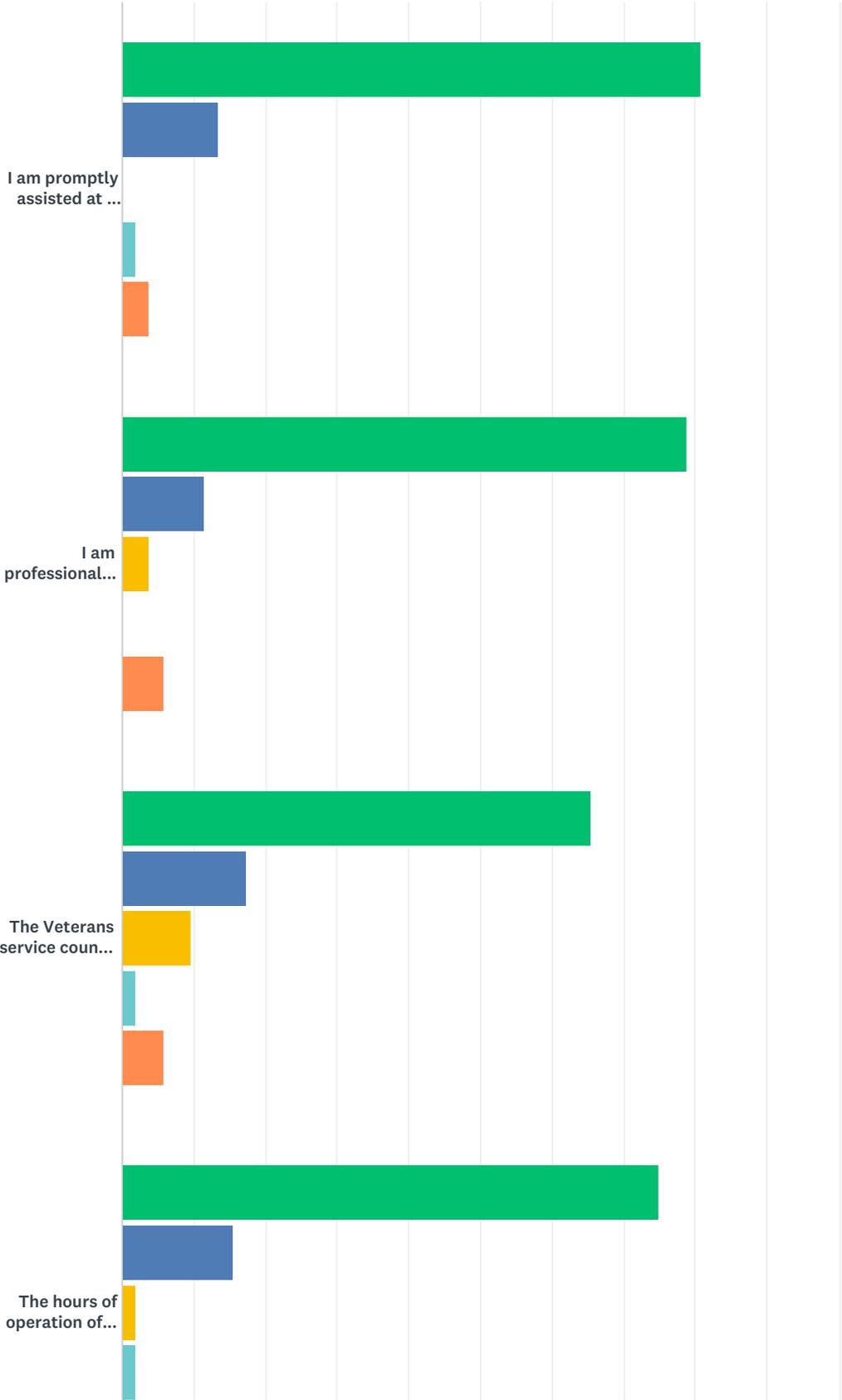
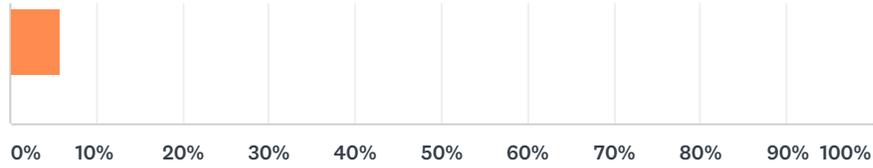


Q1 Please rate the the following statements about the Veterans Services:

