**Veteran Services – Customer Satisfaction Survey (2012-2014)**

**How Are We Doing?** We received 12 customer satisfaction surveys from veteran students. Their responses are below:

1. **What Chapter Veteran or Dependent are you**?

A total of 10 Ch. 33 (Post 9/11 GI Bill) and 2 Ch. 30 (Montgomery GI Bill) veterans took the survey.

1. **I have accessed or been given literature to assist me with the steps to take in order for me to complete the intake process into the VA Program at BCC such as:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Completely Understand** | **Somewhat Understand** | **Need more Clarification** | **I have not received or been given this info.** | **N/A** |
| I understand I must meet with the VA Counselor to create my Student Education Plan | 12 |  |  |  |  |
| I understand my role as the student & what is required of me to stay in the program | 10 | 2 |  |  |  |
| I understand it is my responsibility to report to the VA any adds/drops to my class schedule | 10 | 2 |  |  |  |
| There are file requirements & deadlines to submit documents for my file that I must adhere to | 10 | 2 |  |  |  |
| I was given information about college financial aid assistance that I can apply for in addition to my VA benefits | 9 | 2 | 1 |  |  |
| I was informed of other campus programs/ services and clubs that may be of interest to me | 10 | 1 |  | 1 |  |

1. **Please rate the information and services available on our BCC Veterans Affairs website.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Excellent** | **Good** | **Adequate** | **Needs Improvement** | **N/A** |
| User friendly | 7 |  | 1 |  | 4 |
| Easy to navigate | 7 |  | 1 |  | 4 |
| Informative | 4 | 3 | 1 |  | 4 |
| Resource links | 4 | 2 | 2 |  | 4 |
| Forms link | 4 | 2 | 1 |  | 5 |
| News forum | 4 | 2 | 2 |  | 4 |
| Found answers to my questions | 5 | 2 | 1 |  | 4 |

Other comments or suggestions (please specify):

* Excellent job!
* Did not know we had one (in reference to website)

1. **What level of confidence do you have in us to deliver the services and resource information that you require**?  
   8 students had “complete” confidence  
   3 students had “a lot” of confidence  
   1 student had “some” confidence
2. **After meeting with the VA Counselor at BCC, I was able to understand my educational goals and options.**  
   10 students - Completely understood  
   2 students - Somewhat understood
3. **Based on our performance, how likely is it that you will refer other Veterans or their dependents to our campus VA program?**10 students **-** Would definitely recommended  
   1 student - Very like  
   1 student – Not sure
4. **Please tell us overall how satisfied you were with our BCC VA program and services.**10 students wereVery Satisfied  
   2 students feel there is room for improvement
5. **Please tell us overall how satisfied you were with our BCC VA program staff**.  
   10 students are Very Satisfied  
   2 students are Satisfied

Comments:

* Need more staff
* Extremely helpful
* Great team
* Ms. Lenahan & Ms. Herrera are the best

1. **Please rate the following topics on how your file was handled**.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Extremely Satisfied** | **Satisfied** | **Needs Improvement** | **Dissatisfied** | **N/A** |
| My semester certification was processed in a timely fashion (within 30 days from either the start of the semester or the day you completed your file requirements) | 10 | 2 |  |  |  |
| Changes (reduced/increased) to my certification were reported to VA in a timely fashion | 10 | 1 |  |  | 1 |
| I was able to communicate with the VA staff by phone, in person, or e-mail in a timely fashion | 10 |  | 1 |  | 1 |
| I was able to obtain an appointment with the VA Counselor that best met my schedule | 10 | 2 |  |  |  |
| I received support and assistance with any VA issues or concerns I may have or had | 11 | 1 |  |  |  |

1. **Is there a topic, service or area that we have not addressed on this survey that you would like to rate**?

Comments:

* BCC needs a Veterans Resource Center (total of 6 comments)
* Need more VA representatives to visit campus and go over other benefits
* Need consistent staff training to keep everyone up to date
* Need better student facilities for veterans