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ABSTRACT

This report presents the findings from the Student Development Survey administered to Northern Virginia Community College (NVCC) students in the spring 2000 semester. The survey was distributed to students in 23 randomly selected classes at the 5 NVCC campuses. Although the survey sought feedback concerning student satisfaction with NVCC counseling services, student activities services, and admissions and record services, only findings pertaining to the Counseling and Career Center Offices section of the survey are presented in this report. Respondents were asked to evaluate the quality of six services provided by the counseling and Career Center Offices: transfer information, academic advising, career counseling, job referral information, personal counseling, and counseling for students with disabilities. Based on 405 responses, findings include: (1) the areas of transfer information, academic advising, personal counseling, and counseling for students with disabilities received ratings of "good" or "excellent" from the majority of the respondents (51% to 75%); (2) 91% of the respondents stated they were treated in a courteous manner by the staff at the Counseling and Career Center Offices; (3) the majority of the respondents rated the overall quality of services as average or better; and (4) there were few differences among the respondents from different campuses or those enrolled in ELI (English Language Institute) courses. Contains 40 tables and 8 figures. (JA)

EVALUATION OF NVCC COUNSELING AND CAREER CENTER SERVICES

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Research Report No. 12-00

Office of Institutional Research
Northern Virginia Community College

November 2000

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NORTHERN VIRGINIA COMMUNITY COLLEGE

OFFICE OF INSTITUTIONAL RESEARCH

The purpose of the Office of Institutional Research 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 NVCC community engaged in planning and evaluating the institution's success in accomplishing its mission.

ASSOCIATE DEAN FOR INSTITUTIONAL RESEARCH AND ANALYSIS

Dr. George E. Gabriel

STAFF MEMBERS

Margret Chang

Johan Dennett

Louise Herzfeld

Linda Hoffman

Nadezhda Osmanova

4001 Wakefield Chapel Road
Annandale, VA 22003-3796
(703) 323-3129
www.nv.cc.va.us/oir

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EVALUATION OF NVCC COUNSELING AND CAREER CENTER SERVICES

Executive Summary

This report presents the findings from the Student Development Survey administered to NVCC students in the spring 2000 semester. The survey was distributed to students in 23 randomly selected classes at the five NVCC campuses. In addition, surveys were mailed to randomly selected ELI students and students from selected ELI courses completed an online version of the survey. Although the survey sought feedback concerning student satisfaction with NVCC counseling services, student activities services and admissions and records services, only the findings pertaining to the Counseling and Career Center Offices section of the survey are presented in this report.¹ The results of the survey are presented in seven sections.

Section I: Evaluation of Counseling and Career Center Services – All Campuses

- Respondents were asked to evaluate the quality of six services provided by the Counseling and Career Center Offices. These services included obtaining transfer information, academic advising, career counseling, job referral information, personal counseling, and counseling for students with disabilities.
- The areas of transfer information, academic advising, personal counseling, and counseling for students with disabilities received ratings of “good” or “excellent” from the majority of the respondents (51% to 75%).
- Large proportions of the respondents had not used the Counseling and Career Center Offices to obtain job referral services, personal counseling, or counseling for students with disabilities services (58% to 88%). Most of the respondents, however, had used the Counseling and Career Center Offices to obtain transfer information, academic advising, and career counseling.
- Ninety-one percent of the respondents stated they were treated in a courteous manner by the staff at the Counseling and Career Center Offices.
- Eighty percent of the respondents felt they were served in a timely manner by the staff at the Counseling and Career Center Offices.
- The majority of the respondents rated the overall quality of services as average or better. Specifically, 12% rated the overall quality of services as “excellent”, 39% rated the overall quality as “good”, and 32% rated it as “average”.

Section II – Section VII: Evaluation of Counseling and Career Center Services – Campus Analyses and ELI Students

- The survey data were analyzed by the different campuses and ELI. There were few differences among the respondents from different campuses or those enrolled in ELI courses.

¹ Findings from the admissions & records and student activities sections of the Student Development Survey will be published as separate reports.

- The majority of the respondents, regardless of campus or ELI status, evaluated personal counseling services and counseling for students with disabilities services as either “excellent” or “good”.
- A high proportion of the respondents from all five campuses and ELI indicated that in the six months prior to receiving the survey, they had not used job referral, personal counseling, or counseling for students with disabilities services.
- The majority of the ELI students who responded to the online survey did not use any of the counseling and career center services listed on the survey.
- The majority of the respondents from all campuses and ELI stated they were treated in a courteous manner and served in a timely manner by the Counseling and Career Center Office staff.
- The majority of the ELI respondents and those from the five NVCC campuses evaluated the overall quality of services provided by the Counseling and Career Center Offices as “average” or better.

EVALUATION OF NVCC COUNSELING AND CAREER CENTER SERVICES

Introduction

This report presents the findings from the Student Development Survey, administered to NVCC students during the spring 2000 semester. The survey measured student satisfaction levels with Counseling and Career Center Offices services, Student Activities services, and Admissions and Records Offices services. NVCC students were asked to evaluate all three areas in terms of the quality of services received, if they were treated in a courteous and timely manner, and to give an overall evaluation. Students were also given the option to list comments and suggestions for improvement in the three areas. The purpose of the survey was to collect information on the effectiveness of NVCC services to students. Respondents were asked to evaluate services they had obtained within the six months prior to receiving the survey. This report presents only the findings from the Counseling and Career Center Offices services section of the survey.

Three groups of students received the Student Development Survey during the spring 2000 semester. First, the surveys were distributed in 23 randomly selected NVCC classes at all five campuses.² Second, 400 surveys were mailed to randomly selected ELI students. Third, students from five ELI courses were asked to respond to the survey online. Overall, 405 students responded to the Student Development Survey.

This report is divided into seven sections. The first section provides survey results on Counseling and Career Center Offices services from the students who were enrolled in 23 randomly selected courses at the five NVCC campuses. This section also summarizes comments from students regarding counseling and career center services. Sections II through VI present the same information for each of the five campuses. Section VII presents the survey data from ELI students who were mailed the survey and data from ELI students who responded to the survey online. The information in Sections II through VII is presented in bullet format.

It is important to note that the sample size varied because of changes in the number of students responding to each question. The same number of students did not respond to each question in the Student Development Survey. Since the responses to each question were analyzed separately, variations in the sample size did not affect the data results.

² In order to obtain a representative sample of students, a technique known as "stratified random sampling" was used in selecting the students for the survey.

Section I: Evaluation of Counseling and Career Center Services – All Campuses

Students were asked at which campus they received the majority of their counseling and career center services. The largest percentage of the respondents received counseling services at the Annandale Campus (32%). This was followed by 22% of the respondents receiving services at the Alexandria Campus, 16% receiving services at the Loudoun Campus, 15% receiving services at the Woodbridge Campus, and 14% receiving services at the Manassas Campus. The distribution of where students received counseling and career center services was similar to the distribution of enrollment at the five campuses. However, respondents from the Loudoun, Manassas, and Woodbridge Campuses were slightly over-represented in the sample, while respondents from the Annandale and Alexandria Campus were slightly under-represented.

Students were asked to rate the quality of counseling and career center services they received within the six months prior to obtaining the survey. Students were asked to rate the services on the survey as either “excellent”, “good”, “average”, “below average”, “poor”, or “did not use”. Table 1 presents the evaluations given to the areas of transfer information, academic advising, career counseling, job referral, personal counseling, and counseling for students with disabilities.

As seen in Table 1, approximately 14% of the respondents rated transfer information services as “excellent”, followed by 41% rating this area as “good”. Only 6% of the respondents felt that transfer information services were “poor”. The area of academic advising received similar evaluations. Thirty-nine percent of the respondents rated this area as “good”, followed by 31% rating the area as “average”. The area of career counseling had 37% of the respondents who rated it as “good” and 34% of the respondents who rated it as “average”. This was followed by 12% of the respondents who stated it was “below average”.

Table 1 also presents the ratings for the areas of job referral, personal counseling, and counseling for students with disabilities. Forty-two percent of the respondents evaluated the job referral services as “average” and 26% stated this area was “good”. Sixteen percent of the respondents stated the personal counseling services were “excellent” and 40% stated this area was “good”. Out of the respondents who rated the quality of counseling for students with disabilities, 22% rated it as “excellent” while 53% rated it as “good”.

