

# Report on Student Veterans at the University of Utah

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Spring 2010

## Introduction

Postsecondary institutions are seeing a greater influx of veterans to college due to the implementation of a generous educational package called the Post-9/11 Veterans Educational Assistance Act of 2008, (also known as the Post-9/11 GI Bill or the New GI Bill). Implemented on August 1, 2009, this bill is an expanded educational benefit program from the past GI bill for individuals who served on active duty on or after September 11, 2001. According to the United States Department of Veterans Affairs ([http://www.gibill.va.gov/pamphlets/CH33/CH33\\_Pamphlet.pdf](http://www.gibill.va.gov/pamphlets/CH33/CH33_Pamphlet.pdf)), the benefits are given based on how long veterans have served actively in the military, and cover tuition and fees (not more than the highest in-state undergraduate tuition at a public postsecondary institution), monthly housing, up to \$1000 per year of books and supplies, and a one-time \$500 payment for those transferring from very rural places. The maximum benefit awarded depends on the aggregate period of active duty. For example, those who served 36 months or at least 30 continuous days and were discharged because of service-related disability will receive 100% of the maximum benefit. This bill allows qualified individuals to claim the benefits up to 15 years from the date of last discharge from active duty.

An interview with James Martak, supervisor for Veteran Services at the University of Utah, revealed that an estimated 475 student veterans applied for the Post-9/11 GI Bill or other educational assistance programs in the fall of 2009, the first time the new bill took effect. In the spring of 2010, this number has increased to 529 students. However, this did not represent the total number of student veterans enrolled at the university. The veteran status of students who applied for admission has not been tracked for the past ten years but will be starting spring 2011. Hence, to conduct a survey of student veterans on campus, the only way to ensure that the survey reached the hands of the respective student population was to seek out the group of students who applied for educational benefits through the Veteran Services office. This report represents the first attempt to assess the needs of student veterans at the University of Utah, based on survey results from 184 students, the majority of whom were veterans, and included others who were reservists, veteran dependents, military retirees, and on active duty.

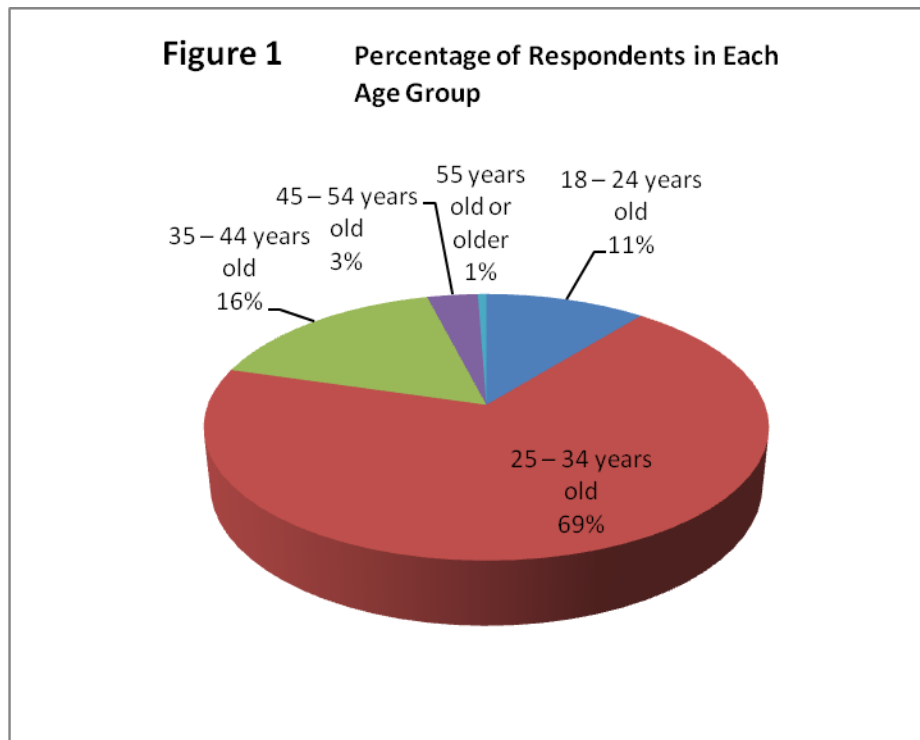
## Methodology

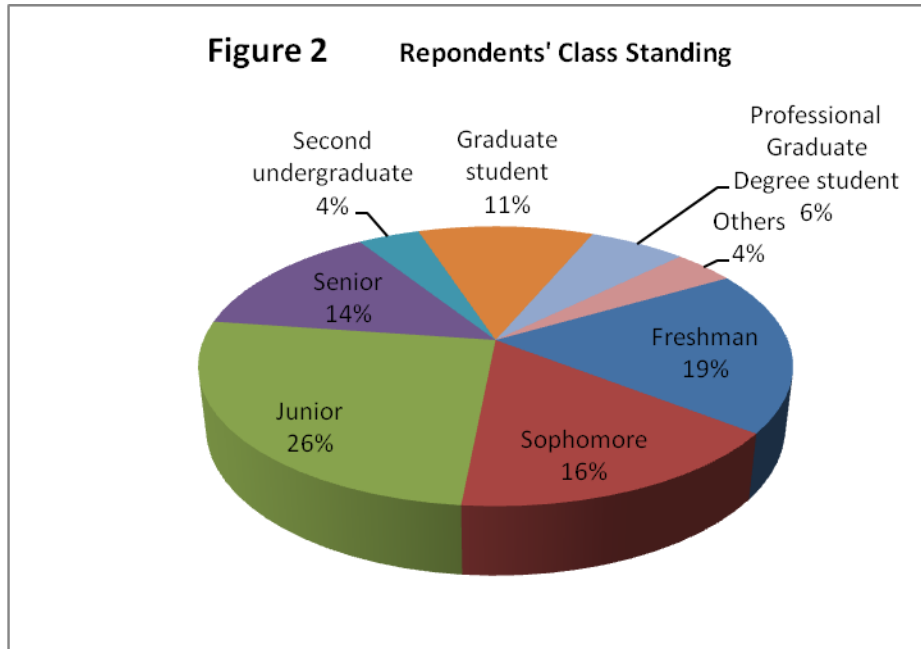
The survey instrument was designed collaboratively with Kari Ellingson, Associate Vice President for Student Life and Development, Scott McAward, Director of the Center for Disability Services, and Stacy

Ackerlind, Director for Assessment, Evaluation and Research. Beginning January 2010, the three individuals mentioned and the author met at various times to identify the subject matter and to refine the survey questions. On February 23, the survey was sent to a total of 529 students who were registered with the Veteran Services office housed within the Office of the Registrar. Of the 529 electronic invitations delivered, results from 184 respondents were received, representing an overall response rate of 35 percent.

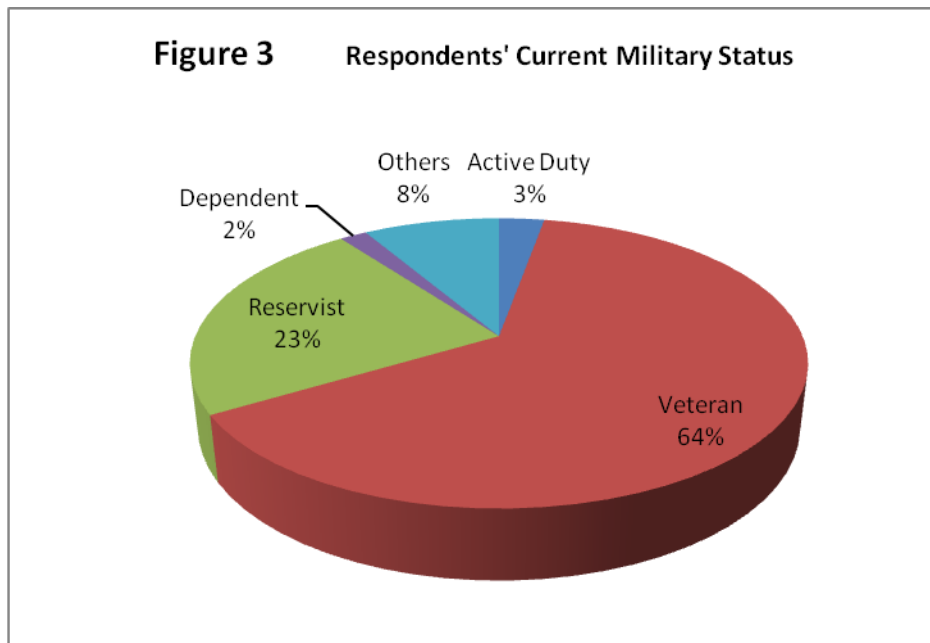
## Demographics

Respondents were between the ages of 25 and 34 (69 percent), followed by students with ages between 35 and 44 (16 percent). See **Figure 1**. Only 11 percent fit between the ages of 18 and 24. This showed that an overwhelming majority were adult learners. The majority (97 percent) served after September 11, 2001, and enrolled as juniors (26 percent). See **Figure 2**.

