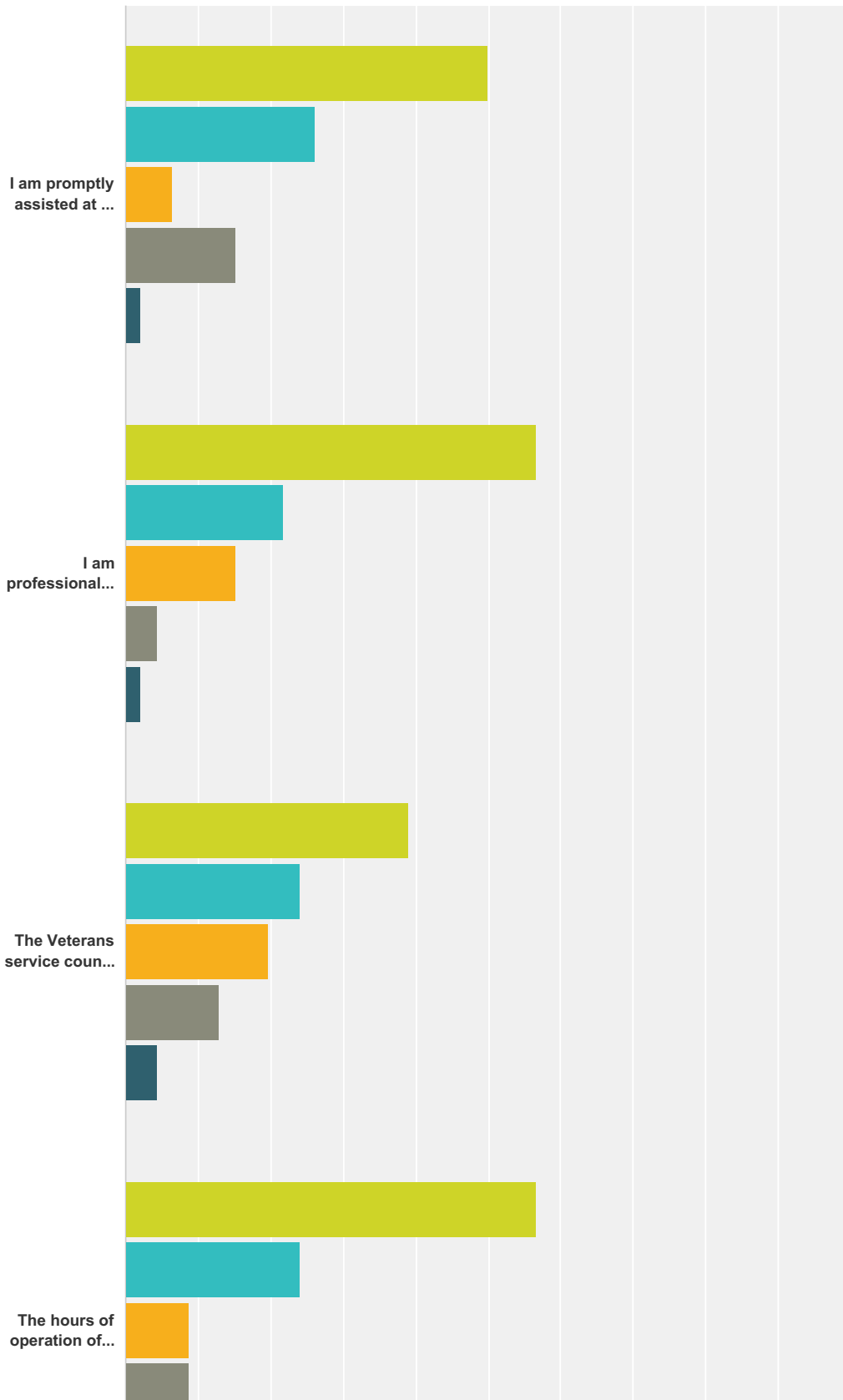
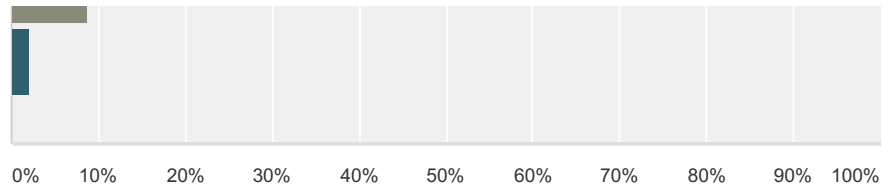