Table 1: Rating of Quality of Counseling and Career Center Services, All Campuses

Counseling & Career Center Services	Rating										Number of Survey Responses*
	Excellent		Good		Average		Below Average		Poor		
	#	%	#	%	#	%	#	%	#	%	
Transfer Information	23	14.1	66	40.5	57	35.0	8	4.9	9	5.5	163
Academic Advising	29	12.8	87	38.5	71	31.4	25	11.1	14	6.2	226
Career Counseling	16	10.4	57	37.0	53	34.4	19	12.3	9	5.9	154
Job Referral	4	6.2	17	26.2	27	41.5	9	13.8	8	12.3	65
Personal Counseling	19	16.1	47	39.8	29	24.6	13	11.0	10	8.5	118
Counseling for Students with Disabilities	8	22.2	19	52.8	7	19.4	0	0.0	2	5.6	36

* The number of survey responses for each category does not include respondents who did not use the service.

Figure 1 presents the percentage of respondents who rated each of the six counseling and career center services as either “excellent” or “good”. Seventy-five percent of the respondents rated counseling for students with disabilities as either “excellent” or “good”. This was followed by 56% of the respondents evaluating personal counseling and 55% evaluating transfer information as either “excellent” or “good”.

Figure 1: “Excellent” or “Good” Ratings for Counseling Services, All Campuses

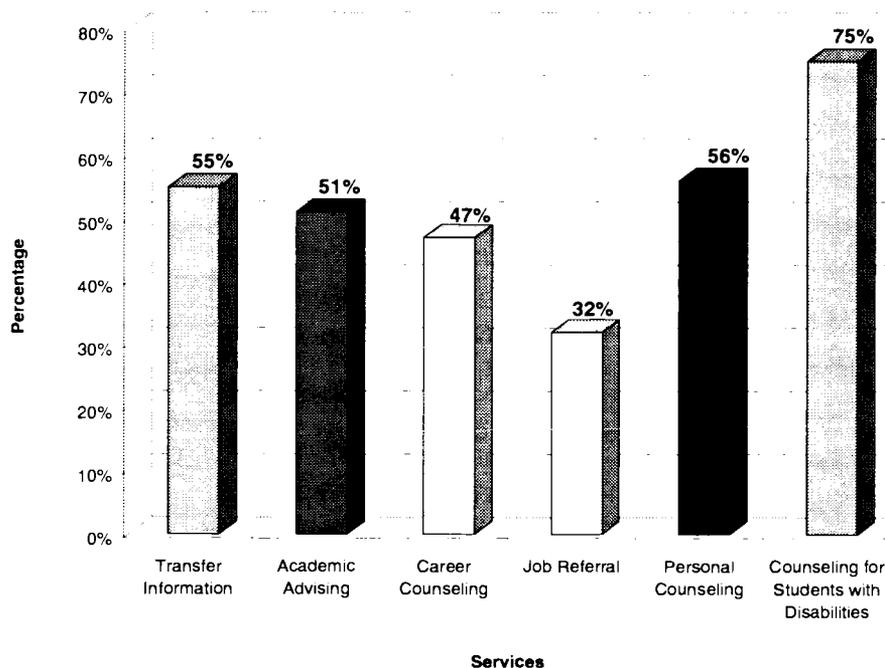


Table 2 presents the percentage of respondents who did not use specific counseling and career center services within the six months prior to receiving the survey (56%). As can be seen in Table 2, respondents were most likely not to have used services such as counseling for students with disabilities (88%) or job referral (77%). On the other hand, only 24% of the respondents had not used academic advising services.

Table 2: Percentage of Respondents Who Did Not Use Counseling Services, All Campuses

Counseling & Career Center Services	Total Number of Respondents	Respondents Who Did Not Use Services	
		#	%
Transfer Information	295	132	44.7
Academic Advising	299	73	24.4
Career Counseling	287	133	46.3
Job Referral	283	218	77.0
Personal Counseling	281	163	58.0
Counseling Students with Disabilities	290	254	87.6

Table 3 presents the responses to the question, "Were you treated in a courteous and polite manner by the Counseling/Career Center reception staff?" Out of 285 respondents, 91% stated they were treated in a courteous and polite manner. In addition to the survey questions, students were also given the opportunity to write comments and suggestions for improvement in this area. Many of the comments were positive in nature stating that counselors were friendly, helpful, and gave excellent advice. However, some respondents stated there should be more counselors in order to alleviate long lines, especially during registration times. In addition, some respondents stated they received inadequate or incomplete information on transferring to other institutions.

Table 3: Students Treated in a Courteous Manner, All Campuses

"Were You Treated in a Courteous Manner?"	Responses	
	#	%
Yes	258	90.5
No	27	9.5
Total	285	100.0

Students were asked if they were served in a timely manner by staff at the Counseling and Career Center Offices. As shown in Table 4, 80% of the respondents stated they were helped in a timely manner. Respondents were also given the opportunity to write comments or suggestions on this topic. Many students stated they received timely and professional help from the counseling center staff. However, several of the respondents stated the wait to see a counselor was too long and additional counselors should be hired in order to alleviate this problem. In addition, many respondents stated more counselors should be working after 4 p.m., when a large number of students seek help.

Table 4: Students Served in a Timely Manner, All Campuses

"Were You Served in a Timely Manner?"	Responses	
	#	%
Yes	225	79.8
No	57	20.2
Total	282	100.0

Respondents were asked to rate the overall quality of services they received from the Counseling and Career Center Offices. The responses to this question are presented in Table 5. The largest percentage of respondents, 39%, stated the overall quality of services from Counseling and Career Center Offices was "good", followed by 32% of the respondents who stated it was "average". In addition, 12% of the respondents evaluated the overall quality as "excellent". Seven percent of the students indicated that they had no basis to judge.

Table 5: Overall Quality of Services, All Campuses

Rating	Responses	
	#	%
Excellent	34	11.8
Good	113	39.2
Average	93	32.3
Below Average	25	8.7
Poor	3	1.0
No Basis to Judge	20	6.9
Total	288	100.0

Section II: Evaluation of Counseling and Career Center Services – Alexandria Campus

Students were randomly selected from the Alexandria Campus to take part in the Student Development Survey during the spring 2000 semester. There were 68 respondents to the survey from the Alexandria Campus. Table 6 presents the ratings from respondents regarding the quality of services from the Counseling and Career Center Office obtained in the six months prior to receiving the survey. Students were asked to evaluate transfer information, academic advising, career counseling, job referral information, personal counseling, and counseling for students with disabilities.

- Thirty-four respondents from the Alexandria Campus evaluated transfer information they received from the Counseling and Career Center Office. Of these respondents, the largest proportion (47%) rated the information as “good”. This was followed by 32% who rated the transfer information as “average”, and 12% who rated the information they received as “excellent” (see Table 6).
- Approximately 51% of the respondents rated academic advising as either “excellent” or “good”. However, 26% of the respondents rated this area as either “below average” or “poor” (see Table 6).
- Forty-seven percent of the respondents stated that career counseling services were either “excellent” or “good” (see Table 6). Thirty-six percent of the respondents indicated it was “average” and 17% indicated it was “below average” or “poor”.
- The majority of the respondents did not use job referral services, personal counseling services, or counseling for students with disabilities. Of the Alexandria Campus respondents who used these services, the most frequently indicated rating was “good” (see Table 6).

