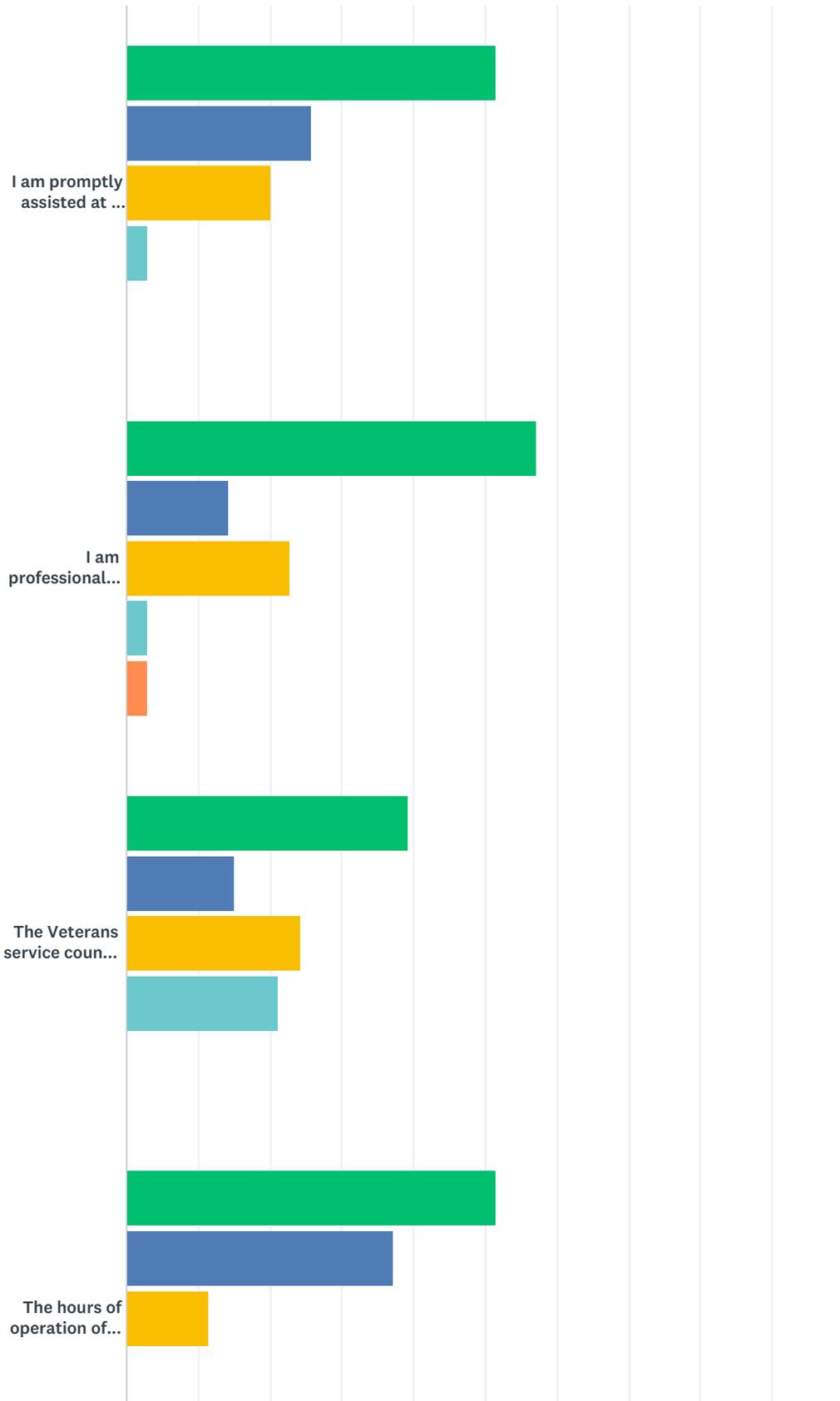
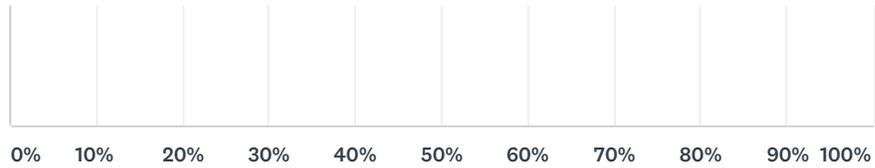


Q1 Please rate the the following statements about the Veterans Services:

Answered: 35 Skipped: 0



Veterans Satisfaction Survey:2016-2017

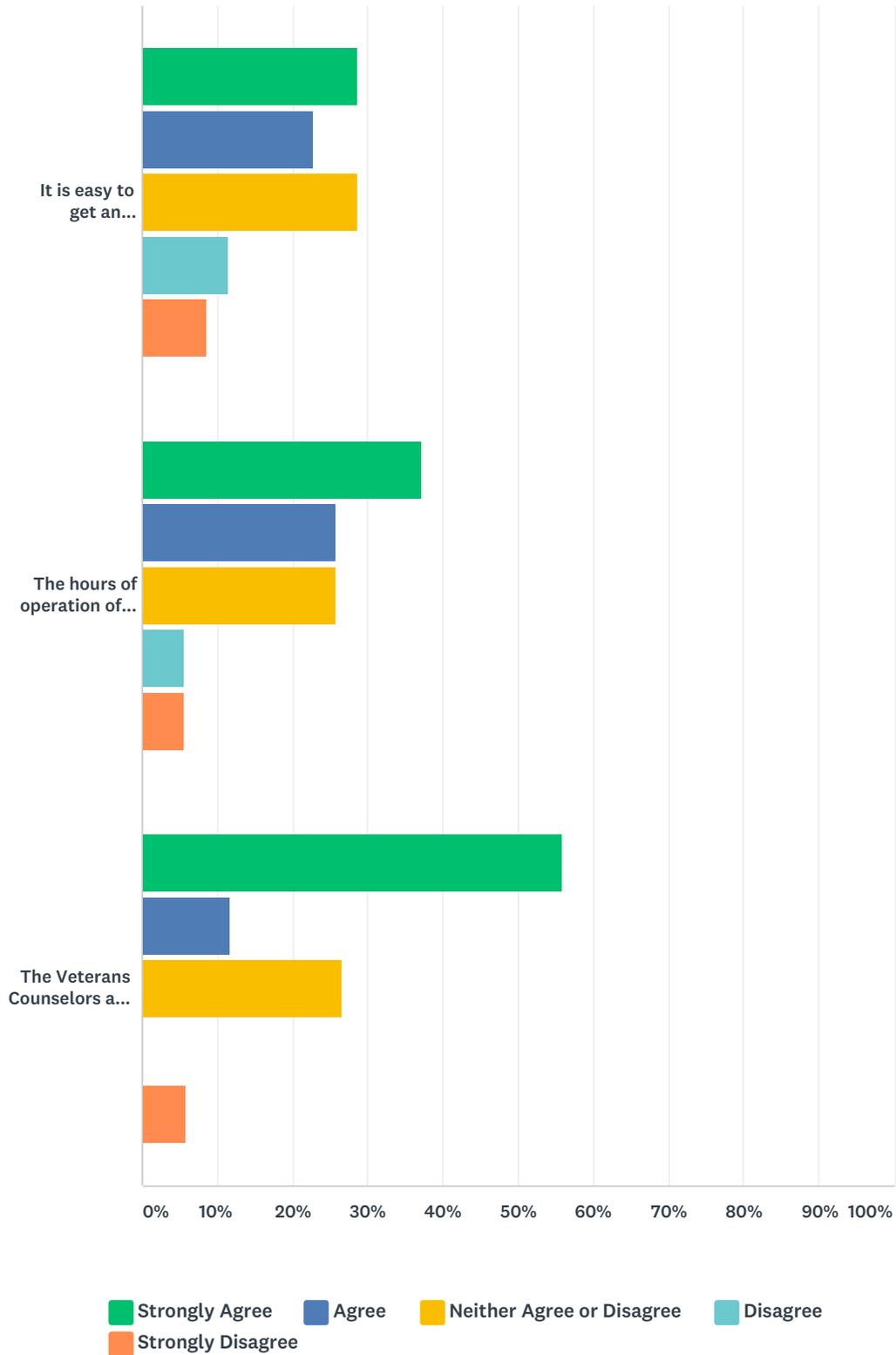


■ Strongly Agree
 ■ Agree
 ■ Neither Agree or Disagree
 ■ Disagree
■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I am promptly assisted at the Veterans service counter.	51.43% 18	25.71% 9	20.00% 7	2.86% 1	0.00% 0	35
I am professionally and courteously assisted at the Veterans Office.	57.14% 20	14.29% 5	22.86% 8	2.86% 1	2.86% 1	35
The Veterans service counter is adequately staffed.	39.39% 13	15.15% 5	24.24% 8	21.21% 7	0.00% 0	33
The hours of operation of the Office of Veterans Affairs (8a.m.-7p.m. Monday through Thursday, 8a.m.-1p.m. Fridays) are convenient.	51.43% 18	37.14% 13	11.43% 4	0.00% 0	0.00% 0	35

Q2 Please rate the following Veterans Counselors statements:

Answered: 35 Skipped: 0



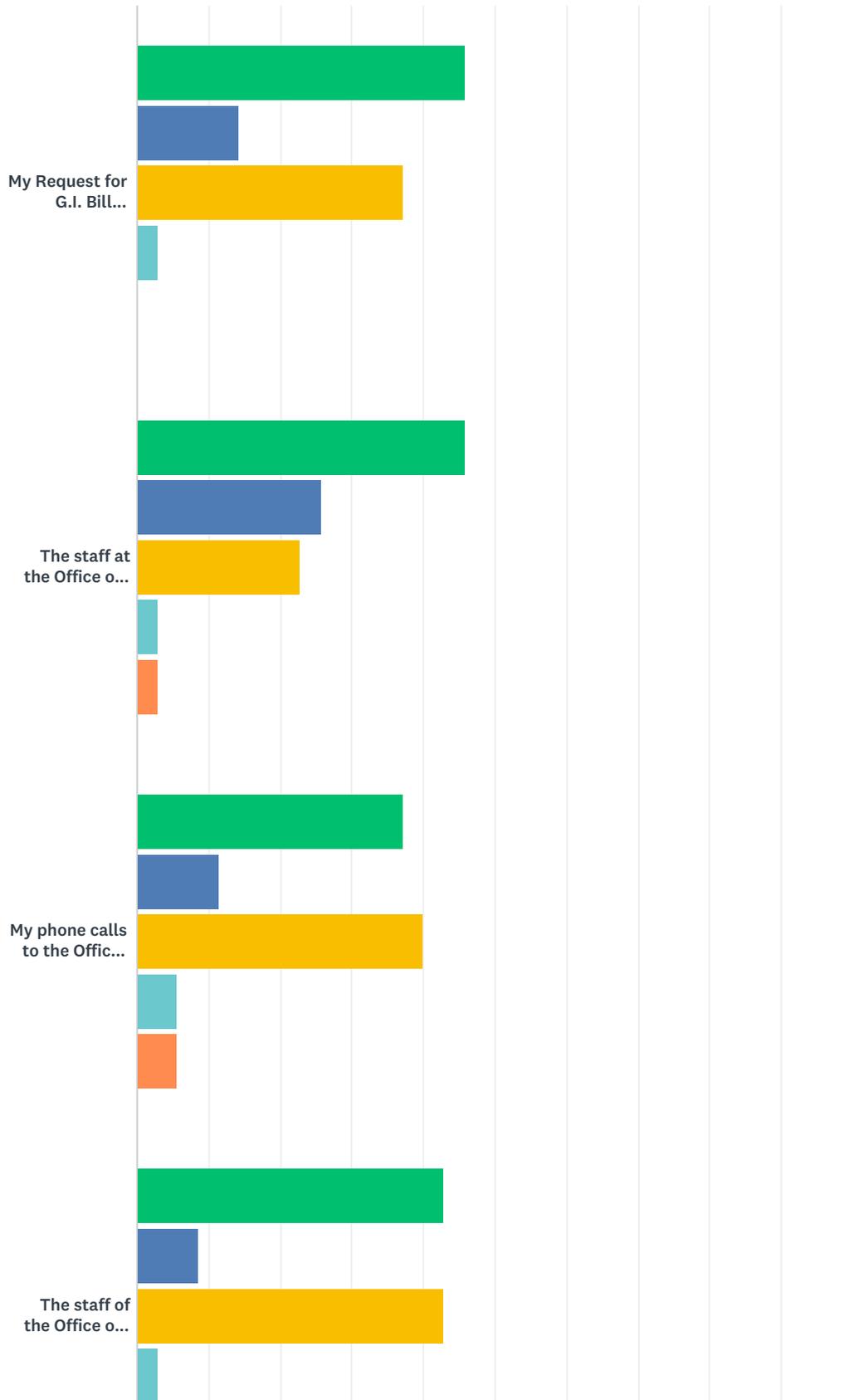
	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
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Veterans Satisfaction Survey:2016-2017

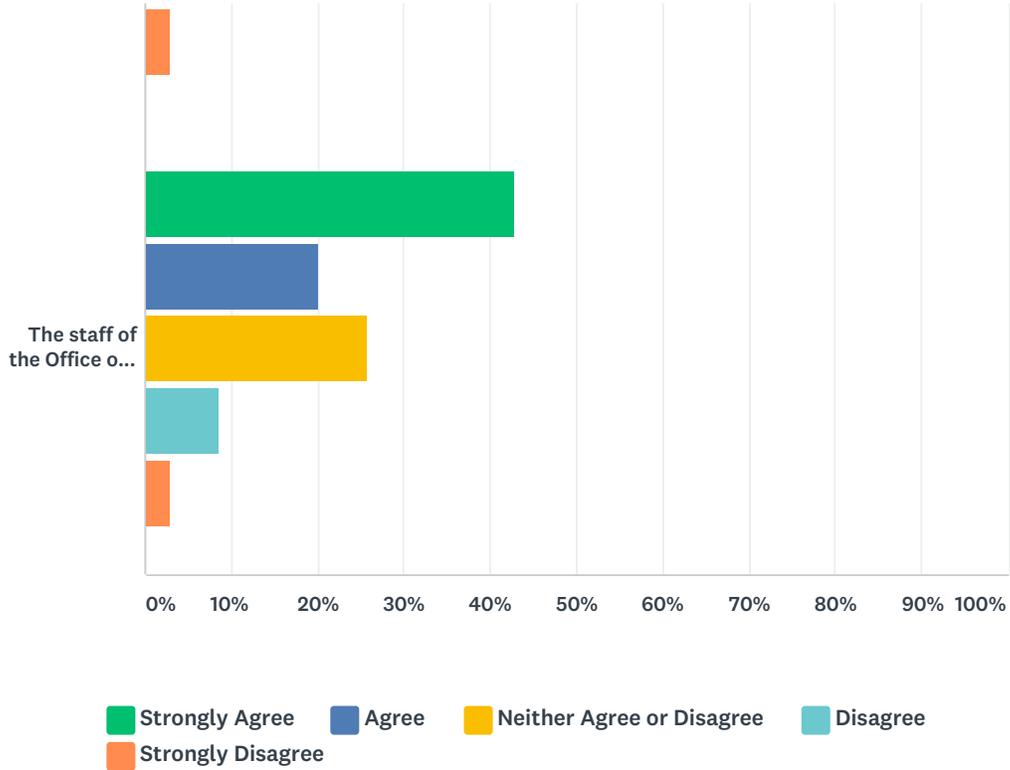
It is easy to get an appointment with the Veterans Counselors.	28.57% 10	22.86% 8	28.57% 10	11.43% 4	8.57% 3	35
The hours of operation of the Veterans Counselors are convenient.	37.14% 13	25.71% 9	25.71% 9	5.71% 2	5.71% 2	35
The Veterans Counselors are friendly and helpful.	55.88% 19	11.76% 4	26.47% 9	0.00% 0	5.88% 2	34