**Q1 Please rate the the following statements about the Veterans services:**

Answered: 46 Skipped: 1



## Veterans Satisfaction Survey:2015-2016

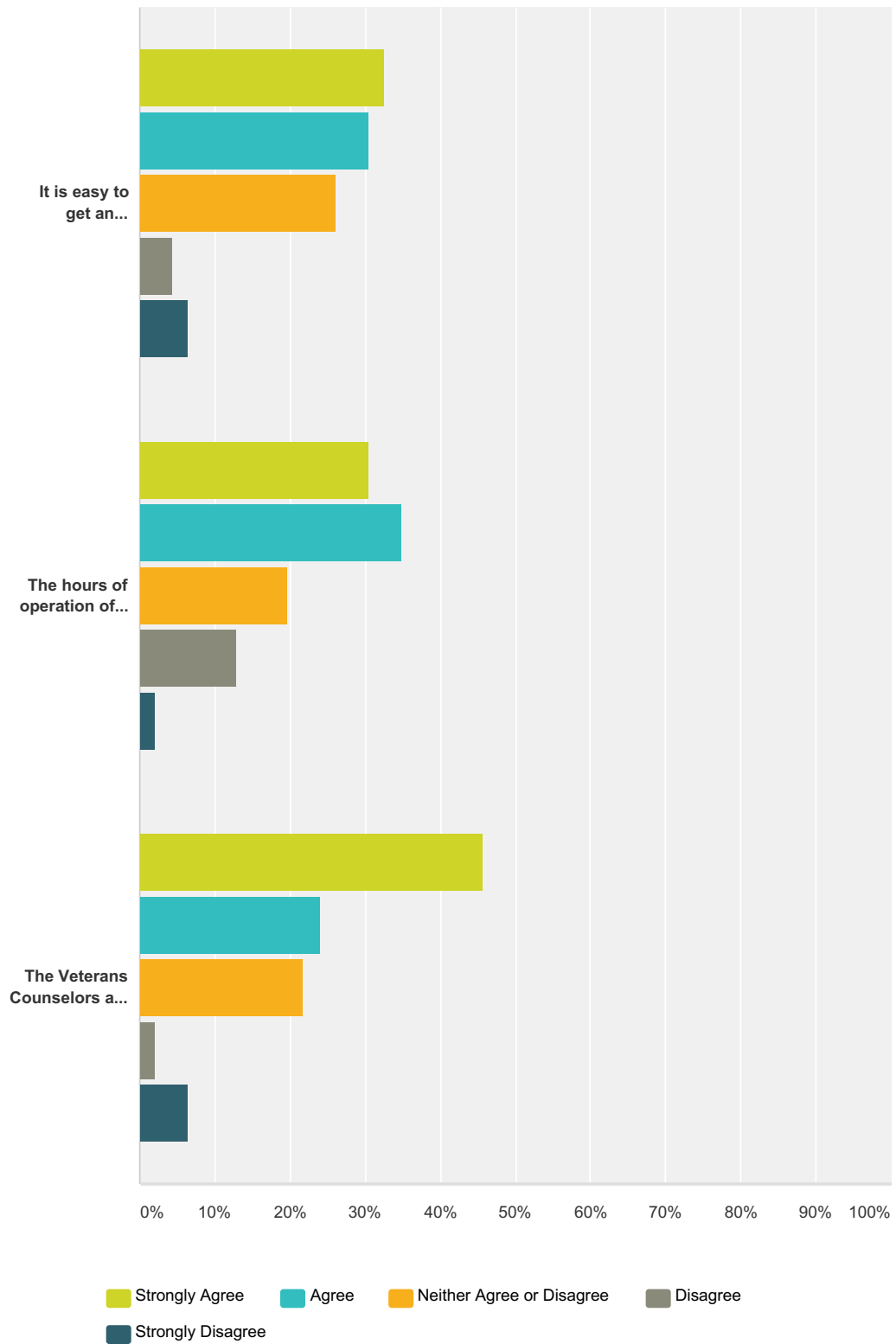


■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree or Disagree   
 ■ Disagree  
■ Strongly Disagree