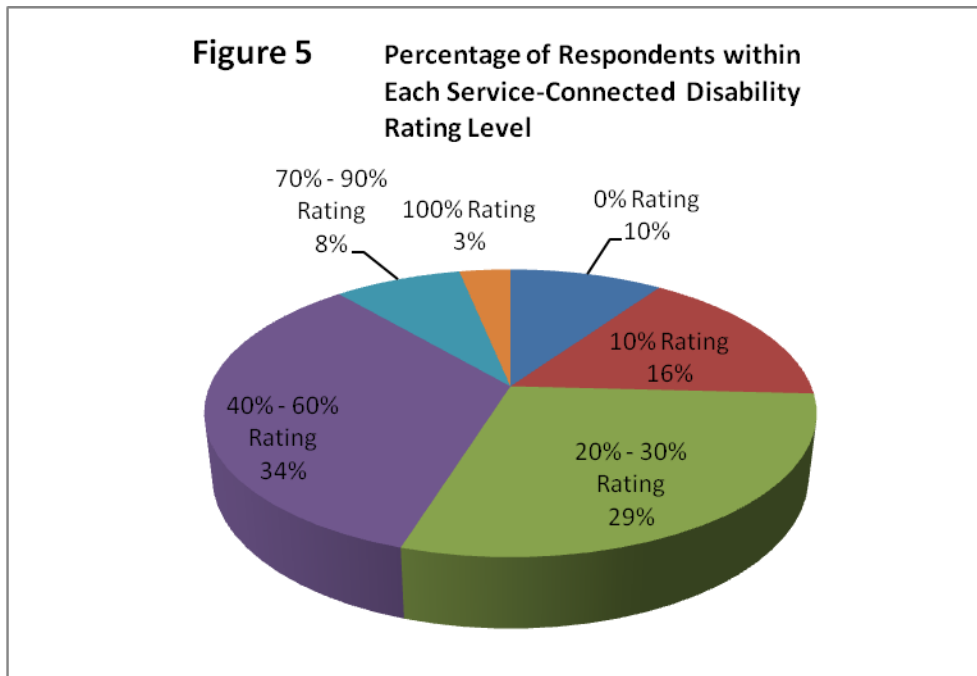
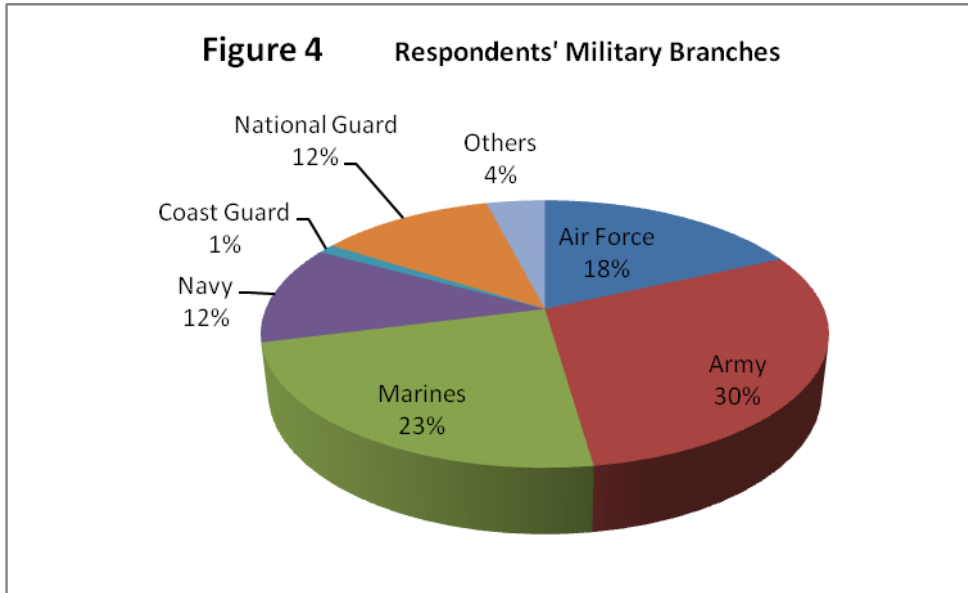




One hundred and twelve respondents (64 percent) indicated that they were veterans, and 41 respondents or 23 percent said they were reservists (see **Figure 3**).



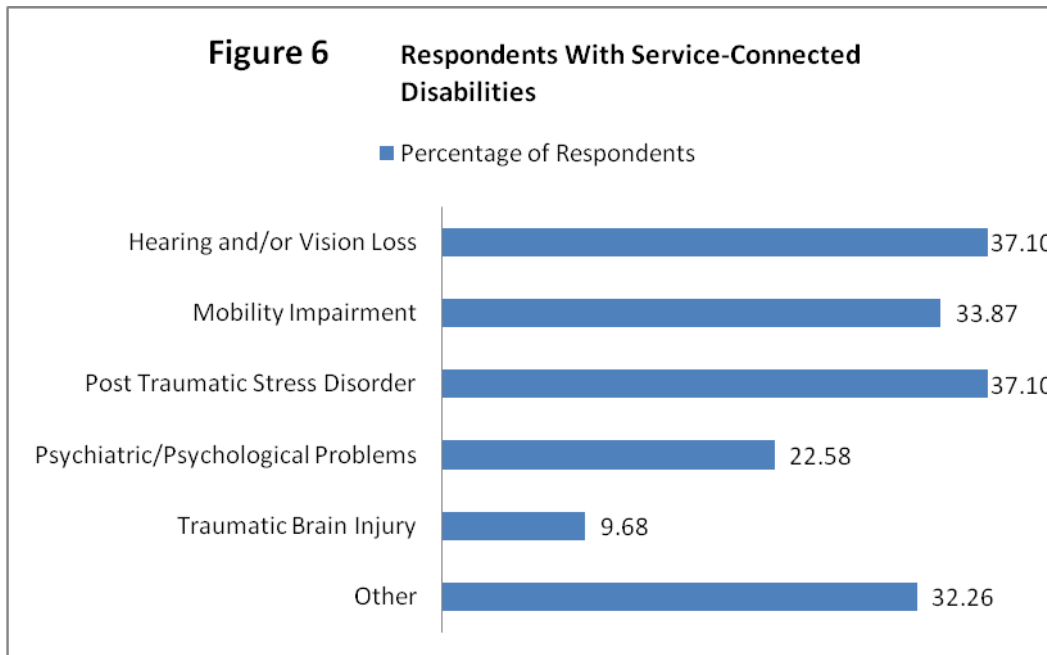
Representations by military branch were: Army (30 percent), Marines (23 percent) and Air Force (18 percent). The Navy and National Guard both had 12 percent. See **Figure 4**.



One hundred and thirteen respondents (64 percent) indicated they had served in a combat area. When asked if students had a service-connected disability, the majority with 59 percent said no, 35 percent

said yes, and six percent did not know if they had a service-connected disability. Among those who said yes, the service-connected disability ratings of 40-60 percent and 20-30 percent were the most common levels. See **Figure 5**.

Among those who had service-connected disabilities, the most common injuries were hearing and/or vision loss and post traumatic stress disorder or PTSD (both at 37 percent). Next was mobility impairment at 34 percent, followed by other disabilities (32 percent). Other disabilities included pain not listed in the survey question, such as problems with the back, knee and ankle, and migraine. See **Figure 6**.



