



## VETERANS PLANNING & PROGRAM REVIEW SURVEY

Spring 2015

Prepared by Benjamin Gamboa  
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# Veterans Planning & Program Review Survey

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## **Introduction**

Veterans services at Crafton Hills College (CHC) are currently provided through the [Admission and Records office](#). In order to assess the needs of students who are veterans of the United States Armed Services, inform college planning, and maximize the scope and efficiency of CHC Veterans Services programs, a survey was provided to students who are veterans. The survey measured four distinct topics:

- Demographics
- Experiences with Institutional Processes
- Health and Wellness Needs
- Educational Support Needs

## **Summary of Results**

### ***Who do we serve?***

- 37% of respondents served in the Army, 32% served in the Marine Corps, and 32% served in the Navy.
- 67% of respondents served in Afghanistan, and 61% of respondents served in Iraq.
- 89% of respondents are utilizing the Post-9/11 GI Bill to assist in obtaining an education at CHC.
- 42% of respondents are currently working in addition to going to school.

### ***What do our student veterans face?***

- 74% of respondents stated they had suffered an illness and/or injury as a result of their service.
- Of the respondents who stated they had suffered an illness and/or injury as a result of their service, 36% stated they had not received treatment for their illness and/or injury.
- 74% of respondents stated that they face concerns regarding meeting financial obligations.
- An equal number of respondents (53%) stated they experienced issues with anxiety, depression, and finding employment.
- 48% of respondents stated they experienced PTSD and difficulty maintaining relationships.
- 100% of respondents stated they feel comfortable being on campus.

### ***What do our student veterans need?***

- An equal number of respondents (83%) would like a Veterans Resource Center and a Student Veterans Club.
- Respondents were more likely to agree or strongly agree that the certification process for VA benefits was easy (95%), the respondents were able to enroll in all classes listed on their educational plan (95%), and the CHC Veteran Services staff advised them of all documents required for certification for VA benefits (94%).
- Respondents were most likely to strongly disagree that they have sought assistance from the Career Center for planning employment after graduation (75%).
- Of the five respondents who made recommendations to improve CHC Veterans Services, three stated that additional dedicated and increased availability of personnel would improve services to students.

## Methodology

CHC Veterans Services, in collaboration with the Office of Institutional Effectiveness, Research, and Planning, administered a survey of CHC students who are veterans of the United States Armed Services. Fourteen multiple-choice questions collected data on respondents' armed services history in addition to other demographic data. Two multiple-choice questions and two Likert-scale questions measured respondents' experiences with applicable institutional processes, including matriculation and Veteran Administration (VA) benefit certification. Six multiple-choice questions measured respondents' health and wellness needs, including access to health care and ongoing well-being concerns. Two multiple-choice questions and two Likert-scale questions measured respondents' educational support needs including an assessment of current services for veterans. The survey concluded with two open-ended questions providing an opportunity for respondents to provide ideas for improvement, comments, and recommendations.

The survey was provided directly to students who are veterans of the United States Armed Services and placed on the CHC Veteran Services web page between February 3 and March 5, 2015. Nineteen responses were received. Of the approximate 250 veterans enrolled at the same time as the survey was conducted, the response rate is only 8%. **The small number of responses to the survey creates a limitation within the findings.**

Tables 1, 2, 4, and 5 show the number of responses (N), and the percentage (%) is the number of responses selected divided by the total number of responses received to the survey. For example, 15.8% of respondents—or three of nineteen respondents—stated they are 20 to 24 years old. Some questions, such as branch of service and the theater and/or conflict deployed, allowed respondents to select multiple responses, so the total percentage is greater than 100%. Table 3 shows the number (#) of respondents selecting strongly agree, agree, disagree, and strongly disagree for each statement. Percentage (%) of responses is calculated by dividing '#' by the total number of responses to each statement, excluding responses of not applicable.

## Findings

Table 1 illustrates the demographics of respondents. Thirty-seven percent of respondents served in the Army, and an equal number (32%) served in the Marine Corps and Navy. Two-thirds of respondents served in Afghanistan, and 61% of respondents served in Iraq. Eighty-nine percent of respondents are utilizing the Post-9/11 GI Bill to assist in obtaining an education at CHC, and 42% of respondents are currently working in addition to going to school.

