

STUDENT VETERAN NEEDS ASSESSMENT SURVEY

In November 2007, the University of Arizona conducted a needs assessment for the establishment of an office providing specific resources for and services to veterans. The result was the 2008 opening of Veteran Education and Transition Services. Four years later in an ongoing effort to better understand the academic and personal needs of currently enrolled student veterans and their family members, Veteran Education and Transition Services and the Dean of Students Office conducted another online needs assessment survey from March 22 – April 4, 2012. This survey was sent to 1,122 student veterans and family members or dependents veterans who are eligible for veteran educational benefits, 205 of whom provided complete, usable responses for an overall response rate 18%. The full survey instrument and invitation and reminder emails appear in Appendices A and B respectively.

Summary of Results

- The return rate and demographic make-up of the survey respondents make the results of this survey generalizable to the UA veteran population as a whole.
- The vast majority of veterans are in-state students, three-quarters (72%) of whom are undergraduates. Two-thirds of the veteran respondents are age 25-35 (62%), 44% are married, and the majority of veterans live more than five miles off-campus (56%) in rentals or homes that they own (91%). Over half of the veterans are employed simultaneously while attending school (52%).
- Veterans are primarily funding their education through the GI Bill, grants, and loans, while family members rely primarily on the GI Bill and scholarships.
- Sixty-five percent (65%) of UA's veterans have served in combat zones with the majority participating in Operation Iraqi Freedom and Operation Enduring Freedom Afghanistan and almost one-third received physical and/or non-physical injuries during combat. Twenty percent (20%) of the veterans are currently serving in the military.
- The services that veterans feel are most important for UA to provide are registration assistance (91%), registrar services/enrollment verification (88%), retention/degree completion assistance (87%), and a one-stop-shop for veterans (86%). For family members, the most important offerings include services for family members of active duty service members/veterans (88%), academic advising (85%), and registrar services/enrollment verification (82%).
- Almost three-quarters or more of veterans have used and are satisfied with the VETS Center (78%), VETS Club (78%), financial aid (72%), and registrar services/enrollment assistance (70%), yet more than half or more of the veterans have not used off-campus referral procedures to address veteran needs (66%), Counseling & Psych Services (62%), Off-campus housing (62%), Disability Resource Center (62%), Think Tank (58%), SERV classes for veterans (58%), and Campus Health Service (55%).
- The majority of veterans and family members (71% and 82% respectively) believe UA is a 'veteran-friendly' campus and they know where to go on campus if they have questions regarding veterans' services (76% and 73% respectively). For veterans and family members, about half agree that the transition to college has been made easier with UA assistance (56% and 46% respectively).

- Open-ended responses regarding what might make UA an even more ‘veteran-friendly’ campus and suggestions for improvement revealed five primary suggestions:
 - Expanded VETS Center with increased visibility; one-stop-shop concept
 - Provide credit for military service
 - Offer more evening, weekend, and online courses
 - Increased academic support services specifically geared toward veterans
 - Training for faculty, staff, and even traditional college students on veterans’ issues and needs

The remainder of this report provides additional findings and details expanding on the summary above and includes the following sections:

- Profile of UA veterans and family members including the military history of respondents
- Perceived needs for UA veterans
- Satisfaction with current UA services
- Transition and persistence experiences while at UA
- Deployment experience while at UA

Profile of UA Veterans and Family Members

Given the response rate of 18%, a 6.2% margin of error (with 95% confidence), and the relative comparability on key demographics such as gender, race/ethnicity, and year in school to the known UA veteran population, this survey’s results can be considered reasonably representative of the UA student veteran and family population as a whole. Table 1 contains comparisons of the student veterans and family member’ response characteristics to the known UA veteran and family population while Table 2 outlines the military history of the veteran respondents.

		Percent (%)*		
		Survey Respondents N=205	Known UA Veterans/Family N=1,122	
Classification	Veteran	84 (n=172)	--	
	Family member/dependent of a veteran	16 (n=33)	--	
Gender		Vets		
	Female	24	33	33
	Male	76	67	67
	No data	--	--	<1
Race/Ethnicity	African American/Black	5	6	8
	Asian	4	9	6
	Hawaiian/Pacific Islander	1	0	1
	Hispanic	15	30	18
	Native American	4	3	4
	White/Caucasian	67	46	60
	Other	0	0	<1
No data	4	6	4	

Source: 2012 Student Veterans Needs Assessment Survey, Demographic and academic information provided by SASG

*Column percents for each demographic might not sum to 100% due to rounding.

