

VROC User Survey

Student Services Program Review 2018 Cycle

Conducted Spring 2018
Total Responses: 21



1. Service branch	Count	Pct
Army	6	31.6%
Marine Corps	5	26.3
Navy	4	21.1
Air Force	2	10.5
US Coast Guard	2	10.5
Total	19	100%
Did not respond	2	

2. Academic Goal:	Count	Pct
Transfer to a 4-year college or university	16	76.2%
Online	3	2.5
By phone	3	2.5
Total	119	100%
Did not respond	2	

3. Major	Count	Pct
Administration of Justice	2	10.5%
ASN	1	5.3
Broadcasting	2	10.5
Business Administration	1	5.3
Business Administration for Transfer and Accounting	2	10.5
Business Management	1	5.3
Computer Science	1	5.3
Economics	1	5.3
Electrical Engineering	2	10.5
Engineering Technology	1	5.3
Film	1	5.3
Management, Business, Accounting	1	5.3
Nursing	1	5.3
Political science	1	5.3
Premed	1	5.3
Total	19	100%
Did not respond	1	

4. How many units are you taking?	Count	Pct
12.0 or more	16	76.2%
6.5 – 11.5	5	23.8
Total	21	100%

5. Do you plan to transfer to a 4-year school?	Count	Pct
Yes	17	81.0%
No	2	9.5
Undecided	2	9.5
Total	21	100%

6. If you utilized the GI Bill, what Chapter?	Count	Pct
Chapter 33 – Post 9/11	16	80.0%
Chapter 31	2	10.0
“31 (9/11)”	1	5.0
“Fry”	1	5.0
Total	20	100%
Did not respond	1	

7. Have you applied for Financial Aid (FAFSA)?	Count	Pct
Yes	11	52.4%
No	10	47.6
Total	21	100%

8. What is your primary means of transportation to CSM?	Count	Pct
Private auto	21	100%
Total	21	100%

9. What is your average commute time?	Count	Pct
Less than 20 minutes	6	28.6%
20-30 minutes	7	33.3
40-45 minutes	3	14.3
1 hour or more	5	23.8
Total	21	100%
Average minutes	32	

10. How often do you visit the VROC per week?	Count	Pct
More than 5 visits a week	2	9.5%
3 or 4 visits a week	7	33.3
2 or fewer visits a week	10	47.6
None	2	9.5
Total	21	100%

11. What do you primarily utilize at the VROC? (Check ALL that apply)	Count	Pct
Counseling	14	66.7%
Computer/Printing	12	57.1
Veteran comradery	11	52.4
TV/Lounge	9	42.9
Coffee and snacks	8	38.1
N	21	

12. When you ask, how helpful is the information you receive at VROC?	Count	Pct
Consistent high quality	13	68.4%
Generally good	5	26.3
Quality varies daily	1	5.3
Poor quality	0	0.0
Total	19	100%
Did not respond	2	

13. How would you rate our counseling services in the VROC?	Count	Pct
Consistent high quality	12	60.0%
Generally good	8	40.0
Quality varies daily	0	0.0
Poor quality	0	0.0
Total	20	100%
Did not respond	1	

14. How would you rate our certifying services?	Count	Pct
Consistent high quality	15	75.0%
Generally good	5	25.0
Quality varies daily	0	0.0
Poor quality	0	0.0
Total	20	100%
Did not respond	1	

15. How would you rate our information services?	Count	Pct
Consistent high quality	13	68.4%
Generally good	4	21.1
Quality varies daily	2	10.5
Poor quality	0	0.0
Total	19	100%
Did not respond	2	

16. How would you rate the professional staff?	Count	Pct
Friendly and helpful	18	90.0%
Average	1	5.0
Varies on each visit	1	5.0
Poor service	0	0.0
Total	20	100%
Did not respond	1	

17. Is the VROC clean and inviting?	Count	Pct
Yes	19	100%
No	0	0.0
Total	19	100%
Did not respond	2	

18. How would you rate our computer/printing resources?	Count	Pct
Consistent high quality	8	42.1%
Generally good	8	42.1
Needs improvement	3	15.8
Poor quality	0	0.0
Total	19	100%
Did not respond	2	

