



Education Enrollment 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:

OMB Control No. 2900-0782

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

Benefit Information -

IF YOU	ARE UNSURE, PLEASE INDICATE THE FIRST WAY YOU REMEMBER LEARNING ABOU	UT THE	EDUCATION BENEFIT PROGRAM.
	Online (e.g., benefits.va.gov/GIBill, eBenefits.va.gov, VA		Other Veterans
	website, etc.)		Other Servicemembers
	Social media websites (e.g., Facebook, Twitter, etc.)		Friends or family
	Mail (from VA)		Military recruiter
	In person with a VA representative (e.g., School Certifying		School recruiter
	Official, VA medical center, VA Vet Center, etc.)		Other (Please specify):
	Transition Assistance Program/Disabled Transition Assistance Program briefings		Don't know or not sure
	Veterans Service Organizations (e.g., Amer. Legion, DAV, VFW, PVA, MOPH, etc.) (<i>Please specify</i>):		
VA/In make			
What	method(s) do you MOST FREQUENTLY use to obtain general information (e.g., benefits.va.gov/GIBill, eBenefits.va.gov, VA website, etc.)	ation al	pout VA's education benefits or services? (MARK ALL THAT APPL Friends or family Other Veterans and Servicemembers
	method(s) do you MOST FREQUENTLY use to obtain general information on the contract of the cont		Friends or family Other Veterans and Servicemembers
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0 0 0	method(s) do you MOST FREQUENTLY use to obtain general information online (e.g., benefits.va.gov/GIBill, eBenefits.va.gov, VA website, etc.) Social media websites (e.g., Facebook, Twitter, etc.) Phone	0 0 0 0	Friends or family Other Veterans and Servicemembers Other (<i>Please specify</i>): Don't know or not sure
0 0 0 0	method(s) do you MOST FREQUENTLY use to obtain general information online (e.g., benefits.va.gov/GIBill, eBenefits.va.gov, VA website, etc.) Social media websites (e.g., Facebook, Twitter, etc.) Phone Mail	0 0 0 0	Friends or family Other Veterans and Servicemembers Other (<i>Please specify</i>): Don't know or not sure
0 0 0 0 0	method(s) do you MOST FREQUENTLY use to obtain general information. Online (e.g., benefits.va.gov/GIBill, eBenefits.va.gov, VA website, etc.) Social media websites (e.g., Facebook, Twitter, etc.) Phone Mail E-mail	0 0 0 0	Friends or family Other Veterans and Servicemembers Other (<i>Please specify</i>): Don't know or not sure
0 0000	method(s) do you MOST FREQUENTLY use to obtain general information. Online (e.g., benefits.va.gov/GIBill, eBenefits.va.gov, VA website, etc.) Social media websites (e.g., Facebook, Twitter, etc.) Phone Mail E-mail In person with a VA representative (e.g., School Certifying	0 0 0 0	Friends or family Other Veterans and Servicemembers Other (<i>Please specify</i>): Don't know or not sure

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Ronof	it Infor	mation /	Continued)