Table 1. Respondents (continued)

		Percent (%)*		
		Survey Respondents		Known UA Veterans/Family
		N=205		N=1,122
		Vets	Family	
Permanent Residence	In-state	95	79	88
	Out-of-state	3	21	9
	Armed Forces Europe & Pacific	0	0	1
	No data	2	0	2
Current Residence	Residence hall	0	24	--
	Off-campus rental	52	55	--
	Own home	39	12	--
	Parents' home	4	6	--
	Other (e.g., military housing)	4	3	--
Distance from Campus	Less than 2 miles	19	12	--
	2-5 miles	25	40	--
	More than 5 miles	56	48	--
Year in School	Freshman	6	15	10
	Sophomore	13	24	13
	Junior	24	27	22
	Senior	29	21	29
	Graduate	24	9	21
	Professional	4	3	3
	No data	1	0	2
Age**	18-24	10	82	31
	25-35	62	9	50
	36-74	28	9	19
Enrollment Status	Full-time	66	100	71
	Part-time	30	0	25
	No data	4	0	4
GPA	>1.00	0	0	1
	1.00-1.49	0	0	1
	1.50-1.99	2	3	5
	2.00-2.49	11	12	12
	2.50-2.99	12	24	14
	3.00-3.49	23	30	25
	3.50-3.99	22	18	21
	4.00	15	6	11
	No data	15	6	10
Employment	Not employed	44	61	--
	20 hours or more each week	43	24	--
	Less than 20 hours each week	13	15	--
Employment Location	On campus	27	39	--
	Off campus	64	46	--
	Both	9	15	--

*Column percents for each demographic might not sum to 100% due to rounding.

**Note age groupings are not equally distributed.

Table 1. Respondents (continued)

		Percent (%)*		
		Survey Respondents		Known UA Veterans/Family
		N=205		N=1,122
		Vets	Family	
Marital Status	Single	40	76	--
	Married	44	18	--
	Separated	1	0	--
	Divorced	9	0	--
	Living with partner	7	6	--
Have Children		37	15	--
	Number 1	43	20	--
	2	48	60	--
	3	3	--	--
	4+	7	20	--
Funding for UA Education (Check all that apply)	Employment	39	27	--
	Family resources/support	11	33	--
	Loans	41	27	--
	Grants	49	24	--
	Scholarships	22	58	--
	VA educational benefits (including GI Bill benefits)	69	94	--
	Military tuition assistance (from Department of Defense)	8	6	--

*Column percents for each demographic might not sum to 100% due to rounding.

Table 2. Military History of Respondents (N=172)

