

Sample population definition: Beneficiary who has been enrolled and receiving benefit payments for at least 2 consecutive school terms

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 programs.*
 - 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. 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. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. *(Specify)*

 - f. VA Representative or VA School Certifying Official
 - 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 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
4. How would you like to receive information from VA about 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 Education, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

5. When thinking about your most frequently used methods of communication, please rate your experience obtaining information about your VA Education Benefits 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

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

(Ask Q7-Q12 if Q6 is Yes, otherwise go to Q13)

7. 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
8. 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)** _____
9. 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
10. Was your most recent issue resolved? **(Mark only one)**
- a. Yes
 - b. No

(Ask Q11 if Q10 is No, otherwise go to Q12)

11. 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
12. 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 Entitlement

Non-Post 9/11 GI Bill

Montgomery GI Bill, Survivors and Dependents Education Assistance (DEA), Reserve Education Assistance Program (REAP), Veterans Education Assistance Program (VEAP), and other programs

(Ask Q13 if you are receiving a benefit other than Post 9-11GI Bill benefits (e.g., MGIB, DEA, VEAP, REAP), otherwise go to Q14)

13. What type of program are you currently using your education benefit for? (Mark all that apply)
- a. College/University
 - b. NCD (Non-College Degree Programs)
 - c. On-the-job and apprenticeship training
 - d. Flight training
 - e. Independent training/Distance learning/Internet training
 - f. Correspondence training
 - g. National Testing Program
 - h. Licensing and Certification Program
 - i. Entrepreneurship training
 - j. Work-Study Program
 - k. Don't know or not sure

Post 9/11 GI Bill

(Ask Q14 if you are currently receiving Post 9/11 GI Bill benefits, otherwise go to Q15)

14. What is the format of the program you are currently enrolled in? (Mark only one)
- a. Traditional (classes in classroom/school facility)
 - b. Online (classes on the internet)

c. Mixed (classroom and online)

15. Has the stipend you received for books and supplies in the past two terms been incorrect/differed from what was communicated to you by VA?

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

16. Has the tuition payment you or your school received in the past two terms been incorrect/differed from what was communicated to you by VA?

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

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

17. Please rate your education benefit payment on the following items: (Mark only one per row)

- a. Amount of financial assistance
- b. Effectiveness of benefit in helping you achieve your educational or vocational goal
- c. Timeliness of receiving benefit payment
- d. Overall rating of benefit payment

Overall Experience with Benefit Program

18. Thinking about ALL aspects of your experience with 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

19. 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)

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

School Marketing/Recruiter

21. How did the marketing materials or recruiter at the school/university you are enrolled at influenced your decision to enroll in that program. **(Mark only one)**
- Definitely did not influence my decision
 - Somewhat influenced my decision
 - Absolutely influenced my decision
22. 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
23. Was your experience with the program you enrolled in... **(Mark only one)**
- Harder than you expected
 - What you expected
 - Easier than you expected
24. 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)**
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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.

25. 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 Q26 if Yes in Q25)

26. 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).

27. Are you a ...
- Part- time student
 - Full- time student
 - Not currently enrolled
 - Don't know or not sure

(Ask Q28-46 if a or b, otherwise go to Q47)

28. (Online only) What is the format of the program you are enrolled in? (Mark only one)
- Traditional (classes in classroom/school facility)
 - Online (classes on the Internet)
 - Mixed (classroom and online)
29. What type of degree/training program are you currently pursuing? (Mark only one)
- On-the-job training or apprenticeship
 - Certificate/license
 - Associate degree
 - Bachelors degree
 - Masters degree
 - Doctorate
30. What type of academic institution or training facility are you enrolled in? (Mark only one)
- 2-year college (e.g., community college)
 - 4-year college (e.g., university)
 - Postgraduate program
 - Technical or trade school
 - Flight school
 - Job training site
 - Other (Specify) _____

(Ask Q30 if enrolled in a 2-year college in Q29, otherwise go to Q31)

31. Do you plan on attending a 4-year college in the future?
(Mark only one)
- Yes
 - No

- c. Prefer not to state
32. 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.e. master's degree/PhD)
 - i. Prefer not to answer
33. (Online only) 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) _____
34. 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
35. How many years have you completed in your current degree/training program? (Open Capture)
- a. Number of years _____
 - b. Prefer not to answer
36. 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) _____

37. 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 Q38-39 if Q37 is yes, otherwise go to Q40)

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

39. 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

40. 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 Q41 if Q40 is yes, otherwise go to Q42)

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

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

42. 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
43. 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
44. 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
45. 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
46. 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) _____
- Don't know
47. 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

48. Which of the following services would you like or expect in order to achieve your educational goals? **(Mark all that apply)**
- Academic counseling
 - Tutoring
 - Financial counseling
 - Dependent care services (e.g., babysitting, elder care)
 - Employment counseling
 - Financial aid
 - Technology assistance (e.g., internet access, computer, etc.)
 - Other **(Specify)** _____
 - Don't know
49. Are you... **(Mark only one)**
- Married
 - Single (never married)
 - Widowed
 - Divorced/separated
 - Living with domestic partner
 - Prefer not to answer
50. How many children under the age of 18 live in your household? **(Open Capture)**
- Number of children (0-99) _____
 - Prefer not to answer
51. What are your personal career goals? **(Mark all that apply)**
- Obtain financial security
 - Achieve work-life balance
 - Become an independent business owner
 - Become a manager
 - Become an executive
 - Work internationally
 - Contribute to society
 - Work in a specialized field (e.g., technology, medicine, etc.)
 - Other **(Specify)** _____
52. Are you currently employed? **(Mark only one)**
- Yes
 - No
 - Prefer not to state
- (Ask Q53-54 if currently employed, otherwise go to Q55)**
53. How many hours do you currently work in a typical week? **(Open Capture)**
- Hours (0-40 hours) _____
 - Don't know or not sure

54. 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

55. Are you pursuing employment in your current field of study? (Mark only one)

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

56. Upon completion of your current degree/training program, what will be your primary method of obtaining employment information?

- a. VA counselor
- b. Recommendations of friends/family
- c. Student career/employment center
- d. Local or state job services
- e. Federal job services
- f. Newspaper
- g. Online job site
- h. Private employment agency
- i. Other (Specify) _____
- j. Don't know

57. Are you currently on active-duty in the US Armed Forces? (Mark only one)

- a. Yes
- b. No

(Ask Q58 if Q57 is yes, otherwise go to Q59)

58. What branch? (Mark only one)

- a. Air Force
- b. Army
- c. Coast Guard
- d. Marine Corps
- e. Navy

(Ask Q59 if Q57 is no, otherwise go to Q60)

59. When you left the military, what branch of service were you in? (Mark only one)

- a. Air Force
- b. Army
- c. Coast Guard
- d. Marine Corps
- e. Navy

60. Which of the following best describes your eligibility for education benefits?

(Mark only one)

- a. Veteran
- b. Active duty
- c. Surviving child of the deceased veteran
- d. Child of the veteran
- e. Widow or widower of the veteran
- f. Current or former spouse of the veteran

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