



VETERANS PLANNING & PROGRAM REVIEW SURVEY

Spring through Fall 2015

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Introduction

Veterans services at Crafton Hills College (CHC) are currently provided through the [Admissions 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?

- 48% of respondents served in the Army, 24% served in the Marine Corps, and 22% served in the Navy.
- 52% of respondents served in Afghanistan, and 42% of respondents served in Iraq.
- 74% of respondents are utilizing the Post-9/11 GI Bill to assist in obtaining an education at CHC.
- 62% of respondents are currently working in addition to going to school.

What do our student veterans face?

- 58% 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, 24% stated they had not received treatment for their illness and/or injury.
- 58% of respondents stated that they face concerns regarding meeting financial obligations, and 50% deal with issues of anxiety.
- An equal number of respondents (42%) stated they experienced issues with depression and finding employment.
- An equal number of respondents (36%) stated they experienced PTSD and difficulty maintaining relationships.
- All but one of respondents stated they feel comfortable being on campus.

What do our student veterans need?

- 82% of respondents would like a Veterans Resource Center, and an equal number of respondents (76%) would like a Student Veterans Club and VA Informational Workshops.
- Respondents were more likely to agree or strongly agree that the CHC Veteran Services staff advised them of all documents required for certification for VA benefits (95%), the respondents were able to enroll in all classes listed on their educational plan (93%), and services offered by the Counseling Center have been helpful (90%).
- Respondents were most likely to disagree or strongly disagree that they have sought assistance from the Career Center for planning employment after graduation (65%).
- Of the 18 respondents who made recommendations to improve CHC Veterans Services, 10 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 September 30, 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.

Responses from a previous study ([RRN 1024](#)) are included in the results of this study.

Findings

Table 1 illustrates the demographics of respondents. Forty-eight percent of respondents served in the Army, 24% served in the Marine Corps, and 22% served in the Navy. Fifty-two percent of respondents served in Afghanistan, and 42% served in Iraq. Seventy-four percent of respondents are utilizing the Post-9/11 GI Bill to assist in obtaining an education at CHC, and 62% of respondents are currently working in addition to going to school.

Table 1. Demographics.

Branch of Service	N	%	Age	N	%
Army	24	48.0	19 or younger	1	2.0
Marine Corps	12	24.0	20-24	9	18.0
Navy	11	22.0	25-29	14	28.0
Coast Guard	5	10.0	30-34	8	16.0
National Guard	5	10.0	35-39	8	16.0
Air Force	4	8.0	40-49	2	4.0
Activated reservist, Marine Corps	2	4.0	50 and older	8	16.0
Activated reservist, Air Force	1	2.0	Total	50	100.0
Activated reservist, Army	1	2.0			
Total	65	130.0			
Current Status	N	%	Gender	N	%
Veteran	40	80.0	Female	8	16.0
National Guard	4	8.0	Male	42	84.0
Active reservist	6	12.0	Total	50	100.0
Total	50	100.0			
Years of Service	N	%	Relationship Status	N	%
1 to 4	21	42.0	Single	21	42.0
5 to 8	12	24.0	Married	19	38.0
9 to 12	11	22.0	Divorced	6	12.0
13 to 16	1	2.0	In domestic partnership/civil union	2	4.0
17 to 20	0	0.0	Widowed	2	4.0
21 or more	5	10.0	Separated	0	0.0
Total	50	100.0	Total	50	100.0
Served in Combat/Afloat	N	%	Housing	N	%
Yes	32	64.0	Single-family house	30	60.0
No	18	36.0	Apartment	7	14.0
Total	50	100.0	Mobile home	6	12.0
			Townhouse	3	6.0
			Duplex	2	4.0
			Condominium	1	2.0
			Do not have housing	1	2.0
			Total	50	100.0
Theater/Conflict	N	%	Grade Point Average	N	%
Afghanistan	26	52.0	4.00 or higher	4	8.3
Iraq	21	42.0	3.50 to 3.99	13	27.1
Gulf War II	7	14.0	3.00 to 3.49	16	33.3
Gulf War I	5	10.0	2.50 to 2.99	7	14.6
Korea	1	2.0	2.00 to 2.49	5	10.4
Vietnam/Southeast Asia	5	10.0	Less than 2.00	3	6.3
Other theater/conflict	4	5.6	Total	48	100.0
Total	69	138.0			
VA Educational Assistance	N	%	Currently Employed	N	%
Post 9/11 GI Bill	36	73.5	Yes	31	62.0
None	9	18.4	No	19	38.0
Montgomery GI Bill	4	8.2	Total	50	100.0
Total	49	100.0			