**Table 1. Demographics.**

<b>Branch of Service</b>	<b>N</b>	<b>%</b>	<b>Age</b>	<b>N</b>	<b>%</b>
Army	7	36.8	19 or younger	0	0.0
Marine Corps	6	31.6	20-24	3	15.8
Navy	6	31.6	25-29	5	26.3
Air Force	0	0.0	30-34	6	31.6
Coast Guard	0	0.0	35-39	3	15.8
National Guard	1	5.3	40-49	1	5.3
Activated reservist, Army	1	5.3	50 and older	1	5.3
Activated reservist, USMC	1	5.3	Total	19	100.0
Total	22	115.8			
<b>Current Status</b>	<b>N</b>	<b>%</b>	<b>Gender</b>	<b>N</b>	<b>%</b>
Veteran	16	84.2	Female	4	21.1
National Guard	0	0.0	Male	15	78.9
Active military	0	0.0	Total	19	100.0
Active reservist	3	15.8			
Total	19	100.0	<b>Relationship Status</b>	<b>N</b>	<b>%</b>
<b>Years of Service</b>	<b>N</b>	<b>%</b>	Married	9	47.4
1 to 4	6	31.6	Single	7	36.8
5 to 8	5	26.3	Divorced	3	15.8
9 to 12	6	31.6	In civil union	0	0.0
13 to 16	1	5.3	Separated	0	0.0
17 to 20	0	0.0	Widowed	0	0.0
21 or more	1	5.3	Total	19	100.0
Total	19	100.0	<b>Housing</b>	<b>N</b>	<b>%</b>
<b>Served in Combat/Afloat</b>	<b>N</b>	<b>%</b>	Single-family house	9	47.4
Yes	16	84.2	Mobile home	4	21.1
No	3	15.8	Apartment	2	10.5
Total	19	100.0	Townhouse	2	10.5
<b>Theater/Conflict</b>	<b>N</b>	<b>%</b>	Condominium	1	5.3
Afghanistan	12	66.7	Do not have housing	1	5.3
Iraq	11	61.1	Duplex	0	0.0
Gulf War II	4	22.2	Total	19	100.0
Gulf War I	2	11.1	<b>Grade Point Average</b>	<b>N</b>	<b>%</b>
Korea	1	5.6	4.00 or higher	1	5.3
Jordan	1	5.6	3.50 to 3.99	7	36.8
Vietnam/Southeast Asia	0	0.0	3.00 to 3.49	5	26.3
Total	31	172.3	2.50 to 2.99	3	15.8
<b>VA Educational Assistance</b>	<b>N</b>	<b>%</b>	2.00 to 2.49	1	5.3
Post 9/11 GI Bill	16	88.9	Less than 2.00	2	10.5
None	2	11.1	Total	19	100.0
Montgomery GI Bill	0	0.0	<b>Currently Employed</b>	<b>N</b>	<b>%</b>
Total	18	100.0	Yes	8	42.1
			No	11	57.9
			Total	19	100.0

Table 2 illustrates respondents' health and wellness needs. Seventy-four percent of respondents stated they had suffered an illness and/or injury as a result of their service. Of the respondents who stated they had suffered an illness and/or injury as a result of their service, 36% stated they had not received treatment for their illness and/or injury. Forty-seven percent of respondents stated they rely on the Veterans Administration for health care insurance, and 21% rely on employer-provided health care insurance. Twenty-six percent of respondents stated that they rely on individual health care insurance, Medicare/Medicaid/Medi-Cal, or have no health care insurance at all. Seventy-four percent of respondents stated that they face concerns regarding meeting financial obligations. An equal number of respondents (53%) stated they experienced issues with anxiety, depression, and finding employment. Forty-eight percent of respondents stated they experienced PTSD and difficulty maintaining relationships. Sixteen percent of respondents stated they experienced suicidal thoughts.