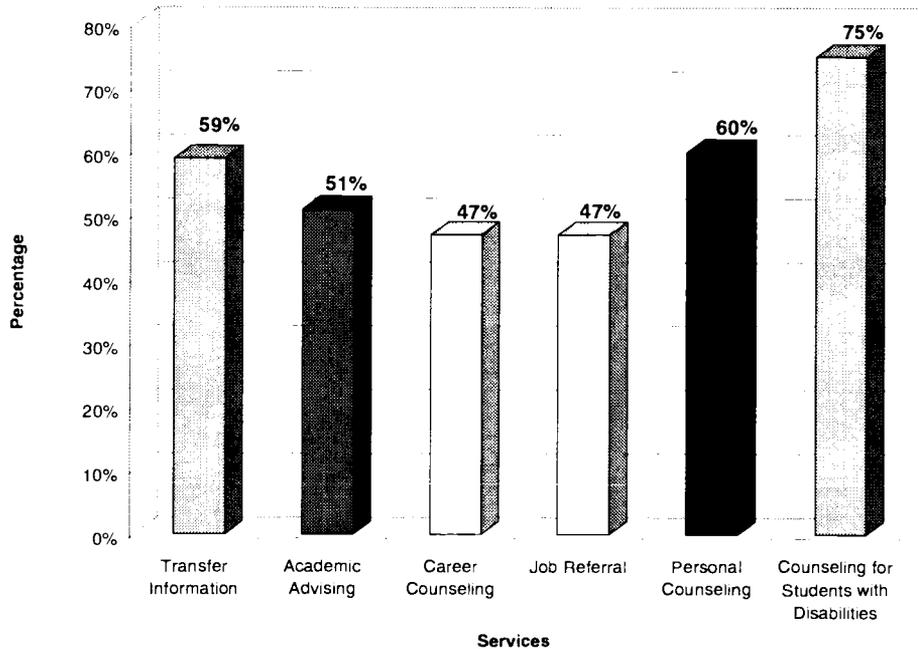
Table 6: Rating of Quality of Counseling and Career Center Services, Alexandria Campus

Counseling & Career Center Services	Rating										Number of Survey Responses*
	Excellent		Good		Average		Below Average		Poor		
	#	%	#	%	#	%	#	%	#	%	
Transfer Information	4	11.8	16	47.1	11	32.3	1	2.9	2	5.9	34
Academic Advising	8	17.0	16	34.0	11	23.5	8	17.0	4	8.5	47
Career Counseling	3	8.3	14	38.9	13	36.1	5	13.9	1	2.8	36
Job Referral	1	5.9	7	41.2	6	35.3	1	5.9	2	11.7	17
Personal Counseling	4	13.3	14	46.7	4	13.3	3	10.0	5	16.7	30
Counseling for Students with Disabilities	1	25.0	2	50.0	1	25.0	0	0.0	0	0.0	4

* The number of survey responses for each category does not include respondents who did not use the service.

- The majority of the Alexandria Campus respondents rated four of the counseling and career center services as either “excellent” or “good”. Over 50% of the respondents evaluated transfer information, academic advising, personal counseling, and counseling for students with disabilities as either “excellent” or “good” (see Figure 2).

Figure 2: “Excellent” or “Good” Ratings for Counseling Services, Alexandria Campus



- Table 7 shows the percentage of respondents from the Alexandria Campus who did not use specific counseling and career center services in the six months prior to receiving the survey. The most frequently used services, indicated by the Alexandria Campus respondents, were academic advising, career counseling, and transfer information services.

Table 7: Percentage of Respondents Who Did Not Use Counseling Services, Alexandria Campus

Counseling & Career Center Services	Total Number of Respondents	Respondents Who Did Not Use Services	
		#	%
Transfer Information	64	30	46.9
Academic Advising	64	17	26.5
Career Counseling	62	26	41.9
Job Referral	63	46	73.0
Personal Counseling	60	30	50.0
Counseling Students with Disabilities	61	57	93.4

- Out of 61 respondents from the Alexandria Campus, 87% stated they were treated in a courteous manner by the Counseling and Career Center Office staff (see Table 8).

Table 8: Students Treated in a Courteous Manner, Alexandria Campus

"Were You Treated in a Courteous Manner?"	Responses	
	#	%
Yes	53	86.9
No	8	13.1
Total	61	100.0

- As Table 9 presents, 78% of the respondents stated they were served in a timely manner (see Table 9).

Table 9: Students Served in a Timely Manner, Alexandria Campus

"Were You Served in a Timely Manner?"	Responses	
	#	%
Yes	47	78.3
No	13	21.7
Total	60	100.0

- Students were asked to provide an overall rating for the quality of services received in the Counseling and Career Center Office. Forty-one percent of the respondents stated the overall services were "good", followed by 33% of the respondents who stated the services were "average" (see Table 10).
- Approximately 14% of the respondents from the Alexandria Campus rated the overall services as either "below average" or "poor" (see Table 10).

Table 10: Overall Quality of Services, Alexandria Campus

Rating	Responses	
	#	%
Excellent	4	6.9
Good	24	41.4
Average	19	32.7
Below Average	7	12.1
Poor	1	1.7
No Basis to Judge	3	5.2
Total	58	100.0

Section III: Evaluation of Counseling and Career Center Services – Annandale Campus

One hundred and one students from the Annandale Campus responded to the Student Development Survey and evaluated services provided by the Counseling and Career Center Office. Students were asked to evaluate services received within the six months prior to obtaining the survey.

- Students were asked to rate transfer information, academic advising, career counseling, job referral services, personal counseling, and counseling for students with disabilities. The responses to these questions are presented in Table 11.
- Thirty-nine percent of the Annandale Campus respondents rated transfer information as “good”, followed by 33% who rated it as “average” (see Table 11). Fifteen percent of the respondents rated transfer information that they received from the Counseling and Career Center Office as “excellent”.
- The area of academic advising was evaluated favorably by the Annandale Campus respondents. Half of the respondents rated this service as either “excellent” or “good” (see Table 11).
- Career counseling services were evaluated slightly lower than either transfer information services or academic advising; however, a greater proportion of the survey respondents did not use this service. Fifteen percent of the respondents rated career counseling services as “excellent” and 33% rated them as “good” (see Table 11).
- Twenty-three Annandale Campus respondents used the job referral services. Of these respondents, 13% evaluated this area as “excellent”, 17% evaluated it as “good”, and 48% rated this service as “average” (see Table 11).
- Personal counseling services were evaluated as “good” by 37% of the Annandale Campus respondents and as “average” by 32% of the respondents.
- Fifty-seven percent of the Annandale Campus respondents who used counseling for students with disabilities services evaluated this area as “good” and 21% rated it as “excellent” (see Table 11).

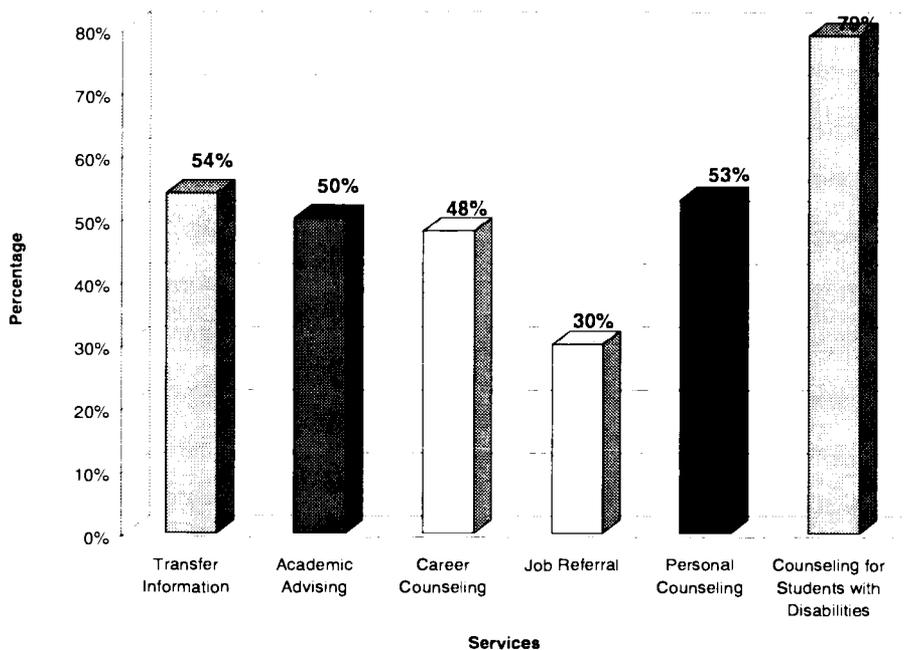
Table 11: Rating of Quality of Counseling and Career Center Services, Annandale Campus

Counseling & Career Center Services	Rating										Number of Survey Responses *
	Excellent		Good		Average		Below Average		Poor		
	#	%	#	%	#	%	#	%	#	%	
Transfer Information	8	14.8	21	38.9	18	33.3	3	5.6	4	7.4	54
Academic Advising	11	14.9	26	35.1	27	36.5	4	5.4	6	8.1	74
Career Counseling	7	14.6	16	33.3	13	27.1	7	14.6	5	10.4	48
Job Referral	3	13.0	4	17.4	11	47.9	2	8.7	3	13.0	23
Personal Counseling	6	15.8	14	36.8	12	31.6	5	13.2	1	2.6	38
Counseling for Students with Disabilities	3	21.4	8	57.1	2	14.3	0	0.0	1	7.2	14

* The number of survey responses for each category does not include respondents who did not use the service.

