

Attachment 2
PEQIS 19 Cover Letter



U.S. DEPARTMENT OF EDUCATION
INSTITUTE OF EDUCATION SCIENCES

NATIONAL CENTER FOR EDUCATION STATISTICS

June 2013

Dear Survey Respondent:

On behalf of the National Center for Education Statistics (NCES), I request your participation in the national survey *Services and Support Programs for Military Service Members and Veterans, 2012-13*. The purpose of the survey is to provide nationally representative data to the U.S. Department of Education about programs and services available to military service members and veterans at postsecondary institutions. Westat, a research firm in Rockville, Maryland, is conducting the study for NCES using the Postsecondary Education Quick Information System (PEQIS). The questionnaire is designed to be completed in about 30 minutes.

The survey is designed to be completed by the person or office at your institution most knowledgeable about services and programs for military service members and veterans. Please feel free to collaborate with colleagues at your institution who may be able to assist you in completing the survey. **Applicable sections of the questionnaire should be completed regardless of whether your institution enrolled military service members or veterans.**

The federal Office of Management and Budget (OMB) has approved the survey (OMB No. 1850-0733). Your participation, while voluntary, is vital to the development of national estimates. Because your college or university is one of a small sample selected for the study, your cooperation is critical to make the results of this survey comprehensive, accurate, and timely. The information collected will be published in aggregate form only and will not identify individual participants or their institutions. Your answers may be used only for statistical purposes and may not be disclosed, or used, in identifiable form for any other purpose unless otherwise compelled by law (Education Sciences Reform Act of 2002, 20 U.S.C. 9573).

You may complete the survey using either the enclosed questionnaire or an online version available through the Internet. The online survey is available at www.military-support-programs.org. Your username and password appear on the enclosed Web Survey Information Sheet. If you complete the paper version of the questionnaire, please return it to Westat in the enclosed postage-paid envelope. **Please complete the survey only once, using either the paper or the online version.**

We ask that you complete the survey **within 3 weeks**, and that you keep a copy of the completed survey for your files. If you have any questions, please contact Barbara Queen, the Westat survey manager, at 800-937-8281, ext. 4476 (toll-free) or by e-mail at barbaraqueen@westat.com. You may also call John Ralph, the NCES Program Officer, at 202-502-7441. Thank you for your assistance.

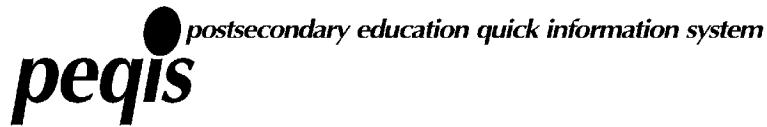
Sincerely,

Jack Buckley
Commissioner

Enclosures

WASHINGTON, D.C. 20006

Attachment 3
PEQIS 19 Web Information Sheet



U.S. Department of Education • Institute of Education Sciences • National Center for Education Statistics

Services and Support Programs for Military Service Members and Veterans, 2012-13

Web Survey Information Sheet for:

[Inst. Name],

[State]

Survey Website: www.military-support-programs.org

Username:

Password:

Questions? If you have questions about the completion of this survey, please contact Barbara Queen at 1-800-937-8281, Ext. 4476, or by email at BarbaraQueen@westat.com

Attachment 4
PEQIS 19 Nonresponse Follow-up Letter



U.S. DEPARTMENT OF EDUCATION
INSTITUTE OF EDUCATION SCIENCES

NATIONAL CENTER FOR EDUCATION STATISTICS

[Date]

Dear Survey Respondent:

Recently, you were asked to complete a survey on services and support programs for military service members and veterans at postsecondary institutions. This survey is being conducted for the National Center for Education Statistics (NCES), U.S. Department of Education. The study, approved by the federal Office of Management and Budget (OMB No. 1850-0733), will provide national data that can only be obtained from postsecondary institutions. If your institution has already completed the questionnaire, I wish to thank you for your participation. It is only through the help of institution staff such as you that NCES is able to provide policymakers with valuable national data on programs and services for military service members and veterans.

