

VSO Customer Satisfaction Survey
Fall 2019

The Veteran Services Office (VSO) is a part of Scholarships & Financial Aid. The VSO assists eligible students in securing federal and state veteran education benefits and other education funding including scholarships and financial aid. The VSO is located in Suite 205 of the Pavilion.

Please take a moment to tell us about yourself and your experience with the Veteran Services Office.

About me

I am a veteran

I am the spouse or child of a veteran

Customer Service

How would you rate the **friendliness** of the VSO staff?

Excellent

Good

Okay

Needs Improvement

How would you rate the **knowledge** of the VSO staff?

Excellent

Good

Okay

Needs Improvement

How would you rate the **professionalism** of the VSO staff?

Excellent

Good

Okay

Needs Improvement

How would you rate the VSO staff **willingness to help**?

Excellent

Good

Okay

Needs Improvement

How would you rate the VSO staff **ability to solve problems**?

Excellent

Good

Okay

Needs Improvement

How likely are you to **return to the VSO** for assistance?

Very likely

Likely

Unsure

Not very likely

Not at all

What improvements would you like to see in regards to VSO **customer service**?
(Permit comments)

Website Information

Have you ever visited our website, **veterans.tamu.edu**?

Yes

No

How would you rate the **user friendliness** of veterans.tamu.edu?

Excellent

Good

Okay

N/A

Needs Improvement

How would you rate the **content** on veterans.tamu.edu?

Excellent

Good

Okay

N/A

Needs Improvement

What information would you like to see added to or removed from **veterans.tamu.edu**?

(Permit comments)

Overall, how would you rate the Veteran Services Office?

Excellent

Good

Okay

Needs Improvement

Is there **anything more** that you would like to share with the VSO?

(Permit comments)

Thanks and gig 'em!