



City College Veteran's Affairs Survey Report

Fall 2008

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INTRODUCTION

The Veteran's Affairs Office at City College provides counseling and guidance to veterans and assists them in the selection of educational programs which qualify for veteran's benefits. SDCCD and the City College Veteran's Affairs Office strive to continually improve their services to students. In keeping with this standard, in Fall 2008, the Office of Research and Planning developed and administered an online survey to gauge student satisfaction with services received. Findings detail respondents' use of services, identify services that are helpful to respondents, examine student satisfaction with services received, and summarize suggestions for future services and improvement of current services. Charts of results are provided in Appendix A and verbatim responses are grouped by theme and provided in Appendix B.

METHODOLOGY

In Fall 2008, a survey instrument was designed to examine the use of Veteran's Affairs services, helpfulness of services, satisfaction with services received, and suggestions for future improvement of services. The survey instrument contained 2 sets of multiple-choice questions with 9 items in each, 13 questions with a Likert-type rating scale and 5 open-ended questions. The survey was administered to veteran students enrolled at City College, Mesa College, and Miramar College at the beginning of the Fall 2008 term. The survey was administered via email with a link to the online survey. Data were collected for approximately three weeks and one reminder email was sent to students. Of the 2,501 students invited, 357 students completed the survey (a response rate of 14%). Of the total respondents, 133 students (37%) reported they had received services at City College, 138 students (39%) had received services at Mesa College, 80 students (22%) had received services at Miramar College, and 6 students (2%) did not respond. This report highlights the findings of those respondents who received services at City College only.

HIGHLIGHT OF THE FINDINGS

Student Demographics

The majority of respondents who received veteran's services at City College were full-time students (62%).

Of the respondents who received veteran's services at City College, 67% were male and 33% were female. Males were overrepresented while females were underrepresented compared to their collegewide proportions (46% male and 54% female) measured at census in Fall 2008. However, the male-to-female ratio of survey respondents was consistent with students who had been on active military duty at City College (70% male and 30% female).

The largest group of respondents was the 25-29 age group (39%). This was similar to the City College veteran student population (41%). Respondents in the 30-34 (24%), 35-39 (10%), and 50 or older (5%) age groups were overrepresented compared to the same age groups of the City College veteran population (15%, 6%, and 1% respectively), while respondents in the 18-24 age group (18%) were underrepresented compared to the same age group of the City College veteran population (30%).

Among respondents who reported their ethnicity, White students comprised the largest percentage of respondents (45%), followed by Latino students (22%), African American students (11%), those students categorized as 'other ethnicities' (9%), Filipino students (7%), Asian or Pacific Islander students (5%), and American Indian students (2%). All ethnic groups were fairly representative of the City College veteran population (+/- 3%) with the exception of African American students who were underrepresented by 5% and those students categorized as 'other ethnicities' who were overrepresented by 5%.

Services Obtained by Students

Respondents used the Veteran's Affairs services the most to activate benefits or for tuition assistance (83%). Nearly two-thirds of all respondents (65%) found this service helpful.

Forty-four percent of respondents used the Veteran's Affairs Office for general information and forty-two percent used it for information about the application process or their eligibility status. A smaller proportion of respondents found these

services helpful (36% and 29% respectively).

One-quarter of respondents used the Veteran's Affairs Office for funding questions (25%), 22% used it for help to withdraw or change classes, and 20% used it for academic progress. A smaller proportion found these services helpful (11%, 11%, and 10%, respectively).

Approximately one in ten students used the Veteran's Affairs Office for referrals to other services (11%) and 4% used it for appeals. A small percentage of students found these services helpful (6% and 3% respectively).

Student Satisfaction with Services

When responding to a list of positively-worded statements about satisfaction with Veteran's Affairs services, the majority of respondents indicated they agreed or somewhat agreed with each of the statements. However, this does not provide a clear picture, given that on a 5-point scale, somewhat agree is the mid-point. In this scale agree and strongly agree indicate clear satisfaction with services, somewhat agree indicates moderate satisfaction with services, and disagree and strongly disagree indicate dissatisfaction with services. Thus, the percentage of respondents who were clearly satisfied with services ranged from 30% to 66% across all items, the percentage of those who were somewhat satisfied with services ranged from 19% to 37% across all items, and the percentage of respondents who were dissatisfied with services ranged from 14% to 42% across all items.

