

Veterans Satisfaction Survey:2013-2014

**Q1 Please rate the the following statements about the Veterans services:**

Answered: 16 Skipped: 0

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>
I am promptly assisted at the Veterans service counter.	<b>56.25%</b> 9	<b>25.00%</b> 4	<b>12.50%</b> 2	<b>0.00%</b> 0	<b>6.25%</b> 1	16
I am professionally and courteously assisted at the Veterans Office.	<b>56.25%</b> 9	<b>25.00%</b> 4	<b>12.50%</b> 2	<b>0.00%</b> 0	<b>6.25%</b> 1	16
The Veterans service counter is adequately staffed.	<b>43.75%</b> 7	<b>18.75%</b> 3	<b>12.50%</b> 2	<b>18.75%</b> 3	<b>6.25%</b> 1	16
The hours of operation of the Office of Veterans Affairs (8a.m.-2p.m. and 4p.m.- 7p.m. Monday through Thursday, 8a.m.-2p.m. Fridays) are convenient.	<b>46.67%</b> 7	<b>40.00%</b> 6	<b>6.67%</b> 1	<b>6.67%</b> 1	<b>0.00%</b> 0	15

**Q2 Please rate the following Veterans Counselors statements:**

Answered: 15 Skipped: 1

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>
It is easy to get an appointment with the Veterans Counselors.	<b>33.33%</b> 5	<b>20.00%</b> 3	<b>13.33%</b> 2	<b>26.67%</b> 4	<b>6.67%</b> 1	15
The hours of operation of the Veterans Counselors are convenient.	<b>26.67%</b> 4	<b>33.33%</b> 5	<b>26.67%</b> 4	<b>6.67%</b> 1	<b>6.67%</b> 1	15
The Veterans Counselors are friendly and helpful.	<b>40.00%</b> 6	<b>26.67%</b> 4	<b>26.67%</b> 4	<b>6.67%</b> 1	<b>0.00%</b> 0	15

**Q3 Please rate the following G.I. Bill statements:**

Answered: 16 Skipped: 0

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>
My Request for G.I. Bill Certifications are processed without undue delay (within a week of submission).	<b>43.75%</b> 7	<b>31.25%</b> 5	<b>18.75%</b> 3	<b>0.00%</b> 0	<b>6.25%</b> 1	16
The staff at the Office of Veterans Affairs are friendly and helpful when I visit in person.	<b>50.00%</b> 8	<b>25.00%</b> 4	<b>12.50%</b> 2	<b>6.25%</b> 1	<b>6.25%</b> 1	16
My phone calls to the Office of Veterans Affairs are answered promptly.	<b>37.50%</b> 6	<b>31.25%</b> 5	<b>18.75%</b> 3	<b>0.00%</b> 0	<b>12.50%</b> 2	16
The staff of the Office of Veterans Affairs are friendly and helpful when I make telephone inquiries.	<b>43.75%</b> 7	<b>31.25%</b> 5	<b>12.50%</b> 2	<b>0.00%</b> 0	<b>12.50%</b> 2	16
The staff of the Office of Veterans Affairs are knowledgeable about the G.I. Bill and V.A. educational benefits processes in general.	<b>43.75%</b> 7	<b>25.00%</b> 4	<b>18.75%</b> 3	<b>6.25%</b> 1	<b>6.25%</b> 1	16

