



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 be provided to Congress to inform future legislation and budgets. The information will also 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.

Privacy Act Information: This survey is used to inform Congressional legislation and budgets to help the VA better serve Veterans with educational assistance. The information gathered from this survey will be maintained and stored in a secure survey platform. VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974. Your response is voluntary. Giving us your information is voluntary. Refusal to provide your information will not result in the denial of benefits. VA will not deny an individual benefits for refusing to provide information asked within this survey. The responses you submit are considered confidential (38 U.S.C. 5701). Information submitted is subject to verification through computer matching programs with other agencies.

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.

Thank you for your time and for your service!

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

No High School Credential

- No High School Credential

HIGH SCHOOL

- High School Diploma
 GED
 An alternative credential

TRAINING FOR A CAREER, TRADE, OR INDUSTRY

- Vocational/Technical/Non-College Degree (e.g., HVAC repair, truck driving, EMT training, etc.)
 VET TEC Program
 Flight Training
 On-the-Job Training & Apprenticeships (e.g., plumbing, hotel management, firefighting, etc.)

<ul style="list-style-type: none"> o Other Education or Training <ul style="list-style-type: none"> i. Specify: _____ <p>COLLEGE OR SOME COLLEGE</p> <ul style="list-style-type: none"> o Some college credit, no degree o Associate's degree (for example: AA, AS) o Bachelor's degree (for example: BA, BS) <p>AFTER BACHELOR'S DEGREE</p> <ul style="list-style-type: none"> o Master's Degree (for example: MA, MS, MEng, MEd, MSW, MBA) o Professional degree beyond a bachelor's degree (for example: MD, DDS, DVM, JD) o Doctoral degree (for example: PhD, EdD)
<p>2. What is your sex?</p> <ul style="list-style-type: none"> o Male <input checked="" type="radio"/> Female <input checked="" type="radio"/> Prefer not to answer
<p>3. What is your age?</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> _____(years)
<p>4. What is your race? Mark one or more boxes</p> <ul style="list-style-type: none"> o American Indian or Alaska Native o Asian o Black or African American o Native Hawaiian or Other Pacific Islander o White o Prefer not to answer
<p>5. What is your ethnicity?</p> <ul style="list-style-type: none"> o Hispanic or Latino o Not Hispanic or Latino o Prefer not to answer
<p>6. What is your current employment status? Are you working full time, part time, or not at all? Mark (X) ONE box.</p> <ul style="list-style-type: none"> o Employed, full time o Employed, part time o Unemployed o Not in labor force (e.g., retired, disabled, etc.)
<p>7. What is your military status? (Check all that apply)</p> <ul style="list-style-type: none"> o I am a service member / Veteran (go to q8) o I am a dependent / spouse (go to q12)
<p>8. Which branch of the Armed Forces were you sworn into? Check ALL that apply. If more than one is selected, please follow each corresponding follow-on instruction.</p> <ul style="list-style-type: none"> o Army ...(go to q9) o Navy ...(go to q10) o Air Force...(go to q11) o Marine Corps ...(go to q8) o Coast Guard ...(go to q10) o Space Force ...(go to q11) o Army Reserves ...(go to q9) o Navy Reserves ...(go to q10) o Air Force Reserves ...(go to q11) o Marine Corps Reserves ...(go to q9) o Coast Guard Reserves ...(go to q10) o Air National Guard ...(go to q11) o Army National Guard ...(go to q9) o Other <ul style="list-style-type: none"> i. (specify)_____ ...(go to q12)

