



# VetSuccess on Campus Customer Satisfaction Survey

The *VetSuccess on Campus* Program is a pilot program between Texas A&M University-Central Texas (TAMU-CT) and the Department of Veterans Affairs (VA). TAMU-CT is only one of eight colleges in the nation to have a full-time VA counselor on campus to assist student Veterans & family members using VA education benefits, in making a smooth transition to college life and assist them in achieving their educational and employment goals.

It is important to measure the success of the program and to ensure Veterans receive the services they feel they need. As someone who recently received services from Ms. Candy Lopez, the *VetSuccess on Campus* Counselor, we would ask that you take a few minutes to complete our survey. Return your completed survey to the Veterans Affairs Center in Room 135 or mail it to: Texas A&M University-Central Texas, ATTN: VetSuccess on Campus, 1901 S. Clear Creek Rd, Killeen TX 76549.

**Your honest feedback is important!**

1. How did you first learn about the *VetSuccess on Campus* program?

Flyer \_\_\_\_\_ School Website \_\_\_\_\_ School Advisor/Counselor \_\_\_\_\_ Army Education Counselor \_\_\_\_\_  
School VA office \_\_\_\_\_ Friend \_\_\_\_\_ Other \_\_\_\_\_

2a. Are you a currently enrolled TAMU-CT student? Yes \_\_\_\_\_ No \_\_\_\_\_

If you answered "No", do you plan to enroll in the future? Yes \_\_\_\_\_ Which Term? \_\_\_\_\_

2b. Are you currently enrolled at another school? Yes \_\_\_\_\_ School \_\_\_\_\_ No \_\_\_\_\_

3. Are you currently using a VA, Texas State or military educational benefit? Yes \_\_\_\_\_ No \_\_\_\_\_

If you answered "Yes", which benefit(s) are you using? (check all that apply)

Montgomery GI Bill (CH 30) \_\_\_\_\_ Post 9/11 GI Bill (CH 33) \_\_\_\_\_ Voc-Rehab (CH 31) \_\_\_\_\_  
Dependents Education (CH 35) \_\_\_\_\_ Reserve/Guard (CH 1606 or 1607) \_\_\_\_\_ Hazelwood Act \_\_\_\_\_  
Active Duty Tuition Assistance \_\_\_\_\_ Other: \_\_\_\_\_

4. Did you receive prompt and courteous service from the *VetSuccess on Campus* counselor? Yes \_\_\_\_\_ No \_\_\_\_\_

Comments:

5a. Was the *VetSuccess on Campus* counselor knowledgeable & able to answer all of your questions? Yes \_\_\_\_\_ No \_\_\_\_\_

5b. If you answered "No", did the counselor refer you to or provide you with other resources? Yes \_\_\_\_\_ No \_\_\_\_\_

5c. If you answered "Yes" to question 5b, was the referral/additional resource beneficial or helpful? Yes \_\_\_\_\_ No \_\_\_\_\_

Comments:

6. Did the *VetSuccess on Campus* counselor

Exceed your expectations \_\_\_\_\_ Meet your expectations \_\_\_\_\_ Failed to Meet your expectations \_\_\_\_\_

7. Would you use the *VetSuccess on Campus* service again? Yes \_\_\_\_\_ No \_\_\_\_\_

If you answered "No", please explain:

8. How would you rate your overall satisfaction with the service/assistance you received from *VetSuccess on Campus*? (Circle)

5 = Excellent 4 = Above Average 3 = Average 2 = Below Average 1 = Poor

9. Please give us your comments and or suggestions for improvement of this program (use reverse side if needed)

**THANK YOU!**