- Figure 3 presents the percentage of Annandale Campus respondents who evaluated the six counseling and career center services as either “excellent” or “good”. As can be seen in Figure 3, three of the six services were rated as “excellent” or “good” by more than half of the respondents. Seventy-nine percent of the respondents evaluated counseling for students with disabilities services as either “excellent” or “good”. This was followed by 54% of the respondents who rated transfer information and 53% of the respondents who evaluated personal counseling as either “excellent” or “good”.

Figure 3: “Excellent” or “Good” Ratings for Counseling Services, Annandale Campus



- Table 12 presents the percentage of respondents who did not use specific counseling and career center services. Less than half of the respondents used the job referral, personal counseling, or counseling for students with disabilities services (see Table 12). However, more than half of the Annandale Campus respondents used transfer information, academic advising, and career counseling services provided by the Counseling and Career Center Office.

Table 12: Percentage of Respondents Who Did Not Use Counseling Services, Annandale Campus

Counseling & Career Center Services	Total Number of Respondents	Respondents Who Did Not Use Services	
		#	%
Transfer Information	93	39	41.9
Academic Advising	97	23	23.7
Career Counseling	91	43	47.2
Job Referral	90	67	74.5
Personal Counseling	89	51	57.3
Counseling for Students with Disabilities	93	79	84.9

- Table 13 presents responses to the question, “Were you treated in a courteous and polite manner by the Counseling/Career Center reception staff?” The majority of the respondents, 87%, stated they were treated in a courteous manner.

Table 13: Students Treated in a Courteous Manner, Annandale Campus

“Were You Treated in a Courteous Manner?”	Responses	
	#	%
Yes	77	86.5
No	12	13.5
Total	89	100.0

- Students were also asked whether they were served in a timely manner. Again, the majority (77%) of the Annandale Campus respondents stated they were served in a timely manner (see Table 14).

Table 14: Students Served in a Timely Manner, Annandale Campus

“Were You Served in a Timely Manner?”	Responses	
	#	%
Yes	68	77.3
No	20	22.7
Total	88	100.0

- Survey respondents were asked to rate the overall quality of the services they received in the Counseling and Career Center Office. As shown in Table 15, the majority of the ratings were “average” or above (79%). Less than 12% of the respondents rated the services below average.

Table 15: Overall Quality of Services, Annandale Campus

Rating	Responses	
	#	%
Excellent	12	12.5
Good	35	36.5
Average	29	30.2
Below Average	10	10.4
Poor	1	1.0
No Basis to Judge	9	9.4
Total	96	100.0

Section IV: Evaluation of Counseling and Career Center Services - Loudoun Campus

Loudoun Campus students were asked to rate the quality of counseling and career center services. Fifty students from the Loudoun Campus responded to the Student Development Survey.

- Approximately 18% of the Loudoun Campus respondents rated the transfer information they received from the Counseling and Career Center Office as “excellent” and 32% rated it as “good” (see Table 16).
- Academic advising was rated favorably by the survey respondents. Forty percent of the Loudoun Campus respondents evaluated academic advising as either “excellent” or “good”, and 37% stated it was “average” (see Table 16).
- Forty-three percent of the respondents evaluated career counseling services as “good”, followed by 29% who rated it as “average” (see Table 16).
- Half of the respondents evaluated job referral services as “average” (see Table 16).
- Of those respondents who used counseling for students with disabilities services, all of the evaluations were “average” or above (see Table 16).

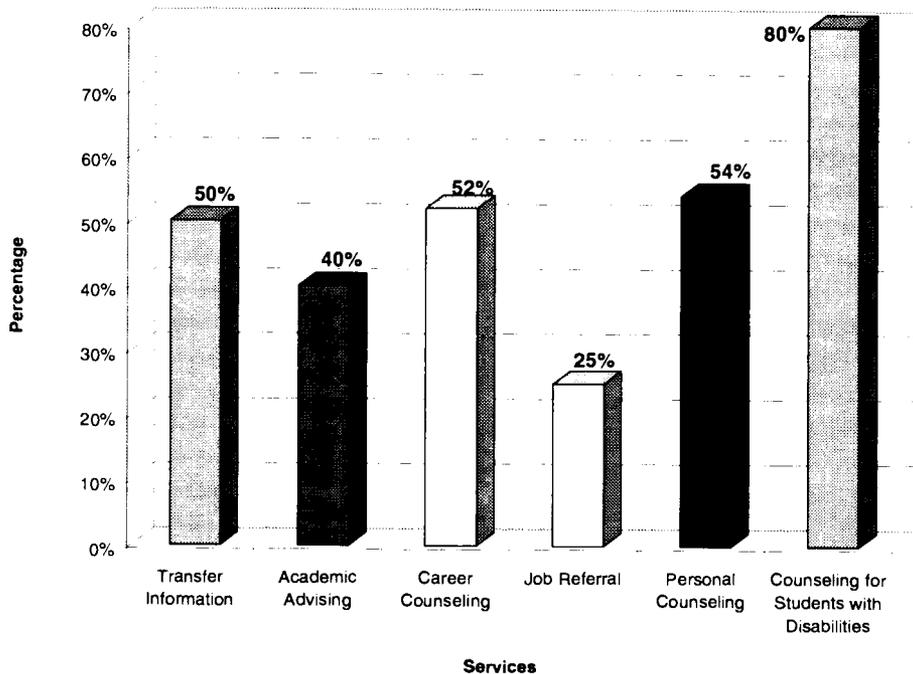
Table 16: Rating of Quality of Counseling and Career Center Services, Loudoun Campus

Counseling & Career Center Services	Rating										Number of Survey Responses*
	Excellent		Good		Average		Below Average		Poor		
	#	%	#	%	#	%	#	%	#	%	
Transfer Information	5	17.9	9	32.1	11	39.3	1	3.6	2	7.1	28
Academic Advising	2	5.7	12	34.3	13	37.1	7	20.0	1	2.9	35
Career Counseling	2	9.5	9	42.9	6	28.6	3	14.3	1	4.7	21
Job Referral	0	0.0	1	25.0	2	50.0	1	25.0	0	0.0	4
Personal Counseling	1	7.7	6	46.1	4	30.8	1	7.7	1	7.7	13
Counseling for Students with Disabilities	2	40.0	2	40.0	1	20.0	0	0.0	0	0.0	5

* The number of survey responses for each category does not include respondents who did not use the service.

- The percentages of Loudoun Campus respondents who evaluated counseling and career center services as either “excellent” or “good” are presented in Figure 4. Fifty percent or more of the respondents evaluated transfer information, career counseling, personal counseling, and counseling for students with disabilities services as either “excellent” or “good” (see Figure 4).

Figure 4: “Excellent” or “Good” Ratings for Counseling Services, Loudoun Campus



- Table 17 presents the percentage of students from the Loudoun Campus who did not use specific counseling and career center services within the six months prior to receiving the survey. Less than 30% of the respondents from the Loudoun Campus used job referral, personal counseling, and counseling for students with disabilities services.

Table 17: Percentage of Respondents Who Did Not Use Counseling Services, Loudoun Campus

Counseling & Career Center Services	Total Number of Respondents	Respondents Who Did Not Use Services	
		#	%
Transfer Information	47	19	40.4
Academic Advising	47	12	25.5
Career Counseling	45	24	53.3
Job Referral	42	38	90.5
Personal Counseling	44	31	70.5
Counseling Students with Disabilities	45	40	88.9

- Table 18 presents responses to the survey question, “Were you treated in a courteous and polite manner by the Counseling/Career Center reception staff?” Approximately 96% of the respondents stated they were treated in a courteous manner.