### Ease of Use of Veteran Services Website

Of the 184 respondents who took the survey, slightly less than half of them said they were aware of the Veteran Services website (48 percent). Only eight of the 51 respondents who said they had used the Veteran Services website offered comments or suggestions about the website. One respondent offered this suggestion:

“Contain either information or links to information regarding questions veterans have about gi [sic] bill related matters.”

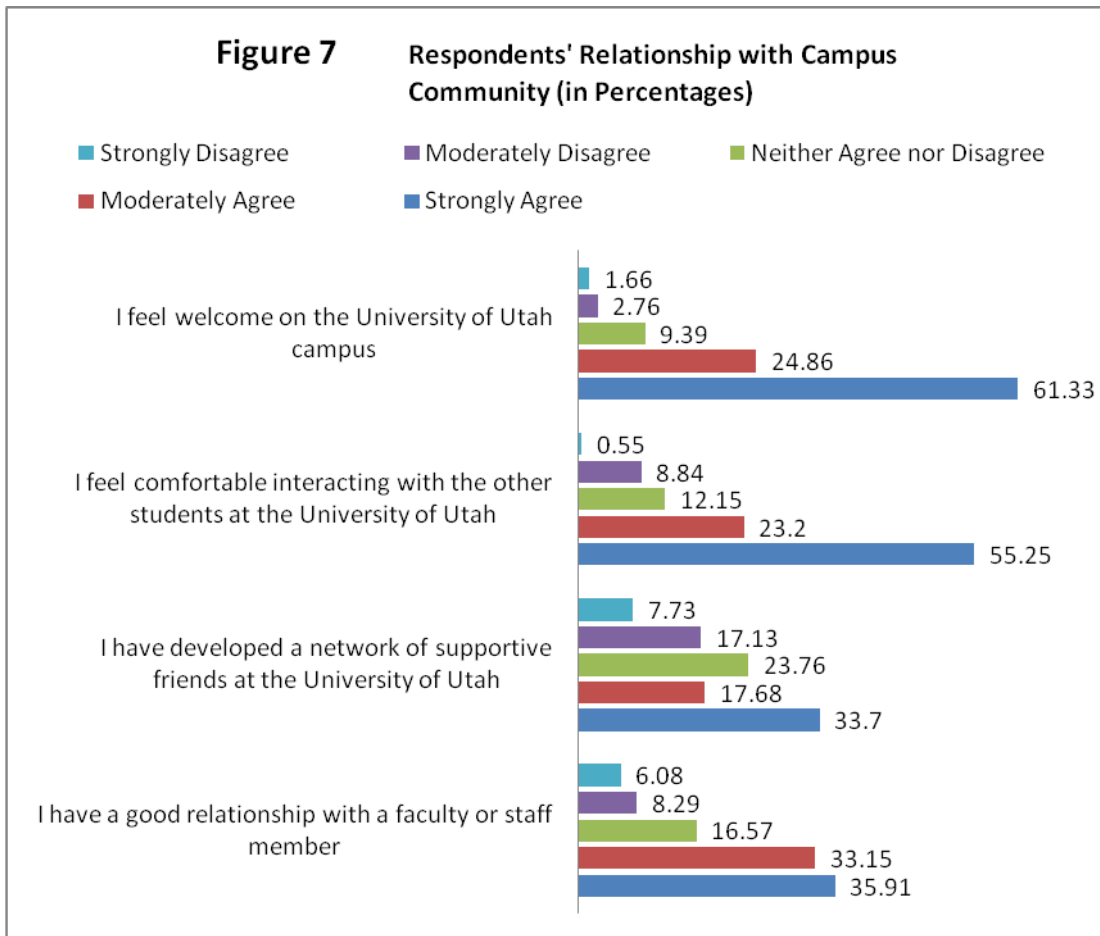
Another commented:

“You may want to put up a diagram that shows, on one page, what the Vet will go through once he/she has applied. Include timeline estimates for actions. Also, it should be noted how payments to the University are executed and that there will be an academic hold period until the semester balance is received.”

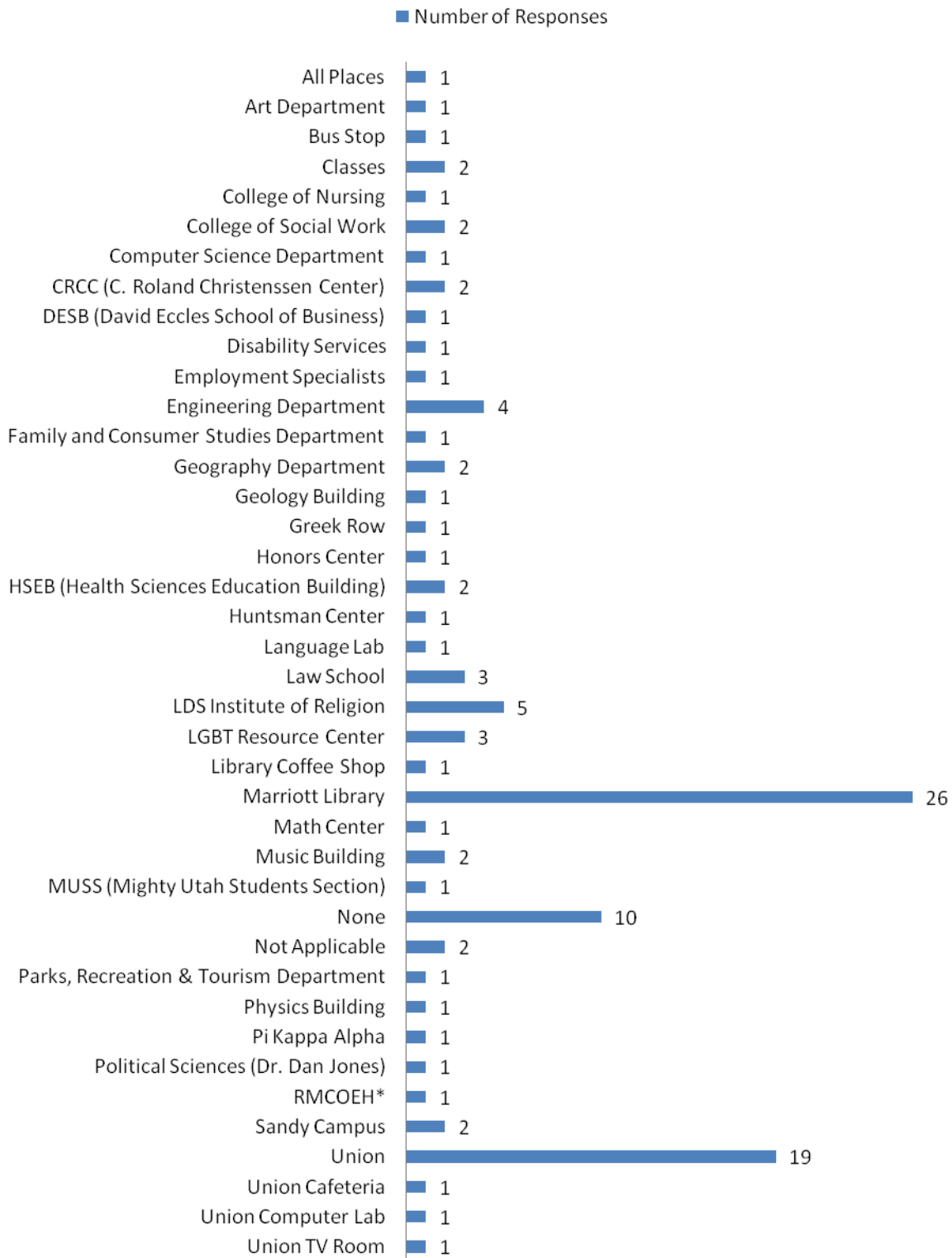
These suggestions are practical, focusing on clarity of the website and dissemination of relevant information.

### Relationships with Campus Community

Most of the respondents strongly or moderately agree that they had a positive relationship with the faculty, staff and students (see **Figure 7**). When asked to identify a particularly welcoming place on campus, the top three places named were the Marriott Library, the Union and the LDS Institute of Religion (see **Figure 8**).



