



Feedback on the Educational Assistance Programs Administered by the VA

The Department of Veterans Affairs (VA) requests your help in an important research study about the educational assistance programs administered by the VA. The educational assistance programs administered by the VA provide financial assistance to Veterans to help cover the cost of school and training. The information from this study will help the VA improve the programs and better serve Veterans interested in educational assistance. Please complete this questionnaire, which will take about 5 minutes or less.

Your participation in the survey is completely voluntary. You may refuse to participate or end the survey at any time without penalty or loss of benefits to which you may otherwise be entitled.

All information you provide will be kept confidential. No individual person will be identified in any reports resulting from the study.

Thank you for your time and for your service!

1. **What education and training have you COMPLETED?** Mark (X) for the highest degree received.

HIGH SCHOOL GRADUATE

- Regular high school diploma
- GED or alternative credential

TRAINING FOR A CAREER, TRADE, OR INDUSTRY

- Non-College Degree Programs (HVAC repair, truck driving, or EMT training)
- VET TEC Program
- Flight Training
- On-the-Job Training & Apprenticeships (plumbing, hotel management, or firefighting)
- Other Education or Training
 - i. Specify: _____

COLLEGE OR SOME COLLEGE

- Some college credit, no degree
- Associate's degree (for example: AA, AS)
- Bachelor's degree (for example: BA, BS)

AFTER BACHELOR'S DEGREE

- Master's Degree (for example: MA, MS, MEng, MEd, MSW, MBA)
- Professional degree beyond a bachelor's degree (for example: MD, DDS, DVM, LLB, JD)
- Doctorate degree (for example: PhD, EdD)

2. What is your sex?

- Male
- Female
- Prefer not to answer

3. What is your age?

- _____(years)

4. What is your race? Mark one or more boxes

- White

- Hispanic, Latino, or Spanish
- Black or African American
- Asian
- American Indian or Alaska Native
- Middle Eastern or North African
- Native Hawaiian or Other Pacific Islander
- Other
 - i. (specify)_____
- Prefer not to answer

5. What is your current employment status? Are you working full time, part time, or not at all? Mark (X) ONE box.
- Full time
 - Part time
 - Not at all

6. Which branch of the Armed Forces were you sworn into? Check ALL that apply.
- Army ...(go to q7)
 - Navy ...(go to q8)
 - Air Force...(go to q9)
 - Marine Corps ...(go to q7)
 - Coast Guard ...(go to q8)
 - Space Force ...(go to q9)
 - Army Reserves ...(go to q7)
 - Navy Reserves ...(go to q8)
 - Air Force Reserves ...(go to q9)
 - Marine Corps Reserves ...(go to q7)
 - Coast Guard Reserves ...(go to q8)
 - Air National Guard ...(go to q9)
 - Army National Guard ...(go to q7)
 - Veteran dependent ...(go to q10)
 - Other
 - i. (specify)_____ ...(go to q10)

7. What was your Primary Military Occupational Specialty (MOS)?
- Enter Number: _____ ...(go to q10)

8. What was your Primary Rating?
- Enter Number: _____ ...(go to q10)

9. What was your Primary Air Force Specialty Code?
- Enter Number: _____ ...(go to q10)

The next set of questions are about the educational assistance programs administered by the VA, also sometimes called “GI Bill” benefits, “Post-9/11 GI Bill benefits,” “Montgomery GI Bill Active Duty benefits,” and “Montgomery GI Bill Selected Reserve benefits.” These programs provide financial assistance for education and training to qualifying Veterans and family members.

10. Did you begin an education or training program using educational assistance programs administered by the VA? Mark (X) ONE box.
- Yes**, using **my** education entitlement ...(go to q11)
 - Yes**, using an education entitlement **transferred to me from a Veteran relative** ...(go to q11)
 - Yes**, I am the recipient of a **Fry Scholarship** ...(go to q11)
 - No**, I transferred my education entitlement to my dependent ...(END of survey)
 - No**, neither I nor my dependents have used a VA education entitlement ...(go to q12)