Answered: 52 Skipped: 0



Veterans Satisfaction Survey: 2018-2019

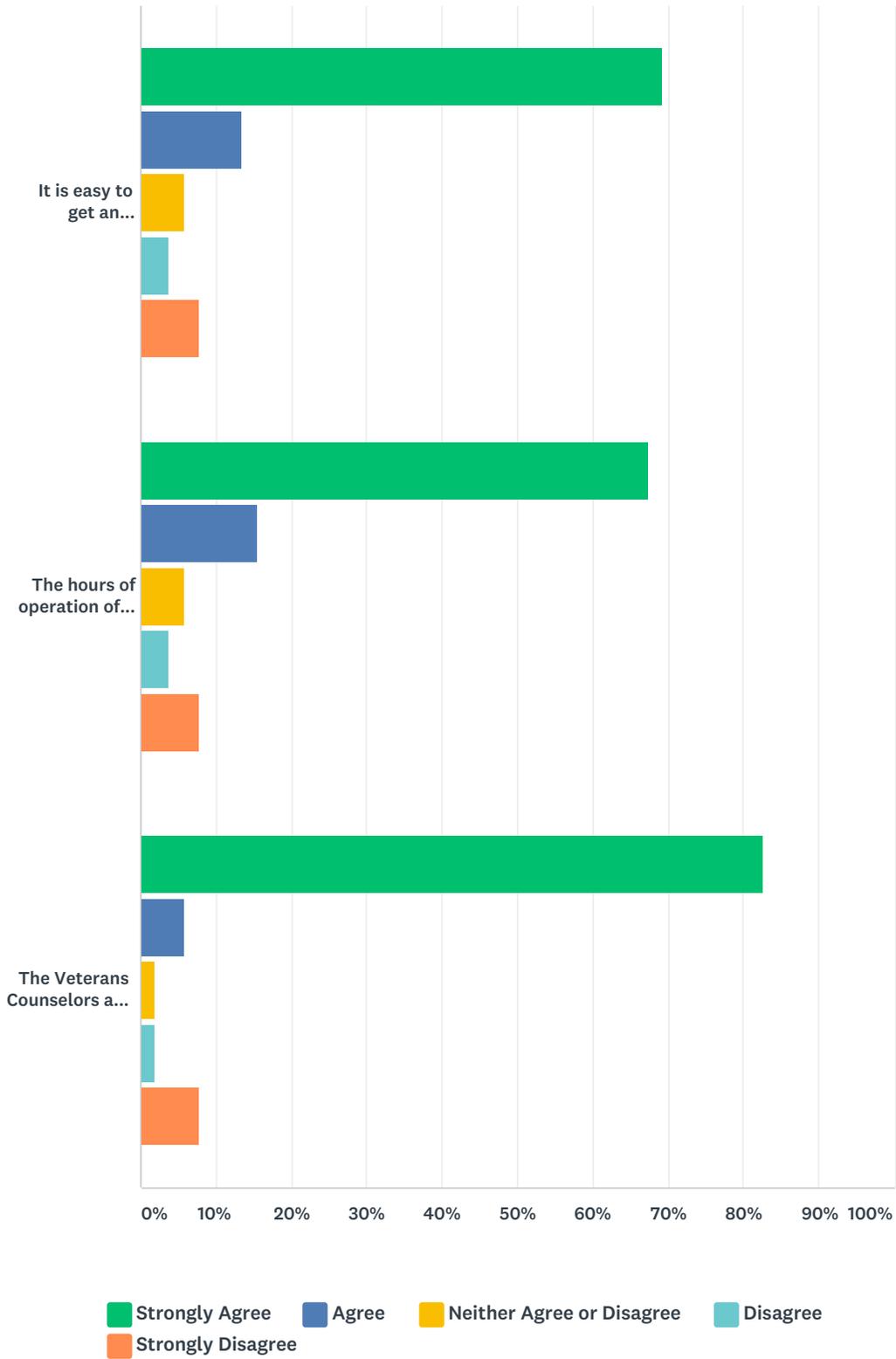


■ Strongly Agree
 ■ Agree
 ■ Neither Agree or Disagree
 ■ Disagree
■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I am promptly assisted at the Veterans service counter.	80.77% 42	13.46% 7	0.00% 0	1.92% 1	3.85% 2	52
I am professionally and courteously assisted at the Veterans Office.	78.85% 41	11.54% 6	3.85% 2	0.00% 0	5.77% 3	52
The Veterans service counter is adequately staffed.	65.38% 34	17.31% 9	9.62% 5	1.92% 1	5.77% 3	52
The hours of operation of the Office of Veterans Affairs (8a.m.-7p.m. Monday through Thursday, 8a.m.-1p.m. Fridays) are convenient.	75.00% 39	15.38% 8	1.92% 1	1.92% 1	5.77% 3	52

Q2 Please rate the following Veterans Counselors statements:

Answered: 52 Skipped: 0



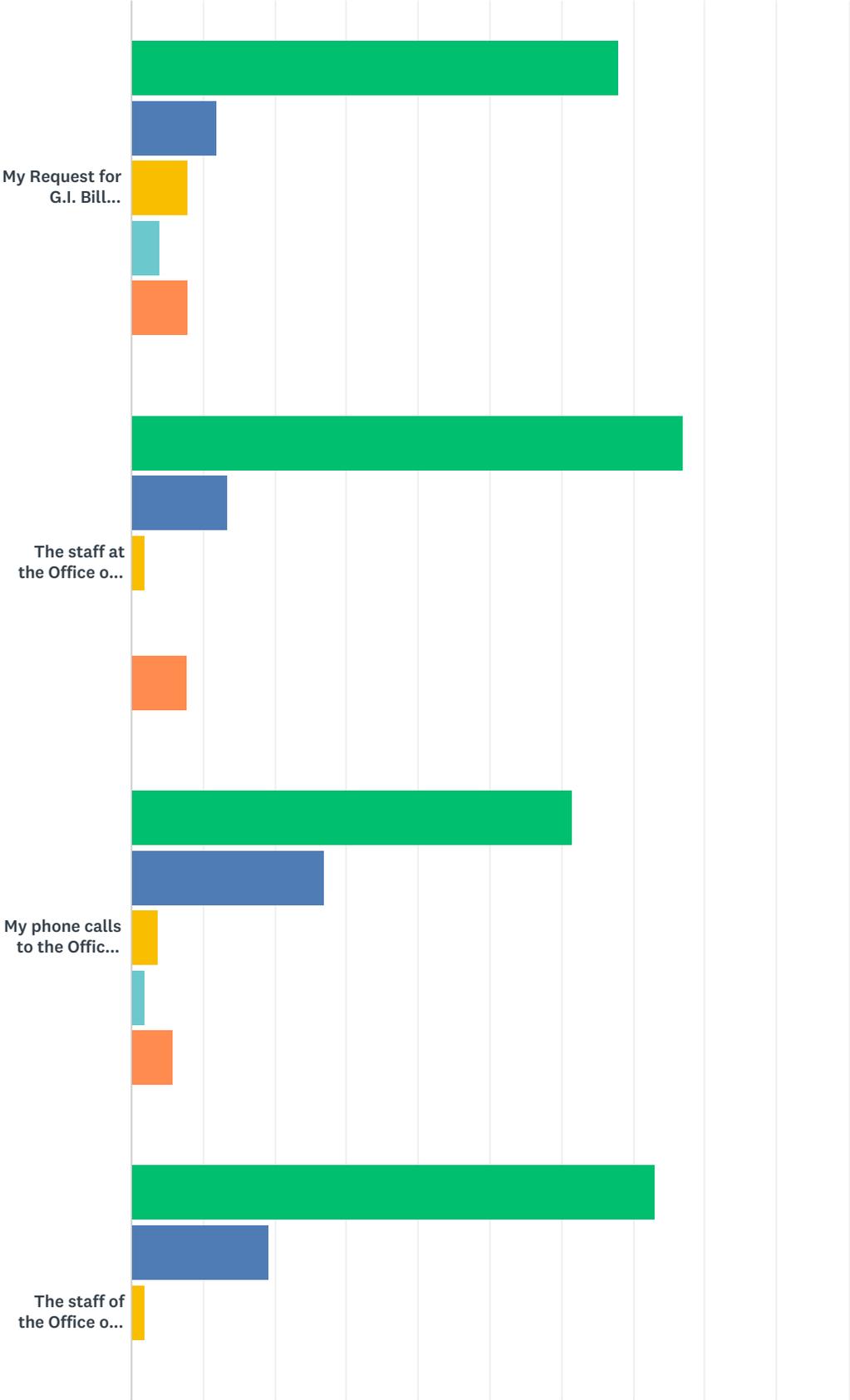
	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
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Veterans Satisfaction Survey: 2018-2019

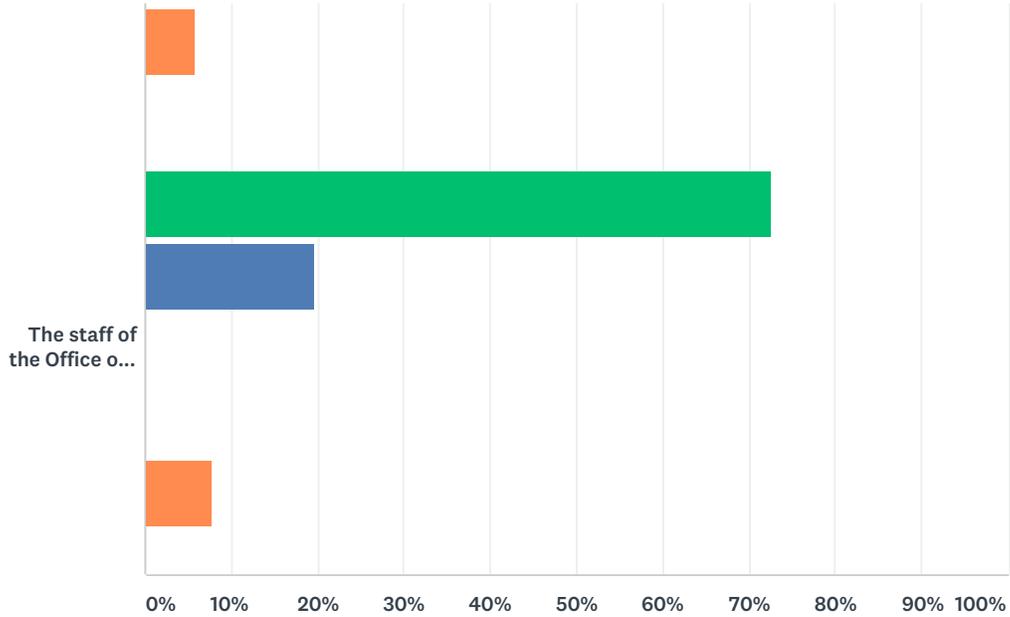
It is easy to get an appointment with the Veterans Counselors.	69.23% 36	13.46% 7	5.77% 3	3.85% 2	7.69% 4	52
The hours of operation of the Veterans Counselors are convenient.	67.31% 35	15.38% 8	5.77% 3	3.85% 2	7.69% 4	52
The Veterans Counselors are friendly and helpful.	82.69% 43	5.77% 3	1.92% 1	1.92% 1	7.69% 4	52