**Figure 8 Welcoming Places on Campus for Respondents**

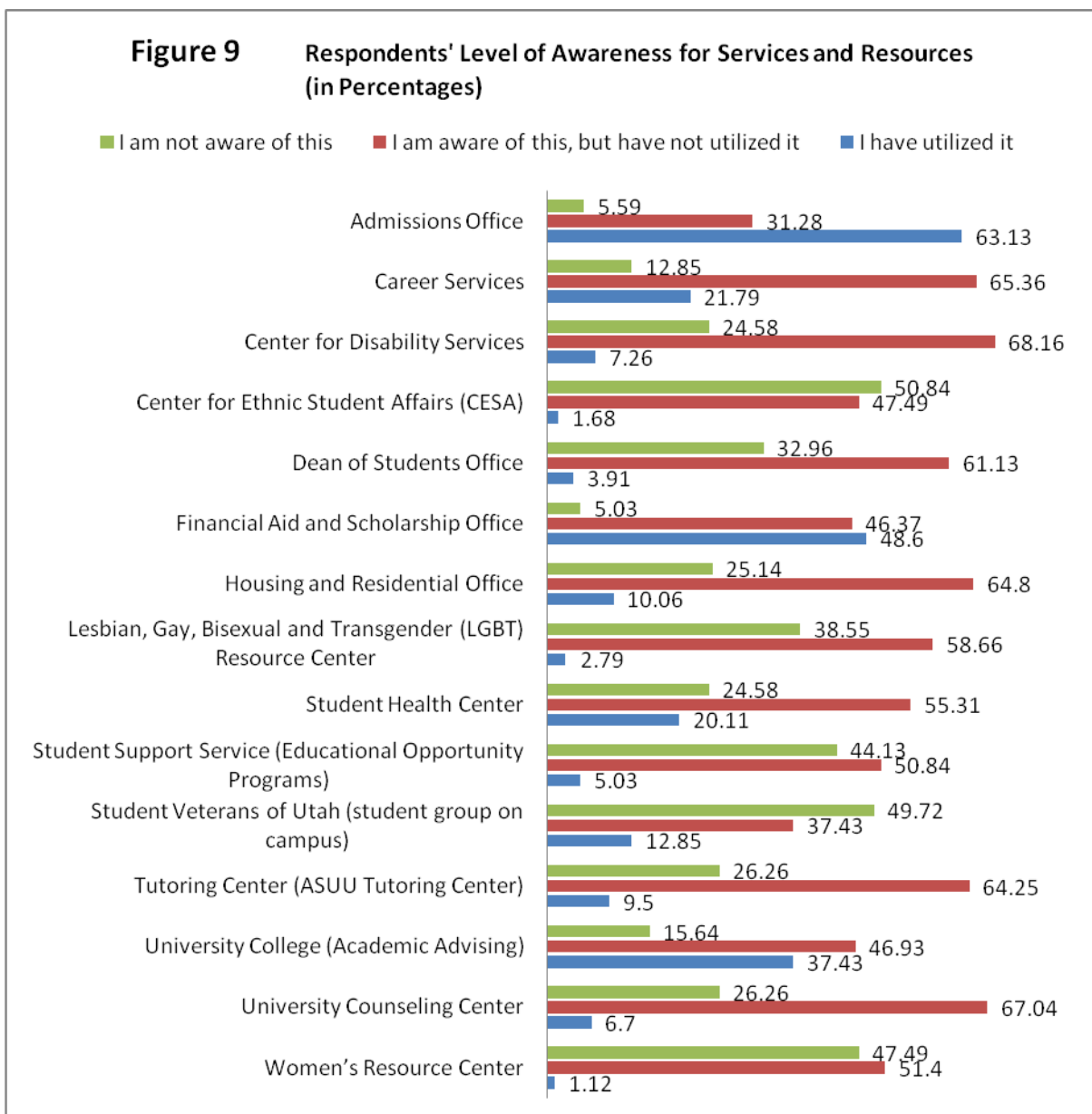


\*Rocky Mountain Center for Occupational and Environmental Health



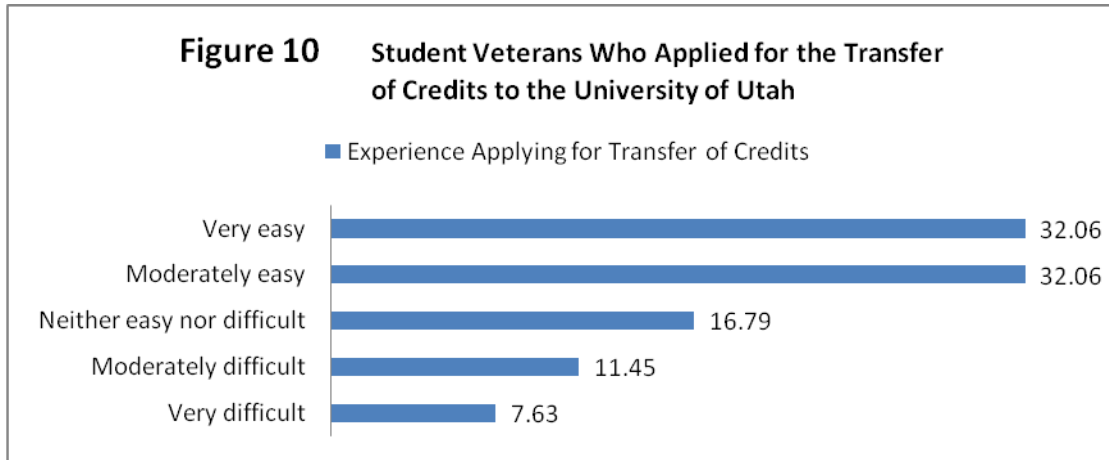
## Awareness of Services and Resources

Most of the respondents indicated that they were aware of the services and resources but fewer than 20 percent had utilized them, except for Admissions Office, Career Services, Financial Aid and Scholarship Office, Student Health Center and University College (Academic Advising) where respondents were aware of the services and had used these services (see **Figure 9**). The services and resources most utilized were the Admissions Office and Financial Aid and Scholarship Office, which should not be surprising, considering the fact that to enroll at the university, students must apply through the Admissions Office, and students who took this survey were the ones who had applied for educational assistance.



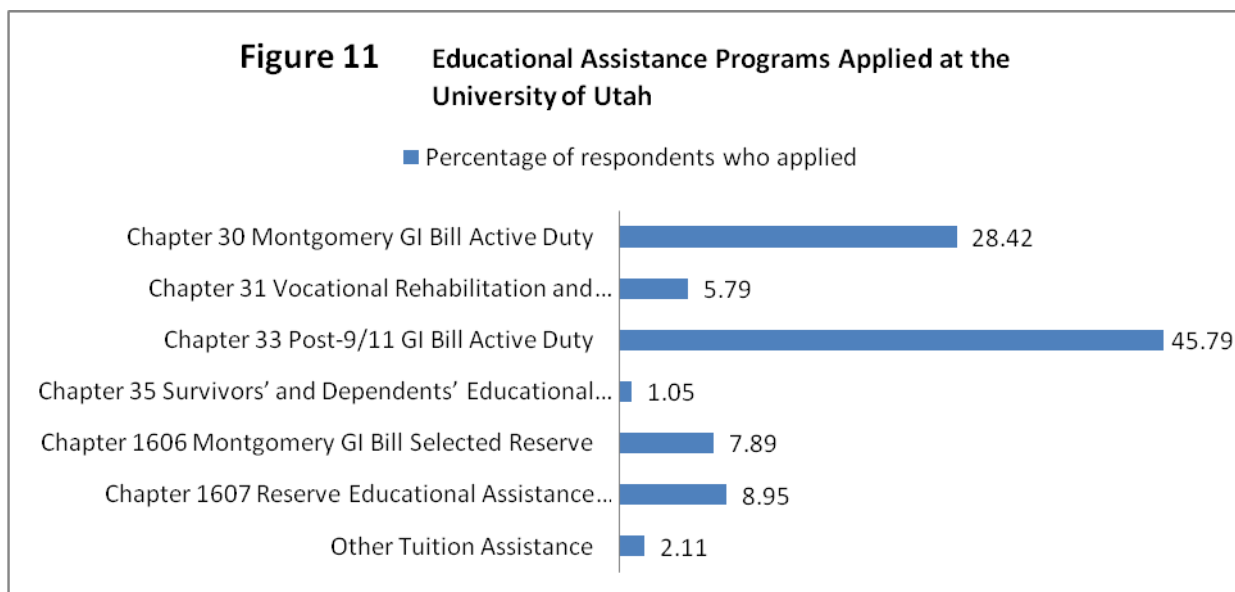
## Transfer of Credits

One hundred and thirty-one students (73 percent) said they applied for the transfer of credits to the University of Utah. Among the students who applied for the transfer of credits, 64 percent said the experience was very easy or moderately easy (See **Figure 10**).