<p>11. Under which GI Bill did you elect your benefits? Check all reasons that apply.</p> <ul style="list-style-type: none"> <input type="radio"/> Post-9/11 GI Bill (Chapter 33)...(go to q13) <input type="radio"/> Montgomery GI Bill – Active Duty (Chapter 30) ...(go to q13) <input type="radio"/> Montgomery GI Bill – Selected Reserve (Chapter 1606)...(go to q13) <input type="radio"/> Survivors' and Dependents' Educational Assistance (Chapter 35) ...(go to q13) <input type="radio"/> Post-Vietnam Era Veterans' Educational Assistance Program (VEAP) (Chapter 32) ... (go to 13) <input type="radio"/> Reserve Educational Assistance Program (REAP) (Chapter 1607) ... (go to 13) <input type="radio"/> Do Not Know ... (go to q13)
<p>12. Did any of the circumstances below prevent you from using educational assistance programs administered by the VA to pursue your desired education or training path? (Check all reasons that apply. After this, go to END of survey)</p> <ul style="list-style-type: none"> <input type="radio"/> Physical or medical problems <input type="radio"/> Financial difficulties <input type="radio"/> Illness or death in immediate family <input type="radio"/> Family responsibilities <input type="radio"/> Ineligible for Educational Assistance Program <input type="radio"/> Education or training program was canceled <input type="radio"/> Change in employment <input type="radio"/> Moved <input type="radio"/> Unanticipated active military service, including active duty for training <input type="radio"/> Other <ul style="list-style-type: none"> i. Specify: _____
<p>13. Did you enroll in the education or training program... (Check all reasons that apply)</p> <ul style="list-style-type: none"> <input type="radio"/> To earn a degree? <input type="radio"/> To earn or keep a state, industry, or company certificate or license? <input type="radio"/> To get a new job with a different employer? <input type="radio"/> To help get a raise or promotion? <input type="radio"/> To meet a requirement for public assistance? <input type="radio"/> To maintain or improve skills or knowledge you already had? <input type="radio"/> To learn new skills or methods you did not already know? <input type="radio"/> To improve the way you feel about yourself? <input type="radio"/> To make it easier to do things on a day-to-day basis? <input type="radio"/> Other _____
<p>14. What kind of institution provides/provided your education or training? Mark (X) ONE box.</p> <ul style="list-style-type: none"> <input type="radio"/> College/University <input type="radio"/> Community/Junior College <input type="radio"/> Vocational/Technical/Occupational School <input type="radio"/> Other School or School District (Elementary, Junior High, High School, or Adult Learning Center) <input type="radio"/> Private Business/Company/Hospital <input type="radio"/> Government Agency (Federal, State, Local) <input type="radio"/> Professional Association/Organization/Union <input type="radio"/> Other <ul style="list-style-type: none"> i. Specify _____
<p>15. Are/were you enrolled in the education or training program on a full-time or part-time basis?</p> <ul style="list-style-type: none"> <input type="radio"/> Full time <input type="radio"/> Part time
<p>The next section will ask about your satisfaction with educational assistance programs administered by the VA.</p>
<p>16. OVERALL, how satisfied are you with the educational assistance programs administered by the VA?</p>

<ul style="list-style-type: none"> <input type="radio"/> Very satisfied <input type="radio"/> Satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very dissatisfied
<p>17. How satisfied are you with the process to get your educational assistance program benefits?</p> <ul style="list-style-type: none"> <input type="radio"/> Very satisfied <input type="radio"/> Satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very dissatisfied
<p>18. When planning your education or training path, how satisfied were you with the availability of VA resources?</p> <ul style="list-style-type: none"> <input type="radio"/> Very Satisfied <input type="radio"/> Satisfied <input type="radio"/> Neither Satisfied nor Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very Dissatisfied
<p>19. Did you interact with a School Certifying Official at your education or training institution?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes ...(go to q20) <input type="radio"/> No ...(go to q21)
<p>20. How satisfied were you with your education or training institution's School Certifying Official?</p> <ul style="list-style-type: none"> <input type="radio"/> Very Satisfied <input type="radio"/> Satisfied <input type="radio"/> Neither Satisfied nor Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very Dissatisfied
<p>21. When deciding whether or not to use educational assistance programs administered by the VA, did you use... (yes or no box next to each option below)</p> <ul style="list-style-type: none"> <input type="radio"/> VA.gov website <input type="radio"/> VA GI Bill Comparison Tool <input type="radio"/> VA Regional Office <input type="radio"/> School Certifying Official (a VA representative at the college or university) <input type="radio"/> Veterans Service Organization (a VA partnership agency that assists service members) <input type="radio"/> Other <ul style="list-style-type: none"> ▪ Specify: _____
<p>22. When deciding among different possible education and training programs, did you use... (yes or no box next to each option below)</p> <ul style="list-style-type: none"> <input type="radio"/> VA.gov website <input type="radio"/> VA GI Bill Comparison Tool <input type="radio"/> VA Personalized Career Planning and Guidance program <input type="radio"/> VA WEAMS Institution Search tool <input type="radio"/> Department of Education College Resource Tool <input type="radio"/> Personal or Professional Reference <input type="radio"/> Other <input type="radio"/> Specify: _____
<p>23. Does/did your educational or training program offer any services or benefits for Veterans?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes ...(go to q24) <input type="radio"/> No ...(go to q25) <input type="radio"/> Don't know ...(go to q25)