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

Answered: 35 Skipped: 0



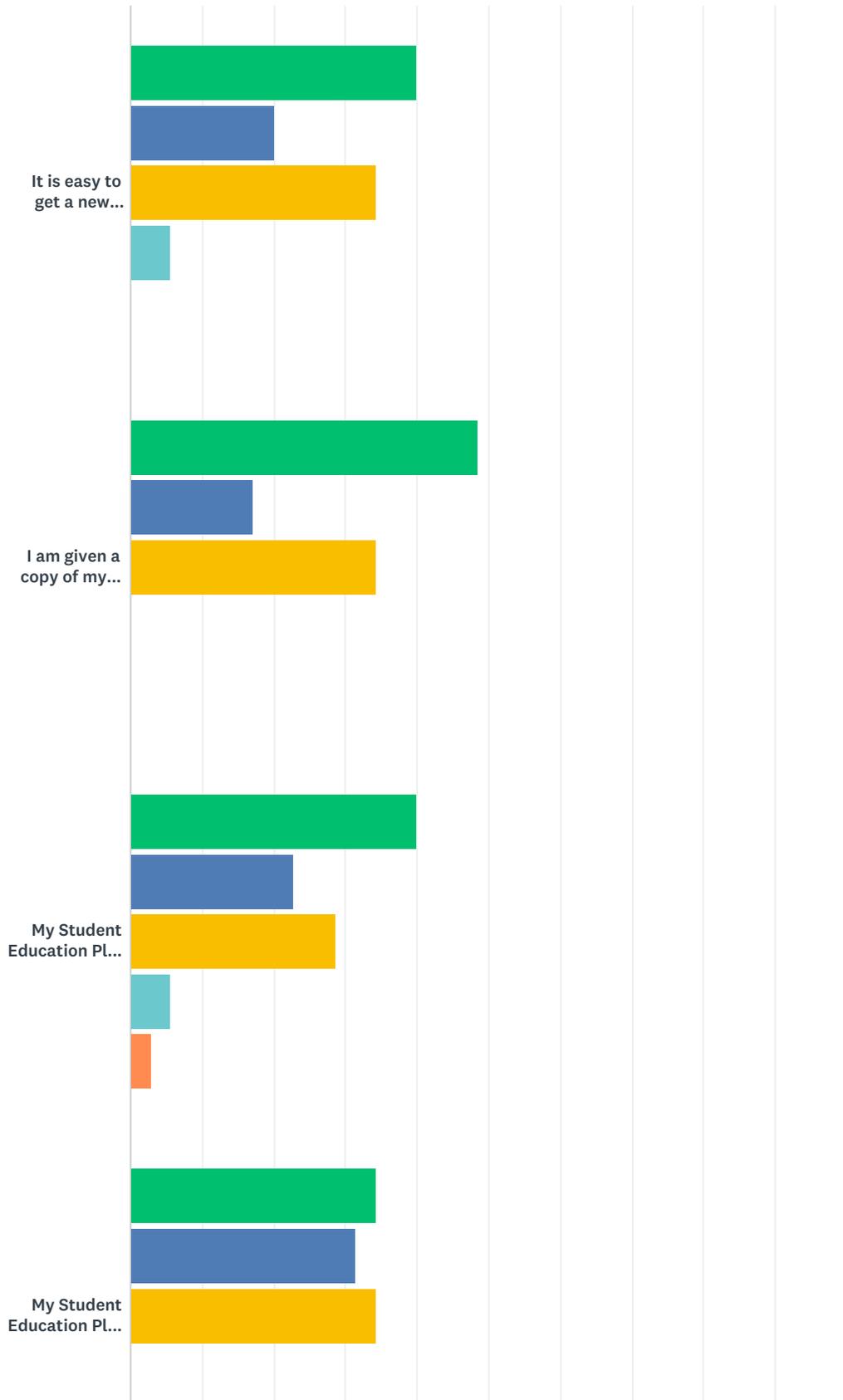
Veterans Satisfaction Survey:2016-2017



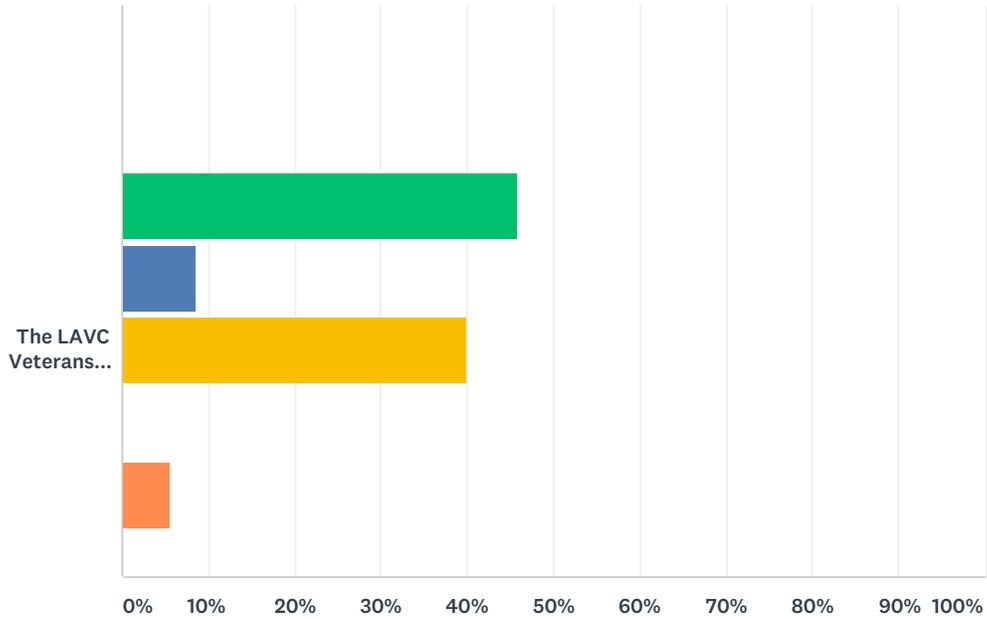
	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
My Request for G.I. Bill Certifications are processed without undue delay (within a week of submission).	45.71% 16	14.29% 5	37.14% 13	2.86% 1	0.00% 0	35
The staff at the Office of Veterans Affairs are friendly and helpful when I visit in person.	45.71% 16	25.71% 9	22.86% 8	2.86% 1	2.86% 1	35
My phone calls to the Office of Veterans Affairs are answered promptly.	37.14% 13	11.43% 4	40.00% 14	5.71% 2	5.71% 2	35
The staff of the Office of Veterans Affairs are friendly and helpful when I make telephone inquiries.	42.86% 15	8.57% 3	42.86% 15	2.86% 1	2.86% 1	35
The staff of the Office of Veterans Affairs are knowledgeable about the G.I. Bill and V.A. educational benefits processes in general.	42.86% 15	20.00% 7	25.71% 9	8.57% 3	2.86% 1	35