Respondents were most satisfied with the Veteran's Affairs office hours and the quality of the information they received. Two-thirds (66%) of respondents agreed or strongly agreed that the office hours were convenient and 59% felt they had received the correct information.

About half of the respondents agreed or strongly agreed that they received services in a timely manner (51%) or that they were confident the department could deliver the services they needed (50%).

The greatest dissatisfaction with services tended to focus on staff sentiments toward students requesting help. Four in ten respondents disagreed or strongly disagreed that staff members seemed to care about their needs (42%). About 3 in 10 respondents disagreed or strongly disagreed that staff members were available to meet one-on-one (32%), that the front counter staff were courteous (31%), that

the front counter staff were welcoming (29%), and that the staff members took the time to answer all of their questions (29%). Typical comments made by students were that they would like to see more courtesy and understanding from staff as well as more privacy when discussing their needs.

Overall, just under half of the respondents agreed or strongly agreed that they were satisfied with services or would recommend the department's services to others (45% and 49%, respectively). About one-quarter of respondents somewhat agreed that they were satisfied with services or would recommend the department's services to others (28% and 24%, respectively). Furthermore, about one-quarter of respondents disagreed or strongly disagreed that they were satisfied with services or would recommend the department's services to others (27% each).

Student Suggestions for Services

Students provided suggestions for other services they would like to have available to them through written comments. The most common recommendation resulted from poor service the respondents received from the Veteran's Affairs Office staff. Students desired a more courteous, knowledgeable, and respectful staff to assist them with their educational goals. Respondents also desired additional counseling and transfer assistance, more comprehensive benefits information, and improved information systems. Students who suggested additional assistance and counseling primarily wanted assistance with the transition back into school, transfer assistance to other institutions, more available academic counseling, and career guidance. Those who recommended improved information systems wanted forms and applications to be processed faster, better information on available benefits, and a mechanism developed to track the status of applications and requests.

When asked to recommend changes to improve the services in the Veteran's Affairs Office, the majority of students who chose to respond sought improved customer service. The most frequent suggestions by respondents focused on improving customer service by hiring or training staff and counselors who would be courteous, respectful, considerate, and knowledgeable in the operations of the Veteran's Affairs Office. Additionally, while some respondents had no suggestions and were happy with the services received, other recommendations included improvement in response time, office arrangement, office hours, access

to information, and the office's level of visibility on campus. Respondents also suggested that the office should provide clear information about available benefits, application status, claims, and requests while simultaneously expediting the processes.

Respondents were given the opportunity to provide any additional comments related to the Veteran's Affairs Office and the services provided. There were three times as many student comments that focused on dissatisfaction with the services provided by the Veteran's Affairs Office (n=18) than comments related to favorable experiences (n=5). Students' comments indicated dissatisfaction with staff members who were rude, ineffectual, and generally unreceptive to their needs. Other comments provided suggestions for a more inviting office that would give privacy to the veterans, improved methods of communicating updates and information related to the office, and improved information on benefits available to the veterans.

APPENDIX A. CHARTS

1. Which college did you receive Veteran's services from?

City College		133	100%
Mesa College		0	0%
Miramar College		0	0%
Total		133	100%

2. What is your enrollment status?

Full-time student		80	62%
Part-time student		50	38%
Total		130	100%

3. What is your gender?

Male		89	67%
Female		43	33%
Total		132	100%

4. Which age group are you?

18-24		24	18%
25-29		52	39%
30-34		32	24%
35-39		13	10%
40-49		5	4%
50 or more		7	5%
Total		133	100%

5. Which is your ethnicity?

African American		14	11%
American Indian		2	2%
Asian/Pacific Islander		7	5%
Filipino		9	7%
Latino		28	22%
White		58	45%
Other		11	9%
Total		129	100%

SERVICES PROVIDED

6. Which service(s) did you seek at the Veteran's Affairs Office? (check all that apply)

Academic Progress		26	20%
Activating Benefits/Tuition Assistance		106	83%
Appeals		5	4%
Application Process/Eligibility Status		54	42%
Funding Questions		32	25%
General Information		56	44%
Referral to Other Services		14	11%
Withdrawal/Change of Classes		28	22%
Other (please explain)		3	2%

