



Education Servicing Satisfaction

MARKING INSTRUCTIONS

Please fill the response oval completely and print clearly.

USE BLACK OR BLUE INK
(NO RED) to complete the survey.

CORRECT:	INCORRECT:
<div style="display: flex; justify-content: center; gap: 10px;"> 0 5 </div>	<div style="display: flex; justify-content: center; gap: 10px;"> 0 5 7 </div>

OMB Control No. 2900-0782

Throughout the questionnaire, you may be asked to skip certain questions that may not apply to you.

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.

<input type="checkbox"/> Online (e.g., benefits.va.gov/GIBill, eBenefits.va.gov, VA website, etc.) <input type="checkbox"/> Social media websites (e.g., Facebook, Twitter, etc.) <input type="checkbox"/> Mail (from VA) <input type="checkbox"/> In person with a VA representative (e.g., School Certifying Official, VA medical center, VA Vet Center, etc.) <input type="checkbox"/> Transition Assistance Program/Disabled Transition Assistance Program briefings <input type="checkbox"/> Veterans Service Organizations (e.g., Amer. Legion, DAV, VFW, PVA, MOPH, etc.) <i>(Please specify):</i> _____	<input type="checkbox"/> Other Veterans <input type="checkbox"/> Other Servicemembers <input type="checkbox"/> Friends or family <input type="checkbox"/> Military recruiter <input type="checkbox"/> School recruiter <input type="checkbox"/> Other <i>(Please specify):</i> _____ <input type="checkbox"/> 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)**

<input type="checkbox"/> Online (e.g., benefits.va.gov/GIBill, eBenefits.va.gov, VA website, etc.) <input type="checkbox"/> Social media websites (e.g., Facebook, Twitter, etc.) <input type="checkbox"/> Phone <input type="checkbox"/> Mail <input type="checkbox"/> E-mail <input type="checkbox"/> In person with a VA representative (e.g., School Certifying Official, VA medical center, VA Vet Center, etc.) <input type="checkbox"/> Veterans Service Organizations (e.g., Amer. Legion, DAV, VFW, PVA, MOPH, etc.) <i>(Please specify):</i> _____	<input type="checkbox"/> Friends or family <input type="checkbox"/> Other Veterans and Servicemembers <input type="checkbox"/> Other <i>(Please specify):</i> _____ <input type="checkbox"/> Don't know or not sure <input type="checkbox"/> 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)**

<input type="checkbox"/> Weekly <input type="checkbox"/> Monthly	<input type="checkbox"/> Quarterly (every 3 months) <input type="checkbox"/> Semi-annually (twice per year)	<input type="checkbox"/> Annually (once per year) <input type="checkbox"/> Never	<input type="checkbox"/> Don't know or not sure
---	--	---	---

© 2016 J.D. Power and Associates. All Rights Reserved.

Benefit Information (Continued)

4. How would you like to receive information from VA about education benefits or services? **(MARK ALL THAT APPLY)**
- | | |
|--|--|
| <input type="checkbox"/> Phone | <input type="checkbox"/> In person with a VA representative |
| <input type="checkbox"/> Mail | <input type="checkbox"/> Veterans Service Organizations (e.g., Amer. Legion, DAV, VFW, PVA, MOPH, etc.) <i>(Please specify):</i> _____ |
| <input type="checkbox"/> E-mail | <input type="checkbox"/> Other <i>(Please specify):</i> _____ |
| <input type="checkbox"/> eBenefits.va.gov | <input type="checkbox"/> Don't know or not sure |
| <input type="checkbox"/> benefits.va.gov/GIBill | |
| <input type="checkbox"/> Social media websites (e.g., Facebook, Twitter, etc.) | |

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)
- | | Unacceptable | Average | Outstanding | | | | | | | | |
|--|--------------|---------|-------------|-----|-----|-----|-----|-----|-----|------|------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
| a. Ease of accessing information | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (NA) |
| b. Availability of information | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (NA) |
| c. Clarity of information | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (NA) |
| d. Usefulness of information | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (NA) |
| e. Frequency of information provided by VA | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (NA) |
| f. Overall rating of information | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | |

Benefit Entitlement

6. 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? **(MARK ONLY ONE)**
- Yes No Not applicable Don't know or not sure
7. 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? **(MARK ONLY ONE)**
- Yes No Not applicable 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**.

8. Please rate your education benefit payment on the following items: **(MARK ONLY ONE PER ROW)**
- | | Unacceptable | Average | Outstanding | | | | | | | | |
|--|--------------|---------|-------------|-----|-----|-----|-----|-----|-----|------|------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
| a. Amount of financial assistance | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (NA) |
| b. Effectiveness of benefit in helping you achieve your educational or vocational goal | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (NA) |
| c. Timeliness of receiving benefit payment | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (NA) |
| d. Overall rating of benefit payment | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | |

Overall Experience with Benefit Program

9. 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)**

Unacceptable	Average	Outstanding							
1	2	3	4	5	6	7	8	9	10
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

Overall Experience with VA

10. Taking into consideration all of the non-medical benefits (e.g., education, compensation, 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)

<u>Unacceptable</u>			<u>Average</u>				<u>Outstanding</u>		
1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Now think about your experiences with all the services provided by the Department of Veterans Affairs (which include healthcare, benefits programs, or memorial services). Please tell us how you feel about the following statements.

(MARK ONLY ONE PER STATEMENT)

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
a. I got the service I needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. It was easy to get the service I needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I felt like a valued customer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I trust VA to fulfill our country's commitment to Veterans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Do you have any other comments or concerns about your experience?

School Marketing/Recruiter

13. How did the marketing materials or recruiter at the school/university you are enrolled at 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

14. 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

15. Was your experience with the program you enrolled in... (MARK ONLY ONE)

Harder than you expected What you expected Easier than you expected

16. Do you have any comments you would like to add regarding the marketing efforts or recruiter from the school/university you enrolled in?

234332/0216/7

THANK YOU FOR TAKING THE TIME TO PARTICIPATE IN THIS IMPORTANT STUDY.