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

Answered: 35 Skipped: 0



Veterans Satisfaction Survey:2016-2017

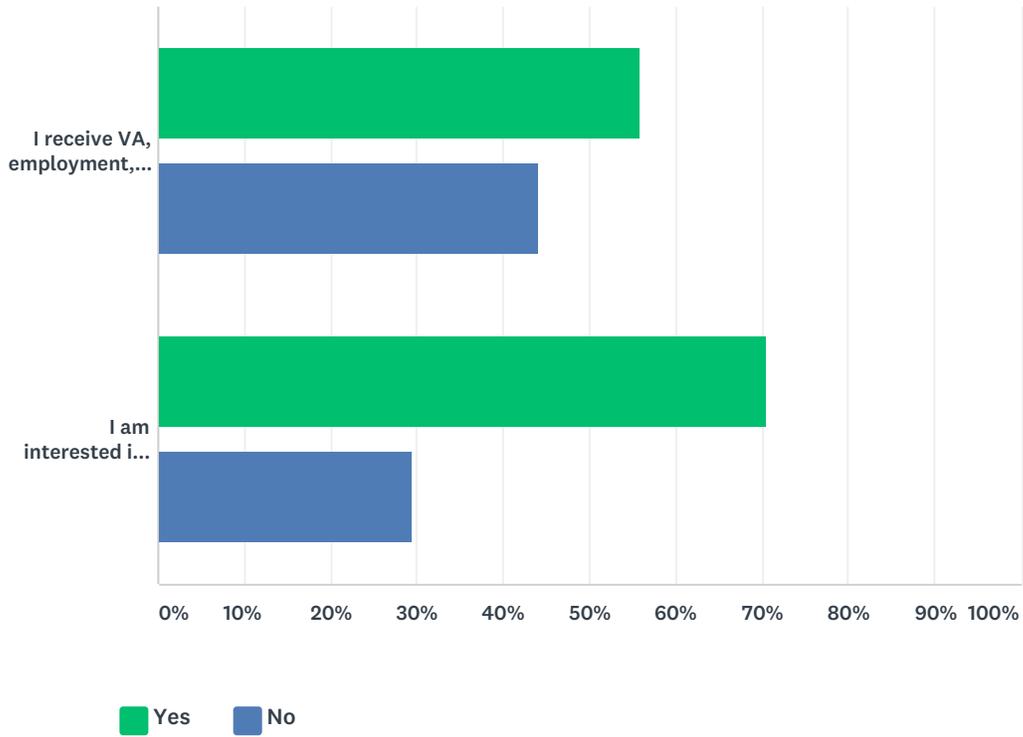


■ Strongly Agree
 ■ Agree
 ■ Neither Agree or Disagree
 ■ Disagree
■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
It is easy to get a new Student Education Plan (S.E.P.).	40.00% 14	20.00% 7	34.29% 12	5.71% 2	0.00% 0	35
I am given a copy of my Student Education Plan at the Veterans Office.	48.57% 17	17.14% 6	34.29% 12	0.00% 0	0.00% 0	35
My Student Education Plan proves to be accurate towards my major/education goal.	40.00% 14	22.86% 8	28.57% 10	5.71% 2	2.86% 1	35
My Student Education Plan is easy to follow.	34.29% 12	31.43% 11	34.29% 12	0.00% 0	0.00% 0	35
The LAVC Veterans Program helped me stay in school and further my education goal(s).	45.71% 16	8.57% 3	40.00% 14	0.00% 0	5.71% 2	35

Q5 Please answer the following statements:

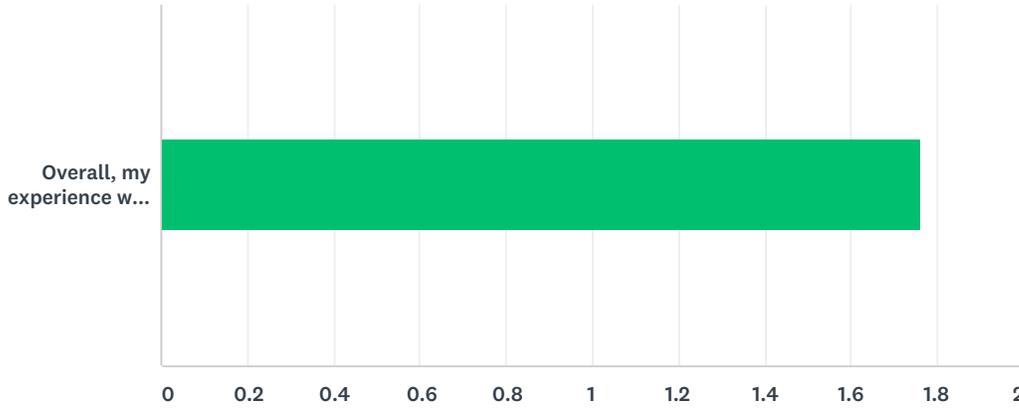
Answered: 35 Skipped: 0



	YES	NO	TOTAL
I receive VA, employment, Career Transfer Center workshop information from the VA Coordinator, Trish González.	55.88% 19	44.12% 15	34
I am interested in receiving information about the Veterans Club on campus.	70.59% 24	29.41% 10	34

Q6 Please rate the following question:

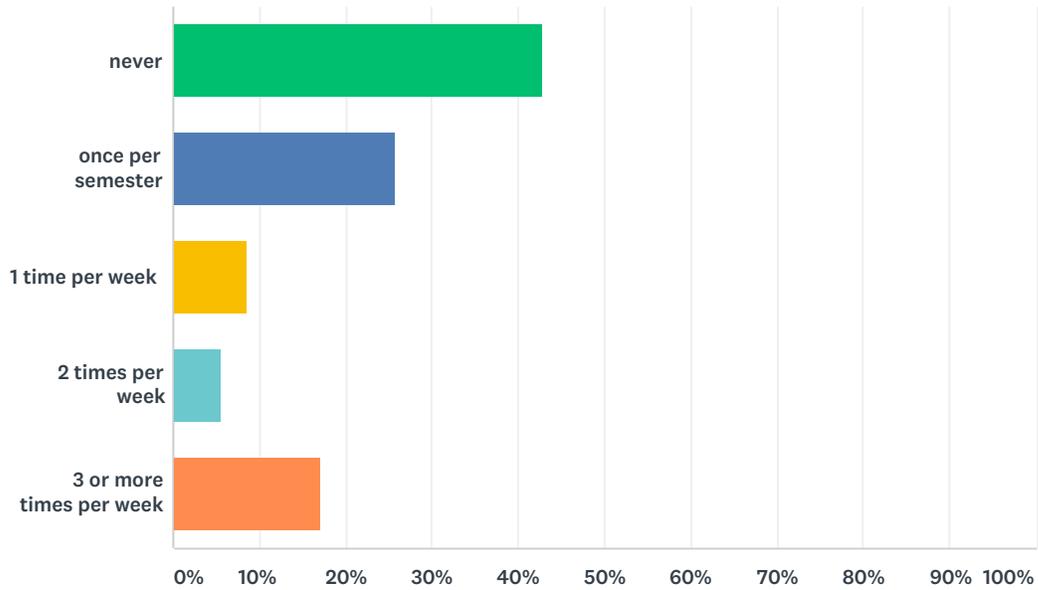
Answered: 33 Skipped: 2



	EXCELLENT	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
Overall, my experience with the Veterans Program at LAVC has been...	57.58% 19	15.15% 5	21.21% 7	6.06% 2	33	1.76

Q7 How often do you use the Veterans Resource Center?

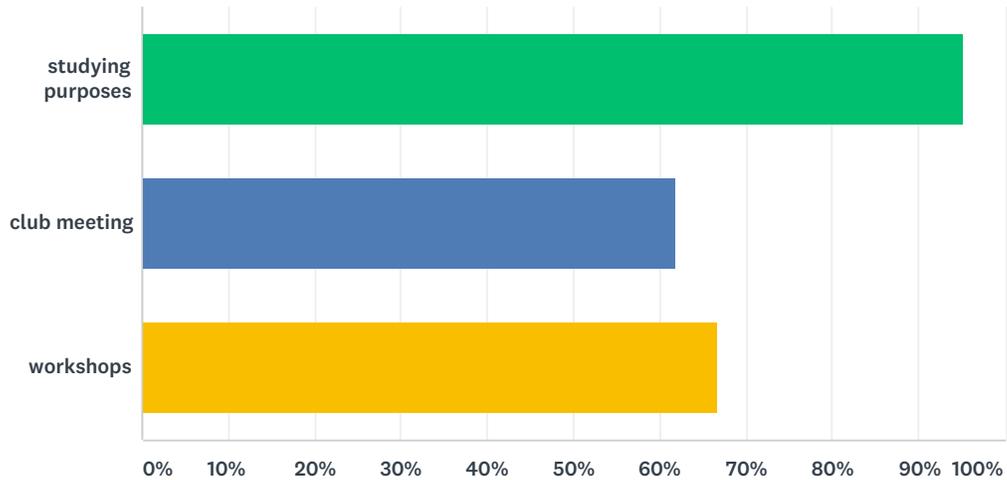
Answered: 35 Skipped: 0



ANSWER CHOICES	RESPONSES	
never	42.86%	15
once per semester	25.71%	9
1 time per week	8.57%	3
2 times per week	5.71%	2
3 or more times per week	17.14%	6
TOTAL		35

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

Answered: 21 Skipped: 14



ANSWER CHOICES	RESPONSES
studying purposes	95.24% 20
club meeting	61.90% 13
workshops	66.67% 14
Total Respondents: 21	

#	OTHER (PLEASE SPECIFY)	DATE
1	Haven't used it yet.	6/23/2017 5:22 PM
2	information, resources	6/17/2017 11:17 AM
3	Print out documents	6/15/2017 11:21 AM
4	general information	6/13/2017 4:49 PM
5	Math Tutoring	6/8/2017 1:23 PM
6	Comradirie	5/10/2017 10:14 AM
7	haven't had the opportunity to visit the VRC	4/24/2017 10:03 PM
8	I was unaware of this facility.	4/24/2017 8:01 PM
9	Never used	4/24/2017 5:24 PM
10	Finding out about benefits	4/24/2017 3:05 PM

Q9 What service(s) would you like to receive that is currently not available?

Answered: 14 Skipped: 21

#	RESPONSES	DATE
1	N/A	6/23/2017 5:22 PM
2	I would like the Veterans office to have more hours and days for tutoring Math and English. The current schedule doesn't work with my schedule.	6/18/2017 10:53 AM
3	studying, club meetings	6/17/2017 11:17 AM
4	Free Coffee	6/8/2017 1:23 PM
5	Events that bring Veterans together	6/8/2017 1:14 PM
6	more tutoring in more classes and longer hours for the night classes students	6/5/2017 12:31 PM
7	N/A	5/23/2017 7:50 PM
8	Financial aid, resume, additional Veteran benefits we can use.	5/22/2017 10:11 PM
9	Tutoring specifically for Veterans.	5/18/2017 3:47 PM
10	One on one tutoring.	5/10/2017 10:14 AM
11	Any type of service. Currently there is no service at all being provided by the Veterans Resource Center at LAVC.	4/29/2017 11:26 AM
12	VA benefits and other information pertaining to VA education	4/24/2017 10:03 PM
13	Accurate and thorough information about resources available.	4/24/2017 8:01 PM
14	Employment and other benefits notifications	4/24/2017 2:48 PM

Q10 What types of workshops would you like to attend?