Table 2 illustrates respondents' health and wellness needs. Fifty-eight 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, 24% stated they had not received treatment for their illness and/or injury. Fifty-one percent of respondents stated they rely on the Veterans Administration for health care insurance, and 18% 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. Fifty-eight percent of respondents stated they face concerns regarding meeting financial obligations. Half of respondents stated they experienced anxiety, and an equal number of respondents (42%) stated they experienced issues with depression and finding employment. Thirty-six percent of respondents stated they experienced PTSD and difficulty maintaining relationships. Fourteen percent of respondents stated they experienced suicidal thoughts, and one respondent admitted to attempting suicide.

Table 2. Health and well-being needs.

Suffered Service Illness/Injury	N	%	Received Treatment	N	%
Yes	29	58.0	Yes	22	44.0
No	21	42.0	No	28	56.0
Total	50	100.0	Total	50	100.0

Suffered Service Illness/Injury & ...	N	%	Well-Being Concerns/Experiences	N	%
Received Treatment	22	75.9	Financial obligations	29	58.0
Did Not Receive Treatment	7	24.1	Anxiety	25	50.0
Total	29	100.0	Depression	21	42.0
			Employment	21	42.0
			Post-traumatic stress disorder (PTSD)	18	36.0
			Relationships	18	36.0
			Health care for self or family	17	34.0
			Loneliness	13	26.0
			Panic attacks	13	26.0
			Helplessness	8	16.0
			Suicidal thoughts	7	14.0
			Attempted suicide	1	2.0
			None of the above	11	22.0

Health Insurance	N	%
Veterans Administration	25	51.0
Employer's health insurance	9	18.4
Medicare/Medicaid/Medi-Cal	6	12.0
I have no health insurance	4	8.0
Individual health insurance	3	6.1
Tricare Reserve Select	2	4.1
CHC Health & Wellness Center	0	0.0
Total	49	100.0

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. Ninety-eight percent of respondents stated they feel comfortable being on campus. Respondents were more likely to agree or strongly agree that the CHC Veteran Services staff advised them of all documents required for certification for VA benefits (95%), the respondents were able to enroll in all classes listed on their educational plan (93%), and services offered by the Counseling Center have been helpful (90%). Respondents were most likely to disagree or strongly disagree that they have sought assistance from the Career Center for planning employment after graduation (65%).

Table 3. Responses to Likert-scale statements.

	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree	
	#	%	#	%	#	%	#	%
The CHC Veteran Services staff advised me of all documents required for certification for VA benefits.	32	74.4	9	20.9	1	2.3	1	2.3
I was able to enroll in all classes listed on my education plan.	32	76.2	7	16.7	2	4.8	1	2.4
The certification process for VA benefits was easy.	28	59.6	14	29.8	4	8.5	1	2.1
The certification process for VA benefits was timely.	27	60.0	13	28.9	3	6.7	2	4.4
The available VA benefits were explained clearly.	23	54.8	13	31.0	5	11.9	1	2.4
The CHC website is a good resource for veterans services.	20	46.5	16	37.2	3	7.0	4	9.3
Services offered by the Counseling Center have been helpful.	26	65.0	10	25.0	1	2.5	3	7.5
Services offered by the Health & Wellness Center have been helpful.	10	55.6	6	33.3	2	11.1	0	0.0
Services offered by the Disabled Students Programs & Services (DSP&S) have been helpful.	8	50.0	6	37.5	1	6.3	1	6.3
I feel comfortable being on campus.	40	81.6	8	16.3	1	2.0	0	0.0
I feel that CHC supports veterans.	28	59.6	15	31.9	2	4.3	2	4.3
I feel that CHC embraces veterans.	29	61.7	12	25.5	3	6.4	3	6.4
I am comfortable talking about my military experiences in my classes when appropriate to the lesson.	27	56.3	13	27.1	5	10.4	3	6.3
I have not thought about dropping out of school.	28	57.1	12	24.5	7	14.3	2	4.1
The wait time for an appointment with the veteran counselor is reasonable.	23	52.3	13	29.5	7	15.9	1	2.3
The CHC Veteran Services staff have been helpful with my transition from the military service to college.	21	50.0	16	38.1	3	7.1	2	4.8
CHC Veteran Services has helped me remain in college.	21	50.0	14	33.3	3	7.1	4	9.5
I have sought tutorial assistance for some of my classes.	21	51.2	13	31.7	3	7.3	4	9.8
I have no difficulty maintaining a balance between schoolwork and personal demands.	15	30.6	19	38.8	12	24.5	3	6.1
I have no difficulty dealing with stress due to class demands.	14	28.6	21	42.9	11	22.4	3	6.1
I have sought academic advising.	13	32.5	18	45.0	3	7.5	6	15.0
I have sought assistance from the Career Center for planning my employment after graduation.	6	23.1	3	11.5	5	19.2	12	46.2

