

Sample population definition: Beneficiaries who have received a decision on their application within the past 90 days (i.e., the original end-product has been cleared within the past 90 days) and classified in one of the following buckets: (1) Accepted and enrolled or (2) Accepted and not enrolled

### Benefit Information

1. How did you FIRST learn about the education benefit programs? *(Mark only one) If you are unsure, please indicate the first way you remember learning about the education benefit program*
  - a. VA website
  - b. Vetsuccess.gov
  - c. eBenefits.va.gov
  - d. Mail (from VA)
  - e. VA phone number (888-442-4551)
  - f. VA Representative or VA School Certifying Official
  - g. Transition Assistance Program/Disabled Transition Assistance Program briefings
  - h. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. *(Specify)*  
\_\_\_\_\_
  - i. VA medical center
  - j. VA Vet center
  - k. In person at a Regional Office
  - l. Social media websites (e.g., Facebook, Twitter, etc.)
  - m. Personal visit from a VA employee
  - n. Other Veterans
  - o. Internet (excluding VA and social media sites)
  - p. Friends or family
  - q. Information came with notification/ratings letter
  - r. Other Publications (e.g., Army Times, local newspaper, etc.)
  - s. Other *(Specify)* \_\_\_\_\_
  - t. Don't know or not sure
  
2. What method(s) do you MOST FREQUENTLY use to obtain general information about VA's education benefits or services? *(Mark all that apply)*
  - a. Phone
  - b. Mail
  - c. E-mail
  - d. In person at a Regional Office
  - e. VA Representative or VA School Certifying Official
  - f. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. *(Specify)*:  
\_\_\_\_\_
  - g. \_\_\_\_\_  
Disabled Veterans' Outreach Program

- h. VA website
  - i. VetSuccess.gov
  - j. eBenefits.va.gov
  - k. Social media websites (e.g., Facebook, Twitter, etc.)
  - l. Other websites (excluding VA or social media sites)
  - m. VA medical center
  - n. VA Vet center
  - o. Friends or family
  - p. Other Publications (e.g., Army Times, local newspaper, etc.)
  - q. Certifying official at school
  - r. Other (Specify) \_\_\_\_\_
  - s. Don't know or not sure
  - t. None of the above
3. How did the VA provide you information about the application process for your most recent education benefit application? (Mark all that apply)
- a. Transition Assistance Program/Disabled Transition Assistance Program briefings
  - b. Phone
  - c. Mail
  - d. E-mail
  - e. Pamphlets/brochures
  - f. VA website
  - g. VA medical center
  - h. In person at a Regional Office
  - i. Veterans Service Organizations e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify) \_\_\_\_\_
  - j. Disabled Veterans' Outreach Program
  - k. Certifying official at school
  - l. Other (Specify) \_\_\_\_\_
  - m. Don't know or not sure
  - n. Did not receive information about application process
4. How frequently would you like to receive communications (e.g., e-mails, letters, newsletters, etc.) from VA about education benefits or services? (Mark only one)
- a. Weekly
  - b. Monthly
  - c. Quarterly (every 3 months)
  - d. Semi-annually (twice per year)
  - e. Annually (once per year)
  - f. Never
  - g. Don't know or not sure
5. How would you like to receive information from VA about applying for education benefits or services? (Mark all that apply)

- a. Phone
- b. Mail
- c. E-mail
- d. VA website
- e. Social media websites (e.g., Facebook, Twitter, etc.)
- f. In person at a Regional Office
- g. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify)
- h. Other (Specify) \_\_\_\_\_
- i. Don't know or not sure

The following question asks you to rate various aspects of your experience with VA Education Benefits, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

6. When thinking about your most frequently used methods of communication please rate your experience obtaining information about your education benefit application on the following items: (Mark only one per row)
  - a. Ease of accessing information
  - b. Availability of information
  - c. Clarity of information
  - d. Usefulness of information
  - e. Frequency of information provided by VA
  - f. Overall rating of information

### Contact with VA

7. During the past 6 months, did you contact anyone from VA (not including a VA School Certifying Official) about the education benefit application process? (Mark only one)
  - a. Yes
  - b. No