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
I am promptly assisted at the Veterans service counter.	50.00% 23	26.09% 12	6.52% 3	15.22% 7	2.17% 1	46
I am professionally and courteously assisted at the Veterans Office.	56.52% 26	21.74% 10	15.22% 7	4.35% 2	2.17% 1	46
The Veterans service counter is adequately staffed.	39.13% 18	23.91% 11	19.57% 9	13.04% 6	4.35% 2	46
The hours of operation of the Office of Veterans Affairs (8a.m.-7p.m. Monday through Thursday, 8a.m.-1p.m. Fridays) are convenient.	56.52% 26	23.91% 11	8.70% 4	8.70% 4	2.17% 1	46

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

Answered: 46 Skipped: 1

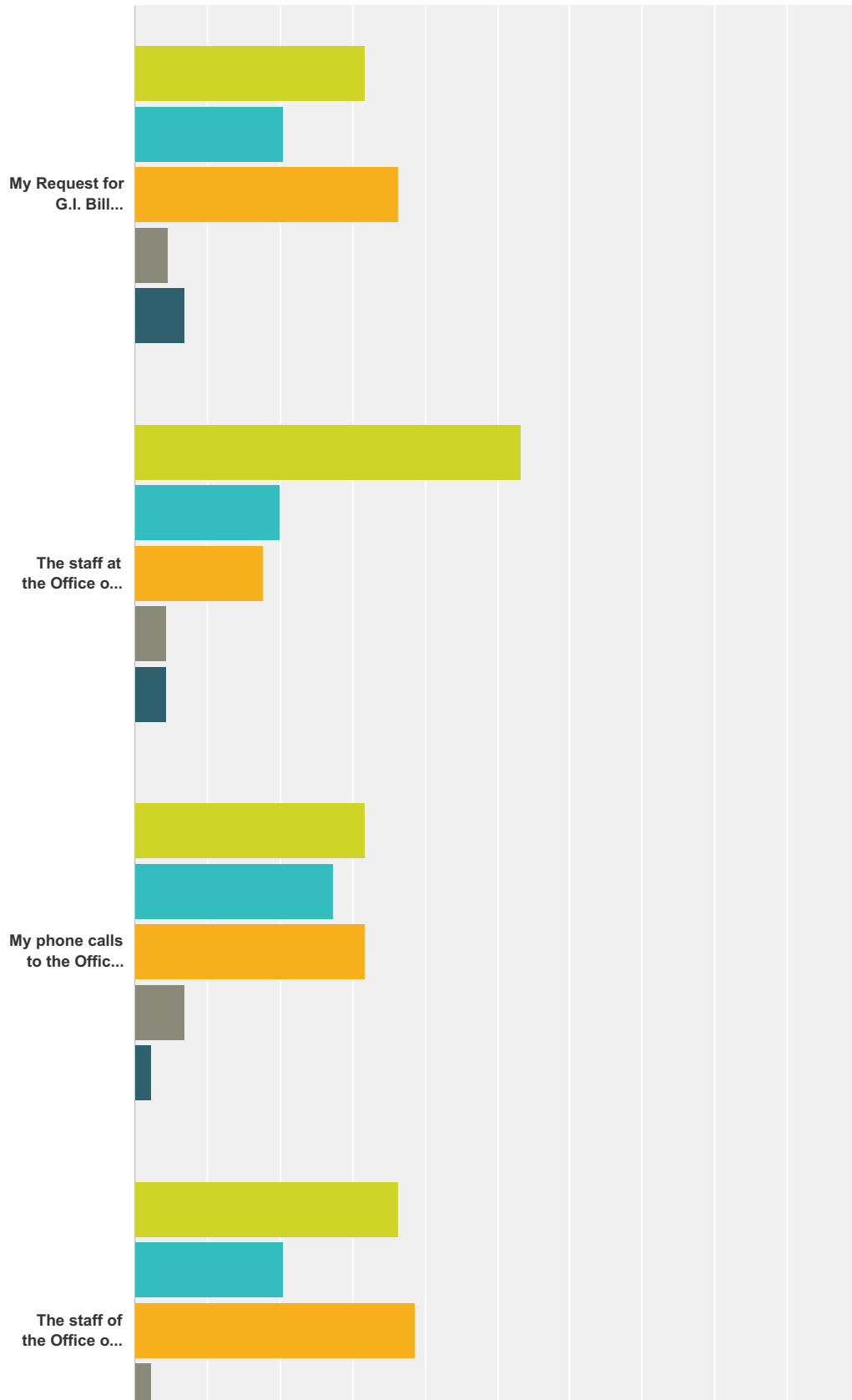


## Veterans Satisfaction Survey:2015-2016

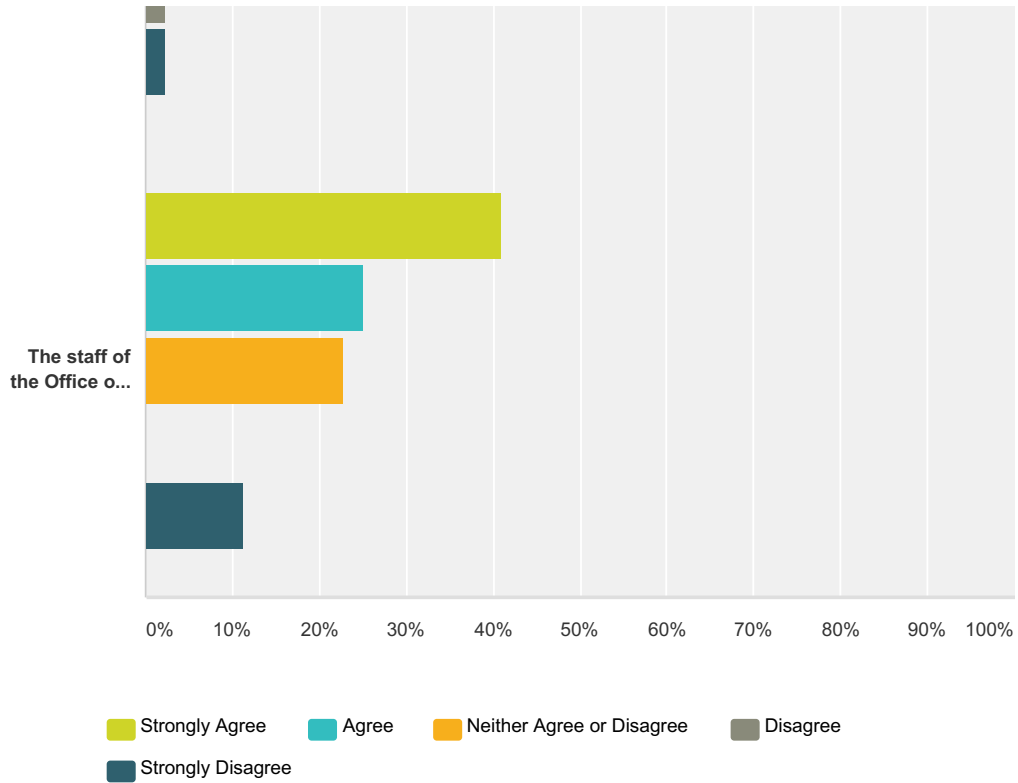
	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>
It is easy to get an appointment with the Veterans Counselors.	<b>32.61%</b> 15	<b>30.43%</b> 14	<b>26.09%</b> 12	<b>4.35%</b> 2	<b>6.52%</b> 3	46
The hours of operation of the Veterans Counselors are convenient.	<b>30.43%</b> 14	<b>34.78%</b> 16	<b>19.57%</b> 9	<b>13.04%</b> 6	<b>2.17%</b> 1	46
The Veterans Counselors are friendly and helpful.	<b>45.65%</b> 21	<b>23.91%</b> 11	<b>21.74%</b> 10	<b>2.17%</b> 1	<b>6.52%</b> 3	46