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

Table 4 shows respondents' interest in various programs for veterans at CHC. Eighty-two percent of respondents would like a Veterans Resource Center, and 76% would like a Student Veterans Club and VA Informational Workshops. A majority of respondents (>50%) are interested in Veterans Education Counseling, Job Placement, and Veterans Tutoring services.

Table 4. Programs of interest.

Program of Interest	N	%
Veterans Resource Center	37	82.2
Student Veterans Club	34	75.6
VA Informational Workshops	34	75.6
Veterans Education Counseling	31	68.9
Job Placement	30	66.7
Veterans Tutoring	24	53.3
Housing Assistance	19	42.2
Veterans Mental Health Counseling	19	42.2
Personal Financial Advising	17	37.8
Family Support/Child Care	16	35.6
Transportation Assistance	14	31.1

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. Seventy-eight percent of respondents stated they did not experience any problems with the matriculation process. Of those who did, three respondents provided a description of their difficulty. Their responses are provided in Table 5.

Table 5. Experiences with matriculation processes.

Problems with Matriculation	N	%
No	39	78.0
Yes	7	14.0
If yes, please describe:		
Filled out wrong (incomplete response)		
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. Eighteen total responses were received, and 10 respondents stated that additional dedicated and increased availability of personnel would improve services to students. A few respondents stated that the ability to “support each other” is an important aspect of a Veterans Resource Center and student club.

Table 6. Ideas for improvements to CHC Veteran Services.

How can CHC Veteran Services better serve you?
A club for veterans and serving military. It's helpful to see others taking the same path as you.
Advise classes to take
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 attempt 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.
Do not know enough about services to form an opinion yet.
Having an office dedicated to veterans is very necessary. CHC makes it very difficult to locate VA representatives and VA counselors.
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 have not sought out any assistance from VA services yet.
I would just like for once to be able to register without having to call and make sure my benefits were in the system, so I wasn't dropped from classes. I know I am in different program, but I shouldn't have to go through this each semester. It would also be nice if the bookstore was updated with my information, so when I go to get my books that I don't have to call the VA office to see if my info is updated and make multiple trips to the book store. After my 3 semester here, I would think that even though my benefits are the same as everyone else that I would not have to go through this hassle!
I would like to see Housing Assistance, Job Placement for not just me but also my spouse, Transportation Assistance, and Family Support/Child Care.
I'm currently not using my benefits, however, the CHC Vets Services have been very helpful with questions.
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.
Just in keeping one updated on job available for veterans.
So far, Crafton's Veteran's Services have been great. Anything else added would be extremely beneficial and will help all Vets. I really like the idea of a Veteran's club and informational workshops. These would help all Veterans learn from others regarding everything related to Vets.
Their services are already good
They are helpful, I don't know.
We need a veterans resource center where veterans can get together to support each other. Not many people know the experience of War and that alone makes it difficult to communicate to others.

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.

Please share any comments or recommendations you may have
Enrollment with the help of [name] was excellent.
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.
I would just like my info to be in the system. I would just once like to not go through the hassle of trying to get ahold of someone in the Vet Office to make sure I don't lose my place in classes.
In 2001 when I was a Private in the US Marines I asked about the Reserve GI bill at CHC but did not get any answers or guidance and just didn't utilize it. The help from CHC for the Post 9/11 GI bill in 2015 has been a complete 180 from 2001, I have been helped which has led to me still being here.
[Name]: Experienced, very knowledgeable, very helpful to a fault.
Once we turn in our dd214 the counselors should be able to access it and all the paperwork should be done through the computers and not by us walking it all over the campus.
[Name] needs his own staff and office!
[Name] was very well at helping me, he should get a raise.
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.

Any questions regarding this report can be directed to the Office of Institutional Effectiveness, Research, and Planning at 909-389-3390 or you may send an email to bgambo@craftonhills.edu: Spring 2015 Veterans Survey RRN 1024.docx, VetServices PPR Sp15.sav.