24. Please describe the services or benefits your educational/training program offered Veterans.
If Q7 response was, “Yes, using an education entitlement transferred to me from a Veteran relative,” SKIP TO Q24
25. Has the VA determined that you have a service-connected disability; that is, a health condition or impairment caused or made worse by military service? <input type="radio"/> Yes <input type="radio"/> No
26. The VA Vocational Rehabilitation and Employment (VR&E) program—also referred to as Chapter 31—provides vocational training and rehabilitation to Veterans with service-connected disabilities that limit or prevent them from working. Were or are you eligible for vocational training and rehabilitation benefits under Chapter 31 of Title 38, United States Code? Mark (X) ONE box. <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do Not Know
27. Did you use vocational training and rehabilitation benefits under Chapter 31 of Title 38, United States Code? Mark (X) ONE box. <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do Not Know
28. The VA Transition Assistance Program (TAP) provides information, resources, and tools to service members and their loved ones to help prepare for the change from military to civilian life, including guidance on Veteran benefits, education options, federal assistance and Veteran employment help. Did you participate in the VA Transition Assistance Program (TAP)? <input type="radio"/> Yes ...(go to q29) <input type="radio"/> No ...(go to q30)
29. Overall , how effective was the Transition Assistance Program (TAP)? <input type="radio"/> Extremely effective <input type="radio"/> Very effective <input type="radio"/> Moderately effective <input type="radio"/> Slightly effective <input type="radio"/> Not at all effective
30. How effective was the VA Transition Assistance Program (TAP) at informing you about your eligibility for educational assistance programs administered by the VA? <input type="radio"/> Extremely effective <input type="radio"/> Very effective <input type="radio"/> Moderately effective <input type="radio"/> Slightly effective <input type="radio"/> Not at all effective
31. How effective was the VA Transition Assistance Program (TAP) at informing you how to apply for educational assistance programs administered by the VA? <input type="radio"/> Extremely effective <input type="radio"/> Very effective <input type="radio"/> Moderately effective <input type="radio"/> Slightly effective <input type="radio"/> Not at all effective
32. How effective was the VA Transition Assistance Program (TAP) in guiding you how to use educational assistance programs administered by the VA?

<ul style="list-style-type: none"> <input type="radio"/> Extremely effective <input type="radio"/> Very effective <input type="radio"/> Moderately effective <input type="radio"/> Slightly effective <input type="radio"/> Not at all effective
<p>33. Did you complete the education or training program?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes ...(go to q34) <input type="radio"/> No ...(go to q36)
<p>34. What type of degree or certificate did you receive? Mark (X) ONE box.</p> <ul style="list-style-type: none"> <input type="radio"/> Vocational diploma or certification <input type="radio"/> Technical diploma <input type="radio"/> Associate's degree (for example: AA, AS) <input type="radio"/> Bachelor's degree (for example: BA, BS) <input type="radio"/> Master's Degree (for example: MA, MS, MEng, MEd, MSW, MBA) <input type="radio"/> Professional degree beyond a bachelor's degree (for example: MD, DDS, DVM, LLB, JD) <input type="radio"/> Doctorate degree (for example: PhD, EdD) <input type="radio"/> Another diploma or certificate <ul style="list-style-type: none"> i. Specify: _____
<p>35. Did you apply for a job in your education or training field of study; that is, in the area for which you received training or education?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes, and I am currently employed in my field of study <input type="radio"/> Yes, but I am currently employed in a different field <input type="radio"/> Yes, but I was unable to find employment <input type="radio"/> Other – (please specify) _____
<p>36. How many total credit hours did you complete?</p> <ul style="list-style-type: none"> <input type="radio"/> Total credit hours: _____
<p>37. Did you take out any loans to complete your education or training program?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes ...(go to q38) <input type="radio"/> No ...(go to q40)
<p>38. Did you take out a student loan before or after learning that you are eligible for educational assistance programs administered by the VA?</p> <ul style="list-style-type: none"> <input type="radio"/> Before <input type="radio"/> After
<p>39. What are the reasons you took out one or more loans to complete your education or training program? (Check all reasons that apply).</p> <ul style="list-style-type: none"> <input type="radio"/> ...your educational assistance program benefit expired? <input type="radio"/> ...you transferred your educational assistance program benefit to a dependent? <input type="radio"/> ...your educational assistance program benefit did not cover the full cost of your program? <input type="radio"/> ...you did not use your educational assistance program benefit? <input type="radio"/> ...you used the loan to cover a dependent's education costs? <input type="radio"/> ...other reason? <input type="radio"/> Specify: _____
<p>40. What was your employment status prior to enrolling in your education or training program? Were you working full time, part time, or not at all?</p> <ul style="list-style-type: none"> <input type="radio"/> Full time <input type="radio"/> Part time <input type="radio"/> Not at all