If your institution has not yet completed the three-page survey, I ask that you do so as soon as possible because the data are urgently needed to report a current picture of services and support programs offered to military service members and veterans. The survey is designed to be completed by the person or office at your institution most knowledgeable about these programs and services. Please feel free to collaborate with colleagues who may be able to assist you in completing the survey. **Applicable sections of the questionnaire should be completed regardless of whether your institution enrolled military service members or veterans.**

Your institution's participation, while voluntary, is vital to the development of national estimates. Your input is needed because your institution is one of a small sample selected for the study. It is only through the participation of the selected institutions that we can represent the full range of services and support programs available to military service members and veterans across all types of institutions. Your institution's answers may be used only for statistical purposes and may not be disclosed, or used, in identifiable form for any other purpose unless otherwise compelled by law (Education Sciences Reform Act of 2002, 20 U.S.C. 9573).

The online version of the survey is available at www.military-support-programs.org. Your username and password appear on the enclosed Web Survey Information Sheet. If you prefer to complete a paper questionnaire, you may obtain a printable version from the survey website and fax it to 1-800-254-0984 when completed.

Westat, an independent research firm, is conducting the survey for NCES. If you have any questions, please contact Barbara Queen, the Westat survey manager, at 1-800-937-8281, ext. 4476 (toll-free) or by email at barbaraqueen@westat.com. You may also call me at 202-502-7441. Thank you for your assistance.

Sincerely,

John Ralph
Program Officer

Enclosures

WASHINGTON, D.C. 20006

Attachment 5
PEQIS 19 Nonresponse Follow-up Script

**Postsecondary Education Quick Information System (PEQIS)
Services and Support Programs for Military Service
Members and Veterans, 2012-13 (PEQIS 19)**

I. COORDINATOR CONTACT

CONTACT INSTITUTION AND ASK FOR THE PEQIS COORDINATOR NAMED ON LABEL. IF COORDINATOR IS NOT AVAILABLE, TRY TO OBTAIN A CONVENIENT TIME TO CALL BACK. IF COORDINATOR IS NO LONGER AT THE INSTITUTION, EXPLAIN THE PURPOSE OF THE CALL AND ASK IF THE STATUS OF THE QUESTIONNAIRE IS KNOWN. IF NOT, ASK FOR THE PERSON WHO HAS ASSUMED THE RESPONSIBILITIES OF THE FORMER PEQIS COORDINATOR OR FOR THE INSTITUTIONAL RESEARCH OFFICE. AS NECESSARY, COMPLETE PEQIS COORDINATOR UPDATE FORM.

Hello, my name is (YOUR NAME). I'm calling from Westat on behalf of the U.S. Department of Education. Recently we sent a questionnaire on Services and Support Programs for Military Service Members and Veterans to your office. The survey is being conducted under the PEQIS survey system [**POSTSECONDARY EDUCATION QUICK INFORMATION SYSTEM**] and is designed to obtain information about support programs for military service members at postsecondary institutions. Did you receive the questionnaire?

- Yes (**READ PARAGRAPH A**)
- No (**READ PARAGRAPH C**)
- No military service members, veterans, or dependents of military service members and veterans enrolled in our institution during 12-month 2012-13 academic year (**GO TO III ON PAGE 4**)

A. SURVEY RECEIVED

Since we have not received a completed survey from your institution, we are calling to check on the status of the questionnaire. Are you coordinating the completion of the questionnaire, or have you given it to someone else?

- PEQIS Coordinator responsible for questionnaire (**READ 1 BELOW**)

- Designated Respondent responsible for questionnaire (**READ 2 ON PAGE 2**)
- No military service members, veterans, or dependents of military service members and veterans enrolled in our institution during 12-month 2012-13 academic year (**GO TO III ON PAGE 4**)

1. Have you had a chance to complete the questionnaire?

- Questionnaire completed/submitted**

DATE: _____

Thank you very much for participating in the survey. We will look for your questionnaire. If we do not receive it soon, we will call back to let you know. Thank you for your time.

- Still working on questionnaire**

We would like to have all questionnaires completed and returned as soon as possible. Can you give us an idea of when we can expect your questionnaire?