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

Answered: 52 Skipped: 0



Veterans Satisfaction Survey: 2018-2019

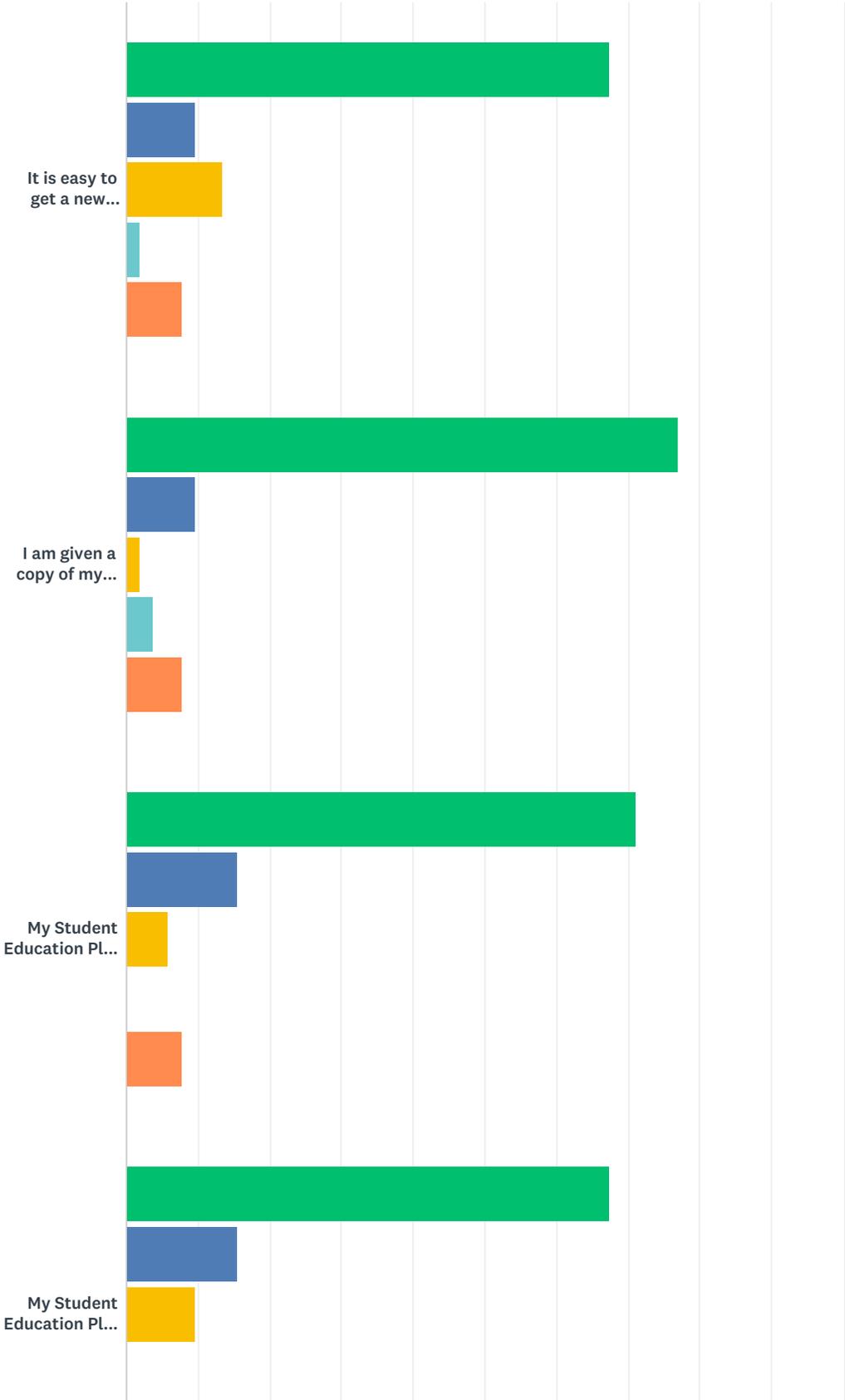


■ Strongly Agree
 ■ Agree
 ■ Neither Agree or Disagree
 ■ Disagree
■ Strongly Disagree