(Ask Q8-Q13 if Q7 is yes, otherwise go to Q14)

8. Which of the following best describes the reason for your most recent contact? (Mark only one)
  - a. Resolve a problem
  - b. Ask a question
  - c. Request a change to your records/provide information
9. Can you briefly describe the nature of your most recent contact? (Mark all that apply)

- a. Change your address or direct deposit information
- b. Report the death of an individual who received VA benefits
- c. Report that you did not receive your monthly stipend or book allowance
- d. Submit monthly verification of enrollment
- e. Check on the status of your claim
- f. Report a problem with a VA customer service representative
- g. Ask a general question
- h. Obtain information about submitting a claim
- i. Question about a payment amount
- j. Other (Specify) \_\_\_\_\_

10. Thinking about your most recent contact, how did you contact VA? (Mark only one)

- a. Phone
- b. Fax
- c. Website
- d. E-mail
- e. Mail
- f. In person

11. Was your most recent issue resolved? (Mark only one)

- a. Yes
- b. No

(Ask Q12 if Q11 is No, otherwise go to Q13)

12. Why wasn't your most recent issue resolved?

- a. Did not receive all of the information required
- b. Received incorrect information
- c. Was referred to the incorrect office/person
- d. Waiting for follow-up from VA
- e. Other (Specify) \_\_\_\_\_
- f. Don't know or not sure

13. Thinking of your most recent contact with the VA, how would you rate your overall customer service experience with the VA or VA representatives using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

## Benefit Eligibility and Application Process

14. Relative to your separation from active duty, when did you begin to think about or plan the use of your education benefit? (Open Capture) *Please respond using one of the following categories.*

- a. Prior to separation (Specify months: 0-24 months) \_\_\_\_\_
- b. After separation (Specify months: 0-24 months) \_\_\_\_\_
- c. After separation (Specify years: 2 -10 years) \_\_\_\_\_
- d. Don't know or not sure

15. Thinking about your most recent application for education benefits, which of the following benefits were you applying/reapplying for? (Mark all that apply)

- a. Post-9/11 GI Bill (Chapter 33 of Title 38, U.S. Code)
- b. Montgomery GI Bill Active Duty (Chapter 30 of Title 38, U.S. Code)
- c. Montgomery GI Bill Selected Reserve (Chapter 1606 of Title 10, U.S. Code)
- d. Reserve Educational Assistance Program (Chapter 1607 of Title 10, U.S. Code)
- e. Survivors' and Dependents' Educational Assistance Program (Chapter 35 of Title 38, U.S. Code)
- f. Veterans' Educational Assistance Program (Chapter 32 of Title 38, U.S. Code)
- g. Educational Assistance Test Program (Section 901 of Public Law 96-342)
- h. National Call to Service Program (Section 510 of Chapter 31 of Title 10, U.S. Code)
- i. Other (Specify) \_\_\_\_\_
- j. Don't know or not sure

16. For your most recent application, did someone from VA (e.g., call center representative, office staff, etc.) provide you with information about the education benefit application process? (Mark only one)

- a. Yes
- b. No
- c. Don't know or not sure
- d. Not applicable

17. Thinking about your most recent education benefit application, what method did you use to apply for your benefit? (Mark only one)

- a. **Veterans Online Application**
- b. Mail
- c. In person at a Regional Office
- d. In person at a Veterans Service Organization, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify) \_\_\_\_\_
- e. In person at school through a certifying official
- f. Other (Specify) \_\_\_\_\_
- g. Don't know or not sure

(Ask Q18 if Q17(e), otherwise go to Q19)

18. Prior to receiving this survey, were you aware that your school's certifying official is not an employee of the VA? **(Mark only one)**
- a. Yes
  - b. No
  - c. Don't know or not sure
19. Did VA confirm receipt of your application? **(Mark only one)**
- a. Yes
  - b. No
  - c. Don't know or not sure
20. From the time you submitted your application, how long did it take to receive a letter explaining your eligibility for education benefits? **(Open Capture) Please respond using any or all of the following categories**
- a. Days (0-99 days) \_\_\_\_\_
  - b. Months (0-99 months) \_\_\_\_\_
  - c. Did not need certificate of eligibility (Specify) \_\_\_\_\_
  - d. Don't know or not sure

