

## **Student Veteran Needs Assessment Survey**

The purpose of this assessment survey is to measure student veteran use and awareness of current services and to identify potential resource and service additions or refinements. The results of the survey may lead to further exploration and research including focus group and in-depth interviews. The outcomes from the assessment research, including this survey, will lead development of the Veteran Resource & Support Center Strategic Plan that will drive strategic campus, community, and other state office relationships.

This work is tied to the VRSC fourth and fifth year goals to:

1. Develop/refine, implement, and assess programs to enhance student veteran transitions.
  - A. Transitions to campus (Admissions, New/Returning Student Programs & Academic Foundation)
  - B. Transitions on campus (Academic Progress, Retention & Student Life)
  - C. Transitions to workforce (Career Preparation/Readiness & Former Student)
2. Focus on improving and expanding the two VRSC “Core Programs.”
  - A. Expand the “Aggie Vet Network” (AVN) to include more resource contacts.
  - B. Increase PAVE interaction/influence in more of the VRSC Key and Supported Programs to facilitate student transitions and success.
3. Collect and define standard baseline data points for student veteran academic performance (i.e., GPR, persistence, graduation and employment) that are tied to the Vision 2020 Key Indicators.
4. Draft, publish, implement and assess the VRSC Strategic Plan for Veteran & Military-Affiliated Student Support.
5. Refine the VRSC Communications & Marketing Plan (both traditional & social media) to support the new Texas A&M University Strategic Plan for Veteran & Military-Affiliated Student Support.
6. Create and implement a development program to provide additional financial resources for military affiliated student programs.
7. Complete the next steps in expanding the Troops to College Committee (T2C) membership by identifying and engaging the Academic College representatives.

### **Survey sample:**

There will be one sample group consisting of all verified and self-identified students who are current or former military service members who are currently enrolled at the TAMU main campus. The sample will be provided by Col. Smith.

This survey will only focus on veterans and will not include military dependents. Dependents may be addressed in future assessment measures.

From this sample, Student Life Studies will pull basic demographic data including major, GPA, transfer or new student, gender, ethnicity, classification, and college/major.

**Survey Structure and Questions:**

The survey will be broken into five sections to include: Academics, Student Life, Career Plans, Demographics, and Recommendations. Section titles on the actual survey may vary for the better understanding of the survey sample.

Each section will include a brief intro and/or description of the questions in the section. It will be the goal to have the survey take no more than 10 minutes.

**Survey Intro/Email Copy to Students**

Howdy,

Texas A&M is committed to serving well those who have served. To meet the needs of student veterans and their families, we need your thoughts and opinions.

The Veterans Resource and Support Center in the Division of Student Affairs along with other campus partners requests you complete the survey at the link below. It should take no more than 10 minutes to complete and your answers will help refine current programs and identify additional services we could provide.

All responses are confidential. Any questions regarding the survey can be directed to:

Jerry L. Smith '82

Colonel, USMC (Ret.)

Director | Veteran Resource & Support Center

(O) 979-845-3161 | [gsmith@tamu.edu](mailto:gsmith@tamu.edu)

Room 112 Koldus

**Academics:**

1) On a scale of 1-5, with 1 being Strongly Disagree and 5 being Strongly Agree, please rate the following statements: *(include a N/A option)*

I have the time management skills to balance my course work and personal commitments.

I am aware of Texas A&M resources to improve study/time management skills.

I wish I knew more about resources on campus to help with academics.

I have sought out resources to improve study/time management skills.

I have sought out on-campus tutoring and/or Supplemental Instruction (SI).

2) Have you experienced difficulty with any of the following?

Yes, often/Yes, occasionally/No

Extreme stress during test taking or other important class requirements.

Difficulty hearing professors.

Difficulty in class because of being physically uncomfortable in the provided chairs/desks/tables.

Scheduling outside appointments (VA, doctor, etc.) around classes.

Managing frustrations or stress in class or at home.

3) On a scale of 1-5, with 1 being Strongly Disagree and 5 being Strongly Agree, please rate the following statements related to your academic advisor: *(include a N/A option)*

It is easy to schedule an appointment or see my academic advisor.

My academic advisor is able to answer my questions.

I feel comfortable asking my academic advisor questions related to my courses/degree plan.

I feel comfortable asking my academic advisor questions related to accessing campus resources to help with academic or personal issues.

I wish my academic advisor better understood veteran issues

4) What is your preferred method to receive information from or communicate with your academic advisor?

a) In person

b) Email

c) Handouts/Fliers

d) Other (fill in)

5) Consistent with State Law, Texas A&M University may provide academic credit for prior military service. Veterans can apply for this course credit using the "Military Transcript Credit Appeal" form. Have you applied for the Military Service Credit?