<p>9. What was your Primary Military Occupational Specialty (MOS) prior to leaving your last service obligation?</p> <p><input type="radio"/> Enter Number: _____ ...(go to q12)</p>
<p>10. What was your Primary Rating prior to leaving your last service obligation?</p> <p><input type="radio"/> Enter Number: _____...(go to q12)</p>
<p>11. What was your Primary Air Force Specialty Code prior to leaving your last service obligation?</p> <p><input type="radio"/> Enter Number: _____...(go to q12)</p>
<p>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.</p>
<p>12. Did you begin an education or training program using educational assistance programs administered by the VA? Mark (X) ONE box.</p> <p><input type="radio"/> Yes, using my education entitlement ...(go to q13)</p> <p><input type="radio"/> Yes, using an education entitlement transferred to me from a Veteran relative ...(go to q13)</p> <p><input type="radio"/> Yes, I am the recipient of a Fry Scholarship ...(go to q13)</p> <p><input type="radio"/> No, I transferred my education entitlement to my dependent ...(END of survey)</p> <p><input type="radio"/> No, neither I nor my dependents have used a VA education entitlement ...(go to q14)</p>
<p>13. Under which GI Bill did you elect your benefits? Check all reasons that apply.</p> <p><input type="radio"/> Post-9/11 GI Bill (Chapter 33)...(go to q15)</p> <p><input type="radio"/> Montgomery GI Bill – Active Duty (Chapter 30) ...(go to q15)</p> <p><input type="radio"/> Montgomery GI Bill – Selected Reserve (Chapter 1606)...(go to q15)</p> <p><input type="radio"/> Survivors’ and Dependents’ Educational Assistance (Chapter 35) ...(go to q15)</p> <p><input type="radio"/> Post-Vietnam Era Veterans’ Educational Assistance Program (VEAP) (Chapter 32) ... (go to 15)</p> <p><input type="radio"/> Reserve Educational Assistance Program (REAP) (Chapter 1607) ... (go to 15)</p> <p><input type="radio"/> Do Not Know ... (go to q15)</p>
<p>14. 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> <p><input type="radio"/> Health related concerns</p> <p><input type="radio"/> ADA and accessibility concerns</p> <p><input type="radio"/> Financial difficulties</p> <p><input type="radio"/> Illness or death in immediate family</p> <p><input type="radio"/> Family responsibilities</p> <p><input type="radio"/> Ineligible for Educational Assistance Program</p> <p><input type="radio"/> Education or training program was canceled</p> <p><input type="radio"/> Change in employment</p> <p><input type="radio"/> Moved</p> <p><input type="radio"/> Unanticipated active military service, including active duty for training</p> <p><input type="radio"/> Other</p> <p>i. Specify: _____</p>
<p>15. Did you enroll in the education or training program... (Check all reasons that apply)</p> <p><input type="radio"/> To support the transition from military service to a civilian career?</p> <p><input type="radio"/> To gain greater career and job opportunities?</p> <p><input type="radio"/> To continue growth through learning and expand base of knowledge?</p> <p><input type="radio"/> To meet family, peer, or social expectations?</p> <p><input type="radio"/> Because it made pursuing an education accessible and affordable?</p> <p><input type="radio"/> Other _____</p>
<p>16. What kind of institution provides/provided your education or training? Mark (X) ONE box.</p> <p><input type="radio"/> College/University</p> <p><input type="radio"/> Community/Junior College</p> <p><input type="radio"/> Vocational/Technical/Occupational School</p> <p><input type="radio"/> Other School or School District (Elementary, Junior High, High School, or Adult Learning</p>

<ul style="list-style-type: none"> 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>17. 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>18. Are/were you working as an employee while attending your education or training?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes, employed full-time. <input type="radio"/> Yes, employed part-time. <input type="radio"/> Not employed during my period of education/training.
<p>The next section will ask about your satisfaction with educational assistance programs administered by the VA.</p>
<p>19. How likely are you to recommend educational assistance programs administered by the VA to your military peers or others who could potentially qualify for education benefits?</p> <ul style="list-style-type: none"> <input type="radio"/> Highly likely <input type="radio"/> Somewhat likely <input type="radio"/> Neutral <input type="radio"/> Unlikely <input type="radio"/> Very unlikely
<p>20. How satisfied are you with the process to get your Certificate of Eligibility from 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>21. 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>22. 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 q23) <input type="radio"/> No ...(go to q24)
<p>23. 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>24. When deciding whether or not to use educational assistance programs administered by the VA, did you use any of the services below and if so, how helpful were they for you? (yes or no box and Likert scale next to each option below)</p> <ul style="list-style-type: none"> <input type="radio"/> VA.gov website (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful) <input type="radio"/> VA GI Bill Comparison Tool (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful) <input type="radio"/> VA Regional Office (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful)

<ul style="list-style-type: none"> <input type="radio"/> School Certifying Official (a VA representative at the college or university) (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful) <input type="radio"/> Veterans Service Organization (a VA partnership agency that assists service members) (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful) <input type="radio"/> Other <ul style="list-style-type: none"> ▪ Specify: _____
<p>25. 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 (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful) <input type="radio"/> VA GI Bill Comparison Tool (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful) <input type="radio"/> VA Personalized Career Planning and Guidance program (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful) <input type="radio"/> VA WEAMS Institution Search tool (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful) <input type="radio"/> Department of Education College Resource Tool (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful) <input type="radio"/> Personal or Professional Reference (Did not use Very Helpful Somewhat Helpful Helpful Not Helpful) <input type="radio"/> Other <ul style="list-style-type: none"> ▪ Specify: _____
<p>26. 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 q27) <input type="radio"/> No ...(go to q28) <input type="radio"/> Don't know ...(go to q28)
<p>27. Please describe the services or benefits your educational/training program offered Veterans (e.g., priority registration, academic advising, career counseling, campus VA work study, etc.)</p>
<p>28. 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?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input checked="" type="radio"/> No
<p>29. 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.</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do Not Know
<p>30. Did you use vocational training and rehabilitation benefits under Chapter 31 of Title 38, United States Code? Mark (X) ONE box.</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do Not Know