The following question asks you to rate various aspects of your experience with education benefits, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

21. Please rate your experience with the education benefit application process on the following items: **(Mark only one per row)**
- a. Ease of completing the application
  - b. Timeliness of eligibility notification
  - c. Flexibility of application methods
  - d. Overall rating of application process
22. If you were previously found ineligible for education benefits, why were you found ineligible? **(Mark all that apply)**
- a. Did not meet eligibility requirements
  - b. Missing/insufficient documentation
  - c. Other **(Specify)** \_\_\_\_\_
  - d. Don't know or not sure

## Benefit Entitlement

23. Are you eligible to transfer your benefits to a spouse and/or dependent child? **(Mark only one)**
- a. Yes
  - b. No

- c. Don't know or not sure

(Ask Q24 if Q23 is yes, otherwise go to Q25)

24. Have you already or do you intend to transfer your benefits to a spouse and/or dependent child? (Mark only one)
- Yes
  - No
  - Don't know or not sure

The following question asks you to rate various aspects of your experience with the Education program, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

25. Please rate your education benefit entitlement on the following items: (Mark only one per row)
- Amount of financial assistance
  - Effectiveness of benefit in helping you achieve your educational or vocational goal
  - Timeliness of receiving benefit payment
  - Overall rating of benefit payment

### Overall Application Experience

26. Thinking about ALL aspects of your application experience applying for your education benefits, please rate VA overall, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. (Mark only one)

### Overall Experience with VA

27. Taking into consideration all of the non-medical benefits (e.g., education, compensation and pension, home loan guaranty, vocational rehabilitation and employment, insurance, etc.) you have applied for or currently receive, please rate your experience with VA overall, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. (Mark only one)

28. How likely are you to inform other Veterans or beneficiaries about your experience with VA benefits or services? (Mark only one)
- Definitely will not
  - Probably will not
  - Probably will
  - Definitely will
  - e.

**School Marketing/Recruiter**

29. How did the marketing materials or recruiter at the school/university in which you are enrolled influence your decision to enroll in that program. **(Mark only one)**
- Definitely did not influence my decision
  - Somewhat influenced my decision
  - Absolutely influenced my decision
30. To what degree was your experience consistent with what was presented to you in any marketing materials or by a recruiter? **(Mark only one)**
- Not at all consistent
  - Somewhat consistent
  - Very consistent
31. Was your experience with the program you enrolled in... **(Mark only one)**
- Harder than you expected
  - What you expected
  - Easier than you expected
32. Do you have any comments you would like to add regarding the marketing efforts or recruiter from the school/university you enrolled in? **(Open Capture)**
- 

As a reminder, your responses will be kept completely confidential and your email address will not be sent to VA with any responses on this survey.

33. Would you like to provide an e-mail address so VA can contact you with general information about VA benefits and services? **(Mark only one)**
- Yes
  - No
  - I do not have an e-mail address
  - Prefer not to answer

(Ask Q34 if Yes in Q33)

34. Please enter your preferred e-mail address where you would like to be contacted: **(Open Capture)**
- E-mail:

**About You**

**Questions below will only be asked by respondents completing the online survey, these questions will not be included in the paper (mail) version.**

*Please answer the following questions about the person who is receiving the education benefit (yourself or a dependent).*

35. Are you a ...



- a. Part- time student
- b. Full- time student
- c. Not currently enrolled
- d. Don't know or not sure

(Ask Q36-54 if Q35 is a or b, otherwise go to Q55)

36. What is the format of the program you are enrolled in? (Mark only one)

- a. Traditional (classes in classroom/school facility)
- b. Online (classes on the Internet)
- c. Mixed (classroom and online)

37. What type of degree/training program are you currently pursuing? (Mark only one)

- a. On-the-job training or apprenticeship
- b. Certificate/license
- c. Associate degree
- d. Bachelors degree
- e. Masters degree
- f. Doctorate