a) Yes, I received credit

b) Yes, I did not receive credit

c) No, but I am aware of it

d) No, I didn't know about it

- 6) *(Logic question if they answered yes, received credit)* How many credit hours did you receive?
- a) 1-3 Credit Hours
  - b) 4-6 Credit Hours
  - c) 7-9 Credit Hours
  - d) 10-12 Credit Hours
  - e) I don't know how many credit hours I received
- 7) Have you used any of the following campus services?
- a) On/Off campus tutoring (Academic Success Center)
  - b) On-Campus housing assistance (Residence Life)
  - c) Off-Campus housing assistance (Student Life)
  - d) Childcare search services (Student Life)
  - e) Personal Counseling (Student Counseling Service)
  - f) Testing/Academic Skills Enhancement (Student Counseling Service)
  - g) Career Counseling and Testing Services (Student Counseling Service)
  - h) Crisis Intervention/Helpline (845-2700) (Student Counseling Service)
  - i) Accommodations Counseling (Disability Services)
  - j) Evaluation Referral/Disability Related Information (Disability Services)
  - k) Adaptive Technology Counseling and Equipment (Disability Services)
  - l) Interpreter Services for Academic Related Purposes (Disability Services)
  - m) Medical Assistance or Health Resources (Student Health Services)
  - n) Assistance with Re-enrollment/Withdrawal/Deployment
  - o) ATMENTORS Program-Veteran Friendly

### **Student Life**

- 8)** Are you a member of the Texas A&M Student Veterans Association?
- a) Yes
  - b) No
  - c) I am not aware of the organization
- 9)** On a scale of 1-5, with 1 being Strongly Disagree and 5 being Strongly Agree, please rate the following statements: (include an NA option)
- a) I feel connected to other student veterans/service members on campus.
  - b) I have friends who are student veterans/service members.
  - c) Being connected to student veterans/service members who understand my experiences helps me succeed at Texas A&M.
  - d) I want to be more connected with fellow student veterans/service members on campus.
  - e) I would like to meet more married student veterans/service members to help my spouse/partner feel connected/supported.
  - f) I feel Texas A&M is a veteran-friendly campus.
  - g) I feel non-veteran students are supportive of veteran students/service members.
  - h) I feel non-veteran students understand my challenges/issues as a veteran/service members.
- 10)** In what ways would you like to connect to other student veterans/service members on campus? (Check all that apply)
- a) Social/Happy hours
  - b) Veteran student lounge
  - c) Peer mentoring program
  - d) Veteran only class
  - e) Student organizations
  - f) Family/Spouse-Friendly Events
  - g) Other (fill in)
- 11)** Do you currently have a sports pass?
- a) Yes
  - b) No
  - c) If No, why?
- 12)** (*Open ended*) What are the biggest obstacles to connecting to other student veterans/service members on campus?
- 13)** (*Opened ended*) Do you have other suggestions for activities and ways to connect to other veterans/service members?

### **Career Plans**

- 14)** What do you plan to do after graduating from Texas A&M? (Check all that apply)
- a) Return/join to active-duty military
  - b) Return/join a reserve or National Guard Unit
  - c) Seek part-time employment outside of the military
  - d) Seek full-time employment outside of the military
  - e) Continue my education with additional undergraduate or vocational training
  - f) Continue my education with a graduate or professional degree
  - g) Participate in an organization like the Peace Corps, AmeriCorps/VISTA, or Teach for America
  - h) Participate in community service organization
  - i) Travel
  - j) Other (fill in)
  - k) No current plans (have this response be mutually exclusive)
- 15)** Do you have a resume prepared?
- a) Yes, it has been reviewed by the Career Center
  - b) Yes, it has been reviewed by a friend/professor/mentor
  - c) Yes, but it has NOT been reviewed by any one
  - d) I am working on my resume
  - e) No
- 16)** Have you taken part any of the Vet Connect events programmed by the VRSC?
- a) Yes
  - b) No
  - c) If No, why? \_\_\_\_\_
- 17)** Have you taken part in an internship, company visit, AggieExternship, or field experience since being at Texas A&M?
- a) Yes
  - b) No
- 18)** Have you taken part in any Career Center programs?
- a) Advising Appointment/Walk-in
  - b) Employer Information Session  
Mock Interview
  - c) Panel Program or Workshop
  - d) Other (Please specify) \_\_\_\_\_
- 19)** How many job or similarly structured interviews have you completed?
- a) 0
  - b) 1-2
  - c) 3-4
  - d) More than 4

**20)** Have you completed any of these interviews on campus?

- a) Yes
- b) No

**21)** Do you feel prepared for a job search?

- a) Yes
- b) Maybe
- c) No
- d) Why? \_\_\_\_\_

**22)** *(Open ended)* What concerns do you have related to your post-Texas A&M plans?

- a) *(Open ended)* What skills would you like to enhance related to your post-Texas A&M plans?

**Demographics:**

23) The Veterans Resource and Support Center would like to know more about your service and family. Please answer the following questions so we may better understand Texas A&M student veterans. Which branch of service do/did you serve (check *all that apply*)?

- a) Army
- b) Navy
- c) Air Force
- d) Marines
- e) Coast Guard

24) Which of the following best describes your current military service status?

- a) Former active duty
- b) Current active duty
- c) Reservist
- d) National Guard
- e) Former Reservist/National Guard

25) What is your total years of military service?

- a) Less than 3 years
- b) 3-5 years
- c) 5-10 years
- d) More than 10 years
- e) None—I am dependent of a veteran

26) What is your total months spent in a combat zone?

