Project Summary: Registrar Veteran Services Satisfaction Survey

Project Details

Goal and desired outcomes of the program or service: Assisting veteran students and their dependents in certifying benefit eligibility and supporting progress towards degree completion.

Goal of assessment: Measure satisfaction of students using veteran-related benefits.

Population sampled: Veterans and dependents using GI Bill

Response Rate: 20.3% (149 of 735)
Administration Type: department-sent e-mail

Summary of Key Findings

- 84.4% of respondents indicated overall they were satisfied or very satisfied with the help from the Veteran Services Office.
- 92.03% of respondents indicated they agreed or strongly agreed that they received clear and accurate information from the Veteran Services Office.
- 84.95% of respondents indicated they agreed or strongly agreed that received friendly and courteous service from staff in the Veteran Services Office.
- 89.13% of respondents indicated they agreed or strongly agreed that they receive prompt assistance when they need help from the Veteran Services Office.

Actions Taken/Planned based on the findings from this assessment:

- Create a Yellow Ribbon Program electronic form
- Work on friendlier service:
  - Smile more
  - Removing headphones (even if they’re not on)
  - Avoid “one word answers” and try to elaborate where possible
- Send out the early enrollment email twice to avoid confusion from people not knowing they have to respond twice.
- Work with the Veteran Support Center to insure accurate information is given out

Alignment

Departmental Key Activity: Compliance & Eligibility, Seamless Navigation, and Staff Excellence
Departmental goal this project addresses:

- Our goal is to continually assess and improve seamless navigation, ensure compliance and eligibility, and challenge and support staff excellence. This assessment furthers this goal by giving us quantitative measures of student satisfaction regarding our services. Additionally, the qualitative data from the open ended questions helps to establish goals for improvement over the next year.

**Learning Domain Connection: Practical Competence**

Please explain how this project connects to this Learning Domain (more information on learning domains can be found here):

- Students develop and strengthen practical competence by learning to understand the requirements of accessing their veteran benefits, planning their coursework in accordance with guidelines, and meeting appropriate deadlines.