EXPECTED DATE OF COMPLETION: _____

Please remember that you have the option of completing the questionnaire online at www.military-support-programs.org or you can complete the paper copy and return it by mail or by fax, using our toll-free fax number 1-800-254-0984. **Please keep a copy for your records.** We will look for your questionnaire; if we do not receive it, we will call back to let you know. What is the best time to reach you?

BEST TIME: _____

Thank you for your time.

INTERVIEWER: IF THE RESPONDENT PREFERS TO COMPLETE THE QUESTIONNAIRE ONLINE, PLEASE PROVIDE THE INSTITUTION'S USER ID AND PASSWORD, ALONG WITH THE WEB ADDRESS: www.military-support-programs.org

2. May I have the name and telephone number of the person who is responsible for completing the questionnaire?

Yes (RECORD NAME AND PHONE NO. IN PART II, DESIGNATED RESPONDENT INFORMATION;
CALL DESIGNATED RESPONDENT)

No (READ PARAGRAPH B)

B. REFUSED DIRECT CONTACT WITH RESPONDENT

Do you know the status of the questionnaire?

Questionnaire completed/submitted

DATE MAILED: _____

Thank you very much for participating in the study. We will look for your questionnaire. If we do not receive it soon, we will call back to let you know. Thank you for your time.

Respondent still working on the questionnaire

We would like to have all questionnaires completed and returned as soon as possible. Can you give us an idea of when we can expect your questionnaire?

EXPECTED DATE OF COMPLETION: _____

Please remember that you have the option of completing the survey online at www.military-support-programs.org or you can complete the paper copy and return it by mail or by fax, using our toll free fax number 1-800-254-0984.

Please keep a copy for your records. We will look for your questionnaire; if we do not receive it, we will call back to let you know. What is the best time to reach you?

BEST TIME:_____

Thank you for your time.

Status unknown

Would it be possible for you to check on the status of the questionnaire? I will call you back to check on the expected date of completion. When would be a convenient time for me to call back?

CALLBACK DATE:_____

Thank you for your time.

INTERVIEWER: IF THE RESPONDENT PREFERS TO COMPLETE THE SURVEY ONLINE, PLEASE PROVIDE THE INSTITUTION'S USER ID AND PASSWORD, ALONG WITH THE WEB ADDRESS: www.military-support-programs.org

C. SURVEY NOT RECEIVED

The purpose of the survey is to collect nationally representative data about services and support programs for military service members and veterans at postsecondary institutions.

We would like to have all questionnaires completed and returned as soon as possible. We will send another copy of the questionnaire to your institution immediately. Would it be possible to send the survey directly to the person who will be responsible for completing the questionnaire?

- NO, send to PEQIS coordinator (**VERIFY/RECORD NAME, TITLE, ADDRESS ON LABEL. IF NEEDED, REQUEST FAX NUMBER OR EMAIL ADDRESS. COMPLETE FAX, EMAIL OR REMAIL REQUEST FORM.**)
- YES, send to designated respondent (**RECORD RESPONDENT NAME, ADDRESS, PHONE AND FAX NUMBERS AND EMAIL ADDRESS IN PART II PAGE 3, DESIGNATED RESPONDENT INFORMATION. COMPLETE FAX, EMAIL, OR REMAIL REQUEST FORM FOR DESIGNATED RESPONDENT. FOR REMAILS, INCLUDE BUILDING NAME AND ROOM NUMBER.**)

II. RESPONDENT CONTACT - DESIGNATED RESPONDENT

NAME: _____

TITLE: _____

OFFICE/DEPARTMENT: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

CALL THE NUMBER ABOVE AND ASK TO SPEAK TO THE RESPONDENT. IF RESPONDENT IS NOT AVAILABLE, TRY TO OBTAIN A CONVENIENT TIME TO CALL BACK. IF RESPONDENT IS NO LONGER AT THE INSTITUTION, EXPLAIN THAT YOU HAVE BEEN REFERRED TO THIS OFFICE BY THE PEQIS COORDINATOR FOR A SURVEY ON SERVICES AND SUPPORT PROGRAMS FOR MILITARY SERVICE MEMBERS AND VETERANS. ASK IF THE STATUS OF THE QUESTIONNAIRE IS KNOWN. IF NOT, ASK FOR THE PERSON WHO HAS ASSUMED THE RESPONSIBILITIES OF THE RESPONDENT OR WHOMEVER IS MOST KNOWLEDGEABLE ABOUT SERVICES AND PROGRAMS FOR MILITARY SERVICE MEMBERS AND VETERANS AT THE INSTITUTION

