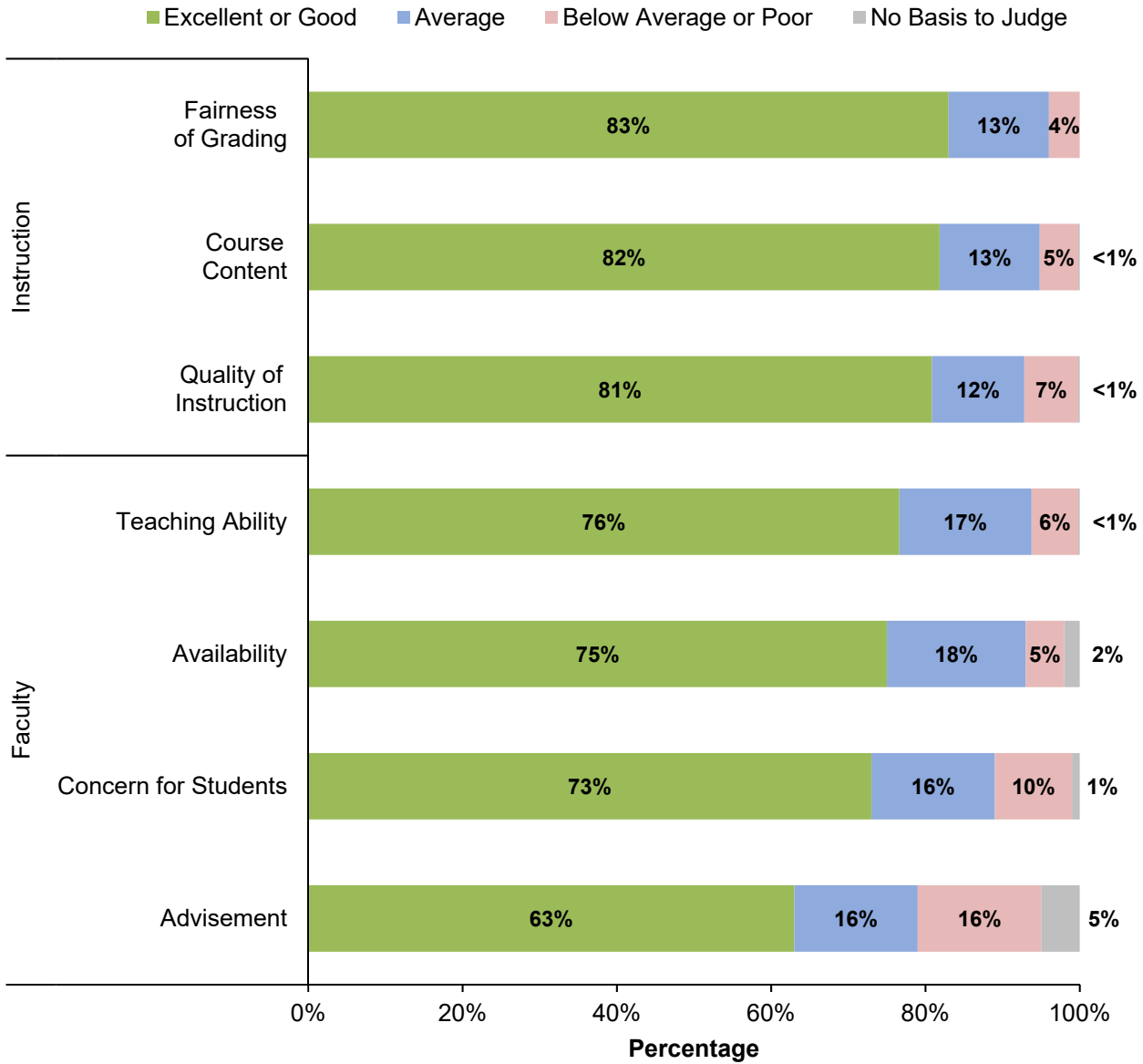| Category	Excellent or Good	Average	Below Average or Poor	No Basis to Judge
Appreciating Other Points of View	80%	13%	2%	5%
Awareness of Many Cultures	79%	12%	3%	7%
Writing Effectively	77%	14%	3%	6%
Tech. Knowledge in Area of Study	76%	14%	6%	3%
Cooperating with Others	75%	16%	5%	4%
Speaking Effectively	75%	15%	4%	7%
Using Computers	72%	18%	4%	7%
Understanding Fund. Sci. Concepts	69%	19%	5%	7%
Understanding Math	65%	22%	6%	7%
Providing Leadership	64%	19%	7%	9%
Understanding Int'l Issues	49%	21%	9%	21%

Percentage

Total Respondents: 520.