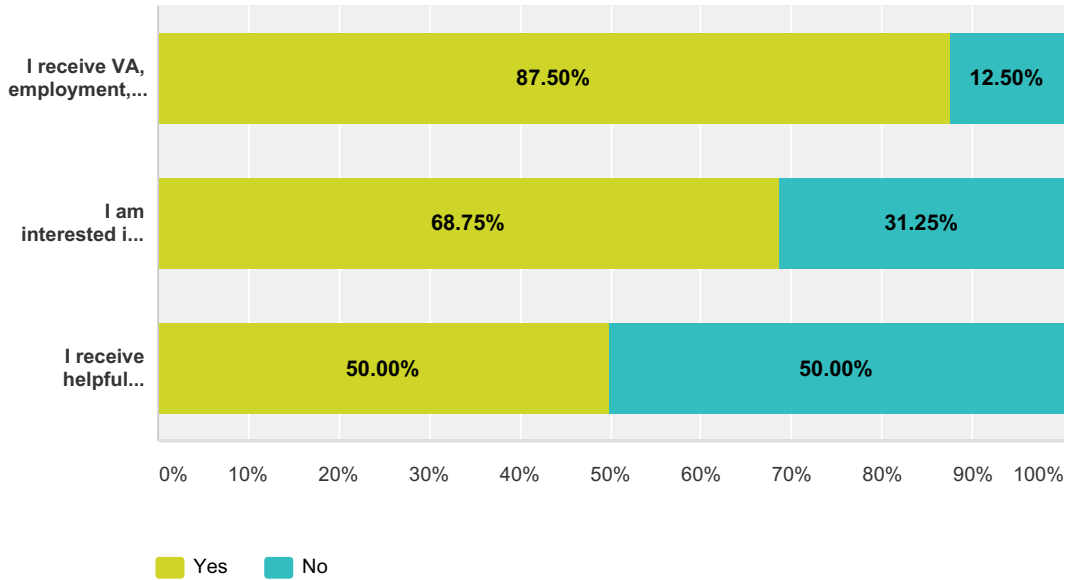
**Q4 Please rate the following Student Education Plan(S.E.P) statements:**

Answered: 16 Skipped: 0

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>
It is easy to get a new Student Education Plan (S.E.P.).	<b>37.50%</b> 6	<b>18.75%</b> 3	<b>6.25%</b> 1	<b>25.00%</b> 4	<b>12.50%</b> 2	16
I am given a legible copy of my Student Education Plan at the Veterans Office.	<b>50.00%</b> 8	<b>25.00%</b> 4	<b>0.00%</b> 0	<b>6.25%</b> 1	<b>18.75%</b> 3	16
My Student Education Plan proves to be accurate towards my major/education goal.	<b>43.75%</b> 7	<b>37.50%</b> 6	<b>12.50%</b> 2	<b>0.00%</b> 0	<b>6.25%</b> 1	16
My Student Education Plan is easy to follow.	<b>43.75%</b> 7	<b>37.50%</b> 6	<b>12.50%</b> 2	<b>0.00%</b> 0	<b>6.25%</b> 1	16
The LAVC Veterans Program helped me stay in school and further my education goal(s).	<b>37.50%</b> 6	<b>37.50%</b> 6	<b>18.75%</b> 3	<b>0.00%</b> 0	<b>6.25%</b> 1	16