38. What type of academic institution or training facility are you enrolled in? (Mark only one)

- a. 2-year college (e.g., community college)
- b. 4-year college (e.g., university)
- c. Postgraduate program
- d. Technical or trade school
- e. Flight school
- f. Job training site
- g. Other (Specify) \_\_\_\_\_

(Ask Q3 if enrolled in a 2-year college in Q38, otherwise go to Q40)

39. Do you plan on attending a 4-year college in the future? (Mark only one)

- a. Yes
- b. No
- c. Not Sure/Prefer not to state

40. Prior to the current program, what was the last year of school you completed? (Mark only one)

- a. High school graduate or equivalent
- b. Trade/technical school
- c. Some college (2-year program)
- d. Some college (4-year program)
- e. 2-year college degree
- f. 4-year college degree

- g. Some graduate courses
- h. Advanced degree
- i. Prefer not to answer

41. Why did you select your current school/training facility? (Mark all that apply)

- a. Lower tuition/program costs
- b. Good counselors
- c. Convenient location
- d. Easy initial application process
- e. Convenient course/program enrollment process
- f. Variety of course/training offerings
- g. Variety of available student support
- h. School specialization in subject of interest
- i. Reputation of school/training facility
- j. Reputation of instructors
- k. Past experience
- l. Recommendation from friends/relatives
- m. Availability of online classes
- n. Flexibility of course/training scheduling
- o. Financial aid
- p. Other (Specify) \_\_\_\_\_

42. When did you first enter into your current degree/training program? (Open Capture)

- a. Please enter the month and year: mm \_\_\_\_\_ yy \_\_\_\_\_
- b. Prefer not to answer

43. How many years have you completed in your current degree/training program? (Open Capture)

- a. Number of years \_\_\_\_\_
- b. Prefer not to answer

44. Why did you select your current degree/training program? (Mark all that apply)

- a. Preparation for career
- b. Salary/wages in associated careers
- c. Status/esteem associated with type of degree/program
- d. Personal growth/development
- e. Interested in subject matter
- f. Number of course requirements
- g. Preparation for advanced degree
- h. Ease of completion requirements
- i. Reputation of instructors
- j. Recommendation from friends/relatives
- k. Availability of online classes
- l. Flexibility of course/training scheduling

m. Other (Specify) \_\_\_\_\_

45. Have you ever taken any time off from your current degree/training program?

(Mark only one)

- a. Yes
- b. No
- c. Prefer not to answer

(Ask Q46-47 if Q45 is yes, otherwise go to Q48)

46. How much time have you taken off from your current degree/training program?

(Open Capture) Please respond using any or all of the following categories.

- a. Days (0-99 days) \_\_\_\_\_
- b. Months (0-99 months) \_\_\_\_\_
- c. Years (0-99 years) \_\_\_\_\_
- d. Don't know or not sure

47. Why did you take time off? (Open Capture)

\_\_\_\_\_

48. Have you been called to active duty at any point during your current degree/training program? (Mark only one)

- a. Yes
- b. No
- c. Prefer not to answer

(Ask Q49 if Q48 is yes, otherwise go to Q50)

49. How long was your call to active duty? (Open Capture)

- a. Months (0-99 months) \_\_\_\_\_
- b. Don't know or not sure

50. Have you ever been on academic probation or had less than satisfactory standing with your school/training program? (Mark only one)

- a. Yes
- b. No
- c. Prefer not to answer

51. Do you plan to obtain a degree or completion certificate in your current field of study/training? (Mark only one)

- a. Yes, from the degree/training program at my current school/facility
- b. Yes, from a degree/training program at another school/facility
- c. No
- d. Prefer not to answer

(Ask Q52 if Q51 is yes, otherwise go to Q54)

52. When do you expect to complete or graduate with a degree or completion certificate in your current field of study/training? (Open Capture)

- a. Please enter the month and year: mm \_\_\_\_\_ yy \_\_\_\_\_
- b. Prefer not to answer