Rating of NOVA Instruction and Faculty

Figure 2 presents the respondents' ratings of the instruction and faculty at NOVA. The categories are sorted in descending order by excellent and good rating.

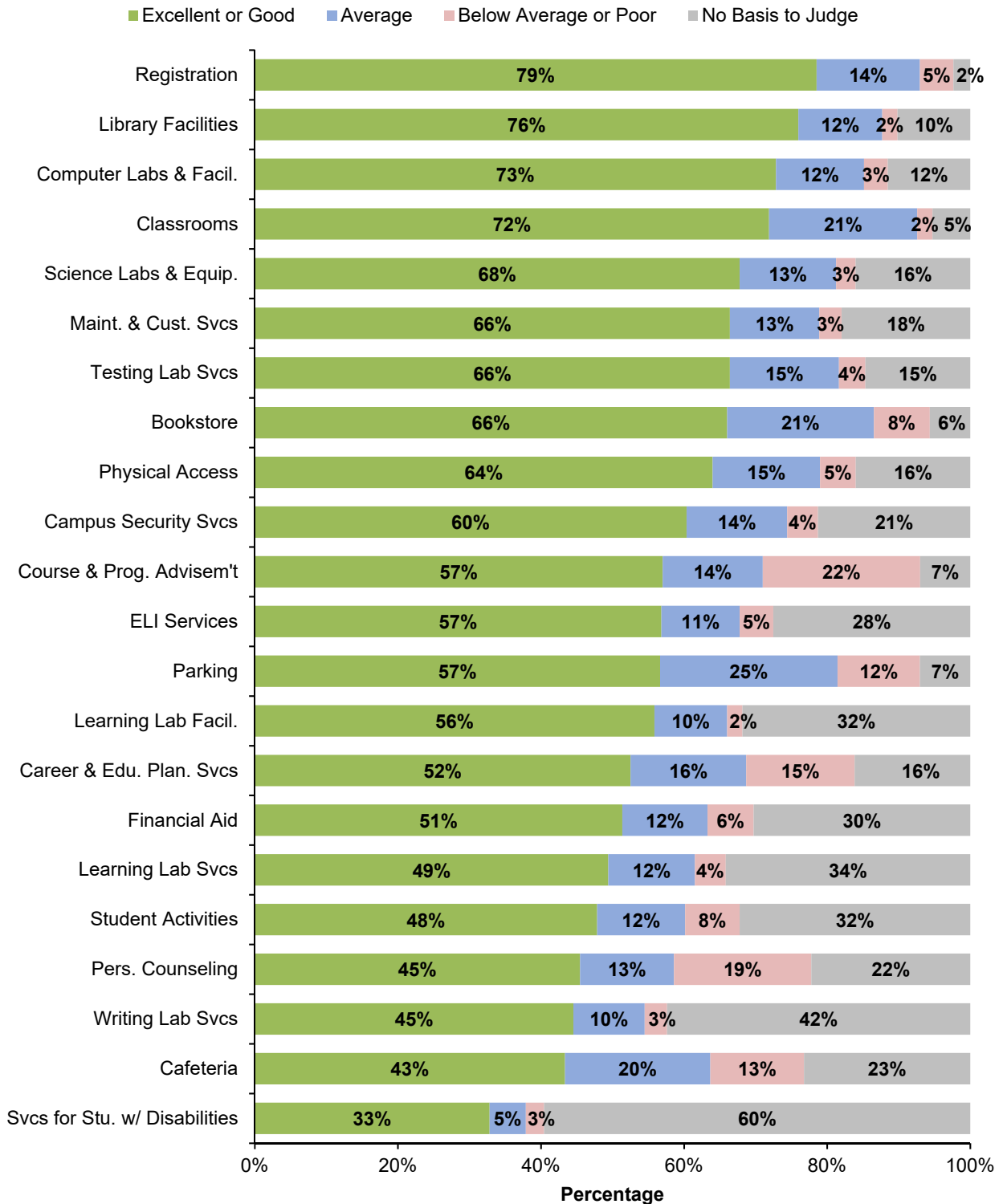**Figure 2. Rating of NOVA Instruction and Faculty: 2017 Graduate Survey**