7. Which services provided by the Veteran's Affairs Office did you find the most helpful? (check all that apply)

Academic Progress		12	10%
Activating Benefits/Tuition Assistance		75	65%
Appeals		3	3%
Application Process/Eligibility Status		34	29%
Funding Questions		13	11%
General Information		42	36%
Referral to Other Services		7	6%
Withdrawal/Change of Classes		13	11%
Other (please explain)		7	6%

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SATISFACTION WITH SERVICES

9. Please rate your level of agreement with each of the statements.	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
The front counter staff are welcoming.	11 9%	31 25%	46 37%	13 11%	22 18%
The front counter staff are courteous.	12 10%	29 24%	44 36%	18 15%	20 16%
I receive services in a timely manner.	21 17%	41 34%	35 29%	13 11%	11 9%
The staff who met with you one-on-one are knowledgeable.	24 20%	33 27%	41 34%	16 13%	8 7%
I receive correct information.	25 20%	48 39%	31 25%	9 7%	9 7%
Staff members are available to meet one-on-one when need to.	12 10%	29 24%	41 34%	17 14%	21 18%
Staff members seem to care about my needs.	12 10%	24 20%	35 29%	22 18%	29 24%
Staff members take the time to answer all of my questions.	15 12%	42 34%	30 24%	20 16%	16 13%
The office hours are convenient for me.	29 24%	51 42%	23 19%	10 8%	8 7%
I feel comfortable returning to the Veteran's Affairs Office for help.	20 17%	32 27%	33 28%	17 14%	18 15%
I am confident that this department can deliver the Veteran services I need.	24 20%	37 30%	34 28%	12 10%	16 13%
Overall, I am satisfied with services received.	16 13%	39 32%	34 28%	14 12%	18 15%
I would recommend the services that this department provides to other qualified students.	22 18%	38 31%	30 24%	16 13%	17 14%

APPENDIX B. OPEN ENDED RESPONSES

All comments are verbatim and have not been edited except to protect the identity of a specific person or place. For most questions, comments are grouped by theme and themes are ordered by quantity of comments.

Q6) Which service(s) did you seek at the Veteran's Affairs Office?

- work study
- Copy of VA form 1999 for Work-Study eligibility
- VA has no right to tell me what classes i can/cant
- work study

Q7) Which services provided by the Veteran's Affairs Office did you find the most helpful?

- I have questions no one can answer
- none
- None
- NONE
- None. They were very rude and uninformed about benefits
- The services at City College at not very helpful
- The Veteran's Office provided confusing info

Q8) What other services for Veterans would you like to have available at your college?

Transition Assistance/Counseling

- an enrollment counsler
- assistance to transfer to other colleges without filling out too much paper works again.
- Comprehensive academic counseling.
- counseling
- counseling and career planning
- Counseling on graduation/transfer options and what all tuition will cover
- help me appeal my chapter 35 benefits when they end
- I would like my counselor to be informed of which classes I can take to recieve benefits before its too late
- more counselors available
- More help and patience for transition veterans that are not accustomed to dealing with the education bureaucracy. Many veterans haven't more than a high school education and many when they begin college have been out of school for years and years. The entire enrollment process can be a bit overwhelming.
- More jobs available
- Stress Coping Classes for Veterans
- support services
- There should be a head of line priviledge for veterans when asking for help at a counselor. Generally speaking, this schools counseling department is sub par with other schools that I've attended. I have received bad info on classes that I need, and little help on getting credit for similar classes that I've taken.
- To have their own set of counselors. That speciallizes with veterans.

- Transition help/services.