- a) 6 or fewer
- b) 7-12
- c) 13-18
- d) 19-24
- e) More than 24

27) Have you used federal education benefits (G.I. Bill) prior to coming to Texas A&M?

- a) Yes
- b) No
- c) Not sure
- d) Not eligible

28) Will you exhaust your federal education benefits (G.I. Bill) before graduating?

- a) Yes
- b) No
- c) Not sure
- d) Not eligible

- 29)** *(2 logic questions for those answering yes)* How many semesters will you have left after exhausting federal education benefits?
- a) 1
  - b) 2
  - c) 3
  - d) 4 or more
- 30)** Are/will you be eligible for Hazlewood benefits to provide aid for those additional semesters?
- a) Yes
  - b) No
  - c) Not Sure
- 31)** Will you exhaust your Hazlewood benefits before graduating?
- a) Yes
  - b) No
  - c) Not sure
  - d) Not eligible
- 32)** *(Logic question for those answering yes)* How many semesters will you have left after exhausting Hazlewood benefits?
- a) 1
  - b) 2
  - c) 3
  - d) 4 or more
- 33)** Have you filled out a FAFSA Application?
- a) Yes
  - b) No
- 34)** What is your marital status?
- a) Single
  - b) Single living with partner
  - c) Married
  - d) Divorced/Separated/Widowed
  - e) Other (fill in)
- 35)** If you have a spouse, are they (check all that Apply)?
- a) Attending college full time
  - b) Attending college part-time
  - c) Employed full time
  - d) Employed part time

- 36)** *(Logic question for those answering "a" or "b" above)* If Yes, Are they attending Texas A&M?  
a) Yes  
b) No
- 37)** How many dependents are in your household? (Excluding spouse/partner)  
a) 0  
b) 1  
c) 2  
d) 3  
e) 4 or more
- 38)** *(Logic based question only for those with dependents)* Do you enough financial aid and veteran benefits to adequately cover childcare expenses needed for you to attend the university?  
a) Yes  
b) No  
c) Not sure
- 39)** What is your household income?  
a) Below \$12,000  
b) \$12,000 to \$23, 999  
c) \$24,000 to \$35,999  
d) \$36,000 to \$47,999  
e) \$48,000 to \$59,999  
f) \$60,000 and above
- 40)** Do you currently have a part-time or full-time job?  
a) Yes  
b) No
- 41)** *(Logic based question only for those with a job)* How many part-time/full-time jobs do you currently have?  
a) 0  
b) 1  
c) 2  
d) 3 or more
- 42)** How many hours per week do you work?  
a) 0-15 Hours  
b) 16-20 Hours  
c) 21-35 Hours  
d) 36 or more Hours

- 43)** What causes your greatest financial stress?
- a) Tuition and Fees
  - b) Books
  - c) Room and Board
  - d) Transportation
  - e) Childcare
  - f) Other (fill in)
- 44)** Would you be interested in apartment-style on campus housing options?
- a) Yes
  - b) No
  - c) Not sure
- 45)** Where do you currently receive health care? (check all that apply)
- a) Private physician's office
  - b) VA hospital
  - c) VA Community-based Outpatient Clinic (CBOC)
  - d) TAMU Student Health Services (i.e., A.P. Beutel Health Center)
  - e) County Health Clinic
  - f) St. Joseph's
  - g) Baylor/Scott & White
  - h) College Station Medical Center (The Med)
  - i) Urgent Care (i.e., Caprock, Brazos Valley Urgent Care, etc.)
  - j) Emergency Rooms
- 46)** What Kind of Health Insurance Do You Currently Have? (check all that apply)
- a) I do not have health insurance
  - b) Student Health Plan (BCBS-TX)
  - c) ACA (Obama care) health insurance exchange
  - d) TRICARE
  - e) VA
  - f) Other Blue Cross Blue Shield (BCBS)
  - g) CIGNA
  - h) United Health Care
  - i) AETNA
  - j) Humana
  - k) Other health insurance plan

## Resource Contacts and Recommendations

- 47) What is your preferred method to connect with campus resources? (Check all that apply)
- a) In person
  - b) Email/Chat
  - c) Online group/forum
  - d) Single website with resource listings/contacts
  - e) Small group sessions
  - f) Other (fill in)
- 48) Do you find it difficult knowing whom to contact on campus regarding various needs you may have?
- a) Yes, often
  - b) Yes, sometimes
  - c) No
- 49) When you have questions regarding student veteran services, whom do you contact first?
- a) Veteran Services Office (Financial Aid)
  - b) Veteran Resource & Support Center (Student Affairs)
  - c) Academic Advisor
  - d) Other professor/staff
  - e) Friends
  - f) Other (fill in)
- 50) *(Open ended)* What are the most important strengths or attributes that you or other veterans bring to the TAMU Community?
- 51) *(Open ended)* What is the single most important thing that needs to be accomplished to improve veteran services at TAMU?
- 52) *(Open ended)* If you are a Women Veteran or Service Member, what additional resources or services are required to better support your success at TAMU?
- 53) *(Open ended)* What could Texas A&M do to improve student veteran transitions to campus?