Legend: ■ Excellent or Good ■ Average ■ Below Average or Poor ■ No Basis to Judge

Instruction

Category	Excellent or Good	Average	Below Average or Poor	No Basis to Judge
Fairness of Grading	83%	13%	4%	
Course Content	82%	13%	5%	<1%
Quality of Instruction	81%	12%	7%	<1%

Faculty

Category	Excellent or Good	Average	Below Average or Poor	No Basis to Judge
Teaching Ability	76%	17%	6%	<1%
Availability	75%	18%	5%	2%
Concern for Students	73%	16%	10%	1%
Advisement	63%	16%	16%	5%

Percentage (x-axis: 0% to 100%)

Total Respondents: 520.

Rating of NOVA Services and Facilities

Figure 3 presents the respondents' ratings of services and facilities at NOVA. The categories are sorted in descending order by excellent and good rating.

Figure 3. Rating of NOVA Services and Facilities: 2017 Graduate Survey

Legend: ■ Excellent or Good ■ Average ■ Below Average or Poor ■ No Basis to Judge

Category	Excellent or Good	Average	Below Average or Poor	No Basis to Judge
Registration	79%	14%	5%	2%
Library Facilities	76%	12%	2%	10%
Computer Labs & Facil.	73%	12%	3%	12%
Classrooms	72%	21%	2%	5%
Science Labs & Equip.	68%	13%	3%	16%
Maint. & Cust. Svcs	66%	13%	3%	18%
Testing Lab Svcs	66%	15%	4%	15%
Bookstore	66%	21%	8%	6%
Physical Access	64%	15%	5%	16%
Campus Security Svcs	60%	14%	4%	21%
Course & Prog. Advisem't	57%	14%	22%	7%
ELI Services	57%	11%	5%	28%
Parking	57%	25%	12%	7%
Learning Lab Facil.	56%	10%	2%	32%
Career & Edu. Plan. Svcs	52%	16%	15%	16%
Financial Aid	51%	12%	6%	30%
Learning Lab Svcs	49%	12%	4%	34%
Student Activities	48%	12%	8%	32%
Pers. Counseling	45%	13%	19%	22%
Writing Lab Svcs	45%	10%	3%	42%
Cafeteria	43%	20%	13%	23%
Svcs for Stu. w/ Disabilities	33%	5%	3%	60%

Percentage

Total Respondents: 512.

Data Tables

Table 1. Rating of NOVA Education: 2017 Graduate Survey

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Score (0-4)
Appreciating Other Points of View	253 (49%)	164 (32%)	66 (13%)	7 (1%)	5 (1%)	25 (5%)	3.32
Awareness of Many Cultures	261 (50%)	148 (28%)	61 (12%)	7 (1%)	7 (1%)	36 (7%)	3.34
Cooperating with Others	218 (42%)	172 (33%)	83 (16%)	18 (3%)	6 (1%)	23 (4%)	3.16
Providing Leadership	168 (32%)	166 (32%)	101 (19%)	24 (5%)	14 (3%)	47 (9%)	2.95
Speaking Effectively	200 (38%)	189 (36%)	78 (15%)	13 (3%)	6 (1%)	34 (7%)	3.16
Technical Knowledge in Your Area of Study	215 (41%)	182 (35%)	75 (14%)	18 (3%)	13 (3%)	17 (3%)	3.13
Understanding Fundamental Scientific Concepts	191 (37%)	168 (32%)	99 (19%)	13 (3%)	11 (2%)	38 (7%)	3.07
Understanding International Issues	126 (24%)	131 (25%)	110 (21%)	31 (6%)	15 (3%)	107 (21%)	2.78
Understanding Math	166 (32%)	171 (33%)	115 (22%)	16 (3%)	17 (3%)	35 (7%)	2.93
Using Computers	207 (40%)	165 (32%)	92 (18%)	15 (3%)	7 (1%)	34 (7%)	3.13
Writing Effectively	214 (41%)	187 (36%)	72 (14%)	14 (3%)	3 (1%)	30 (6%)	3.21