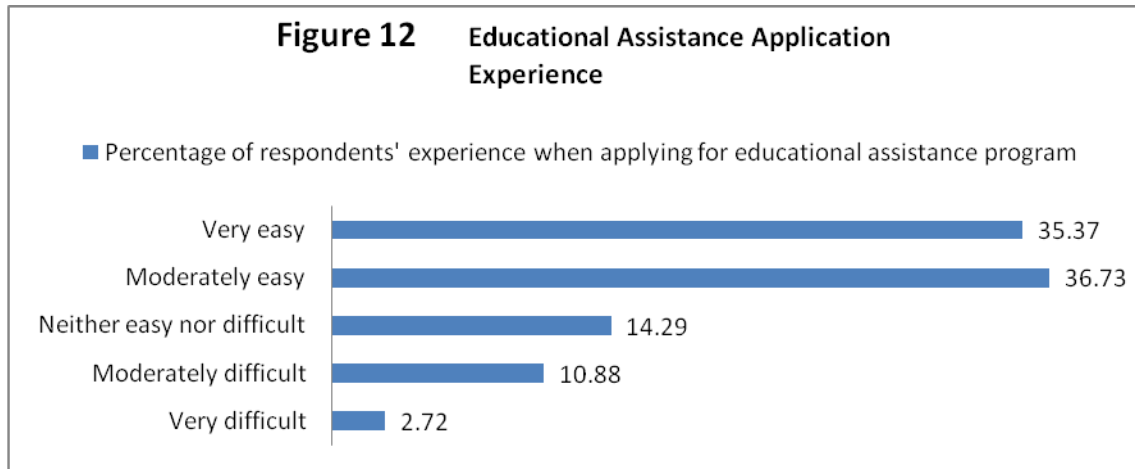


## Veteran Educational Assistance

One hundred and forty-seven of the 179 respondents (82 percent) indicated that they applied for the veteran educational assistance on campus. Of these 147 respondents, the majority (46 percent) applied for Chapter 33 Post-9/11 GI Bill Active Duty educational assistance (see **Figure 11**).

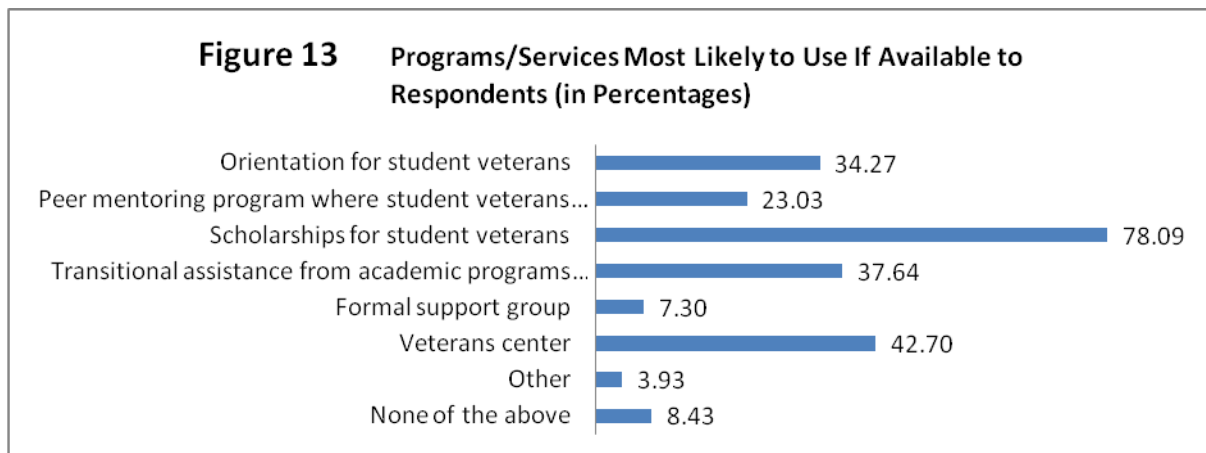


When asked about their experience applying for these educational assistance programs, most of the 147 respondents stated that the process was either very easy (35 percent) or moderately easy (37 percent), as shown in **Figure 12**.