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

Answered: 45 Skipped: 2



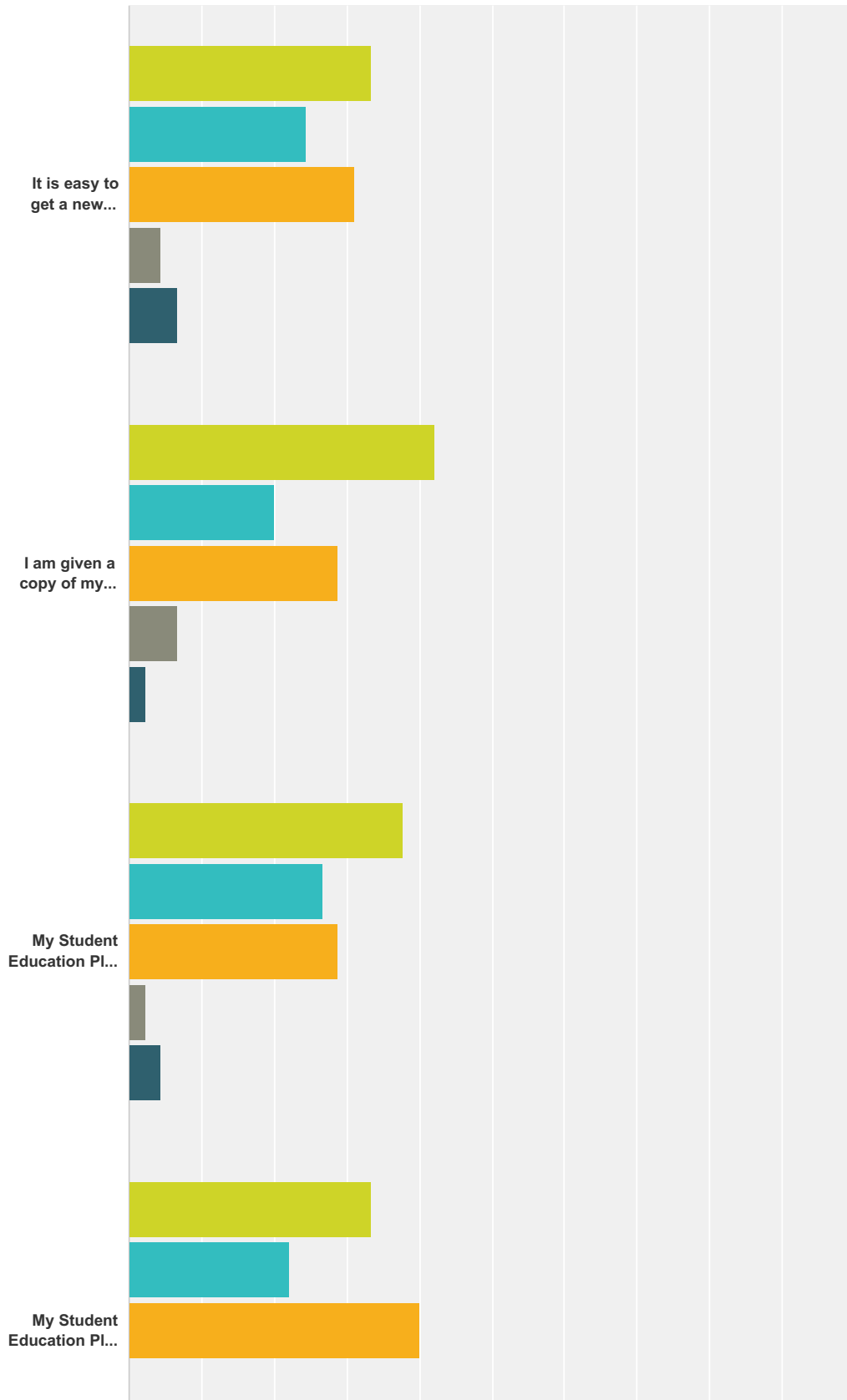
## Veterans Satisfaction Survey:2015-2016