Notes: The numerical scores in the rightmost column were calculated by assigning the following values to each response option: Excellent=4, Good=3, Average=2, Below Average=1, and Poor=0. Scores exclude respondents who indicated "no basis to judge/did not use."
Total Respondents: 520.
Percentages across rows may not sum to 100 due to rounding.

Table 2. Rating of NOVA Instruction and Faculty: 2017 Graduate Survey

	Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Score (0-4)
Instruction	Course Content	224 (43%)	203 (39%)	66 (13%)	18 (3%)	8 (2%)	1 (<1%)	3.19
Instruction	Fairness of Grading	224 (43%)	207 (40%)	68 (13%)	9 (2%)	12 (2%)	0 (0%)	3.20
Instruction	Quality of Instruction	228 (44%)	193 (37%)	60 (12%)	20 (4%)	18 (3%)	1 (<1%)	3.14
Faculty	Advisement	179 (34%)	149 (29%)	81 (16%)	44 (8%)	40 (8%)	27 (5%)	2.78
Faculty	Availability	213 (41%)	178 (34%)	92 (18%)	16 (3%)	12 (2%)	9 (2%)	3.10
Faculty	Concern for Students	209 (40%)	169 (33%)	83 (16%)	25 (5%)	27 (5%)	7 (1%)	2.99
Faculty	Teaching Ability	210 (40%)	188 (36%)	90 (17%)	16 (3%)	15 (3%)	1 (<1%)	3.08

Notes: The numerical scores in the rightmost column were calculated by assigning the following values to each response option: Excellent=4, Good=3, Average=2, Below Average=1, and Poor=0. Scores exclude respondents who indicated "no basis to judge/did not use."
Total Respondents: 520.
Percentages across rows may not sum to 100 due to rounding.

Table 3. Rating of NOVA Services and Facilities: 2017 Graduate Survey

Category	Excellent	Good	Average	Below Average	Poor	No Basis to Judge	Score (0-4)
Bookstore	158 (31%)	180 (35%)	105 (21%)	23 (4%)	17 (3%)	29 (6%)	2.91
Cafeteria	104 (20%)	118 (23%)	104 (20%)	39 (8%)	28 (5%)	119 (23%)	2.59
Campus Security Services	169 (33%)	140 (27%)	72 (14%)	8 (2%)	14 (3%)	109 (21%)	3.10
Career & Educational Planning Services	138 (27%)	128 (25%)	83 (16%)	33 (6%)	46 (9%)	84 (16%)	2.65
Classrooms	184 (36%)	184 (36%)	106 (21%)	7 (1%)	4 (1%)	27 (5%)	3.11
Computer Labs & Facilities	195 (38%)	178 (35%)	63 (12%)	12 (2%)	5 (1%)	59 (12%)	3.21
Course & Program Advisement	151 (29%)	140 (27%)	74 (14%)	51 (10%)	62 (12%)	34 (7%)	2.56
ELI Services	158 (31%)	133 (26%)	56 (11%)	13 (3%)	11 (2%)	141 (28%)	3.12
Financial Aid	159 (31%)	104 (20%)	61 (12%)	12 (2%)	21 (4%)	155 (30%)	3.03
Learning Lab Services	136 (27%)	117 (23%)	62 (12%)	9 (2%)	13 (3%)	175 (34%)	3.05
Learning Lab Facilities	155 (30%)	131 (26%)	52 (10%)	5 (1%)	6 (1%)	163 (32%)	3.21
Library Facilities	215 (42%)	174 (34%)	60 (12%)	4 (1%)	7 (1%)	52 (10%)	3.27
Maintenance & Custodial Services	203 (40%)	137 (27%)	64 (13%)	11 (2%)	5 (1%)	92 (18%)	3.24
Parking	134 (26%)	156 (30%)	127 (25%)	34 (7%)	25 (5%)	36 (7%)	2.71
Personal Counseling	128 (25%)	102 (20%)	68 (13%)	46 (9%)	53 (10%)	115 (22%)	2.52
Physical Access	152 (30%)	173 (34%)	79 (15%)	13 (3%)	11 (2%)	84 (16%)	3.03
Registration	185 (36%)	217 (42%)	74 (14%)	9 (2%)	15 (3%)	12 (2%)	3.10
Science Labs & Equipment	185 (36%)	162 (32%)	69 (13%)	6 (1%)	8 (2%)	82 (16%)	3.19
Services for Students with Disabilities	113 (22%)	55 (11%)	26 (5%)	6 (1%)	7 (1%)	305 (60%)	3.26
Student Activities	120 (23%)	125 (24%)	63 (12%)	20 (4%)	19 (4%)	165 (32%)	2.88
Testing Lab Services	185 (36%)	155 (30%)	78 (15%)	6 (1%)	13 (3%)	75 (15%)	3.13
Writing Lab Services	127 (25%)	101 (20%)	51 (10%)	7 (1%)	9 (2%)	217 (42%)	3.12