Table 18: Students Treated in a Courteous Manner, Loudoun Campus

“Were You Treated in a Courteous Manner?”	Responses	
	#	%
Yes	45	95.7
No	2	4.3
Total	47	100.0

- Students were also asked if they were served in a timely manner by the Counseling and Career Center Office staff. Out of 47 respondents, 92% agreed to this statement (see Table 19).

Table 19: Students Served in a Timely Manner, Loudoun Campus

“Were You Served in a Timely Manner?”	Responses	
	#	%
Yes	43	91.5
No	4	8.5
Total	47	100.0

- Respondents evaluated the overall quality of the services they received in the Counseling and Career Center Office. The largest proportion of respondents (38%) stated the services were “good”, followed by 36% of the respondents evaluating the services as “average”. In addition, 13% of the respondents stated the overall quality of services was “excellent” (see Table 20).

Table 20: Overall Quality of Services, Loudoun Campus

Rating	Responses	
	#	%
Excellent	6	13.3
Good	17	37.8
Average	16	35.6
Below Average	1	2.2
Poor	1	2.2
No Basis to Judge	4	8.9
Total	45	100.0

Section V: Evaluation of Counseling and Career Center Services – Manassas Campus

Students from the Manassas Campus were asked to rate specific services provided by the Counseling and Career Center Office within the six months prior to receiving the survey. Forty-five students from the Manassas Campus responded to the Student Development Survey.

- Table 21 presents the ratings from Manassas Campus respondents for six services provided by the Counseling and Career Center Office.
- Students were asked to evaluate transfer information provided by the Counseling and Career Center Office. The largest proportion of respondents (44%) evaluated the information as “good” and 39% evaluated it as “average” (see Table 21).
- Academic advising was favorably rated. Five percent of the respondents rated this area as “excellent” and 49% of the respondents evaluated it as “good” (see Table 21). Academic advising also had the greatest proportion of respondents who used this service.
- Of the Manassas Campus respondents who used career counseling services, 41% evaluated it as “average”, 36% evaluated it as “good”, and 9% evaluated it as “excellent” (see Table 21).
- Of the Manassas Campus respondents who evaluated job referral services, 38% rated them as “average”. However, 46% rated this area as either “below average” or “poor” (see Table 21).
- Thirty-three percent of the respondents indicated personal counseling services were “good”, followed by 28% who evaluated the services as “excellent” and 28% who evaluated them as “average” (see Table 21).
- Eighty percent of the respondents evaluated counseling for students with disabilities as either “excellent” or “good” (see Table 21).

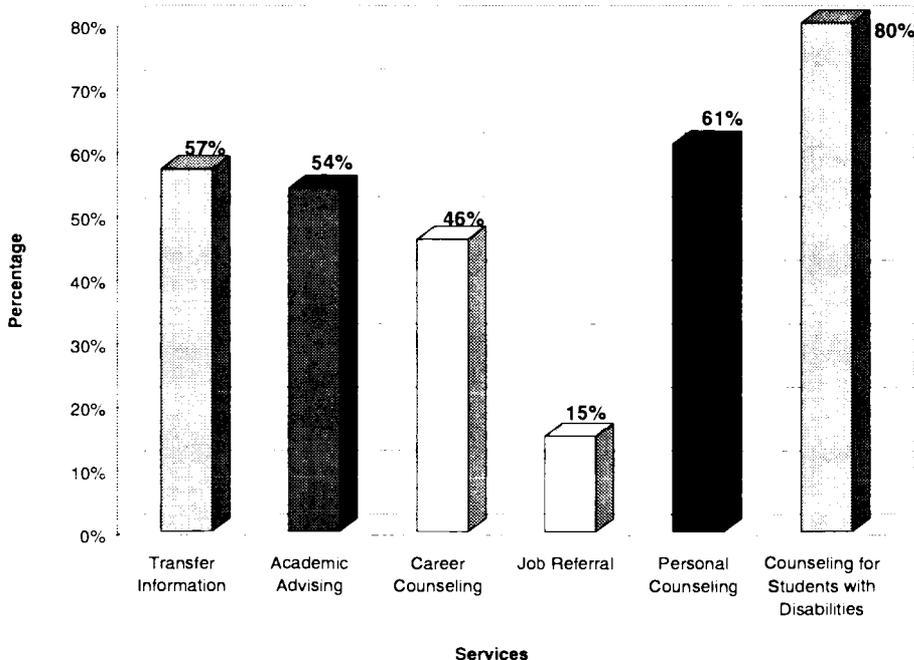
Table 21: Rating of Quality of Counseling and Career Center Services, Manassas Campus

Counseling & Career Center Services	Rating										Number of Survey Responses*
	Excellent		Good		Average		Below Average		Poor		
	#	%	#	%	#	%	#	%	#	%	
Transfer Information	3	13.0	10	43.5	9	39.1	1	4.4	0	0.0	23
Academic Advising	2	5.4	18	48.7	12	32.4	4	10.8	1	2.7	37
Career Counseling	2	9.1	8	36.4	9	40.9	1	4.5	2	9.1	22
Job Referral	0	0.0	2	15.4	5	38.4	3	23.1	3	23.1	13
Personal Counseling	5	27.8	6	33.2	5	27.8	1	5.6	1	5.6	18
Counseling for Students with Disabilities	1	20.0	3	60.0	1	20.0	0	0.0	0	0.0	5

* The number of survey responses for each category does not include respondents who did not use the service.

- Figure 5 presents the percentage of Manassas Campus respondents who evaluated the six counseling and career center services as either “excellent” or “good”. The majority of the respondents rated all but two of the services as “excellent” or “good”. Eighty percent of the respondents stated that counseling for students with disabilities was either “excellent” or “good”. This was followed by 61% of the respondents who evaluated personal counseling services as either “excellent” or “good” (see Figure 5).

Figure 5: “Excellent” or “Good” Ratings for Counseling Services, Manassas Campus



- As shown in Table 22, less than 50% of the respondents used job referral, personal counseling, and counseling for students with disabilities services. However, approximately 84% of the Manassas Campus respondents used academic advising services.

Table 22: Percentage of Respondents Who Did Not Use Counseling Services, Manassas Campus

Counseling & Career Center Services	Total Number of Respondents	Respondents Who Did Not Use Services	
		#	%
Transfer Information	44	21	47.7
Academic Advising	44	7	15.9
Career Counseling	44	22	50.0
Job Referral	43	30	69.8
Personal Counseling	43	25	58.1
Counseling for Students with Disabilities	45	40	88.9

- As shown in Table 23, the majority of the respondents stated they were treated in a courteous manner by the Counseling and Career Center Office staff (95%).

Table 23: Students Treated in a Courteous Manner, Manassas Campus

"Were You Treated in a Courteous Manner?"	Responses	
	#	%
Yes	41	95.3
No	2	4.7
Total	43	100.0

- In addition to being served in a courteous manner, Manassas Campus respondents also stated they were served in a timely manner. Approximately 91% of the respondents agreed to this statement (see Table 24).

Table 24: Students Served in a Timely Manner, Manassas Campus

"Were You Served in a Timely Manner?"	Responses	
	#	%
Yes	38	90.5
No	4	9.5
Total	42	100.0

- The respondents to the Student Development Survey were asked to provide an overall evaluation of the quality of services received in the Counseling and Career Center Office. Approximately 61% of the respondents from the Manassas Campus evaluated the services as either “excellent” or “good”. Less than 5% of the respondents felt the services were “below average” and none of the respondents indicated the services were “poor” (see Table 25).

Table 25: Overall Quality of Services, Manassas Campus

Rating	Responses	
	#	%
Excellent	6	13.6
Good	21	47.7
Average	13	29.5
Below Average	2	4.6
Poor	0	0.0
No Basis to Judge	2	4.6
Total	44	100.0

Section VI: Evaluation of Counseling and Career Center Services – Woodbridge Campus

Forty-seven students from the Woodbridge Campus responded to the Student Development Survey. As shown in Table 26, students were asked to evaluate six services provided by the Counseling and Career Center Office. Many of the respondents did not use these services in the six months prior to receiving the survey, and therefore did not provide an evaluation.

