Registrar's Veterans Services Satisfaction Survey

The Veteran Services Office is a unit of the University of Utah Registrar, to assist veteran students and dependents utilize and maintain their GI Bill benefits while attending the University of Utah. The purpose of this survey is to assess your satisfaction with these services throughout your enrollment at the university and to help us determine the kinds of information you would find useful regarding your GI Bill. We estimate that it will take less than 5 minutes to complete the survey. Your time and feedback are greatly appreciated.

1. Please indicate your status:
   - Veteran [Code = 1]
   - Dependent [Code = 2]

2. Overall, how satisfied are you with the help from of the Veteran Services Office?
   - Very Satisfied [Code = 5] [Numeric Value = 5]
   - Satisfied [Code = 4] [Numeric Value = 4]
   - Neutral [Code = 3] [Numeric Value = 3]
   - Unsatisfied [Code = 2] [Numeric Value = 2]
   - Very Unsatisfied [Code = 1] [Numeric Value = 1]

3. Please indicate your level of satisfaction with the following services available online.
   - Completing the request for benefits form through CIS.
     - Very Satisfied [Code = 6] [Numeric Value = 5]
     - Satisfied [Code = 5] [Numeric Value = 4]
     - Neutral [Code = 4] [Numeric Value = 3]
     - Unsatisfied [Code = 3] [Numeric Value = 2]
     - Very Unsatisfied [Code = 2] [Numeric Value = 1]
     - Did Not Use [Code = 1] [N/A]

4. Being able to get all necessary forms to set up and maintain GI Bill benefits on the Veteran Services website.
   - Very Satisfied [Code = 6] [Numeric Value = 5]
   - Satisfied [Code = 5] [Numeric Value = 4]
   - Neutral [Code = 4] [Numeric Value = 3]
   - Unsatisfied [Code = 3] [Numeric Value = 2]
   - Very Unsatisfied [Code = 2] [Numeric Value = 1]
   - Did Not Use [Code = 1] [N/A]

5. Activation for military service.
   - Very Satisfied [Code = 6] [Numeric Value = 5]
Q6 Information regarding FAQs about GI Bill benefits and important information about maintaining your GI Bill benefits each semester.

Very Satisfied [Code = 6] [Numeric Value = 5]
Satisfied [Code = 5] [Numeric Value = 4]
Neutral [Code = 4] [Numeric Value = 3]
Unsatisfied [Code = 3] [Numeric Value = 2]
Very Unsatisfied [Code = 2] [Numeric Value = 1]
Did Not Use [Code = 1] [N/A]

Required answers: 1  Allowed answers: 1

Q7 Please provide any comments or suggestions related to the online services listed above.

[Code = 1] [Textbox]

Required answers: 0  Allowed answers: 1

Q8 I receive clear and accurate information from the Veteran Services Office.

Strongly Agree [Code = 6] [Numeric Value = 5]
Agree [Code = 5] [Numeric Value = 4]
Neither Agree nor Disagree [Code = 4] [Numeric Value = 3]
Disagree [Code = 3] [Numeric Value = 2]
Strongly Disagree [Code = 2] [Numeric Value = 1]
N/A [Code = 1] [N/A]

Required answers: 1  Allowed answers: 1

Q9 I receive friendly and courteous service from staff in the Veteran Services Office.

Strongly Agree [Code = 6] [Numeric Value = 5]
Agree [Code = 5] [Numeric Value = 4]
Neither Agree nor Disagree [Code = 4] [Numeric Value = 3]
Disagree [Code = 3] [Numeric Value = 2]
Strongly Disagree [Code = 2] [Numeric Value = 1]
N/A [Code = 1] [N/A]

Required answers: 1  Allowed answers: 1

Q10 I receive prompt assistance when I need help from the Veteran Services Office.

Strongly Agree [Code = 6] [Numeric Value = 5]
Agree [Code = 5] [Numeric Value = 4]
Neither Agree nor Disagree [Code = 4] [Numeric Value = 3]
Disagree [Code = 3] [Numeric Value = 2]
Strongly Disagree [Code = 2] [Numeric Value = 1]
N/A [Code = 1] [N/A]

Required answers: 1  Allowed answers: 1
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<td>Q11 I have a good understanding of how my GI Bill works.</td>
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<td>Q12 The emails I receive from the Veteran Services Office are useful and informative.</td>
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<td>Q13 Please provide any comments or suggestions related to how the Veteran Services Office provides prompt, friendly and accurate service.</td>
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<td>Q14 Please provide any additional comments or suggestions to improve the services offered by the Veteran Services Office.</td>
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