Notes: The numerical scores in the rightmost column were calculated by assigning the following values to each response option: Excellent=4, Good=3, Average=2, Below Average=1, and Poor=0. Scores exclude respondents who indicated "no basis to judge/did not use."
Total Respondents: 512.
Percentages across rows may not sum to 100 due to rounding.

Table 4. Evaluation of Education, Instruction, Faculty, Services and Facilities at NOVA Ordered by Score (Descending Order): 2017 Graduate Survey

Category	Item	Score (0-4)
Education	Awareness of Many Cultures	3.34
Education	Appreciating Other Points of View	3.32
Services and Facilities	Library Facilities	3.27
Services and Facilities	Services for Students with Disabilities	3.26
Services and Facilities	Maintenance & Custodial Services	3.24
Services and Facilities	Computer Labs & Facilities	3.21
Services and Facilities	Learning Lab Facilities	3.21
Education	Writing Effectively	3.21
Instruction	Fairness of Grading	3.20
Instruction	Course Content	3.19
Services and Facilities	Science Labs & Equipment	3.19
Education	Cooperating with Others	3.16
Education	Speaking Effectively	3.16
Instruction	Quality of Instruction	3.14
Education	Technical Knowledge in Your Area of Study	3.13
Services and Facilities	Testing Lab Services	3.13
Education	Using Computers	3.13
Services and Facilities	ELI Services	3.12
Services and Facilities	Writing Lab Services	3.12
Services and Facilities	Classrooms	3.11
Faculty	Availability	3.10
Services and Facilities	Campus Security Services	3.10
Services and Facilities	Registration	3.10
Faculty	Teaching Ability	3.08
Education	Understanding Fundamental Scientific Concepts	3.07
Services and Facilities	Learning Lab Services	3.05
Services and Facilities	Financial Aid	3.03
Services and Facilities	Physical Access	3.03
Faculty	Concern for Students	2.99
Education	Providing Leadership	2.95
Education	Understanding Math	2.93
Services and Facilities	Bookstore	2.91
Services and Facilities	Student Activities	2.88
Faculty	Advisement	2.78
Education	Understanding International Issues	2.78
Services and Facilities	Parking	2.71
Services and Facilities	Career & Educational Planning Services	2.65
Services and Facilities	Cafeteria	2.59
Services and Facilities	Course & Program Advisement	2.56
Services and Facilities	Personal Counseling	2.52

Note: The numerical scores in the rightmost column were calculated by assigning the following values to each response option: Excellent=4, Good=3, Average=2, Below Average=1, and Poor=0. Scores exclude respondents who indicated "no basis to judge/did not use."