Courteous/Knowledgeable/Respectful Staff

- A VA rep who has some problem solving skills. One whos not to lazy to call the VA IF THEY HAVE NO ANSWER!!
- A veteran services representative appointed by the institution who can act as an independent ombudsman to resolve issues for veterans.
- Better customer care service!!
- Have an entire office dedicated to only veteran affairs. An office where Veterans feel welcomed and are greeted by FRIENDLY VA representatives. Hiring veterans so other veterans can relate to them therefore, creating a relaxed and friendly atmosphere. Many veterans are unaware and uneducated regarding their VA entitlements. Before begining the GI Benefits VA offices must conduct some kind of briefing or training regarding GI bill benefits and entitlements, what to expect, the process, paying money back, etc. Before the member starts his or hers benefits.
- I WAS TRYING TO ENROLL AT **** COLLEGE, VA REPS ARE NOT HELPFUL. This is how they schedule for appointment. 1. You can only call on Fridays between 0900 to 1000 in order to set an appointment to see a VA rep for application process, if you missed the 0900-1000 call you are out of luck, you wait next Friday. I ended up enrolling at **** College because the veterans are treated the right way, none of scheduling system they have at ****, they are awesome!! My questions is if other San Diego area schools able to help you, even walk-in why can **** can't?? It is a disgrace, something has to changed.
- I would like the Veterans Service department to be more people friendly. I had some pay issues and I was not helped, but more so pushed to the side.
- I would like to have a staff that has an idea of what the process is and RESPECT for the returning veterans like my self. I would like to have helpful personel available to answer question with a answer not "I don't know, or I will check into it" just to get rid of you
- i would like services to double check the work that they input pertaining to there students active duty dates. it really affects students G.I. benefits an when they recieve there gi when someone doesnt tpay attention to detail
- Just people who are knowledgeable about all the benefits. Someone without attitudes, at my school the women working in the GI Bill office are extremely rude. They act like we're a pain when in fact we've fought for our country, they least we can get is a positive attitude. The counselors arent as knowledgeable either. I didnt know I didnt have to take Health 101 because of my military past; however I'm taking it and its a waste of time when I should be taking some other class. VA has just screwed me over ever since I got out the service. Unfortunately I have to deal with them to get my money.
- Maybe a direct Rep with the Veteran Benefits Regional office.
- Someone that deals directly with veterans that does not give them the run around and not return phone calls.

Improved Information Systems

- Ability to know how much one will get paid for the amount of school they are taking without having to consult outside sources.
- Direct connection with the DOD saying that Veterans HAVE FULLY PAID the TOP-UP or Buy-Up program/Kicker. It is ridiculous how the VA did NOT have that in their system.
- Faster service processing VA 1999 forms. VA Work-Study coordinator will not pay benefits until form 1999 is submitted to them and it takes several days for the school's VA to do just that. A student like myself is on hold for a few weeks and cannot take advantage of the VA Work-Study program because of this unnecessary delay.

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- I really have never known specifically what the campus VA office can help me with, besides signing off on the GI Bill. The VA office never was forthcoming with new information, they just ask you what you specifically need (which they do well). They do not volunteer information on the services they may provide, which may open the door for a veteran to ask about those services.
- I think it would be of great advantage to set up a program that is able to send you a progress on your appeal/applications/ etc...via email.
- Information on vocational training that provide certifications when job openings become available.
- NEW INFORMATION
- Prompt and accurate processing of verification of enrollment.

Discounts

- Bookstore benefits
- free white chocolate mochas like at starbucks
- Discounts at bookstore and cafeteria.
- Veterans discount on books, food, etc. Veterans lounge. Veterans memorial erected.

Benefits Information

- A benefits class so the vets are not confused from getting the wrong information.
- I would like to know, if reservists will also get an increase in their assistance, in regards to the G.I. Bill funds just recently upgraded?
- Updated information on GI Bill benefits and future benefits that will be in effect, like receiving BAH if you are a full time student

Scholarship/Financial Aid Assistance

- Additional sources of financial aid outside of VA and FAFSA aid.

Other

- Direct deposit for chapter 35 benefits
- I don't know what other options are available?
- private computer room. there are not enough computers on campus to do the work we need. we're all trying to use them but it's just too much of a hassle.
- tutoring
- Work-Study

Q10) What changes could we make to improve the services in our Veteran's Affairs Office?