**Table 2. Health and well-being needs.**

<b>Suffered Service Illness/Injury</b>	<b>N</b>	<b>%</b>	<b>Received Treatment</b>	<b>N</b>	<b>%</b>
Yes	14	73.7	Yes	9	47.4
No	5	26.3	No	10	52.6
Total	19	100.0	Total	19	100.0

  

<b>Suffered Service Illness/Injury &amp; ...</b>	<b>N</b>	<b>%</b>	<b>Well-Being Concerns/Experiences</b>	<b>N</b>	<b>%</b>
Received Treatment	9	64.3	Financial obligations	14	73.7
Did Not Receive Treatment	5	35.7	Anxiety	10	52.6
Total	14	100.0	Depression	10	52.6

  

<b>Health Insurance</b>	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Veterans Administration	9	47.4	Employment	10	52.6
Employer's health insurance	4	21.1	Post-traumatic stress disorder (PTSD)	9	47.4
Individual health insurance	2	10.5	Relationships	9	47.4
Medicare/Medicaid/Medi-Cal	2	10.5	Health care for self or family	7	36.8
I have no health insurance	1	5.3	Loneliness	6	31.6
Tricare Reserve Select	1	5.3	Helplessness	3	15.8
CHC Health & Wellness Center	0	0.0	Panic attacks	3	15.8
Total	19	100.0	Suicidal thoughts	3	15.8
			Attempted suicide	0	0.0
			None of the above	3	15.8

Table 3 shows respondents' level of agreement with various statements regarding processes affecting matriculation, helpfulness of student support services, their experiences at CHC, and the effectiveness of the CHC veterans services program. One hundred percent of respondents stated they feel comfortable being on campus. Respondents were more likely to agree or strongly agree that the certification process for VA benefits was easy (95%), the respondents were able to enroll in all classes listed on their educational plan (95%), and the CHC Veteran Services staff advised them of all documents required for certification for VA benefits (94%). Respondents were most likely to strongly disagree that they have sought assistance from the Career Center for planning employment after graduation (75%).

**Table 3. Responses to Likert-scale statements.**

	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree	
	#	%	#	%	#	%	#	%
The certification process for VA benefits was easy.	14	73.7	4	21.1	1	5.3	0	0.0
I was able to enroll in all classes listed on my education plan.	14	73.7	4	21.1	1	5.3	0	0.0
The CHC Veteran Services staff advised me of all documents required for certification for VA benefits.	14	77.8	3	16.7	1	5.6	0	0.0
The certification process for VA benefits was timely.	13	68.4	4	21.1	2	10.5	0	0.0
The available VA benefits were explained clearly.	8	47.1	6	35.3	2	11.8	1	5.9
The CHC website is a good resource for veterans services.	9	50.0	5	27.8	1	5.6	3	16.7
Services offered by the Counseling Center have been helpful.	8	57.1	4	28.6	1	7.1	1	7.1
Services offered by the Health & Wellness Center have been helpful.	2	33.3	2	33.3	2	33.3	0	0.0
Services offered by the Disabled Students Programs & Services (DSP&S) have been helpful.	1	25.0	1	25.0	1	25.0	1	25.0
I feel comfortable being on campus.	16	84.2	3	15.8	0	0.0	0	0.0
I feel that CHC embraces veterans.	11	64.7	4	23.5	1	5.9	1	5.9
I feel that CHC supports veterans.	9	52.9	6	35.3	1	5.9	1	5.9
I am comfortable talking about my military experiences in my classes when appropriate to the lesson.	10	55.6	4	22.2	2	11.1	2	11.1
The wait time for an appointment with the veteran counselor is reasonable.	8	50.0	6	37.5	2	12.5	0	0.0
The CHC Veteran Services staff have been helpful with my transition from the military service to college.	8	50.0	5	31.3	1	6.3	2	12.5
CHC Veteran Services has helped me remain in college.	5	31.3	8	50.0	0	0.0	3	18.8
I have sought tutorial assistance for some of my classes.	8	53.3	4	26.7	1	6.7	2	13.3
I have no difficulty maintaining a balance between schoolwork and personal demands.	8	42.1	7	36.8	1	5.3	3	15.8
I have not thought about dropping out of school.	12	63.2	3	15.8	4	21.1	0	0.0
I have sought academic advising.	5	31.3	7	43.8	1	6.3	3	18.8
I have no difficulty dealing with stress due to class demands.	6	31.6	7	36.8	4	21.1	2	10.5
I have sought assistance from the Career Center for planning my employment after graduation.	1	12.5	1	12.5	0	0.0	6	75.0

Note: Responses of "Not Applicable" have been excluded.