(Ask Q53 if Q52 is yes and Q51 is yes, otherwise go to Q54)

53. Do you plan to continue your enrollment as a full-time student until you complete or graduate your degree/training program? (Mark only one)

- a. Yes
- b. No
- c. Prefer not to answer

54. Which of the following services are available from your current school/training facility? (Mark all that apply)

- a. Academic counseling
- b. Tutoring
- c. Financial counseling
- d. Dependent care services (e.g., babysitting, elder care)
- e. Employment counseling
- f. Financial aid
- g. Technology assistance (e.g., internet access, computer, etc.)
- h. Other (Specify) \_\_\_\_\_
- i. Don't know

55. What concerns, if any, do you have about achieving your educational goals?

(Mark all that apply)

- a. Academic requirements
- b. Difficulty of subject matter
- c. Financial requirements (does this mean costs?)
- d. Family obligations
- e. Employment obligations
- f. Course scheduling
- g. Time commitment (i.e., amount of time required)
- h. Availability of technology (e.g., access to internet/computer)
- i. Other (Specify) \_\_\_\_\_
- j. Do not have concerns

56. Which of the following services would you like or expect in order to achieve your educational goals? (Mark all that apply)

- a. Academic counseling
- b. Tutoring
- c. Financial counseling
- d. Dependent care services (e.g., babysitting, elder care)
- e. Employment counseling
- f. Financial aid
- g. Technology assistance (e.g., internet access, computer, etc.)

- h. Other (Specify) \_\_\_\_\_
  - i. Don't know
57. Are you... (Mark only one)
- a. Married
  - b. Single (never married)
  - c. Widowed
  - d. Divorced/separated
  - e. Living with domestic partner
  - f. Prefer not to answer
58. How many children under the age of 18 live in your household? (Open Capture)
- a. Number of children (0-99) \_\_\_\_\_
  - b. Prefer not to answer
59. What are your personal career goals? (Mark all that apply)
- a. Obtain financial security
  - b. Achieve work-life balance
  - c. Become an independent business owner
  - d. Become a manager
  - e. Become an executive
  - f. Work internationally
  - g. Contribute to society
  - h. Work in a specialized field (e.g., technology, medicine, etc.)
  - i. Other (Specify) \_\_\_\_\_
60. Are you currently employed? (Mark only one)
- a. Yes
  - b. No
  - c. Prefer not to state
- (Ask Q61 if Q60 Yes, otherwise go to Q62)
61. How many hours do you currently work in a typical week? (Open Capture)
- a. Hours (0-40 hours) \_\_\_\_\_
  - b. Don't know or not sure
62. Are you currently employed in a field related to your current degree/training program? (Mark only one)
- a. Yes
  - b. No
  - c. Prefer not to answer
63. Are you pursuing employment in your current field of study? (Mark only one)
- a. Yes
  - b. No
  - c. Prefer not to answer

(Ask Q64 if Q63 is yes, otherwise go to Q65)

64. Upon completion of your current degree/training program, what will be your primary method of obtaining employment information?
- VA counselor
  - Recommendations of friends/family
  - Student career/employment center
  - Local or state job services
  - Federal job services
  - Newspaper
  - Online job site
  - Private employment agency
  - Other (Specify) \_\_\_\_\_
  - Don't know

65. Are you currently on active-duty in the U.S. Armed Forces? (Mark only one)
- Yes
  - No

(Ask Q66 if Q65 is yes, otherwise go to Q68)

66. What branch? (Mark only one)
- Air Force
  - Army
  - Coast Guard
  - Marine Corps
  - Navy

(Ask Q67 if Q65 is no, otherwise go to Q68)

67. When you left the military, what branch of service were you in? (Mark only one)
- Air Force
  - Army
  - Coast Guard
  - Marine Corps
  - Navy
68. Which of the following best describes your eligibility for education benefits? (Mark only one)
- Veteran
  - Active duty
  - Surviving child of the deceased veteran
  - Child of the veteran
  - Widow or widower of the veteran
  - Current or former spouse of the veteran

69. Do you have any other comments or concerns about your experience? (Open Capture)

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