Improve Customer Service

- I would like to see more courtesy in the front desk. I don't want to go to the office and have a lady ask me if I need anything from far away. I want to see help in the front desk where I can share my information even question in a low tone of voice without having to share it with the world.
- a more friendlier staff that is willing to take the time to help you with ALL your needs
- At times the staff members seem annoyed regarding numerous questions and aren't very informative without a lot of plodding.
- Be more courteous. Friendly towards students.
- Courtesy goes a long way in making the presence of the office reputable.
- Fire everyone in that office and start over!! Next time actually provide customer service training!!
- have someone at the desk that knows what's going on and that have better personality than ones there now.

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- Have the staff be more understanding to first time students.
- Hire a staff that is very knowledgeable in the veterans affairs programs. Provide quarterly meetings with updates of new services that are being implemented for the veterans. Hire a staff that cares for the needs and understands that they are there for their benefits that they obtained through the service and not to be hassled around like we are not entitled to our benefits. I just wish that they would be more helpful and courteous to us veterans that are coming home from the war. Remind the current staff that because of us veterans we provide them with the comfort and security of the United States and we do not wish to be treated like ****.;]
- Hire people who really want to help veterans succeed, and make college as easy as possible.
- I could be here all day but mainly people who want to help me and not make me feel dumb or something like that. As it is I have major PTSD problems and coming to school is a gigantic step for me. If anything the VA people should be the friendliest at school. Not here!!!!
- I think it would be beneficial if something could be done about signing off on Semester curriculum as it pertains to major. Every semester I have to wait 2 hours to get a sign off that take less than 5 minutes. If my major hasn't changed and I'm taking the prescribed classes then it seems unfair to wait 2+ hours for a sign off when it's obvious I'm not changing anything.
- I think that addressing people when they come through the door would be nice. Several times I have stood there without being acknowledged.
- I would have nicer, more considerate people manning the desk. Not only was the woman behind the counter rude as I've NEVER been treated before, she was not helpful and made me feel like a complete idiot for even bothering to come to the office.
- If there is a disagreement on any issues a casual friendly approach does make a difference.
- Improve on being more courteous and knowledgeable about veteran benefit questions
- more knowledgeable people behind the counter, and one on one time to answer person related questions, not just general information.
- More personal approach versus bureaucratic shuffle.
- more polite people
- Offer a quicker way to academic counsellings and it shouldn't take 4-6 weeks for transcripts to transfer in when I hand them in to you directly.
- people that care about veterans
- Personnel could definitely be more courteous.
- Prompt and accurate processing of "Verification of Enrollment". The VAO should have alternative means to temporary funds until you receive your benefits. Especially if they forget to send your paper work to the VA for processing. So you do not get evicted because of their mistake!!!!!!!!!!!!
- Provide one school counsellor to be assigned to approve the paper work instead of going to the counsellor office and hunt them.
- STAFF
- Staff did not know much about clock hours as far as eligibility goes for veteran's that were full time in the nursing program. I would always seem to run into the same problem about my hours falling into full time status rather than three quarters. The staff need to become more familiar with the nursing program.
- Staff members were completely rude. Customer service training would be nice for them?
- Staff more people that have genuine consideration and respect for the veteran.
- staff more polite and considerate
- staff need to be more understanding when the student is new to the system and they need guidance.