**Q5 Please answer the following statements:**

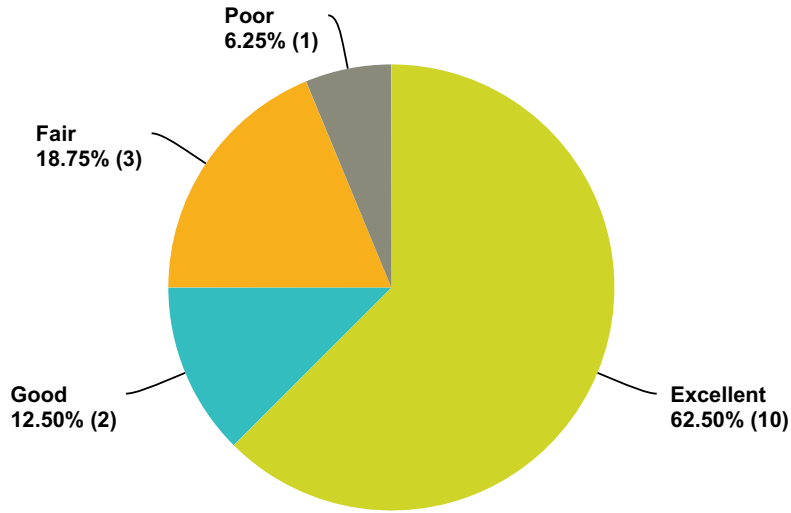
Answered: 16 Skipped: 0



	Yes	No	Total
I receive VA, employment, Career Transfer Center workshop information from the VA Coordinator, Trish González.	87.50% 14	12.50% 2	16
I am interested in receiving information about the Veterans Club on campus.	68.75% 11	31.25% 5	16
I receive helpful information from the Veterans Club.	50.00% 8	50.00% 8	16

**Q6 Please rate the following question:**

Answered: 16 Skipped: 0



	Excellent	Good	Fair	Poor	Total	Weighted Average
Overall, my experience with the Veterans Program at LAVC has been...	62.50% 10	12.50% 2	18.75% 3	6.25% 1	16	1.69

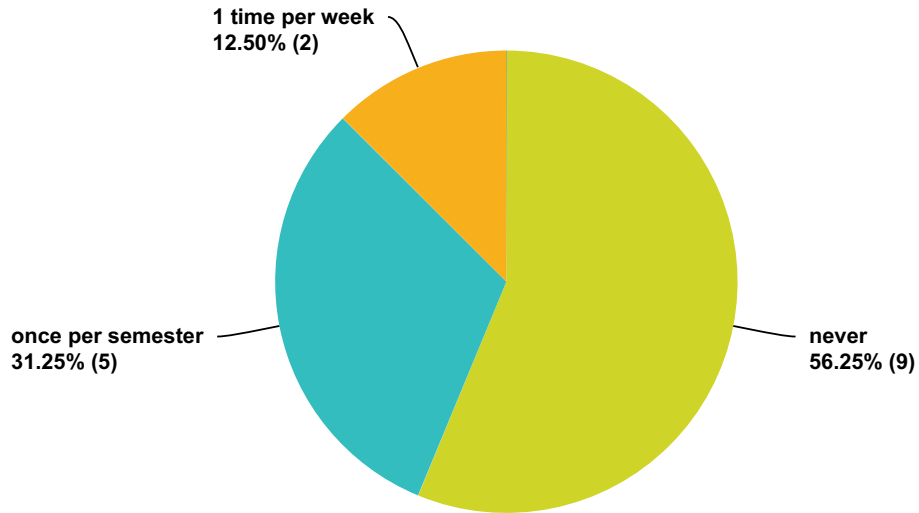
**Q7 Do you have any other questions or comments about your experiences with the LAVC Veterans Program that were not addressed above?**

Answered: 5 Skipped: 11

#	Responses	Date
1	and the veterans working at the veterans office are great help. The only problem is the counselors, theres always a long wait list to be able to see one of them. Great times at LAVC	6/10/2014 5:13 PM
2	Never really heard of the veterans club or what its about. all I know is that I go to the VA office on campus if somethings wrong with my GI Bill and theres a vet to help me. I dont know of any extra curricular activities that the campus vets do.	6/5/2014 10:44 PM
3	There are quite a few jerks working the counter for Veterans, maybe change them out for more nicer people, or just train them how to be professional and cordial	6/5/2014 10:08 AM
4	The staff is un informed about the process and proceedures of how the program VA programd is set up. The veterans service desk is understaffed and not knowledgeable at all when it comes to communicating with the veterans. It would be of great help if their was an actual veterans counselor in the veterans service department. Things would go alot smoother and it would certainly help if someone knew what the school policies are for the different chapters. It would also be of great help if the right information was given to the vet as to what to bring to the and what all is needed to apply for the va program at the initial appointment. Communication has to be open and appointments need to be in a timely manner more communication with openings to see counselors . or set days for vets. very chaotic, and stressful it really shouldn't have to be this way. Thank you for asking, I hope some changes can and will be changed in the immediate future.	6/3/2014 1:43 PM
5	It would be helpful if we could see the VA counselors when we need them. I have had some issues where I couldn't take particular classes because of the scheduled counseling appt was 2 to 3 weeks away. Also if we are able to get an Associates Degree and then transfer, can that be updated with the counseling office. I often feel as if they don't care about it and are only interested in sending me off to CSUN.	6/2/2014 8:06 PM