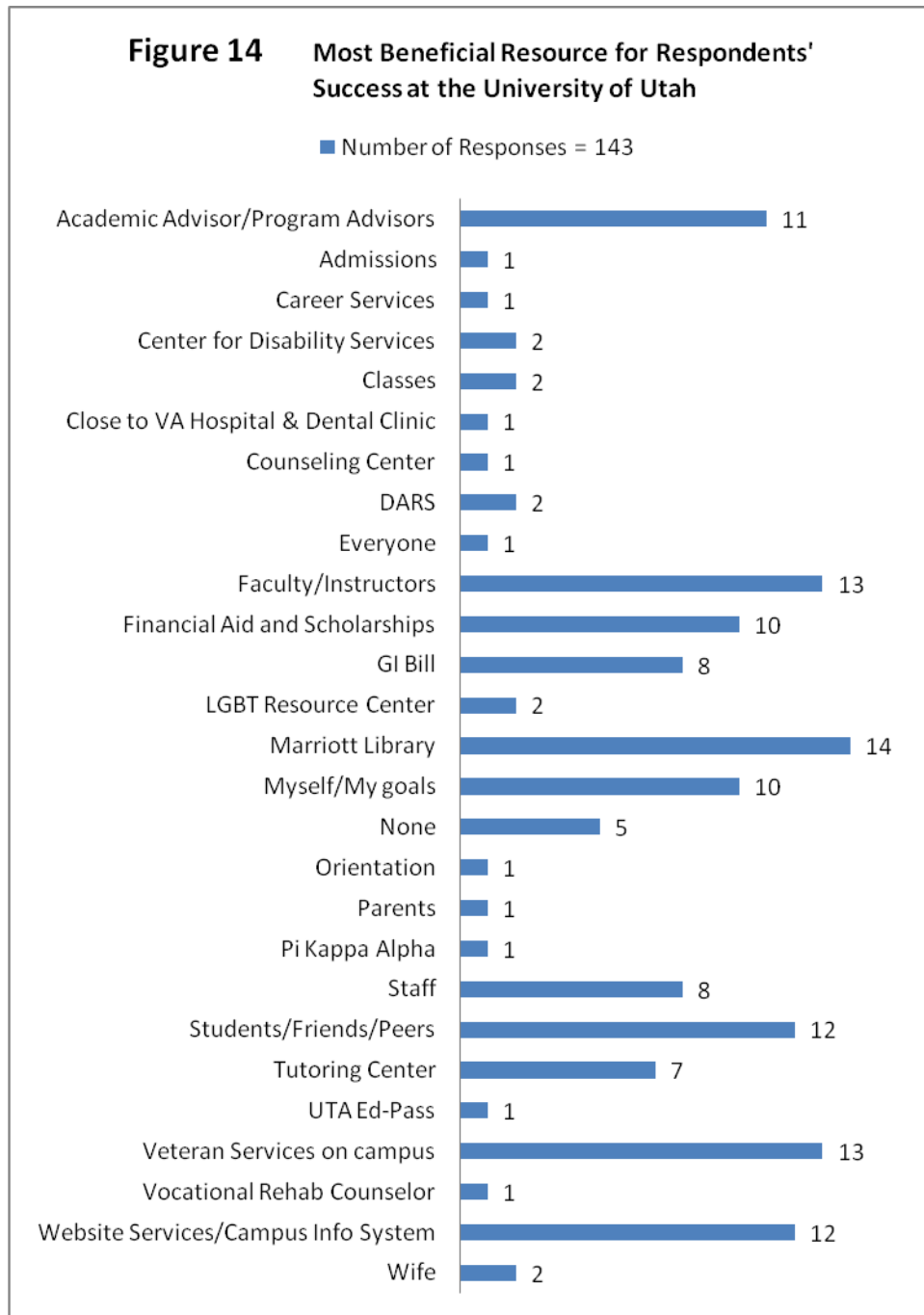


### Resources and Barriers

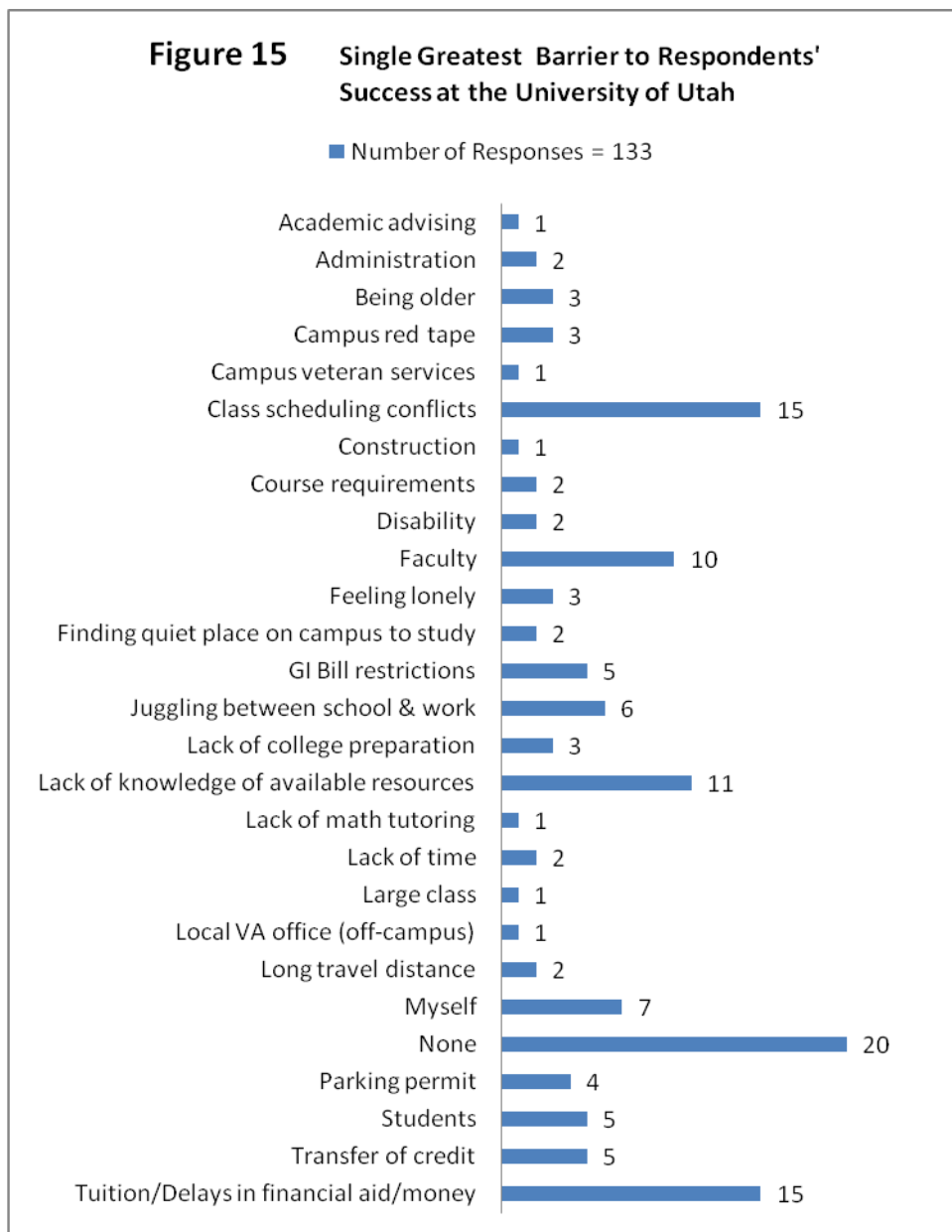
Respondents were asked which of the listed programs and services they would most likely use if available to them. Seventy-eight percent of respondents said they would most likely use Scholarships for Student Veterans, 43 percent indicated they would most likely use Veterans Center if it was available to them, and 38 percent said they would most likely use Transitional Assistance from Academic Programs into Civilian Workforce upon Graduation. See **Figure 13**. Four percent suggested programs and/or services not listed in the question. They included a Vet Advocate, Equality Group (amongst gay soldiers) and Vet Events.



There were 143 responses on the question that asked respondents to identify the single most beneficial resource for success on campus. As shown in **Figure 14**, the greatest response was the Marriott Library (14 responses), followed by Faculty & Instructors and the Veteran Services on campus (both had 13 responses). Next came Students, Friends & Peers and Website Services & Campus Information System (both with 12 responses).



**Figure 15** shows the number of responses to the question asking respondents to identify the single greatest barrier to their success on campus. Surprisingly, the majority who responded to this open-ended question did not think there was a barrier to their campus success (20 responses). However, those who did cited monetary factors such as the lack of financial aid and high tuition, and class scheduling conflicts as the greatest barriers (both 15 responses). The next top barrier identified was the lack of knowledge of resources available on campus (11 responses), then came faculty (10 responses) such as “professors teaching style,” “professors with accents that are difficult to understand” and “racial discrimination by professors/instructors.”



## General Comments

Seventy-nine percent of respondents replied that they did not have any comments or suggestions for the support services on campus. However, one common theme among the twenty-one percent who offered comments was the importance of making known available programs and resources for student veterans. For example, one respondent wrote:

“I have no idea what support services are even offered.”

Another suggested:

“Make a checklist for each of the programs so that participants can have it up front with the coinciding info.”

Another occurring theme was the lack of knowledge of staff in Veteran Services office on campus. One comment was:

“When it came to asking questions about the post-9/11 GI Bill, the staff at the Veteran’s window in the Student Services building were friendly. However, I thought these people could have been more knowledgeable about the benefits. I realize there was confusion even at the VA over how the benefits should be administered, so I guess this criticism is probably better aimed at the national VA leadership rather than the local, University of Utah, VA reps.”

Peer mentoring was another common theme. Some comments included:

“I would like to have some more ideas as far as where to get help with the transition to the University and especially take advantage of mentoring programs.”

“Student veterans helping other student veterans get acclimated to campus life would [sic] be great.”

Not all comments were negative or asked for improvements. Some positive comments were:

“Keep up the good work.”

“Thanks for your support.”

“VA liaisons-out standing! . . . i never dreamt of going to college after highschool, and let alone surviving [sic] my deployments to come back and take advantage of my educational benefits. so really when it boils down to it thank you to every one in every department your help has made me feel welcomed and an integrated part of group of intellects i never thought i could be associated with. . .”

This survey has provided a way for student veterans to voice their concerns, and acts as a means for student affairs to understand the needs of this group of students they serve.

## Recommendations

Based on the survey results, the following suggestions might be considered as effective means to serving the needs of student veterans on campus:

- Increase the publicity of the Veteran Services website since slightly more than half of the respondents indicated that they were not aware of the website. Some best places to increase publicity are the Marriott Library, the Union, the LDS Institute of Religion, the Engineering Department, the Law School and the LGBT (Lesbian, Gay, Bisexual and Transgender) Resource Center as these were considered the top most welcoming places for respondents.
- Improve on the Veteran Services website to make it more user-friendly and informative by including links to programs and services that are already in place on campus, since the lack of knowledge of available resources on campus was one of the top three barriers identified by respondents.
- Establish scholarships for student veterans by researching and acquiring grants as it appeared that the two biggest educational assistance programs, the Post-9/11 GI Bill and the Montgomery GI Bill, did not adequately provide for the financial needs of the respondents.
- Give student veterans priority in class registration as some have time conflicts with work.
- Train faculty on the use of complete education that combines good teaching and learning principles with the principles of universal design (for further information on complete education, please refer to “Deserving Design: The New Generation of Student Veterans” by Cheryl Branker (2009) in *Journal of Postsecondary Education and Disability*, Volume 22, pages 59-66). Faculty is key in providing a conducive learning environment for student veterans.
- Set up a Veterans Center as this place has a great capacity to offer student veterans transitional assistance to campus resources, veteran orientation programs, peer mentoring and other support that these students might need.