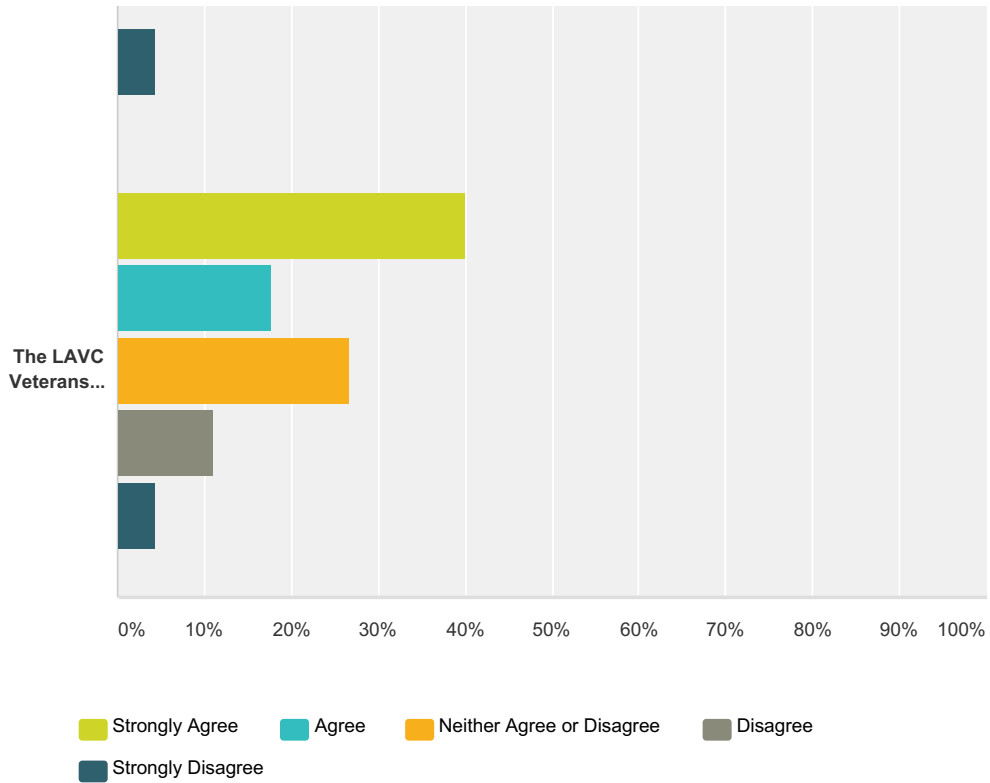
	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
My Request for G.I. Bill Certifications are processed without undue delay (within a week of submission).	31.82% 14	20.45% 9	36.36% 16	4.55% 2	6.82% 3	44
The staff at the Office of Veterans Affairs are friendly and helpful when I visit in person.	53.33% 24	20.00% 9	17.78% 8	4.44% 2	4.44% 2	45
My phone calls to the Office of Veterans Affairs are answered promptly.	31.82% 14	27.27% 12	31.82% 14	6.82% 3	2.27% 1	44
The staff of the Office of Veterans Affairs are friendly and helpful when I make telephone inquiries.	36.36% 16	20.45% 9	38.64% 17	2.27% 1	2.27% 1	44
The staff of the Office of Veterans Affairs are knowledgeable about the G.I. Bill and V.A. educational benefits processes in general.	40.91% 18	25.00% 11	22.73% 10	0.00% 0	11.36% 5	44