		did the VA provide you information about the application process for	or your n	nost re	cent	eauca	ation i	bellel	іт арр	lication	on? (🛭	MARK A	LL THA	I AFFLI
		Transition Assistance Program/Disabled Transition		Vete	rans	Serv	ice O	rgani	zatio	ns (e	.g., A	mer.	Legi	on, DAV,
		Assistance Program briefings		VFV	I, PV	A, M	OPH,	etc.)	(Plea	se sp	ecify).	:		
		Phone												
		Mail		Othe	er <i>(Ple</i>	ease s	pecify	/):						
		E-mail		Don	't kno	w or	not s	ure						
		eBenefits.va.gov		Did	not re	eceive	e info	rmati	on ab	out a	applic	ation	proc	ess
		benefits.va.gov/GIBill												
		In person with a VA representative (e.g., School Certifying												
		Official, VA medical center, VA Vet Center, etc.)												
4.	How fr	requently would you like to receive communications (e.g., e-mails, letters	s, newsle	tters, e	tc.) fro	om VA	about	t educ	ation	benef	its or	servic	es?	MARK ONLY ON
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			⊃ Nev	er		. ,	,							
5.	How	would you like to receive information from VA about applying	for edu	cation	ı ben	efits	or se	rvice	s? (M.	ARK AL	L THAT	APPLY))	
		Phone												on, DAV,
		Mail	_					•		,	•		•	
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) (VA website		Oth	or (DI		n a a if	.).						
						w or								
		Social media websites (e.g., Facebook, Twitter, etc.)		DON	t Knc	ow or	not s	ure						
		In person with a VA representative												
	abou	n thinking about your most frequently used methods of co t your VA education benefit application on the following ite	ems: (MAI	RK ONLY	ONE P	ER ROV	v)	verag					stan	ding
				OOCP										N/A
				1	2	3	4	5	6	7	8	9	10	
		Ease of accessing information		1	2	3	4	5	6	7	8	9	10	NA
	b. A	Availability of information		1 1	2 2 2	3	4	5	6	7	8	9	10	NA NA
	b. A	Availability of information Clarity of information		1 1	2 2 2	3 3	4 4	5 5	6	7	8	9	10 10	NA NA NA
	b. A c. C d. U	Availability of information Clarity of information Usefulness of information		1 1 1 1 1 1 1	2 2 2 2	3 3 3 3	4 4 4	5555	6 6	7777	8 8	9 9	10 10 10	NA NA NA
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	b. Ac. Cd. Ue. F	Availability of information Clarity of information Usefulness of information		1 1 1 1 1 1 1	2 2 2 2	3 3 3 3	4 4 4	5555	6 6	7777	8 8	9 9	10 10 10	NA NA NA
	b. Ac. Cd. Ue. Ff. Co.	Availability of information Clarity of information Usefulness of information Frequency of information provided by VA Overall rating of information Clarity of information Comparison of the process of		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 2 2 2	3 3 3 3 3 3	4 4 4 4 4	5 5 5 5 5	6 6 6 6	7 7 7 7	8 8 8 8 8	9 9 9 9 9	(D)	NA NA NA NA
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Yes	tion about the education benefit application process? (MARK Don't know or not sure		olicabl	е								
	g about your most recent education benefit application, wh				use t	o apı	olv fo	r voi	ur be	nefit	? (MAF	K ONLY ON
	erans On line App lication) In pers		•			•	•			(
Ma		Other (Please	e spe	cify): _							
O In p	erson with a VA representative	Don't k	now o	or no	t sure	:						
Prior to	receiving this survey, were you aware that your school's ce	ertifying o	fficia	l is n	ot ar	n emp	oloye	e of	the V	A? (№	IARK O	NLY ONE)
Did VA	confirm receipt of your application? (MARK ONLY ONE) — Ye	es C) No)		Do	n't kr	now o	r not	sure		
(PLEASE I	e time you submitted your application, how long did it take to re RESPOND USING ANY OR ALL OF THE FOLLOWING CATEGORIES) # of Days # of Months Don't know or not power than the property of th	t sure						•				
where 1	is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> .						,					10 10
Please	rate your experience with the education benefit application	-			_	_		MARK C	NLY ON	_		
		Unaccep	table 2	3	4 A	veraç	g <u>e</u> 6	7	8	<u>Out</u> 9	<u>stano</u> 10	N/A
a. Eas	e of completing the application	1	2	3	4	5	6	7	8	9	10	NA
b. Tim	eliness of eligibility notification	1	2	3	4	5	6	7	8	9	10	NA
c. Fle	xibility of application methods	1	2	3	4	5	6	7	8	9	10	NA
d. Ove	erall rating of application process	1	2	3	4	5	6	7	8	9	10	
	or manager and the second seco											
	it Entitlement											
Are you	eligible to transfer your benefits to a spouse and/or depen		d? (MA	IRK ON	LY ONE))						
Are you	eligible to transfer your benefits to a spouse and/or depen	IР ТО Q17)					I? (MA	rk onl	Y ONE)	1		
Are you	eligible to transfer your benefits to a spouse and/or depens No (SKIP TO 017) Don't know or not sure (SKIP TO 417) Don't know or not sure (SKIP TO 417)	IР ТО Q17)					I? (ма	rk onl	Y ONE)			
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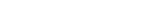


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	Unacceptable Av 1 2 3 4 1 2 3 4	rerage 5 6 7 5 6 7	8 9 10 8 9 10	ling		
ber	w think about your experiences with all the services proefits programs, or memorial services). Please tell us hark only one per statement)	now you feel a	bout the follow	ving stateme	nts.	
		Strongly Disagree	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	Strongly Agree
a.	I got the service I needed	1	2	3	4	5
b.	It was easy to get the service I needed	1	2	3	4	5
c.	I felt like a valued customer	1	2	3	4	5
al	I trust VA to fulfill our country's commitment to Veterans	1	2	3	4	5
	you have any other comments or concerns about your	experience?				
Sch	you have any other comments or concerns about your nool Marketing/Recruiter w did the marketing materials or recruiter at the school		which you are	enrolled infl	uence your	decision to er
Do Sch Hov	nool Marketing/Recruiter		which you are	enrolled infl	uence your	decision to er
Do	100l Marketing/Recruiter w did the marketing materials or recruiter at the school that program? (MARK ONLY ONE)		•		•	decision to en
Do Grand How in t	100l Marketing/Recruiter w did the marketing materials or recruiter at the school that program? (MARK ONLY ONE)	/university in	my decision	Absol	utely influen	iced my decisio
Bch How in t	Marketing/Recruiter w did the marketing materials or recruiter at the school that program? (MARK ONLY ONE) Definitely did not influence my decision Somewhat degree was your experience consistent with what	/university in nat influenced i was presente	my decision	Absol	utely influen	iced my decisio
Do Sch How in t	w did the marketing materials or recruiter at the school that program? (MARK ONLY ONE) Definitely did not influence my decision Somewhat degree was your experience consistent with what the KONLY ONE)	/university in nat influenced in was presente	my decision ed to you in an	Absol	utely influen	iced my decisio
Do Charles How in t	Marketing/Recruiter w did the marketing materials or recruiter at the school that program? (MARK ONLY ONE) Definitely did not influence my decision Somewhat degree was your experience consistent with what the control one) Not at all consistent Somewhat consistent	/university in nat influenced i was presente	my decision ed to you in an ery consistent	Absol	utely influen	iced my decisio

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



Please return to: J.D. Power and Associates Survey Processing Center

P.O. Box 510030 • Livonia, MI 48151-9907