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- Staff should be more knowledgeable about the process as a whole and what schools require for payment of benefits. Oftentimes I have GI Bill related questions and I am constantly referred to the VA Office in Mission Valley, because staff are ignorant about many aspects of the GI Bill.
- staff who know what they are doing...who does act like they are superior. If you dont like veterant dont work in this office. Thank you for the 5#!ty service.
- the front desk va rep was on lunch from 2-3pm, showed up at 3:30, joked around with other staff for about 5 minutes even though she saw there was a line 7 people deep waiting on her. Also, earlier that day there was a sign up at lunch saying that the va rep would be back in one hour. the day prior I called there, I spoke to the same woman. I respectfully asked her a question about why I hadn't recieved my GI bill money, that I had called to verify my attendance and I wasn't found in the system. She snapped at me and said you should know better, that they tell everyone in the beginning that they have to go to the counseling office, get a education plan signed, then take it back there at the start of every semester. I said oh no, I forgot all about that, this is my second semester. I said that the wait to see a councilor was over 3 weeks long and she snapped again saying we told you so, it's your fault. She put me to tears. the next day after the customer service I recieved I was so disappointed. Especially because I myself work at the VA hospital in La Jolla CA. I was embarrassed to be associated with such a negative person.
- The front staff were not very friendly at all the 5 or so times I've been in there. I did receive my benefits in a timely manner though.
- The people at the office are really rude. They get upset when you come in and they have to get out of their seat. The first time I went for enrollment the lady that "helped" me was talking to me like I was stupid because "I did not know what I wanted". I had explained to her that it was my first time of enrollment. There are other people in the office that were really helpful though. They need a refresher on customer service.
- The people at the VA office tend to act as if the veteran or other customers are such a bother. They need an attitude change. Also, how about finding additional links to financial aid for veterans? I'm not talking about FAFSA either. Maybe coordinate other agencies or groups who offer financial aid or scholarships to Vets.
- The staff are not very welcoming to students and it's as if they already know they don't want to deal with you right when you walk through the door. It's very discouraging.
- Train staff to be more friendly/courteous. Make more convenient hours, current hours are strogly biased towards daytime students.
- Train the staff in veterans issues. In the past, the staff has been clueless towards veteran benefits, and have given me run around on how the GI Bill benefits work. I have had to get help from outside the institution to resolve benefit issues, and have found it to be a large inconvenience. **** has been curt, and her assistant does not seem capable of the job. When the assistant did not understand VA issues, instead of asking someone familiar, made up information to fit a reply. Such service would be unacceptable in the military, so why should it be an acceptable form of service to veterans? Train, train, train the staff! Issues should also include sensitivity training.

Improve Ease of Access to Information

- Ability to talk to a VA rep ASAP once the college rep does not have an answer. ALSO AN UP TO DATE LIST OF CLASSES! Im taking a 3 credit course that compliments my major which gets me 16 credits this semester and three honor classes but only 10 va credits.
- I would like a list of what they can currently help me with, so I utilize the services there completely.
- Process accountability. As I've mentioned, there should be a program set up that will give progress notices on claims, applications, etc... Something similar to UPS package tracking.

- Provide the veteran a class or a seminar of how it all works so they do not receive the wrong information.
- to know which classes are approved for benefits
- Up and front notice of Veteran's assistance or non-assistance of registration fees.

Happy with Services

- My last visit was excellent in Oct 08, my visits before were not as pleasant. If the most recent service continues, I am pleased and have no suggestions at this time.
- none your doing a great job
- None, at this time. The VA Office has provided the necessary tools to aid me in the process to take full advantage of my Veteran benefits.
- So far everything has been done that I needed to do.

Improve Response Time

- Expedite the time it takes to file and process a claim. 4-6 weeks to receive benefits is way too long to wait to start getting your GI Bill payment.
- Faster procesing of VA form 1999 for students on the VA Work-Study program.
- upon changing or updating your enrollment status, I would like changes to automatically reflect instead of waiting 30 to 45 days before receiving benefits.

Improve Office Hours

- Advanced notice when office will be closed early.
- change the scheduling hours for appointment, get real!!!!
- Later hours and no verification of classes

Office Organization/Layout

- Maybe a bigger office.
- For a big community college the Veteran's Affairs Office should have their own section seperate from other departments with their own counselors.
- private reception

Become More Visible

- Advertise more. If I didn't stumble upon the office I would have never gone through the process, or would have gone through it with more problems.

Other

- Create a checklist for new student Veterans about the services they are seeking so that they know what to ask the front counter and know how to make the best of out each visit to the VA office.

Q11) Are there any other comments that you would like to provide related to this Office and the services provided?

Dissatisfied with Services Provided by Staff

- Yes! The VAO (City College/**** College) failed to send my "Verification of Enrollment" to the VA dept and blamed it on each other, when I was the victim of this honest -mistake. I just wanted some help that's all. I have two children and a wife at home, while trying to go to school at night. And the money from the VA helps cover extra cost of going to school. I am angry and sad at the same time; I was let down so bad. I feel sorrier for the person in which that is their only source of income. This is a very big responsibility and I am not sure if the employees of the VAO are taking their jobs as serious as it is.