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

Answered: 45 Skipped: 2



## Veterans Satisfaction Survey:2015-2016

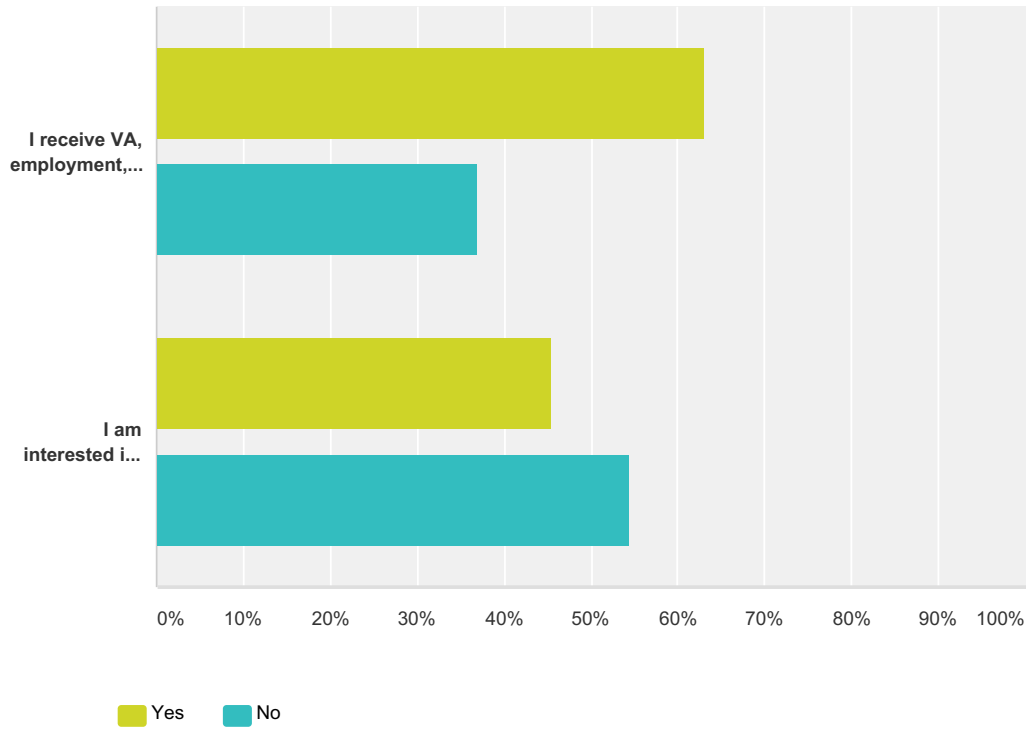


	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
It is easy to get a new Student Education Plan (S.E.P.).	33.33% 15	24.44% 11	31.11% 14	4.44% 2	6.67% 3	45
I am given a copy of my Student Education Plan at the Veterans Office.	42.22% 19	20.00% 9	28.89% 13	6.67% 3	2.22% 1	45
My Student Education Plan proves to be accurate towards my major/education goal.	37.78% 17	26.67% 12	28.89% 13	2.22% 1	4.44% 2	45
My Student Education Plan is easy to follow.	33.33% 15	22.22% 10	40.00% 18	0.00% 0	4.44% 2	45
The LAVC Veterans Program helped me stay in school and further my education goal(s).	40.00% 18	17.78% 8	26.67% 12	11.11% 5	4.44% 2	45



**Q5 Please answer the following statements:**

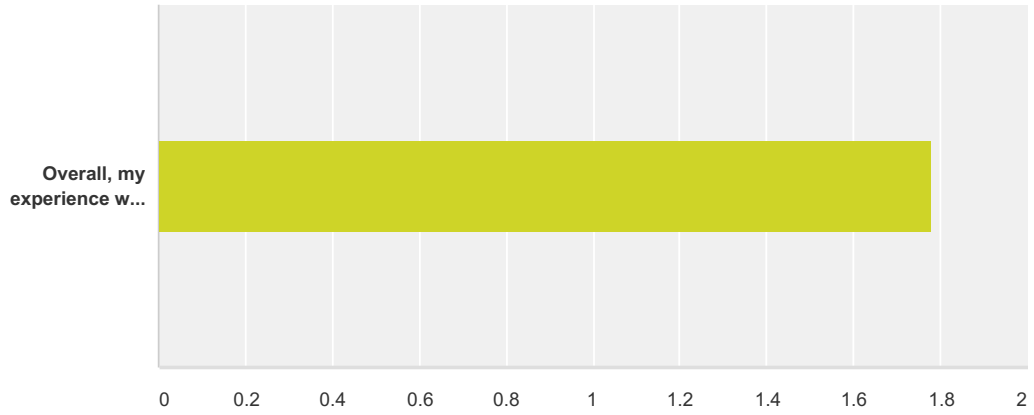
Answered: 46 Skipped: 1



	Yes	No	Total
I receive VA, employment, Career Transfer Center workshop information from the VA Coordinator, Trish González.	63.04% 29	36.96% 17	46
I am interested in receiving information about the Veterans Club on campus.	45.45% 20	54.55% 24	44