<p>31. 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)?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes ...(go to q32) <input type="radio"/> No ...(go to q36)
<p>32. Overall, how effective was the Transition Assistance Program (TAP) in providing you information, resources, and tools to help prepare for the change from military to civilian life?</p> <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. How effective was the VA Transition Assistance Program (TAP) at informing you about your eligibility for educational assistance programs administered by the VA?</p> <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>34. How effective was the VA Transition Assistance Program (TAP) at informing you how to apply for educational assistance programs administered by the VA?</p> <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>35. How effective was the VA Transition Assistance Program (TAP) in guiding you how to use educational assistance programs administered by the VA?</p> <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>36. Did you complete the education or training program?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes ...(go to q37) <input type="radio"/> No ...(go to q39)
<p>37. What type of degree or certificate did you receive using your VA education benefits? 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, JD) <input type="radio"/> Doctorate degree (for example: PhD, EdD) <input type="radio"/> Another diploma or certificate <input type="radio"/> Specify: _____
<p>38. 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 <ul style="list-style-type: none"> i. Other – (please specify) _____

<p>39. How many total credit hours did you complete?</p> <p><input type="radio"/> Total credit hours: _____</p>
<p>40. After becoming eligible for education service benefits, did you have to use any personal funds to attain your degree or certification?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
<p>41. Did you take out any loans to complete your education or training program?</p> <p><input type="radio"/> Yes ...(go to q42)</p> <p><input type="radio"/> No ...(go to q44)</p>
<p>42. Did you take out a student loan before or after learning that you are eligible for educational assistance programs administered by the VA?</p> <p><input type="radio"/> Before</p> <p><input type="radio"/> After</p>
<p>43. What are the reasons you took out one or more loans to complete your education or training program? (Check all reasons that apply).</p> <p><input type="radio"/> ...your educational assistance program benefit expired?</p> <p><input type="radio"/> ...you transferred your educational assistance program benefit to a dependent?</p> <p><input type="radio"/> ...your educational assistance program benefit did not cover the full cost of your program?</p> <p><input type="radio"/> ...you did not use your educational assistance program benefit?</p> <p><input type="radio"/> ...you used the loan to cover a dependent's education costs?</p> <p><input type="radio"/> ...other reason?</p> <p><input type="radio"/> Specify: _____</p>
<p>44. 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> <p><input type="radio"/> Full time</p> <p><input type="radio"/> Part time</p> <p><input type="radio"/> Not at all</p>
<p>45. Which of these describes your total, before tax, annual personal income before you began an education or training program using educational assistance programs administered by the VA? (Total from wages/salary only. Do not include investment income, VA disability compensation, pensions, etc.)</p> <p>a. \$0</p> <p>b. \$1 to 9,999</p> <p>c. \$10,000 to 24,999</p> <p>d. \$25,000 to 49,999</p> <p>e. \$50,000 to 74,999</p> <p>f. \$75,000 to 99,999</p> <p>g. \$100,000 to 149,999</p> <p>h. \$150,000 and greater</p> <p>i. Prefer not to answer</p>
<p>46. Which of these describes your current total, before tax, annual personal income? (Total from wages/salary only. Do not include investment income, VA disability compensation, pensions, etc.)</p> <p>a. \$0</p> <p>b. \$1 to 9,999</p> <p>c. \$10,000 to 24,999</p> <p>d. \$25,000 to 49,999</p> <p>e. \$50,000 to 74,999</p> <p>f. \$75,000 to 99,999</p> <p>g. \$100,000 to 149,999</p> <p>h. \$150,000 and greater</p> <p>j. Prefer not to answer</p>

<p>47. As a result of using your education benefits, would you say your quality of life has:</p> <ul style="list-style-type: none">a. Increased significantlyb. Increased somewhatc. Not changedd. Decreased somewhate. Decreased significantly
<p>48. As a result of using your education or training program administered by the VA, has your capacity for work now:</p> <ul style="list-style-type: none">a. Increased significantlyb. Increased somewhatc. Not changedd. Decreased somewhate. Decreased significantly
<p>49. Which of the following best describes your occupation before you began an education or training program using educational assistance programs administered by the VA? (Choose all that apply)</p> <ul style="list-style-type: none">a. Military Serviceb. Production Occupationc. Business and Financial Operations Occupationd. Healthcare Support Occupatione. Farming, Fishing, and Forestry Occupationsf. Computer and Mathematical Occupationg. Construction and Extraction Occupationh. Management Occupationi. Personal Care and Service Occupationj. Arts, Design, Entertainment, Sports, and Media Occupationk. Community and Social Service Occupationl. Life, Physical, and Social Science Occupationm. Building and Grounds Cleaning and Maintenance Occupationn. Sales and Related Occupationo. Education, Training, and Library Occupationp. Food Preparation and Serving Related Occupationq. Installation and Repair Occupationr. Protective Service Occupations. Healthcare Practitioners and Technical Occupationt. Office and Administrative Support Occupationu. Architecture and Engineering Occupationv. Legal Occupationw. Transportation and Materials Moving Occupationx. Othery. Please specify

50. 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.