

1. Please rate the the following statements about the Veterans services:

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Response Count
I am promptly assisted at the Veterans service counter.	64.5% (78)	28.9% (35)	4.1% (5)	1.7% (2)	0.8% (1)	121
I am professionally and courteously assisted at the Veterans Office.	70.6% (84)	25.2% (30)	3.4% (4)	0.0% (0)	0.8% (1)	119
The Veterans service counter is adequately staffed.	51.3% (61)	31.1% (37)	11.8% (14)	5.9% (7)	0.0% (0)	119
The hours of operation of the Office of Veterans Affairs (8a.m.-7p.m. Monday through Thursday, 8a.m.-2p.m. Fridays) are convenient.	67.2% (80)	25.2% (30)	5.9% (7)	1.7% (2)	0.0% (0)	119
answered question						121
skipped question						1

2. Please rate the following Veterans Counselors statements:

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Response Count
It is easy to get an appointment with the Veterans Counselors.	27.5% (33)	26.7% (32)	19.2% (23)	13.3% (16)	13.3% (16)	120
The hours of operation of the Veterans Counselors are convenient.	34.2% (41)	31.7% (38)	14.2% (17)	9.2% (11)	10.8% (13)	120
The Veterans Counselors are friendly and helpful.	52.1% (62)	33.6% (40)	8.4% (10)	3.4% (4)	2.5% (3)	119
answered question						121
skipped question						1

3. Please rate the following G.I. Bill statements:

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Response Count
My Request for G.I. Bill Certifications are processed without undue delay (within a week of submission).	53.3% (64)	27.5% (33)	6.7% (8)	9.2% (11)	3.3% (4)	120
I receive my G.I. Bill benefits in a timely manner.	58.0% (69)	28.6% (34)	5.9% (7)	4.2% (5)	3.4% (4)	119
The staff at the Office of Veterans Affairs are friendly and helpful when I visit in person.	56.8% (67)	28.0% (33)	11.9% (14)	1.7% (2)	1.7% (2)	118
My phone calls to the Office of Veterans Affairs are answered promptly.	42.9% (51)	31.1% (37)	14.3% (17)	8.4% (10)	3.4% (4)	119
The staff of the Office of Veterans Affairs are friendly and helpful when I make telephone inquiries.	53.8% (64)	27.7% (33)	13.4% (16)	5.0% (6)	0.0% (0)	119
The staff of the Office of Veterans Affairs are knowledgeable about the G.I. Bill and V.A. educational benefits processes in general.	53.4% (63)	33.1% (39)	9.3% (11)	4.2% (5)	0.0% (0)	118
answered question						120
skipped question						2

4. Please rate the following Student Education Plan(S.E.P) statements:

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Response Count
It is easy to get a new Student Education Plan (S.E.P.).	35.0% (42)	30.8% (37)	20.8% (25)	7.5% (9)	5.8% (7)	120
I am given a legible copy of my Student Education Plan at the Veterans Office.	59.7% (71)	28.6% (34)	6.7% (8)	3.4% (4)	1.7% (2)	119
My Student Education Plan proves to be accurate towards my major/education goal.	58.0% (69)	31.1% (37)	6.7% (8)	3.4% (4)	0.8% (1)	119
My Student Education Plan is easy to follow.	54.7% (64)	29.9% (35)	10.3% (12)	4.3% (5)	0.9% (1)	117
The LAVC Veterans Program helped me stay in school and further my education goal(s).	55.8% (67)	31.7% (38)	9.2% (11)	1.7% (2)	1.7% (2)	120
					answered question	121
					skipped question	1

5. Please answer the following statements:

	Yes	No	Response Count
I receive VA related information from the VA Coordinator, Trish González.	97.5% (118)	2.5% (3)	121
I am interested in receiving information about the Veterans Club on campus.	73.9% (88)	26.1% (31)	119
I receive helpful information from the Veterans Club.	75.4% (86)	24.6% (28)	114
			answered question
			skipped question
			121
			1

6. Please rate the following question:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Overall, my experience with the Veterans Program at LAVC has been...	74.4% (90)	16.5% (20)	6.6% (8)	2.5% (3)	1.37	121
answered question						121
skipped question						1

7. Do you have any other questions or comments about your experiences with the LAVC Veterans Program that were not addressed above?

	Response Count
	26
answered question	26
skipped question	96