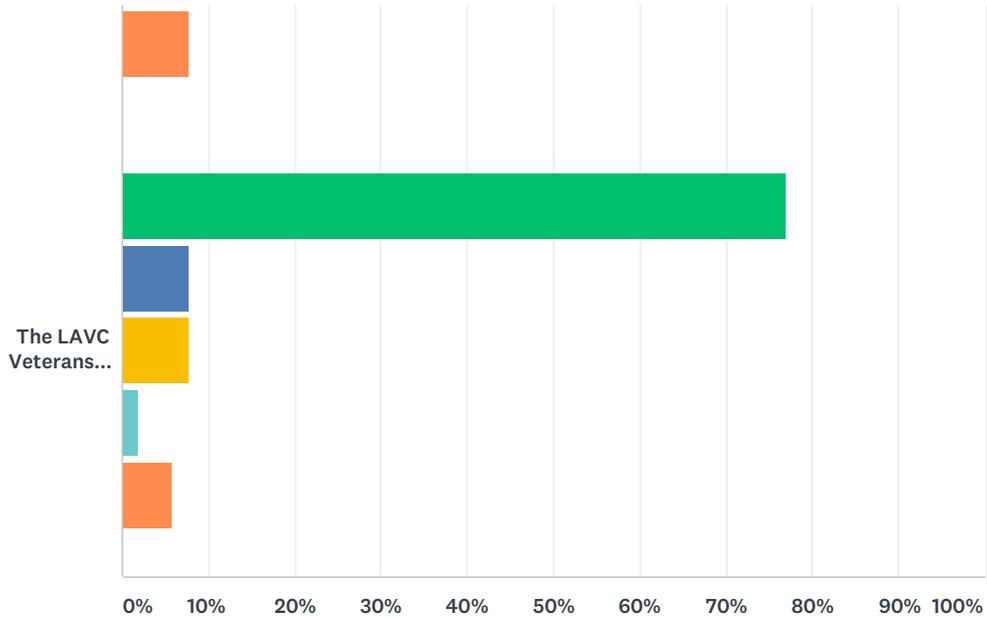
	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
My Request for G.I. Bill Certifications are processed without undue delay (within a week of submission).	68.00% 34	12.00% 6	8.00% 4	4.00% 2	8.00% 4	50
The staff at the Office of Veterans Affairs are friendly and helpful when I visit in person.	76.92% 40	13.46% 7	1.92% 1	0.00% 0	7.69% 4	52
My phone calls to the Office of Veterans Affairs are answered promptly.	61.54% 32	26.92% 14	3.85% 2	1.92% 1	5.77% 3	52
The staff of the Office of Veterans Affairs are friendly and helpful when I make telephone inquiries.	73.08% 38	19.23% 10	1.92% 1	0.00% 0	5.77% 3	52
The staff of the Office of Veterans Affairs are knowledgeable about the G.I. Bill and V.A. educational benefits processes in general.	72.55% 37	19.61% 10	0.00% 0	0.00% 0	7.84% 4	51