<u>Currently in military</u> (n=34)	<u>Not currently in the military</u> (n=138; 86% discharged; 14% retired)																																										
<ul style="list-style-type: none"> • Component <ul style="list-style-type: none"> -29% Active Duty -18% National Guard -53% Reserve • Branch <ul style="list-style-type: none"> -32% Air Force -41% Army -9% Marines -18% Navy • 74% served in combat zone (n=25) <table border="1" style="margin-left: 20px;"> <thead> <tr> <th></th> <th style="text-align: center;">#</th> <th style="text-align: center;">%</th> </tr> </thead> <tbody> <tr> <td>-Operation Iraqi Freedom</td> <td style="text-align: center;">17</td> <td style="text-align: center;">50</td> </tr> <tr> <td>-Operation Enduring Freedom Afghanistan (OEF-A)</td> <td style="text-align: center;">20</td> <td style="text-align: center;">59</td> </tr> <tr> <td>-Operation Noble Eagle (ONE)</td> <td style="text-align: center;">2</td> <td style="text-align: center;">6</td> </tr> <tr> <td>-Peace keeping mission abroad</td> <td style="text-align: center;">3</td> <td style="text-align: center;">9</td> </tr> <tr> <td>-Other (i.e., Operation Southern Watch, Operation New Dawn, OEF Kyrgyzstan/Philippines)</td> <td style="text-align: center;">13</td> <td style="text-align: center;">38</td> </tr> </tbody> </table> • Number of deployments <ul style="list-style-type: none"> -94% 1-3 - 3% 4-6 - 0% 7-9 - 3% 10+ • Average time deployed: 15 months • 21% wounded/injured during deployment (physical and/or non-physical) <ul style="list-style-type: none"> -Responses included broken bones, PTSD, and TBI 		#	%	-Operation Iraqi Freedom	17	50	-Operation Enduring Freedom Afghanistan (OEF-A)	20	59	-Operation Noble Eagle (ONE)	2	6	-Peace keeping mission abroad	3	9	-Other (i.e., Operation Southern Watch, Operation New Dawn, OEF Kyrgyzstan/Philippines)	13	38	<ul style="list-style-type: none"> • Component <ul style="list-style-type: none"> -91% Active Duty -3% National Guard -6% Reserve • Branch <ul style="list-style-type: none"> -27% Air Force -38% Army -11% Marines -23% Navy -1% Coast Guard • 64% served in combat zone (n=86) <table border="1" style="margin-left: 20px;"> <thead> <tr> <th></th> <th style="text-align: center;">#</th> <th style="text-align: center;">%</th> </tr> </thead> <tbody> <tr> <td>-Operation Iraqi Freedom</td> <td style="text-align: center;">73</td> <td style="text-align: center;">53</td> </tr> <tr> <td>-Operation Enduring Freedom Afghanistan (OEF-A)</td> <td style="text-align: center;">41</td> <td style="text-align: center;">30</td> </tr> <tr> <td>-Operation Noble Eagle (ONE)</td> <td style="text-align: center;">8</td> <td style="text-align: center;">6</td> </tr> <tr> <td>-Operation Desert Storm</td> <td style="text-align: center;">10</td> <td style="text-align: center;">8</td> </tr> <tr> <td>-Vietnam War</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2</td> </tr> <tr> <td>-Peace keeping mission abroad</td> <td style="text-align: center;">3</td> <td style="text-align: center;">9</td> </tr> <tr> <td>-Other (i.e., Cold War, Bosnia, Somalia, Kuwait, Southern Watch)</td> <td style="text-align: center;">17</td> <td style="text-align: center;">12</td> </tr> </tbody> </table> • Number of deployments <ul style="list-style-type: none"> -83% 1-3 -11% 4-6 - 4% 7-9 - 2% 10+ • Average time deployed: 21 months • 32% wounded/injured during deployment (physical and/or non-physical) <ul style="list-style-type: none"> -Responses included PTSD, TBI, back/spine injuries, tinnitus/hearing loss, broken bones, shrapnel/shot wounds 		#	%	-Operation Iraqi Freedom	73	53	-Operation Enduring Freedom Afghanistan (OEF-A)	41	30	-Operation Noble Eagle (ONE)	8	6	-Operation Desert Storm	10	8	-Vietnam War	3	2	-Peace keeping mission abroad	3	9	-Other (i.e., Cold War, Bosnia, Somalia, Kuwait, Southern Watch)	17	12
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Perceived Needs for UA Veterans

UA veterans and family members were presented 23 veteran-specific services and policies and asked to indicate how important these services and policies are to have available at the University of Arizona on a seven-point scale of “not at all important” to “extremely important” (see Table 3). Additionally, if respondents rated one of the items as important (rating of 5, 6, or 7), then they were asked their preferred delivery method for the service or policy: in person/face-to-face, online, or no preference (see Appendix C).

Table 3. Veteran-specific Services and Policies that are Most Important to UA Veterans and Family Members

**Percent (%) Providing a Rating
of 5, 6, or 7 on a 7-point Importance Scale**

<u>Veterans</u> n=172	<u>Family Members</u> n=33
Above 85%	
<ul style="list-style-type: none"> • Registration assistance (91%) • Registrar services/enrollment verification (88%) • Retention/degree completion assistance (87%) • One-stop-shop for veterans (i.e., registration, advising, tutoring, career services, etc. specifically for veterans all in one centralized location) (86%) 	<ul style="list-style-type: none"> • Services for family members of active duty service members/veterans (88%) • Academic advising (85%) • Registrar services/enrollment verification (82%)
85%-76%	
<ul style="list-style-type: none"> • UA lobbying state legislature on behalf of veteran students (84%) • Informing/educating UA student veterans of current state and national veteran legislation (83%) • Credit for military training and service (82%) • Admissions application assistance (80%) • Academic advising (79%) • VA-certified counselors on campus (78%) • Faculty/staff sensitivity to student veterans training (77%) 	<ul style="list-style-type: none"> • Registration assistance (79%) • One-stop-shop for veterans (i.e., registration, advising, tutoring, career services, etc. specifically for veterans all in one centralized location) (79%) • Retention/degree completion assistance (76%)
75%-66%	
<ul style="list-style-type: none"> • Orientation for veterans (75%) • Career services advising (73%) • Off-campus referral procedures to address veteran needs (72%) • Disability resources (71%) • Faculty/staff sensitivity to student veterans training (71%) • Mental healthcare referral for service-related injuries (71%) • VETS Club (Student Veterans Association) (70%) • Services for family members of active duty service members/veterans (69%) • Alternative curriculum delivery formats (online, evening, or weekend courses) (66%) • Tutoring services specifically for veterans (66%) • Marketing and outreach to recruit veterans to enroll at UA (66%) 	<ul style="list-style-type: none"> • Informing/educating UA student veterans of current state and national veteran legislation (73%) • Faculty/staff sensitivity to student veterans training (72%) • UA lobbying state legislature on behalf of veteran students (70%) • Off-campus referral procedures to address veteran needs (67%) • Tutoring services specifically for veterans (67%)