**Q8 How often do you use the Veterans Resource Center (Library Room 228)?**

Answered: 16 Skipped: 0



Answer Choices	Responses	
never	56.25%	9
once per semester	31.25%	5
1 time per week	12.50%	2
2 times per week	0.00%	0
3 or more times per week	0.00%	0
<b>Total</b>		<b>16</b>



**Q9 What are your intentions in using the Veterans Resource Center?**

Answered: 12 Skipped: 4

Answer Choices	Responses
studying purposes	100.00% 12
club meeting	16.67% 2
workshops	8.33% 1
<b>Total Respondents: 12</b>	

#	Other (please specify)	Date
1	I didn't know there was a vet resource center or what its for	6/5/2014 10:54 PM
2	I don't use it	6/5/2014 10:09 AM
3	I will start using it. Now that I am informed.	6/4/2014 12:39 AM
4	they really don't have anything available except a room, that's open once in a while.	6/3/2014 1:48 PM
5	and using it to print materials needed for class	6/2/2014 8:09 PM

**Q10 What service(s) would you like to receive that is currently not available?**

Answered: 5 Skipped: 11

#	Responses	Date
1	I dont know	6/11/2014 12:32 PM
2	More information about the G.I. Bill from a vet, Maybe a veteran that explains to you what programs are being offered on campus face to face when its your first year at the school and or first time using the G.I. Bill.	6/5/2014 10:54 PM
3	N/A	6/5/2014 10:09 AM
4	a vet orientaion day and group meetings to make sure we are on the right track with our educational goals. and how to sucessfully acheive them. and a va couselector in the Va rgistration area.	6/3/2014 1:48 PM
5	Some materials on citations would be helpful since we are in the room with nothing but laptops and a printer. Also some instruction on the printer for the people that work there so we don't have to spend 30 minutes trying to figure out how to print	6/2/2014 8:09 PM

**Q11 What types of workshops would you like to attend?**

Answered: 7 Skipped: 9

#	Responses	Date
1	How to enroll in Colleges, and how to get VA business loans	7/21/2014 6:48 PM
2	Every kind	6/11/2014 12:32 PM
3	Resume writing, Job search, Military skills to civilian	6/10/2014 5:14 PM
4	counseling for vets whether it be one on one or group. ranging for vets with ptsd, how to combat the difficulty of school and the stress, adjusting from the military life to civilian and school life.	6/5/2014 10:54 PM
5	N/A	6/5/2014 10:09 AM
6	job opportunities	6/4/2014 12:39 AM
7	Personal Statements for University entrance, Grants directly for VETS in school, How Financial Aid is effective for the disabled Vet.	6/2/2014 8:09 PM

**Q12 Do you have any comments or suggestions to improve services at the Veterans Resource Center?**

Answered: 6 Skipped: 10

#	Responses	Date
1	why is the only counselor available to help out veteran students?	7/14/2014 2:23 PM
2	Not really!	6/11/2014 12:32 PM
3	The Vet resource center is ok, Just need to keep it quiet if we go there to study.	6/10/2014 5:14 PM
4	Make it more known that it is there and make it more appealing (do they have donuts?)	6/5/2014 10:09 AM
5	Honestly i havent herd of it and thats sad because it obviously is not given the attention it needs so we are awae of its services.	6/3/2014 1:48 PM
6	Maybe some more staff with the necessary training needed for the FAQ that arise.	6/2/2014 8:09 PM