Table 4 shows respondents' interest in various programs for veterans at CHC. Eighty three percent of respondents would like a Veterans Resource Center and a Student Veterans Club. Respondents are least interested in transportation assistance (17%).

**Table 4. Programs of interest.**

<b>Program of Interest</b>	<b>N</b>	<b>%</b>
Student Veterans Club	15	83.3
Veterans Resource Center	15	83.3
VA Informational Workshops	14	77.8
Veterans Education Counseling	13	72.2
Job Placement	12	66.7
Family Support/Child Care	8	44.4
Housing Assistance	7	38.9
Personal Financial Advising	6	33.3
Veterans Mental Health Counseling	6	33.3
Veterans Tutoring	6	33.3
Transportation Assistance	3	16.7

Note: Respondents could select multiple programs of interest; "%" denotes N divided by total responses received.

Table 5 illustrates respondents' experiences with the CHC matriculation processes. Eighty-two percent of respondents stated they did not experience any problems with the matriculation process. Of those who did, two respondents provided a description of their difficulty. Their responses are provided in Table 5.

**Table 5. Experiences with matriculation processes.**

<b>Problems with Matriculation</b>	<b>N</b>	<b>%</b>
No	14	82.4
Yes	3	17.6
If yes, please describe:		
Hard to get ahold of Veterans Services staff, the process of activating benefits was confusing.		
The matriculation process through admissions, registrar and records was slow and delayed everything.		

Table 6 lists ideas provided by respondents to improve CHC Veteran Services. Three respondents stated that additional dedicated and increased availability of personnel would improve services to students.

**Table 6. Ideas for improvements to CHC Veteran Services.**

<b>How can CHC Veteran Services better serve you?</b>
As a veteran with PTSD, I have found it much easier to deal with class schedules/stress in classroom settings than dealing with Disabled Students Programs & Services. I have attempted to use that service in the past, but found it much more stressful than dealing with classroom instruction issues.
CHC Veterans Services should have more availability of hours where I can speak with someone in person or over the phone.
I have called the Veterans Service center a couple times via the number on CHC's website. It was difficult to get ahold of the right people.
I'm not one to complain, nobody has made skin a chinchilla alive so life is good, Oh, combat sports, that would keep me sane. (at Crafton)
It would be nice if there could be more counselors whose sole purpose is to work with veterans so they can explain what benefits we may be entitled to because there are many veterans who do not have much knowledge with that topic. One-on-one sessions could be beneficial.

Table 7 lists other comments and recommendations provided by respondent. Again, three respondents stated that additional dedicated personnel would improve services to students while one respondent stated that the Admissions & Records office “have enough people in the office” in order to file their “VA benefits paperwork extremely fast.”

**Table 7. Other comments and recommendations.**

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<b>Please share any comments or recommendations you may have</b>
Every time I went in to the office to talk to a Veterans Service staff member they were knowledgeable and helpful.
I started my matriculation process late September but the process was unnecessarily slow and delayed and this may be to the fact of under staffing. Despite getting a good head start and showing up for appointments and providing documents in a timely manner my process was not completed until February 2. I recommend hiring more staff to help streamline this process better.
I think they know I'm alive and that is the extent of our relationship.
[Name] needs his own staff and office!
The Admin & Records office have filed my VA benefits paperwork extremely fast before each semester. They always seem to have enough people in the office so they don't have a long line waiting, well of course I can only say for the times that I've gone in there for something.
The current veterans services counselor, [name], is very helpful, but it might benefit to have more.

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