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- At times I paid out of pocket to avoid any confrontations with the veterans staff at the City college VA. They are very rude and forget why they are employed (To help veterans)
- Be more helpful to people who don't know what they are doing. Sincerely care about the people they are helping and not treat them as though you are annoyed.
- I am very upset with the way I was handled in the Veteran's Office.
- I marked a "1" for every category not out of laziness, convenience, or due to rushing through the survey, but because I genuinely "strongly agree" with each statement.
- I really do not like how they handle veterans at City College. I was at **** College and they did a much better job of handling the veteran's needs.
- i seem like im rushed everytime i go in, they always seem to be to busy, or just DONT care to help people.
- It is apparent that the employees of that office do not like their jobs, do not care about veterans and that it is all about the paycheck. They will say anything to a student to get them out of their office, even if it is wrong information. As a student walks into the office you can begin to hear the sighs and and see them flop around out of frustration because they have to get up from their chairs and work. Then when they reach the counter and talk to you, the frustration in their voice is apparent and they are very short with you. I have witnessed numerous confertations between a staff member and a student that could have been avoided if the staff member simply listened to what the student needed. Instead the staff members seem to focus more of their energy trying to get the student out of the office rather than actually helping the student. Their demeanor and attitude is horrible. FIRE THEM ALL AND START OVER!!
- It would be courteous that if the rep will not be available, that someone can cover for them. It is disappointing to have a tight schedule and set aside time to pass by to get things done to find out that the rep has left early and would be back the next day.
- NEED NEW STAFF
- Perhaps retrain, or re-staff the office with knowledgeable, courteous employees.
- Please provide staff more in-depth knowledge of how the GI Bill program works so they can better assist us. After all, it IS an educational institution, and the GI Bill is an educational program.
- She should not work with customer service anymore!!!
- the staff is not willing to help it seems like the min. you enter there office you are disturbing there work day. they are very rude and act like you are bothering them. customer service is there job!!!
- The staff should be more helpful and not act like its an inconvenience when they are asked questions.
- Very often the people working in the office made me feel that I was interrupting them whe I came in. I'd ask basic questions to guide me through the process in my first sememster, and was given half of a process, wait in line, and then be berated because I didn't complete the entire process (which I was not given at the time). My first semester was highly frustrating regarding the registering process, and ensuring funding paperwork was correct and complete.
- veterans reps in city college are incompetent. they told me that they reported my correct number of unit/hours enrolled. when it was time for me to verify my enrolment through wave, i saw the incorrect number of hours attended. no wonder they sent the incorrect number of hours to the VA. it took me a month to figure it out..
- Yes, The VA should have a higher education program not scam to take/ keep your money. I will be contacting my congressman, Chair of the House VA committee. Please contact me if you can fill in the blanks left by the college.

Pleased with Services Provided by Staff

- Good job.
- I appreciate all that the VA has to offer, and I've always been treated with respect, whether I call the MGIB number or go to the regional VA office in person, etc. Thank you.
- I appreciate the service.
- Thank you
- The staff and services have met my expectations and I intend to continue seeking it's knowledgeable staff for guidance regarding my Veteran benefits.

Office Organization/Layout

- A bigger office and maybe a waiting area, they have a counter and it is never busy when I go in, but one time I did have to stand there for a minute and there was no privacy for the guy in front of me.
- I think to deal with the same person each visit would be good!
- If there is someone at the desk across the room they should all be able to assist a student. Same office same staff. If this isn't the case separate the buildings completely.

Availability/Ease of Information

- I was kind of intimidated the first time I went for benefits, it was a long time that I went to the gi bill benefits process and I would have liked more information on what I had to do and what would take place.
- New information and changes to benefits should be communicated to Veterans via Email, letters, or phone calls. i.e. New GI Bill.
- Verification of residence, should be re-looked at again. I got out of the military and moved to here in San Diego and I am not eligible to receive state residents tuition fees instead I have to pay out of state fees.

Approval Process Needs Improvement

- I dont' understand why the VA does not approve all of the classes that a Veteran takes. IT IS HIS/HER right to take whatever classes he/she desires despite what the VA thinks. WE DID our TIME.

Other

- Lend your foresight and experience to the next batch of students with more sight on personal gain/satisfaction.