**Q6 Please rate the following question:**

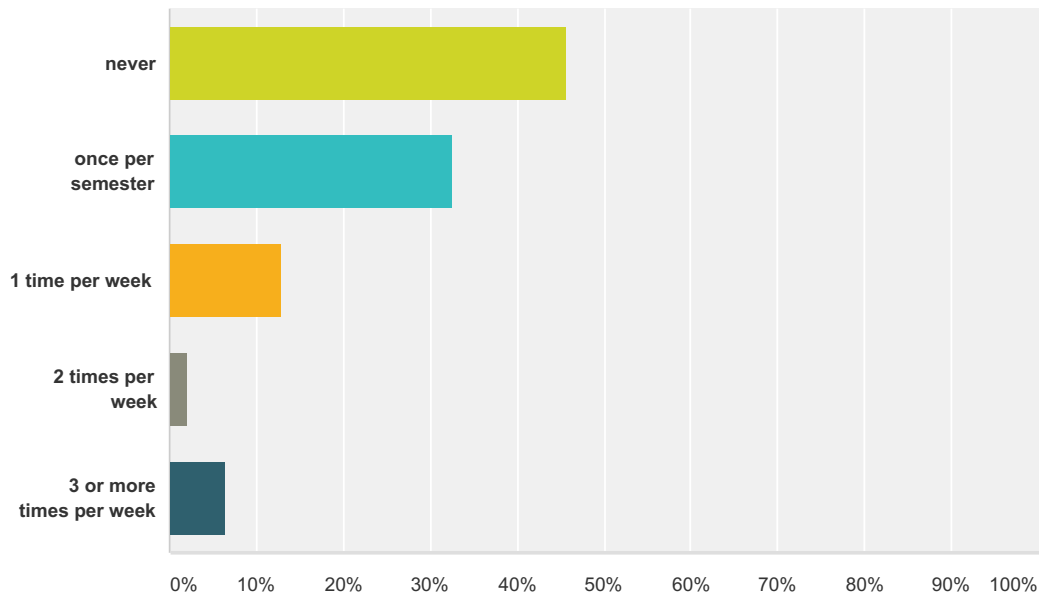
Answered: 45 Skipped: 2



	Excellent	Good	Fair	Poor	Total	Weighted Average
Overall, my experience with the Veterans Program at LAVC has been...	55.56% 25	22.22% 10	11.11% 5	11.11% 5	45	1.78

### Q7 How often do you use the Veterans Resource Center (Library Room 228)?

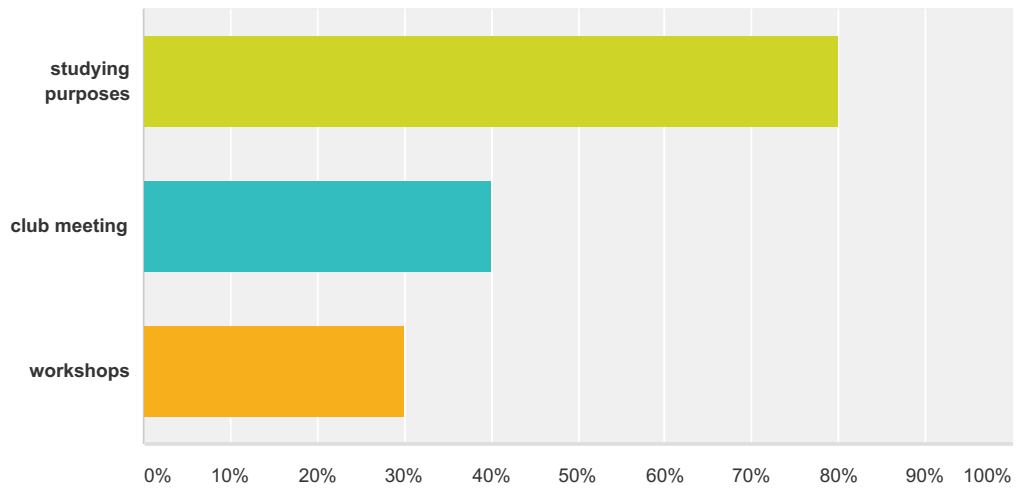
Answered: 46 Skipped: 1



Answer Choices	Responses	Count
never	45.65%	21
once per semester	32.61%	15
1 time per week	13.04%	6
2 times per week	2.17%	1
3 or more times per week	6.52%	3
<b>Total</b>		<b>46</b>

### Q8 What are your intentions in using the Veterans Resource Center?

Answered: 30 Skipped: 17



Answer Choices	Responses
studying purposes	80.00% 24
club meeting	40.00% 12
workshops	30.00% 9
<b>Total Respondents: 30</b>	