- Slightly more than half of the students from the Woodbridge Campus evaluated transfer information received from the Counseling and Career Center Office. Of these respondents, 13% evaluated transfer information as “excellent” and 42% evaluated this information as “good” (see Table 26).
- Forty-five percent of the respondents rated academic advising as “good”, followed by 24% evaluating it as “average” and 18% evaluating it as “excellent” (see Table 26).
- The largest proportion of respondents (44%) indicated that the career counseling services they received were “average” (see Table 26).
- Of the respondents who used job referral services, 75% evaluated them as either “good” or “average” (see Table 26).
- Approximately 16% of the respondents evaluated personal counseling services as “excellent” and 37% evaluated this area as “good” (see Table 26).
- Fifty percent of the respondents evaluated counseling for students with disabilities services as “good”, followed by 25% who rated them as “average” (see Table 26).

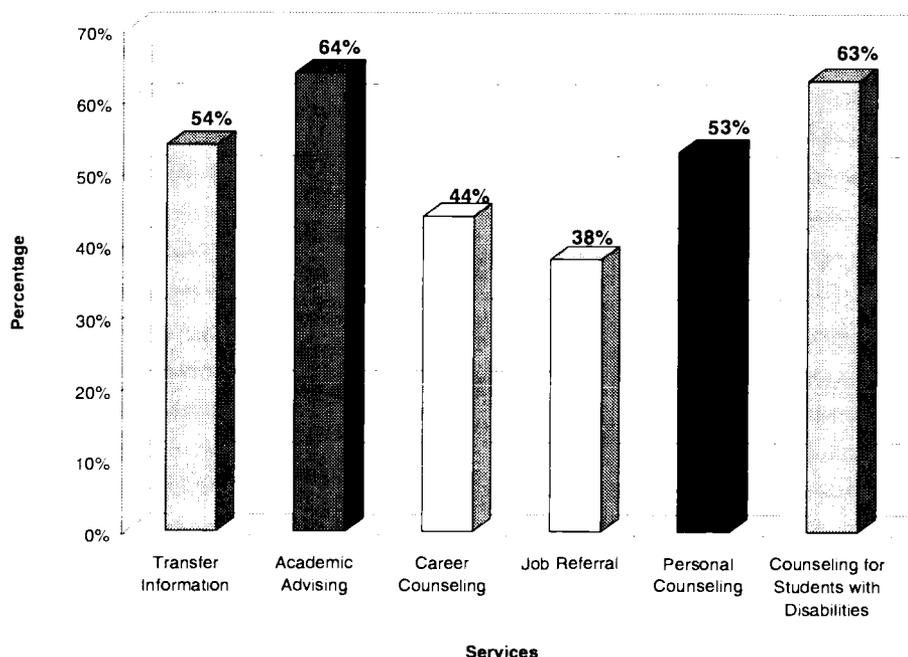
Table 26: Rating of Quality of Counseling and Career Center Services, Woodbridge Campus

Counseling & Career Center Services	Rating										Number of Survey Responses*
	Excellent		Good		Average		Below Average		Poor		
	#	%	#	%	#	%	#	%	#	%	
Transfer Information	3	12.5	10	41.7	8	33.3	2	8.3	1	4.2	24
Academic Advising	6	18.2	15	45.4	8	24.2	2	6.1	2	6.1	33
Career Counseling	2	7.4	10	37.0	12	44.4	3	11.1	0	0.0	27
Job Referral	0	0.0	3	37.5	3	37.5	2	25.0	0	0.0	8
Personal Counseling	3	15.8	7	36.8	4	21.1	3	15.8	2	10.5	19
Counseling for Students with Disabilities	1	12.5	4	50.0	2	25.0	0	0.0	1	12.5	8

* The number of survey responses for each category does not include respondents who did not use the service.

- Figure 6 presents the percentage of Woodbridge Campus respondents who evaluated the six areas of counseling and career center services as either “excellent” or “good”. More than half of the respondents rated four out of the six services as either “excellent” or “good”. Approximately 64% of the respondents evaluated academic advising as either “excellent” or “good”. This was followed by 63% of the respondents who stated that counseling for students with disabilities was either “excellent” or “good”.

Figure 6: “Excellent” or “Good” Ratings for Counseling Services, Woodbridge Campus



- Over 80% of the Woodbridge Campus respondents did not use either job referral services or counseling services for students with disabilities. Woodbridge Campus respondents were most likely to use the Counseling and Career Center Office for academic advising services.

Table 27: Percentage of Respondents Who Did Not Use Counseling Services, Woodbridge Campus

Counseling & Career Center Services	Total Number of Respondents	Respondents Who Did Not Use Services	
		#	%
Transfer Information	47	23	48.9
Academic Advising	47	14	29.8
Career Counseling	45	18	40.0
Job Referral	45	37	82.2
Personal Counseling	45	26	57.8
Counseling Students with Disabilities	46	38	82.6

- Table 28 presents responses to the question, “Were you treated in a courteous and polite manner by the counseling center staff?” Out of 45 respondents, 93% agreed to this statement.

Table 28: Students Treated in a Courteous Manner, Woodbridge Campus

“Were You Treated in a Courteous Manner?”	Responses	
	#	%
Yes	42	93.3
No	3	6.7
Total	45	100.0

- Students were also asked if they were served in a timely manner. The majority of the Woodbridge Campus respondents (64%) were served in a timely manner (see Table 29).

Table 29: Students Served in a Timely Manner, Woodbridge Campus

“Were You Served in a Timely Manner?”	Responses	
	#	%
Yes	29	64.4
No	16	35.6
Total	45	100.0

- The majority of the Woodbridge Campus respondents evaluated the overall quality of services from the Counseling and Career Center Office as “average” or above. Specifically, 13% stated the overall quality was “excellent”, 36% of the respondents stated it was “good”, and 36% stated it was “average” (see Table 30).

Table 30: Overall Quality of Services, Woodbridge Campus

Rating	Responses	
	#	%
Excellent	6	13.3
Good	16	35.6
Average	16	35.6
Below Average	5	11.1
Poor	0	0.0
No Basis to Judge	2	4.4
Total	45	100.0

Section VII: Evaluation of Counseling and Career Center Services – ELI Students

Part A – Mail Surveys

A Student Development Survey was mailed to a sample of ELI students, with a total of 58 ELI students responding. The following information in Part A pertains only to the responses from the mailed surveys.

- ELI respondents gave high ratings to the transfer information they received from the Counseling and Career Center Offices. Twenty-eight percent of the ELI respondents evaluated this service as “excellent” and 36% rated it as “good” (see Table 31).
- Eleven percent of the respondents evaluated academic advising as “excellent” and 50% rated it as “good”. However, 17% of the respondents evaluated this area as either “below average” or “poor”.
- Of the respondents who used career counseling services, 56% gave a rating of either “excellent” or “good” (see Table 31).
- Job referral services were evaluated as “average” or “good” by all of the ELI respondents (see Table 31).
- Personal counseling services were rated as either “average” or above by 82% of the respondents (see Table 31). Although 24% of the ELI respondents indicated that the personal counseling services they received were “excellent”, 18% indicated that they were “poor”.