19. How would you rate our furniture?	Count	Pct
Consistent high quality	6	31.6%
Generally good	12	63.2
Needs improvement	1	5.3
Poor quality	0	0.0
Total	19	100%
Did not respond	2	

20. How would you measure the noise level at VROC?	Count	Pct
Too loud	1	5.3%
Noisy but manageable	5	26.3
Adequate level	12	63.2
Quiet	1	5.3
Total	19	100%
Did not respond	2	

21. Do you rely on the VROC for snacks/food?	Count	Pct
Yes	1	5.0%
No	13	65.0
Sometimes	6	30.0
Total	20	100%
Did not respond	1	

22. How would you rate our snack/food options?	Count	Pct
Consistent quality	2	13.3%
Generally good	8	53.3
Needs improvement	5	33.3
Poor quality	0	0.0
Total	15	100%
Did not respond	6	

23. Overall, how would you rate your experience at VROC?	Count	Pct
Friendly and helpful	18	90.0%
Average	2	10.0
Varies on each visit	0	0.0
Poor service	0	0.0
Total	20	100%
Did not respond	1	

24. Would you recommend CSM VROC to another veteran?	Count	Pct
Yes	20	100%
No	0	0.0
Total	20	100%
Did not respond	1	

25. What are the main struggles you encounter as a student? (Commute, admission process, academic support, benefit information, etc) [summary]	Count	Pct
Commute	4	33.3%
Student services	3	25.0
Life transitions	2	16.7
Time management	2	16.7
Disability	1	8.3
Transfer	1	8.3
Benefit information	1	8.3
N	12	
Did not respond	9	

26. What additional resources/services/events would you like to see? [summary]	Count	Pct
Printing	1	20.0%
Outings	1	20.0
Events and guest speakers	1	20.0
None	2	40.0
N	5	
Did not respond	16	

27. What would you like to see improved at the VROC? [summary]	Count	Pct
Snacks	3	42.9%
Computers/printers	1	14.3
Sign in/sign out	1	14.3
Staff communication	1	14.3
None	1	14.3
N	7	
Did not respond	14	

28. If you could make one improvement to the CSM Veterans Services, what would it be? [summary]	Count	Pct
Activities	1	16.7%
Additional staff	1	16.7
Amenities	1	16.7
Parking	1	16.7
Signage	1	16.7
Snacks	1	16.7
Tutoring	1	16.7
N	6	
Did not respond	15	

Narrative responses

25. What are the main struggles you encounter as a student? (Commute, admission process, academic support, benefit information, etc)

Adjusting to civilian life and being home more than I have ever been in 23 years...

Commute.

Commute. When dealing with admissions or other counselors, being treated like I'm 18.

Counseling services and availability.

Dealing with multiple transfer policies at different universities/getting prior credits validated.

I think the main struggles as a student is transitioning from a military life to a student life. Everything else went pretty smooth because I had guidance from the vrocc staff. They answered all my questions, made sure I made all the deadlines and then lead me in the right directions.

My main struggle is commute since I'm driving from a long distance.

Older Student with learning disabilities, CSM is Not particularly accommodating.

The lack of benefit information for veterans in our school usually we have to ask other veterans who have been there for a long for help not much information being put out.

The main struggle I encounter is the commute.

Time constraints. Leftist instructors.

Time management.

26. What additional resources/services/events would you like to see?

Ability to print more pages for my classes such as power points that while printing on two pages can often exceed 3 pages.

Maybe vet center outings.

More events and guest speakers.

None.

None at this time; the resources & services are great and there's not enough time to attend all the events.

27. What would you like to see improved at the VROC?

I don't desire any improvements at this time; there's always hot coffee to drink when I visit, but other vets may need some simple food items to snack on in between classes in case they forget their own snacks or lunch or can't afford to buy lunch...

I send email questions to the VROC staff and never got a response.

Maybe make sign-in and sign-out mandatory.

More computer access.

None.

Printers to work more constantly. More snacks.

Snacks.

28. If you could make one improvement to the CSM Veterans Services, what would it be?

Bigger room. Pool table.

Designated veteran parking.

Have a better sign made out front of the VRC that represents Skyline and Veterans; something that triggers a positive feeling when you see it before walking in; even though the staff happily greets you when you're enter the VRC.

Snacks and more student activity.

The addition of another certifying official to expedite the process.

Tutoring specific to disable vets with learning disabilities.