<p>41. Which of these describes your total, annual personal income before you began an education or training program using educational assistance programs administered by the VA?</p> <ul style="list-style-type: none"> a. \$0 b. \$1 to 9,999 c. \$10,000 to 24,999 d. \$25,000 to 49,999 e. \$50,000 to 74,999 f. \$75,000 to 99,999 g. \$100,000 to 149,999 h. \$150,000 and greater i. Prefer not to answer
<p>42. How was your quality of life before you began an education or training program using educational assistance programs administered by the VA?</p> <ul style="list-style-type: none"> a. Very poor b. Poor c. Neither poor nor good d. Good e. Very good
<p>43. How much did you enjoy life before you began an education or training program using educational assistance programs administered by the VA?</p> <ul style="list-style-type: none"> a. Not at all b. A little c. A moderate amount d. Very much e. An extreme amount
<p>44. How satisfied were you with your capacity for work before you began an education or training program using educational assistance programs administered by the VA?</p> <ul style="list-style-type: none"> a. Very dissatisfied b. Dissatisfied c. Neither satisfied nor dissatisfied d. Satisfied e. Very satisfied
<p>45. How satisfied were you with the conditions of your living place before you began an education or training program using educational assistance programs administered by the VA?</p> <ul style="list-style-type: none"> a. Very dissatisfied b. Dissatisfied c. Neither satisfied nor dissatisfied d. Satisfied e. Very satisfied
<p>46. Which of these describes your current total, annual personal income?</p> <ul style="list-style-type: none"> a. \$0 b. \$1 to 9,999 c. \$10,000 to 24,999 d. \$25,000 to 49,999 e. \$50,000 to 74,999 f. \$75,000 to 99,999 g. \$100,000 to 149,999 h. \$150,000 and greater i. Prefer not to answer
<p>47. How would you rate your quality of life now?</p> <ul style="list-style-type: none"> a. Very poor b. Poor c. Neither poor nor good d. Good e. Very good
<p>48. How much do you enjoy life now?</p> <ul style="list-style-type: none"> a. Not at all

- b. A little
- c. A moderate amount
- d. Very much
- e. An extreme amount

49. How satisfied are you with your capacity for work **now**?

- a. Very dissatisfied
- b. Dissatisfied
- c. Neither satisfied nor dissatisfied
- d. Satisfied
- e. Very satisfied

50. How satisfied are you with the conditions of your living place **now**?

- a. Very dissatisfied
- b. Dissatisfied
- c. Neither satisfied nor dissatisfied
- d. Satisfied
- e. Very satisfied

51. Which of the following best describes your occupation **before** you began an education or training program using educational assistance programs administered by the VA?

- a. Production Occupations
- b. Business and Financial Operations Occupations
- c. Healthcare Support Occupations
- d. Farming, Fishing, and Forestry Occupations
- e. Computer and Mathematical Occupations
- f. Construction and Extraction Occupations
- g. Management Occupations
- h. Personal Care and Service Occupations
- i. Arts, Design, Entertainment, Sports, and Media Occupations
- j. Community and Social Service Occupations
- k. Life, Physical, and Social Science Occupations
- l. Building and Grounds Cleaning and Maintenance Occupations
- m. Sales and Related Occupations
- n. Education, Training, and Library Occupations
- o. Food Preparation and Serving Related Occupations
- p. Installation and Repair Occupations
- q. Protective Service Occupations
- r. Healthcare Practitioners and Technical Occupations
- s. Office and Administrative Support Occupations
- t. Architecture and Engineering Occupations
- u. Legal Occupations
- v. Transportation and Materials Moving Occupations
- w. Other
 - i. Please specify

52. If you have any additional comments or suggestions related to educational assistance programs administered by the VA, please provide them here.

The Department of Veterans Affairs appreciates your time and feedback.

The Paperwork Reduction Act of 1995: This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 5 minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this survey will lead to improvements in the quality of service delivery by helping to improve primary care services. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