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

Answered: 52 Skipped: 0



Veterans Satisfaction Survey: 2018-2019

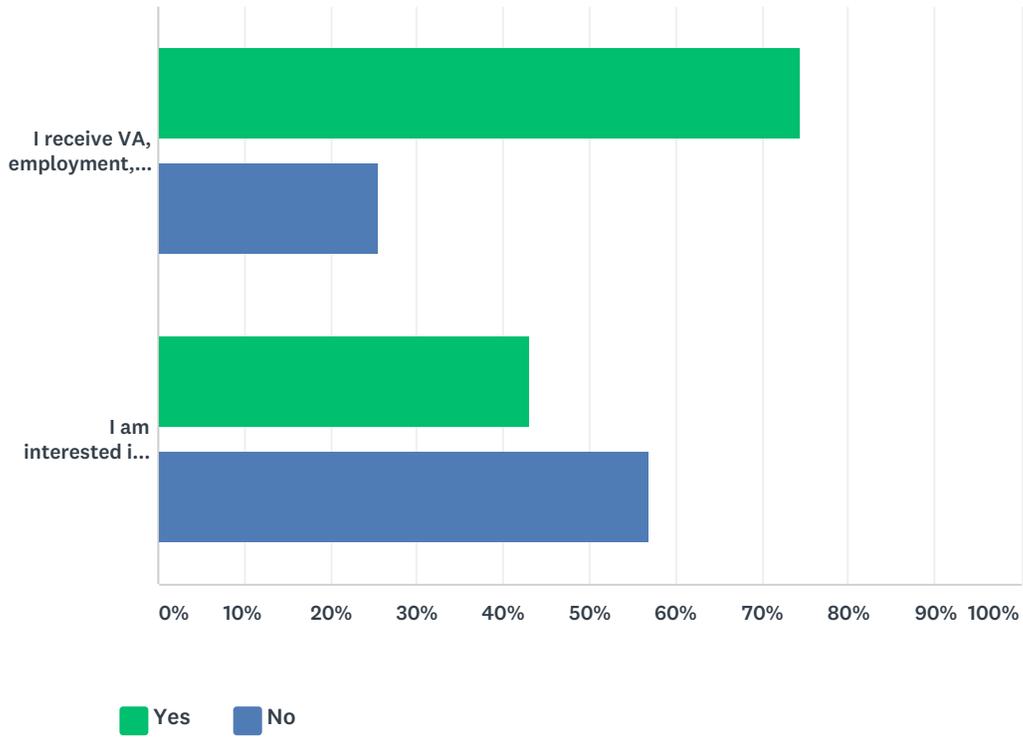


■ Strongly Agree
 ■ Agree
 ■ Neither Agree or Disagree
 ■ Disagree
■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
It is easy to get a new Student Education Plan (S.E.P.).	67.31% 35	9.62% 5	13.46% 7	1.92% 1	7.69% 4	52
I am given a copy of my Student Education Plan at the Veterans Office.	76.92% 40	9.62% 5	1.92% 1	3.85% 2	7.69% 4	52
My Student Education Plan proves to be accurate towards my major/education goal.	71.15% 37	15.38% 8	5.77% 3	0.00% 0	7.69% 4	52
My Student Education Plan is easy to follow.	67.31% 35	15.38% 8	9.62% 5	0.00% 0	7.69% 4	52
The LAVC Veterans Program helped me stay in school and further my education goal(s).	76.92% 40	7.69% 4	7.69% 4	1.92% 1	5.77% 3	52

Q5 Please answer the following statements:

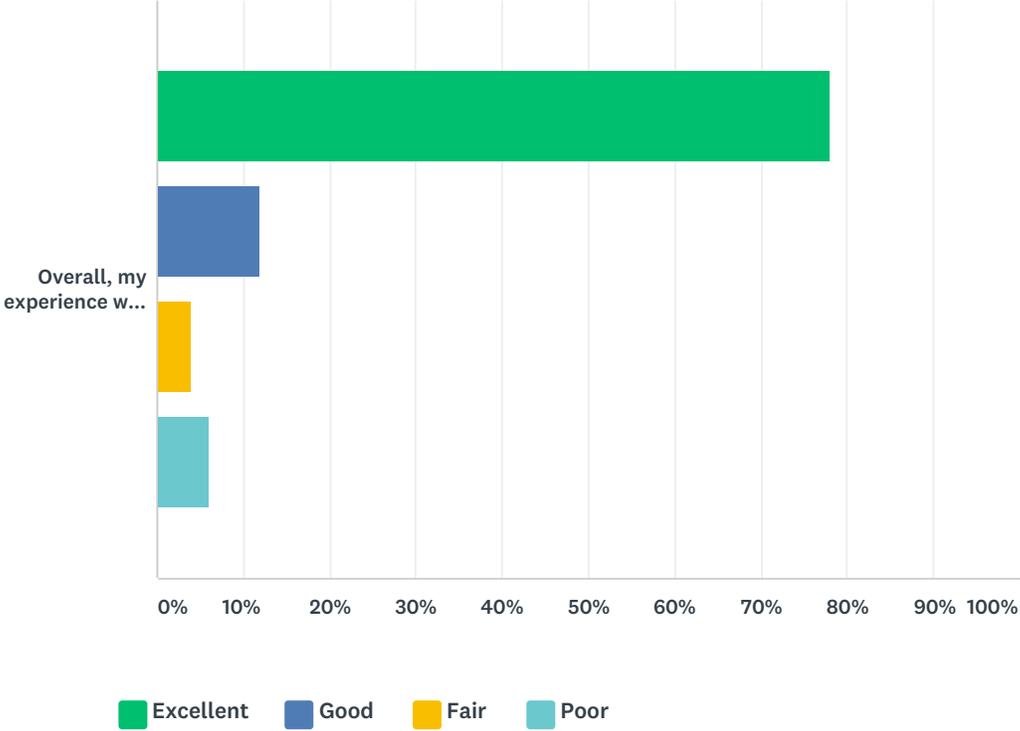
Answered: 51 Skipped: 1



	YES	NO	TOTAL
I receive VA, employment, Career Transfer Center workshop information from the VA Coordinator, [REDACTED].	74.51% 38	25.49% 13	51
I am interested in receiving information about the Veterans Club on campus.	43.14% 22	56.86% 29	51

Q6 Please rate the following question:

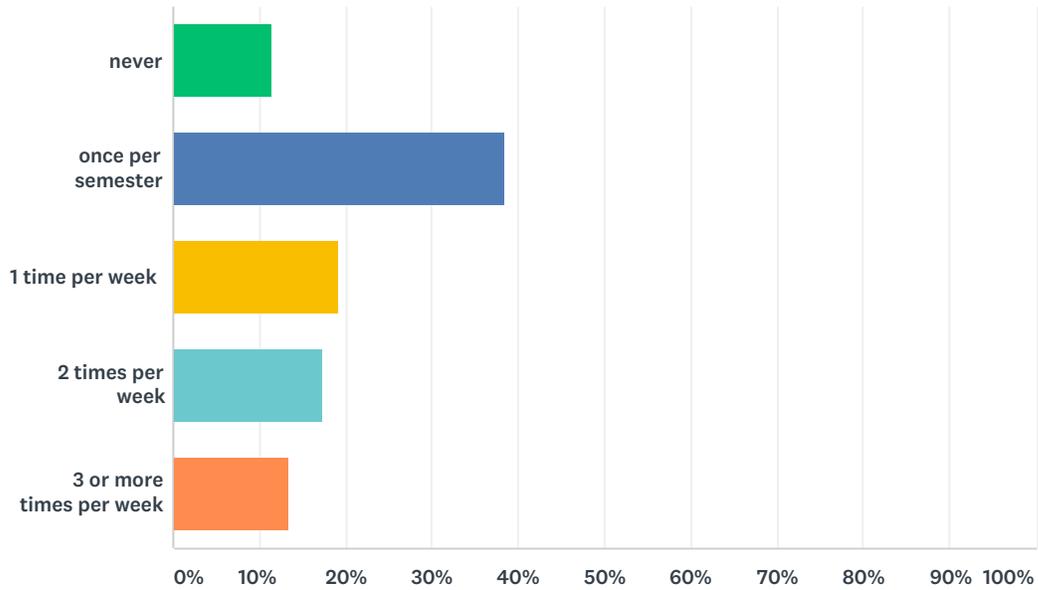
Answered: 50 Skipped: 2



	EXCELLENT	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
Overall, my experience with the Veterans Program at LAVC has been...	78.00% 39	12.00% 6	4.00% 2	6.00% 3	50	1.38

Q7 How often do you use the Veterans Resource Center?

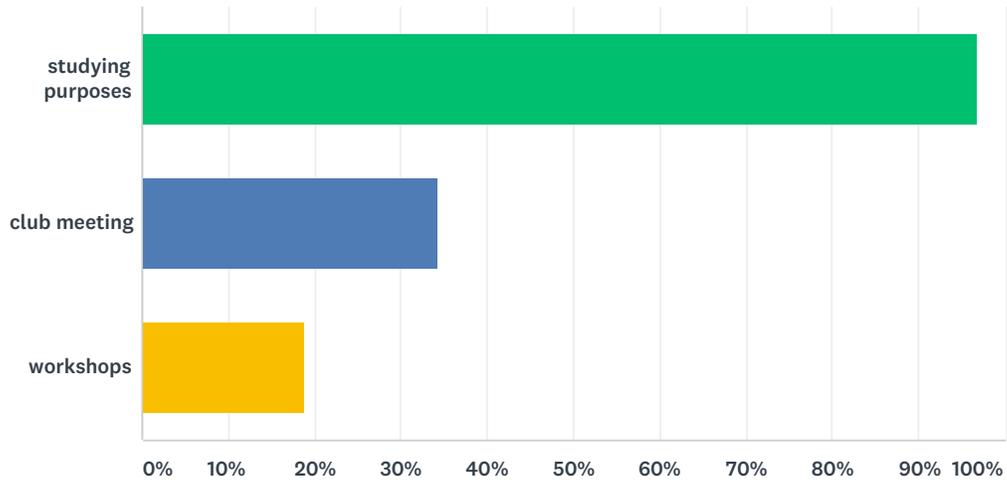
Answered: 52 Skipped: 0



ANSWER CHOICES	RESPONSES	
never	11.54%	6
once per semester	38.46%	20
1 time per week	19.23%	10
2 times per week	17.31%	9
3 or more times per week	13.46%	7
TOTAL		52

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

Answered: 32 Skipped: 20



ANSWER CHOICES	RESPONSES
studying purposes	96.88% 31
club meeting	34.38% 11
workshops	18.75% 6
Total Respondents: 32	

#	OTHER (PLEASE SPECIFY)	DATE
1	See counselor	5/7/2019 10:53 PM
2	Print outs	5/7/2019 12:59 PM
3	printing reports and completing homework assignments	5/7/2019 12:30 PM
4	Using the printer	5/1/2019 12:01 PM
5	n/a	4/30/2019 6:07 PM
6	Counseling/work management	4/23/2019 2:04 PM
7	Meet with counselor.	4/22/2019 2:12 PM
8	Relax	4/17/2019 8:29 AM
9	printing	4/15/2019 8:04 PM
10	Counseling	4/8/2019 11:34 PM
11	Counseling	3/13/2019 12:01 PM
12	Computer/Printing [REDACTED]	3/13/2019 9:12 AM