Hello, my name is (YOUR NAME). I'm calling from Westat on behalf of the U.S. Department of Education regarding a PEQIS [POSTSECONDARY EDUCATION QUICK INFORMATION SYSTEM] survey on services and support programs for military

service members and veterans. The PEQIS coordinator at your school, (COORDINATOR'S NAME), indicated that (HE/SHE) forwarded the questionnaire to you. Did you receive the questionnaire?

- Yes (**READ PARAGRAPH A**)
- No (**READ PARAGRAPH B**)
- No military service members, veterans, or dependents of military service members and veterans enrolled in our institution during 12-month 2012-13 academic year (**GO TO III ON PAGE 4**)

A. SURVEY RECEIVED

Since we have not received a completed survey, we are calling to check on the status of the questionnaire. Have you had a chance to complete the questionnaire?

Questionnaire completed/submitted

DATE MAILED/SUBMITTED: _____

Thank you very much for participating in the survey. We will look for your questionnaire. If we do not receive it soon, we will call back to let you know. Thank you for your time.

Still working on questionnaire

We would like to have all questionnaires completed and returned as soon as possible. Can you give us an idea of when we can expect your questionnaire?

EXPECTED DATE OF COMPLETION: _____

Please remember that you have the option of completing the survey online at www.military-support-programs.org or you can complete the paper copy and return it by mail or by fax, using our toll free fax number 1-800-254-0984.

Please keep a copy for your records. We will look for your questionnaire; if we do not receive it, we will call back to let you know. What is the best time to reach you?

BEST TIME:_____

Thank you for your time.

INTERVIEWER: IF THE RESPONDENT PREFERS TO COMPLETE THE SURVEY ONLINE, PLEASE PROVIDE THE INSTITUTION'S USER ID AND PASSWORD, ALONG WITH THE WEB ADDRESS: www.military-support-programs.org

B. SURVEY NOT RECEIVED

The survey is designed to collect nationally representative data about services and support programs for military service members and veterans. We are trying to obtain completed questionnaires as soon as possible. We will send another copy of the survey to you immediately. May I please verify your name and confirm your mailing address/fax number?

(VERIFY OR CHANGE INFORMATION ABOVE AND COMPLETE A EMAIL, REMAIL OR FAX REQUEST FORM FOR DESIGNATED RESPONDENT. INCLUDE BUILDING NAME AND ROOM NUMBER.)

INTERVIEWER: IF THE RESPONDENT PREFERS TO COMPLETE THE QUESTIONNAIRE ONLINE, PLEASE PROVIDE THE INSTITUTION'S USER ID AND PASSWORD, ALONG WITH THE WEB ADDRESS: www.military-support-programs.org

III NO MILITARY SERVICE MEMBERS OR VETERANS ENROLLED IN OUR INSTITUTION DURING 12-MONTH 2012-13 ACADEMIC YEAR

Does this mean that there were no military service members, veterans, or dependents of military service members and veterans enrolled in your institution during the 12-month 2012-13 academic year?

For the purposes of this survey, the term military service members and veterans refers to active-duty service members, reservist, members of the National Guard, and veterans. Dependents of military service members and veterans who are receiving military or veteran's financial education benefits are also included in this term.

INTERVIEWER:

IF THE RESPONDENT MAINTAINS THAT THERE WERE NO MILITARY SERVICE MEMBERS, VETERANS, OR DEPENDENTS OF MILITARY SERVICE MEMBERS AND VETERANS ENROLLED AT

THEIR INSTITUTION, COMPLETE QUESTION 1 AND RESPONDENT CONTACT INFORMATION ON THE FRONT COVER; HOWEVER, IF MILITARY SERVICE MEMBERS AND VETERANS WERE ENROLLED, CONTINUE INTERVIEW.