## Appendices

### Student Veterans Survey Data Summary

Are you aware of the Veteran Services website (<http://www.sa.utah.edu/regist/veterans/>)?

	N = 184	Percent
Yes	89	48.37
No	95	51.63

How did you learn about the website? (Check all that apply)

	N = 103	Percent
Through searching the University of Utah website	68	66.02
Through a friend	2	1.94
Through a faculty or staff	2	1.94
Through the local Veterans Affairs office (Utah Department of Veteran's Affairs)	22	21.36
Through the Student Veterans of Utah (student group on campus)	5	4.85
Through a printed medium on campus	0	0.00
Other (please specify) <sup>1</sup>	4	3.88

<sup>1</sup>an email  
From an email  
I suggested it  
military family

Have you used the Veteran Services website?

	N = 87	Percent
Yes	52	59.77
No	35	40.23



Please indicate your level of agreement with the following statement: The Veteran Services office website provides me with information I need.

	N = 51	Percent
Strongly agree	13	25.49
Moderately agree	30	58.82
Neither agree nor disagree	2	3.92
Moderately disagree	5	9.80
Strongly disagree	1	1.96

Please indicate your level of agreement with the following statement: I feel welcome on the University of Utah campus.

	N = 181	Percent
Strongly agree	111	61.33
Moderately agree	45	24.86
Neither agree nor disagree	17	9.39
Moderately disagree	5	2.76
Strongly disagree	3	1.66

Please indicate your level of agreement with the following statement: I feel comfortable interacting with the other students at the University of Utah.

	N = 181	Percent
Strongly agree	100	55.25
Moderately agree	42	23.20
Neither agree nor disagree	22	12.15
Moderately disagree	16	8.84
Strongly disagree	1	0.55

Please indicate your level of agreement with the following statement: I have developed a network of supportive friends at the University of Utah

	N = 181	Percent
Strongly agree	61	33.70
Moderately agree	32	17.68
Neither agree nor disagree	43	23.76
Moderately disagree	31	17.13
Strongly disagree	14	7.73

Please indicate your level of agreement with the following statement: I have a good relationship with a faculty or staff member.

	N = 181	Percent
Strongly agree	65	35.91
Moderately agree	60	33.15
Neither agree nor disagree	30	16.57
Moderately disagree	15	8.29
Strongly disagree	11	6.08

Are you a member of a campus group (formal or informal group, social, academic, etc.)?

	N = 181	Percent
Yes	56	30.94
No	125	69.06

Please indicate your level of awareness for the services/resources at the following offices/groups:

	I am not aware of this		I am aware of this, but have not utilized it		I have utilized it	
	N = 179	Percent	N = 179	Percent	N = 179	Percent
Admissions Office	10	5.59	56	31.28	113	63.13
Career Services	23	12.85	117	65.36	39	21.79
Center for Disability Services	44	24.58	122	68.16	13	7.26
Center for Ethnic Student Affairs (CESA)	91	50.84	85	47.49	3	1.68
Dean of Students Office	59	32.96	113	61.13	7	3.91
Financial Aid and Scholarship Office	9	5.03	83	46.37	87	48.60
Housing and Residential Office	45	25.14	116	64.80	18	10.06
Lesbian, Gay, Bisexual and Transgender (LGBT) Resource Center	69	38.55	105	58.66	5	2.79
Student Health Center	44	24.58	99	55.31	36	20.11
Student Support Service (Educational Opportunity Programs)	79	44.13	91	50.84	9	5.03
Student Veterans of Utah (student group on campus)	89	49.72	67	37.43	23	12.85
Tutoring Center (ASUU Tutoring Center)	47	26.26	115	64.25	17	9.50
University College (Academic Advising)	28	15.64	84	46.93	67	37.43
University Counseling Center	47	26.26	120	67.04	12	6.70
Women’s Resource Center	85	47.49	92	51.40	2	1.12

Did you apply for the transfer of credits to the University of Utah?

	N = 179	Percent
Yes	131	73.18
No	48	26.82

How would you describe your experience when you applied for the transfer of credits to the University of Utah?

	N = 131	Percent
Very easy	42	32.06
Moderately easy	42	32.06
Neither easy nor difficult	22	16.79
Moderately difficult	15	11.45
Very difficult	10	7.63

Did you apply for any VA Educational Assistance at the University of Utah?

	N = 179	Percent
Yes	147	82.12
No	32	17.88

To which educational assistance program did you apply? (Check all that apply)

	N = 190	Percent
Chapter 30 Montgomery GI Bill Active Duty	54	28.42
Chapter 31 Vocational Rehabilitation and Employment	11	5.79
Chapter 33 Post-9/11 GI Bill Active Duty	87	45.79
Chapter 35 Survivors' and Dependents' Educational Assistance Program	2	1.05
Chapter 1606 Montgomery GI Bill Selected Reserve	15	7.89
Chapter 1607 Reserve Educational Assistance Program (REAP)	17	8.95
Other Tuition Assistance (please specify) <sup>2</sup>	4	2.11

<sup>2</sup>Federal Tuition Assistance FTA  
 national guard federal tuition assistance  
 STA  
 State TA from the National Guard

How would you describe your experience when you applied for VA Educational Assistance at the University of Utah?

	N = 147	Percent
Very easy	52	35.37
Moderately easy	54	36.73
Neither easy nor difficult	21	14.29
Moderately difficult	16	10.88
Very difficult	4	2.72

Which of the following programs/services would you most likely use if they are available to you? (Check all that apply)

	Respondents N=178	Respondents (Percent)	Responses (Percent)
Orientation for student veterans	61	34.27	14.56
Peer Mentoring program where student veterans help student veterans	41	23.03	9.79
Scholarships for student veterans	139	78.09	33.17
Transitional assistance from academic programs into civilian workforce upon graduation	67	37.64	15.99
Formal support group	13	7.30	3.10
Veterans Center	76	42.70	18.14
Other (please specify) <sup>3</sup>	7	3.93	1.67
None of the above	15	8.43	3.58

<sup>3</sup>A Vet Advocate!!! who knows what he's doing...  
 Equality Group amongst Gay Soldiers  
 free lunch (if I forget to bring mine)  
 Something less patriotic where nobody has to know that you are a veteran other than some Advisor  
 this univ is not interested in retaining student veterans  
 Vet Events  
 Veterans center like Salt lake community college has

What is your current military status?

	N = 176	Percent
Active Duty	5	2.84
Veteran	112	63.64
Reservist	41	23.30
Dependent	3	1.70
Other <sup>4</sup>	15	8.52

<sup>4</sup>active duty national guard  
 Civilian  
 Guard  
 IRR  
 My dad is in the military  
 National Guard  
 Retired  
 war vet and national guard

In what branch of the military do/did you serve?

	N = 176	Percent
Air Force	32	18.18
Army	52	29.55
Marines	41	23.30
Navy	21	11.93
Coast Guard	2	1.14
National Guard	21	11.93
Other <sup>5</sup>	7	3.98

<sup>5</sup>active army and national guard  
 Air National Guard  
 Both Airforce and Nat'l Guard  
 My dad serves in the Army  
 NOAA  
 nyb

Have you ever served in a combat area?

	N = 176	Percent
Yes	113	64.20
No	63	35.80

Do you have a service-connected disability?

	N = 176	Percent
Yes	62	35.23
No	103	58.52
I don't know	11	6.25

Which of the following service-connected disabilities apply to you? (Check all that apply)

	N = 107	Percent
Hearing and/or Vision Loss	23	21.50
Mobility Impairment	21	19.63
Post Traumatic Stress Disorder	23	21.50
Psychiatric/Psychological Problems	14	13.08
Traumatic Brain Injury	6	5.61
Other <sup>6</sup>	20	18.69

<sup>6</sup>A host of orthopedic issues.

- ankle issues
- Arthritis
- back and wrists
- back pain and sleep problems
- Broken bones, back pain, stomach problems
- Chronic Migraine
- cold weather
- joint injuries
- Joints, Vertigo, Stomach
- Knee, back, wrist problems
- Knees, back
- mTBI, not as severe as TBI and I have been treated for PTSD
- Multiple
- NA
- Rated as a "0" due to my right ankle being reconstructed in 2004.
- surgery in my throat
- Type I IDDM, Perhpal Neuropathy, hypothyroidism, Migraines, Back Strain

What is your service-connected disability rating assigned by the U. S. Department of Veterans Affairs?