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

Answered: 13 Skipped: 39

#	RESPONSES	DATE
1	NA	5/7/2019 10:53 PM
2	None	5/7/2019 12:59 PM
3	Meeting graduated individuals in my field and major.	5/7/2019 12:30 PM
4	none that I can think of	5/1/2019 11:44 AM
5	n/a	4/30/2019 6:07 PM
6	food/snacks	4/30/2019 5:44 PM
7	Fridge! Free coffee!	4/30/2019 12:42 PM
8	Programs/employment in same path as major	4/23/2019 2:04 PM
9	NA	4/22/2019 2:12 PM
10	Tutors for math	4/17/2019 9:34 PM
11	██████	4/15/2019 8:04 PM
12	I would like to know more about what services are out there for veterans specially disabled veterans since I am disabled	4/11/2019 2:07 AM
13	N/A	3/13/2019 12:01 PM

Q10 What types of workshops would you like to attend?

Answered: 14 Skipped: 38

#	RESPONSES	DATE
1	NA	5/7/2019 10:53 PM
2	None	5/7/2019 12:59 PM
3	n/a	5/7/2019 12:30 PM
4	representative to help with other options besides GI BILL	5/2/2019 11:03 AM
5	job recruiting and volunteering	5/1/2019 11:44 AM
6	VA and networking programs	4/30/2019 6:23 PM
7	n/a	4/30/2019 6:07 PM
8	Transfer / Career advice	4/30/2019 12:42 PM
9	N/A	4/23/2019 2:04 PM
10	Study	4/22/2019 2:12 PM
11	depends what is available?	4/11/2019 2:07 AM
12	do not have the time	4/10/2019 11:02 AM
13	Investing workshops	4/8/2019 11:34 PM
14	Investing workshops Transfer workshops Business related workshops	3/13/2019 12:01 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: 40

#	RESPONSES	DATE
1	Although I am not a Veteran but a veteran spouse, I have always been given the best service whenever I went to the Veterans Center.	5/8/2019 9:46 AM
2	NA	5/7/2019 10:53 PM
3	The only complaint I have is that there shouldn't be a limit to print out copies. I normally print out three to four pages for my major, but when I took a class to print out eight copies of my play I had to pay out of pocket.	5/7/2019 12:30 PM
4	n/a	5/2/2019 11:03 AM
5	no	5/1/2019 11:44 AM
6	n/a	4/30/2019 6:07 PM
7	Lack of flexibility by some members of staff. Lack of knowledge on my case met for a very uncomfortable discussion with a very narrow minded staff member. I'm guessing ignorance was her issue. A giant thanks to the counsellor for working with me on my major. A big thanks to [REDACTED] for all there help.	4/30/2019 2:04 PM
8	No.	4/30/2019 12:42 PM
9	No	4/23/2019 2:04 PM
10	can students also get same emails directed to their personal email since we as lavc veterans/students do not always have a chance to check our school emails. it would make communication a lot better!!!	4/11/2019 2:07 AM
11	N/A	3/13/2019 12:01 PM
12	I've never been to the LAVC VRC. I usually go to the one at LAMC.	3/13/2019 9:12 AM

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

Answered: 16 Skipped: 36

#	RESPONSES	DATE
1	NA	5/7/2019 10:53 PM
2	n/a	5/7/2019 12:30 PM
3	i appreciate the staff, all of them are very friendly and knowledgeable.	5/2/2019 11:03 AM
4	no	5/1/2019 11:44 AM
5	n/a	4/30/2019 6:07 PM
6	have a fridge and a microwave.	4/30/2019 5:44 PM
7	Possibly some customer service training for a few of the less experienced staff. Being treated like an idiot is not a good thing..	4/30/2019 2:04 PM
8	No.	4/30/2019 12:42 PM
9	Free Coffee in Resource Center	4/30/2019 12:38 PM
10	No	4/23/2019 2:04 PM
11	doing great	4/15/2019 8:04 PM
12	can you email students reminders on what is available for them and what is veterans resource center exactly?	4/11/2019 2:07 AM
13	none	4/10/2019 11:02 AM
14	Keep up the good work	4/8/2019 4:12 PM
15	N/A	3/13/2019 12:01 PM
16	<p>██████████ and the VRC helped aid my transition back into college. I have attended Lavc for one year (2018) and have successfully transferred to CSUN (2019) for the spring semester. I have had to seek clarification on the dynamics of my GI benefits and navigation throughout the LAVC campus, several times. ██████████ and the VRC staff were always available to help and patient enough to help me understand. I am grateful that a service like LAVC's VRC is available to veterans like me! USMC-DHS-Monarch-Matador Keep it up VRC! There are countless others that need your help!</p>	3/13/2019 9:21 AM