Answered: 16 Skipped: 19

#	RESPONSES	DATE
1	N/A	6/23/2017 5:22 PM
2	I would like to attend math workshops. I know they already have them, but it is currently at a time where i can't go because I am working.	6/18/2017 10:53 AM
3	educational tutoring	6/17/2017 11:17 AM
4	Math workshops	6/8/2017 1:23 PM
5	adjusting to going back to school, study habit workshops,	6/5/2017 12:31 PM
6	N/A	5/23/2017 7:50 PM
7	writing/ financial aid	5/22/2017 10:11 PM
8	Job Fairs, Career Outreach, College Outreach, Professional Workshops	5/18/2017 3:47 PM
9	Transitioning from student to the work force.	5/10/2017 10:14 AM
10	CPR class	5/2/2017 5:24 PM
11	I have no idea what would be beneficial for me. Nobody from the Resource center has attempted to provide me with any resources at all.	4/29/2017 11:26 AM
12	INTERNSHIPS, SCHOOL FRIENDLY EMPLOYERS, S.T.E.M. GOALS	4/25/2017 2:49 PM
13	employment opportunities for Veterans/LVNs	4/24/2017 10:03 PM
14	Informational workshops on services and programs available. i.e. workstudy, and chapter 30.	4/24/2017 8:01 PM
15	N/A	4/24/2017 5:24 PM
16	Job and other veteran benefits workshops	4/24/2017 2:48 PM

Q11 Do you have any other questions or comments about your experiences with the LAVC Veterans Program that were not addressed above?

Answered: 12 Skipped: 23

#	RESPONSES	DATE
1	I would like the Veterans office to have more hours and days for tutoring Math and English. The current schedule doesn't work with my schedule.	6/18/2017 10:53 AM
2	the days they meet conflict with my schedule. there should be more meeting days	6/17/2017 11:17 AM
3	The LAVC Veterans Office has helped me succeed in school and further my education.	6/7/2017 6:53 PM
4	██████ at the front counter is amazing. He went above and beyond to see my needs and requests were met. ██████ was also very helpful in the process of getting certified.	6/7/2017 2:32 PM
5	N/A	5/23/2017 7:50 PM
6	N/A	5/18/2017 3:47 PM
7	There were no questions asked about the Vocational Rehabilitation & Education Program. Many of our Vets really don't have the correct information on the program. I believe it will be helpful to educate them on this as well. Thank you.	5/10/2017 10:14 AM
8	It would be helpful if your employees were required to complete an in-depth study of all of the details, rules, regulations and guidelines of the GI Bill program prior to being a paid employee. Just because your employees are veterans, do not make them qualified. As a matter of fact, I find it very difficult to address someone as a veteran that was discharged prior to completion of their first enlistments unless the discharge was based on a combat related injury. And the fact that these so called "Veterans" have no clue what the rules are, so the either make up their own and feed it to the customers as "facts" is ridiculous! And when the employees aren't creative enough to make up an answer of their own, why am I being told to look it up. Really?????? Veterans Assistance?????? My ass!!! Please hire someone that wants to help Veterans, as your current employees obviously do not.	4/29/2017 11:26 AM
9	haven't had the opportunity to use it	4/24/2017 10:03 PM
10	It is impossible to meet with the counselor, instead we are blocked by the work study hires, which try their level best, but lack the in depth knowledge of the programs available.	4/24/2017 8:01 PM
11	I am sorry but I have never used this service at LAVC. I have only used this service at Pierce College which is an exceptional service	4/24/2017 5:24 PM
12	No	4/24/2017 2:48 PM

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

Answered: 8 Skipped: 27

#	RESPONSES	DATE
1	Everyone is friendly and knowledgeable. There was a lot of veteran presence this semester so maybe, a bigger office would be nice. If possible, a separate computer/study room and veterans meeting room where they can interact with each other and not interrupt those who are studying.	6/5/2017 12:31 PM
2	N/A	5/23/2017 7:50 PM
3	N/A	5/18/2017 3:47 PM
4	On the days when the club meets, especially when there is a workshop, the meeting should be held in a bigger location.	5/10/2017 10:14 AM
5	When a student is experiencing difficulties maintaining the required attendance and GPA due to family hardships, attempt to assist or provide recommendations. Veterans (especially those that suffer from PTSD and are easily stressed) do not get inspired by threats of losing their benefits due to being dropped because of attendance or grades. It would probably frustrate and distress said veteran causing grades to get worse. Why not instead ask if the veteran needs some type of assistance? After all, this is the Veterans Assistance Center... Right? Maybe I need to get in touch with David Riley, the National Commander of the Disable American Veterans Organization and find out what he thinks should be done about the substandard work being performed by the LAVC Veterans Resource Center. We'll be in touch.	4/29/2017 11:26 AM
6	none	4/24/2017 10:03 PM
7	Replace the counselor with someone willing to meet with students.	4/24/2017 8:01 PM
8	N/A	4/24/2017 5:24 PM