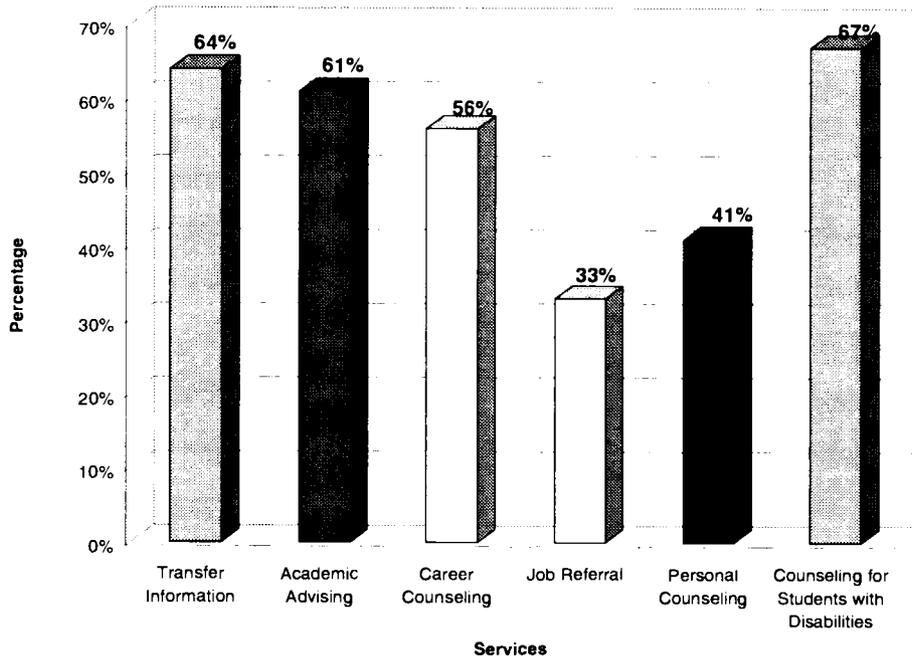
**Table 31: Rating of Quality of Counseling and Career Center Services,
ELI Students**

Counseling & Career Center Services	Rating										Number of Survey Responses*
	Excellent		Good		Average		Below Average		Poor		
	#	%	#	%	#	%	#	%	#	%	
Transfer Information	7	28.0	9	36.0	7	28.0	2	8.0	0	0.0	25
Academic Advising	4	11.1	18	50.0	8	22.2	5	13.9	1	2.8	36
Career Counseling	2	11.1	8	44.4	6	33.3	1	5.6	1	5.6	18
Job Referral	0	0.0	1	33.3	2	66.7	0	0.0	0	0.0	3
Personal Counseling	4	23.6	3	17.6	7	41.2	0	0.0	3	17.6	17
Counseling for Students with Disabilities	1	33.3	1	33.3	0	0.0	1	33.3	0	0.0	3

* The number of survey responses for each category does not include respondents who did not use the service.

- The percentage of ELI respondents who evaluated counseling and career center services as either “excellent” or “good” are presented in Figure 7. The majority of the respondents evaluated transfer information, academic advising, career counseling, and counseling for students with disabilities as either “excellent” or “good” (see Figure 7). Less than half of the respondents indicated that job referral services and personal counseling services were “excellent” or “good”.

Figure 7: “Excellent” or “Good” Ratings for Counseling Services, ELI Students



- Table 32 presents the percentage of ELI respondents who did not use specific counseling and career center services within the six months prior to receiving the survey. Approximately 95% of the ELI respondents did not use job referral services or counseling for students with disabilities services.

Table 32: Percentage of Respondents Who Did Not Use Counseling Services, ELI Students

Counseling & Career Center Services	Total Number of Respondents	Respondents Who Did Not Use Services	
		#	%
Transfer Information	57	32	56.1
Academic Advising	56	20	35.7
Career Counseling	56	38	67.9
Job Referral	55	52	94.5
Personal Counseling	51	34	66.7
Counseling for Students with Disabilities	58	55	94.8

- The majority of the ELI respondents, 92%, stated they were treated in a courteous manner by the staff at the Counseling and Career Center Offices (see Table 33).

Table 33: Students Treated in a Courteous Manner, ELI Students

"Were You Treated in a Courteous Manner?"	Responses	
	#	%
Yes	48	92.3
No	4	7.7
Total	52	100.0

- The majority of the ELI respondents (90%) stated they were served in a timely manner by staff at the Counseling and Career Center Offices (see Table 34).

Table 34: Students Served in a Timely Manner, ELI Students

"Were You Served in a Timely Manner?"	Responses	
	#	%
Yes	46	90.2
No	5	9.8
Total	51	100.0

- Forty-one percent of the ELI respondents stated the overall quality of services from the Counseling and Career Center Offices was "good", followed by 20% of the respondents who rated the services as "excellent" (see Table 35).
- Approximately 14% of the ELI respondents did not give an overall evaluation as they stated they had no basis to judge (see Table 35).

Table 35: Overall Quality of Services, ELI Students

Rating	Responses	
	#	%
Excellent	12	20.3
Good	24	40.7
Average	10	16.9
Below Average	1	1.7
Poor	4	6.8
No Basis to Judge	8	13.6
Total	59	100.0

Part B – Online Surveys

In addition to mailing ELI students the Student Development Survey, an online version of the survey was developed and published. Students from five ELI courses were selected to participate in the online survey. The selected courses were from a variety of disciplines and a total of 36 students responded.

- Of those respondents who obtained transfer information, 35% evaluated this service as “excellent” and 41% evaluated this service as “good” (see Table 36).
- The area of academic advising was highly rated with 24% of the respondents evaluating this service as “excellent” and 53% evaluating it as “good” (see Table 36). None of the respondents indicated that the quality of the academic advising they received was “poor”.
- Seventy percent of the respondents evaluated career counseling as “average” or above (see Table 36).
- Job referral and personal counseling services did not receive any “poor” evaluations. ELI students who responded to the online survey did not rate the quality of counseling services for students with disabilities.

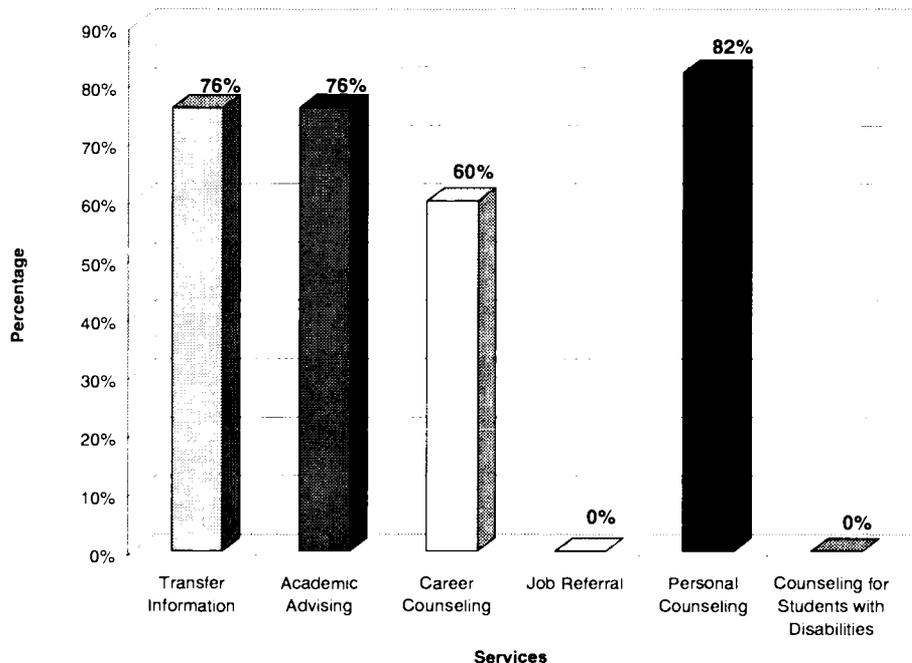
Table 36: Rating of Quality of Counseling and Career Center Services, ELI Students (Online)

Counseling & Career Center Services	Rating										Number of Survey Responses*
	Excellent		Good		Average		Below Average		Poor		
	#	%	#	%	#	%	#	%	#	%	
Transfer Information	6	35.3	7	41.1	1	5.9	2	11.8	1	5.9	17
Academic Advising	4	23.5	9	52.9	2	11.8	2	11.8	0	0.0	17
Career Counseling	1	10.0	5	50.0	1	10.0	2	20.0	1	10.0	10
Job Referral	0	0.0	0	0.0	0	0.0	1	100.0	0	0.0	1
Personal Counseling	2	18.2	7	63.6	1	9.1	1	9.1	0	0.0	11
Counseling for Students with Disabilities	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0

* The number of survey responses for each category does not include respondents who did not use the service.

- Figure 8 presents the percentage of respondents who evaluated the counseling and career center services as either “excellent” or “good”. Approximately 82% of the respondents evaluated personal counseling services as either “excellent” or “good”. Seventy-six percent of the respondents evaluated transfer information and 76% of the respondents evaluated academic advising services as either “excellent” or “good” (see Figure 8).

Figure 8: “Excellent” or “Good” Ratings for Counseling Services, ELI (Online)



- Table 37 presents the percentage of online ELI respondents who did not use specific counseling and career center services in the six months prior to receiving the survey. Less than 31% of the respondents used career counseling services, job referral services or personal counseling services. None of the respondents used counseling for students with disabilities services.