	N = 62	Percent
0%	6	9.68
10%	10	16.13
20% - 30%	18	29.03
40% - 60%	21	33.87
70% - 90%	5	8.06
100%	2	3.23

What is your age group?

	N = 176	Percent
17 years old or younger	0	0.00
18 – 24 years old	19	10.80
25 – 34 years old	121	68.75
35 – 44 years old	29	16.48
45 – 54 years old	6	3.41
55 years old or older	1	0.57

What is your gender?

	N = 176	Percent
Male	151	85.80
Female	20	11.36
Prefer not to answer	5	2.84



## What is your ethnicity?

	N = 179	Percent
Asian/Asian American	6	3.35
Black/African American	4	2.23
Hispanic	9	5.03
Native American/Alaskan Native	3	1.68
White/Caucasian	138	77.09
Other (please specify) <sup>7</sup>	5	2.79
Prefer not to answer	14	7.82

<sup>7</sup>American  
Awesome  
Human being  
Two race  
white and pacific islander

## Have you served after September 11, 2001?

	N = 175	Percent
Yes	169	96.57
No	6	3.43

## When did you first enroll at the University of Utah?

	N = 175	Percent
Prior to Fall 2009	109	62.29
Fall 2009	66	37.71

What was your class standing when you enrolled in Fall 2009 (the previous semester) at the University of Utah?

	N = 175	Percent
Freshman	33	18.86
Sophomore	28	16.00
Junior	45	25.71
Senior	24	13.71
Second undergraduate	7	4.00
Graduate student	20	11.43
Professional Graduate Degree student (that is, Audiology, Law, Medicine, Nursing, Pharmacy and Physical Therapy)	11	6.29
Other (please specify) <sup>8</sup>	7	4.00

<sup>8</sup>don't understand the question

first semester spring 2010 freshman

I was taking sophomore classes, but the U classified me as a Juinor

I'm not sure

non-matriculated

UNK, TRANSFER

With an Associates

## Survey Instrument

1. Are you aware of the Veteran Services website (<http://www.sa.utah.edu/regist/veterans/>)?
  - a. Yes
  - b. No
  
2. How did you learn about the website? (Check all that apply)
  - a. Through searching the University of Utah website
  - b. Through a friend
  - c. Through a faculty or staff
  - d. Through the local Veterans Affairs office (Utah Department of Veteran's Affairs)
  - e. Through the Student Veterans of Utah (student group on campus)
  - f. Through a printed medium on campus
  - g. Other (please specify)
  
3. Have you used the Veteran Services website?
  - a. Yes
  - b. No
  
4. Please indicate your level of agreement with the following statement: The Veteran Services office website provides me with information I need.
  - a. Strongly Agree
  - b. Moderately Agree
  - c. Neither Agree nor Disagree
  - d. Moderately Disagree
  - e. Strongly Disagree
  
5. Do you have any comments or suggestions about the Veteran Services office website?
  - a. Yes
  - b. No

For Questions 6 through 9, please indicate your level of agreement with the following statements using the following scales:

- a. Strongly Agree
  - b. Moderately Agree
  - c. Neither Agree nor Disagree
  - d. Moderately Disagree
  - e. Strongly Disagree
6. I feel welcome on the University of Utah campus
  7. I feel comfortable interacting with the other students at the University of Utah.
  8. I have developed a network of supportive friends at the University of Utah.
  9. I feel I have a good relationship with a faculty or staff member.

10. Are you a member of a campus group (formal or informal group, social, academic, etc.)?
  - a. Yes
  - b. No
  
11. Please identify a particularly welcoming place on campus, if any at all:

For Questions 12 through 26, please choose an appropriate response below to indicate your level of awareness for the services/resources at the following offices/group:

- a. I am not aware of this.
  - b. I am aware of this, but have not utilized it.
  - c. I have utilized this.
- 
12. Admissions Office
  13. Career Services
  14. Center for Disability Services
  15. Center for Ethnic Student Affairs (CESA)
  16. Dean of Students Office
  17. Financial Aid and Scholarships Office
  18. Housing and Residential Education office
  19. LGBT (Lesbian, Gay, Bisexual and Transgender) Resource Center
  20. Student Health Center
  21. Student Support Services (Educational Opportunity Programs)
  22. Student Veterans of Utah (student group on campus)
  23. Tutoring Center (ASUU Tutoring Center)
  24. University College (Academic Advising)
  25. University Counseling Center
  26. Women's Resource Center

For Questions 27 through 41, please share any comments on your experience(s) with the services/resources at the above offices/groups at the University of Utah.

42. Did you apply for the transfer of credits to the University of Utah?
  - a. Yes
  - b. No
  
43. How would you describe your experience when you applied for the transfer of credits to the University of Utah?
  - a. Very easy
  - b. Moderately easy
  - c. Neither easy nor difficult
  - d. Moderately difficult
  - e. Very difficult
  
44. Did you apply for any VA Educational Assistance at the University of Utah?
  - a. Yes
  - b. No
  
45. To which educational assistance program did you apply? (check all that apply)
  - a. Chapter 30 Montgomery GI Bill Active Duty
  - b. Chapter 31 Vocational Rehabilitation and Employment
  - c. Chapter 33 Post-9/11 GI Bill Active Duty
  - d. Chapter 35 Survivors' and Dependents' Educational Assistance Program
  - e. Chapter 1606 Montgomery GI Bill Selected Reserve
  - f. Chapter 1607 Reserve Educational Assistance Program (REAP)
  - g. Other Tuition Assistance (please specify)
  
46. How would you describe your experience when you applied for VA Educational Assistance at the University of Utah?
  - a. Very easy
  - b. Moderately easy
  - c. Neither easy nor difficult
  - d. Moderately difficult
  - e. Very difficult
  
47. Which of the following programs/services would you most likely use if they are available to you? (Check all that apply)
  - a. Orientation for student veterans
  - b. Peer Mentoring program where student veterans help student veterans
  - c. Scholarships for student veterans
  - d. Transitional assistance from academic programs into civilian workforce upon graduation
  - e. Formal support group
  - f. Veterans Center
  - g. Other (please specify)
  
48. What have you found to be the single most beneficial resource for your success at the University of Utah?
  
49. What have you found to be the single greatest barrier to your success at the University of Utah?

50. Do you have any comments or suggestions for the support services at the University of Utah?
51. What is your current military status?
- Active Duty
  - Veteran
  - Reservist
  - Dependent
  - Other (please specify)
52. In what branch of the military do/did you serve?
- Air Force
  - Army
  - Marines
  - Navy
  - Coast Guard
  - National Guard
  - Other (please specify)
53. Have you ever served in a combat area?
- Yes
  - No
54. Do you have a service-connected disability?
- Yes
  - No
  - I don't know
55. Which of the following service-connected disabilities apply to you? (Check all that apply)
- Hearing and/or Vision Loss
  - Mobility Impairment
  - Post Traumatic Stress Disorder (PTSD)
  - Psychiatric /Psychological Problems
  - Traumatic Brain Injury (TBI)
  - Other (please specify)
56. What is your service-connected disability rating assigned by the U. S. Department of Veterans Affairs?
- 0%
  - 10%
  - 20% - 30%
  - 40% - 60%
  - 70% - 90%
  - 100%

57. What is your age group?
- 17 years old or younger
  - 18-24 years old
  - 25-34 years old
  - 35-44 years old
  - 45-54 years old
  - 55 years old or older
58. What is your gender?
- Male
  - Female
  - Prefer not to answer
59. What is your ethnicity? (Check all that apply)
- Asian/Asian American
  - Black/African American
  - Hispanic
  - Native American/Alaskan Native
  - White/Caucasian
  - Other (please specify)
60. Have you served after September 11, 2001?
- Yes
  - No
61. When did you first enroll at the University of Utah?
- Prior to Fall 2009
  - Fall 2009
62. What was your class standing when you enrolled in Fall 2009 (the previous semester) at the University of Utah?
- Freshman
  - Sophomore
  - Junior
  - Senior
  - Second undergraduate
  - Graduate student
  - Professional Graduate Degree student (that is, Audiology, Law, Medicine, Nursing, Pharmacy and Physical Therapy)
  - Other (please specify)