Table 37: Percentage of Respondents Who Did Not Use Counseling Services, ELI Students (Online)

Counseling & Career Center Services	Total Number of Respondents	Respondents Who Did Not Use Services	
		#	%
Transfer Information	36	19	52.8
Academic Advising	36	19	52.8
Career Counseling	36	26	72.2
Job Referral	36	35	97.2
Personal Counseling	36	25	69.4
Counseling for Students with Disabilities	36	36	100.0

- Ninety-four percent of the online ELI respondents stated they were treated in a courteous manner by staff at the Counseling and Career Center Offices (see Table 38).

Table 38: Students Treated in a Courteous Manner, ELI Students (Online)

"Were You Treated in a Courteous Manner?"	Responses	
	#	%
Yes	32	94.0
No	2	6.0
Total	34	100.0

- Ninety-one percent of the online ELI respondents stated they were served in a timely manner (see Table 39).

Table 39: Students Served in a Timely Manner, ELI Students (Online)

"Were You Served in a Timely Manner?"	Responses	
	#	%
Yes	31	91.0
No	3	9.0
Total	34	100.0

- As shown in Table 40, the largest proportion of online ELI respondents rated the overall quality of services as "good" (43%). This was followed by 23% of the respondents who rated the services as "average" and 18% who rated the services as "excellent". Fifteen percent of the ELI students who responded to the online survey indicated they had "no basis to judge" the overall quality of the counseling and career center services.

Table 40: Overall Quality of Services, ELI Students (Online)

Rating	Responses	
	#	%
Excellent	6	17.5
Good	15	42.6
Average	8	22.5
Below Average	1	2.9
Poor	0	0.0
No Basis to Judge	5	14.6
Total	36	100.0

Summary

This report presents the findings from the Student Development Survey, administered to NVCC students during the spring 2000 semester. The purpose of the survey was to measure student satisfaction levels with Counseling and Career Center Offices services, Student Activities Offices services, and services provided by the Admissions and Records Offices. Students in 23 randomly selected courses were given the survey as well as ELI students. In addition, an online version of the survey was administered to students in five different ELI courses. The survey data were analyzed for the College, by each campus, and by ELI respondents. The data included in this report pertain only to questions regarding the Counseling and Career Center Offices.

Respondents were asked to evaluate six services provided by the Counseling and Career Center Offices. These services were transfer information, academic advising, career counseling, job referral, personal counseling, and counseling for students with disabilities. Four of the six services were rated as either "excellent" or "good" by more than half of the respondents. These services were transfer information, academic advising, personal counseling, and counseling for students with disabilities.

Over half of the respondents, in each case, used the Counseling and Career Center Offices to obtain transfer information, academic advising, and career counseling. In contrast, large proportions of respondents did not use Counseling and Career Center Offices in order to obtain job referral services, personal counseling, or counseling for students with disabilities.

The majority of the respondents stated they were treated in a courteous manner by the Counseling and Career Center Office staff (87% to 96% of the respondents). In addition, the majority of the respondents stated they were served in a timely manner. Between 64% to 92% of the respondents agreed with this statement.

Respondents to the Student Development Survey were asked to provide an overall evaluation of the quality of services received in the Counseling and Career Center Offices. The majority of the respondents evaluated the overall quality of services as "average" or above. Specifically, 36% to 48% of the respondents evaluated the overall quality of services as "good". This was followed by 17% to 36% of the respondents who evaluated the overall quality of services as "average".

NORTHERN VIRGINIA COMMUNITY COLLEGE
Student Development Survey

This survey is intended for people who have used our counseling services, student activities services, or admissions and records services at any of the campus locations. If you HAVE NOT had contact with any of these offices, please do NOT complete this survey.



Instructions: We would like to know how satisfied you are with NVCC counseling, student activities services, and admissions and records. Please read the questions below, select the responses that best describe your

experience, and return the completed form. To mark an answer, use a dark pencil or pen and color in the circle next to the response of your choice. Do NOT mark your answer with a check and do NOT circle it.

Section A: Counseling/Career Center Services

1. At which campus did you mostly receive counseling and/or career center services?

- Alexandria Annandale Loudoun Manassas Woodbridge

2. Please rate the quality of services received within the last six months. For each of the items below, fill in only one circle. For those services, which you have not used in the last six months, please mark the "Did Not Use" circle.

	Excellent	Good	Average	Below Average	Poor	Did Not Use
<input type="checkbox"/> Transfer Information	<input type="radio"/>					
<input type="checkbox"/> Academic Advising	<input type="radio"/>					
<input type="checkbox"/> Career Counseling	<input type="radio"/>					
<input type="checkbox"/> Job Referral	<input type="radio"/>					
<input type="checkbox"/> Personal Counseling	<input type="radio"/>					
<input type="checkbox"/> Counseling for Students with Disabilities	<input type="radio"/>					

3. Were you treated in a courteous and polite manner by the Counseling/Career Center reception staff?

- Yes No

Comments and suggestions for improvement: _____

4. Were you served in a timely manner?

- Yes No

Comments and suggestions for improvement: _____

5. What is the overall quality of the services you received in the Counseling/Career Center Offices?

- Excellent Good Average Below Average Poor No Basis to Judge

Section B: Student Activities

6. Please rate the quality of service received within the last six months. For each of the items below, fill in only one circle. For those services, which you have not used in the last six months, please mark the "Did Not Use" circle.

	Excellent	Good	Average	Below Average	Poor	Did Not Use
<input type="checkbox"/> Club or Organization	<input type="radio"/>					
<input type="checkbox"/> Intramural	<input type="radio"/>					
<input type="checkbox"/> Tutoring	<input type="radio"/>					
<input type="checkbox"/> Other (please specify: _____)	<input type="radio"/>					

7. What is the overall quality of the services you received in the Student Activities Offices?

- Excellent
 Good
 Average
 Below Average
 Poor
 No Basis to Judge

Comments and suggestions for improvement: _____

Section C: Admissions and Records Offices

8. Please rate the quality of service received within the last six months. For each of the items below, fill in only one circle. For those services, which you have not used in the last six months, please mark the "Did Not Use" circle.

	Excellent	Good	Average	Below Average	Poor	Did Not Use
Apply for Admission	<input type="radio"/>					
Register for Class	<input type="radio"/>					
Class Changes	<input type="radio"/>					
Request a Transcript	<input type="radio"/>					
Transcript Evaluation	<input type="radio"/>					
Request Change of Campus	<input type="radio"/>					
Information Update	<input type="radio"/>					
Apply for In-State Tuition	<input type="radio"/>					
Apply for Graduation	<input type="radio"/>					
Enrollment Verification	<input type="radio"/>					
Inquire/Apply for VA Benefits	<input type="radio"/>					
International Student Services	<input type="radio"/>					
Other (please specify: _____)	<input type="radio"/>					

9. Were you served in a timely manner?

- Yes
 No

10. What is the overall quality of the services you received in the Admissions and Records Offices?

- Excellent
 Good
 Average
 Below Average
 Poor
 No Basis to Judge

Comments and suggestions for improvement: _____

NORTHERN VIRGINIA COMMUNITY COLLEGE

COLLEGE MISSION AND GOALS

The mission of Northern Virginia Community College is to respond to the educational needs of its dynamic and diverse constituencies through an array of comprehensive programs and services that facilitate learning and workforce development in an environment of open access and through lifelong educational opportunities.

To achieve this mission, the following strategic goals for 1999-2001 are established:

- I. Sustain and Strengthen Academic Quality and Teaching Excellence.
- II. Enhance the Quality of Services to Students.
- III. Expand the Integration of Technology in Instruction and Administration.
- IV. Increase Access to College Programs and Services.
- V. Improve the Quality of Institutional Communication.
- VI. Strengthen Programs That Help Build a World Class Workforce.
- VII. Promote Responsiveness to Diversity of Students and Employees.
- VIII. Strengthen and Develop Additional Linkages with Community Groups.
- IX. Integrate College Planning and Facility Requirements.
- X. Enhance the Overall Wellness of Our Working and Living Environments.



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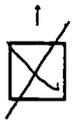
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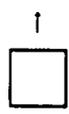
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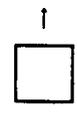
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