Table 3. Veteran-specific Services and Policies that are Most Important to UA Veterans and Family Members (Continued)

<u>Percent (%) Providing a Rating of 5, 6, or 7 on a 7-point Importance Scale</u>	
<u>Veterans</u> n=172	<u>Family Members</u> n=33
65% and below	
<ul style="list-style-type: none"> • Healthcare referral for service-related injuries (64%) • Classes for veterans (SERV) (49%) 	<ul style="list-style-type: none"> • Alternative curriculum delivery formats (online, evening, or weekend courses) (64%) • Career services advising (64%) • Healthcare referral for service-related injuries (64%) • VETS Club (Student Veterans Association) (64%) • Admissions application assistance (61%) • VA-certified counselors on campus (61%) • Credit for military training and service (58%) • Disability resources (58%) • Mental healthcare referral for service-related injuries (58%) • Orientation for veterans (58%) • Marketing and outreach to recruit veterans to enroll at UA (55%) • Classes for veterans (SERV) (39%)

Appendix D contains the open-ended responses from veterans and family members regarding other services and policies that UA might want to consider in relation to veterans.

Satisfaction with Current UA Services

Student veterans and family members alike were asked to indicate their level of satisfaction on a 5-point scale where 1 corresponded to “not at all satisfied” and 5 corresponded to “very satisfied” with 15 resources or services that are currently being offered at UA. The satisfaction results are outlined in Table 4 along with the percentage of veterans and family members who have never used the various services offered by the university.

Table 4. Satisfaction with Current UA Services

<u>Veteran-related Services**</u>	Percent (%)			
	<u>Veterans</u> (n=172)		<u>Family Members</u> (n=34)	
	Very satisfied/ Satisfied*	NA/Have Not Used Resource**	Very satisfied/ Satisfied*	NA/Have Not Used Resource**
• VETS Center	78	40	50	59
• VETS Club	78	40	33	65
• Financial Aid	72	22	67	12
• Registrar services/enrollment assistance	70	6	59	6
• Registrar certification verification	68	15	67	12
• Academic advising	66	18	67	12
• Transfer Student Services	50	41	50	47
• Disability Resource Center (DRC)	47	62	25	65
• Campus Health Service	47	55	33	56
• Career Services	41	43	53	44
• Classes for veterans (SERV)	40	58	27	68
• Think Tank	39	58	40	41
• Off-campus housing	32	62	45	41
• Counseling (on campus) through Counseling & Psych Services	28	62	53	56
• Off-campus referral procedures to address veteran needs	21	66	38	62

*Of those respondents who indicated using the particular resource, this value represents the percentage of respondents indicating “satisfied” or “very satisfied” with that resource.

**Value represents percentage of the total group (n=172 for vets; n=34 for family members) who have not used the particular resource.

Transition and Persistence Experiences While at UA

Survey respondents were asked a series of questions regarding their transition and persistence experiences while at UA with numerous open-ended follow-up questions so that the respondents could further elaborate on their personal journey. Overall, about three-quarters of veterans and family members believe that UA is a veteran-friendly campus, half of all respondents believe that UA has helped to make the transition to college easier, and three-quarters know where to go on campus if they have questions regarding veterans’ services (see Table 5).

Table 5. Transition Experiences for Veterans and Family Members at UA

Item	Percent (%)	
	Veterans (n=172) Strongly agree/Agree	Family Members (n=34) Strongly agree/Agree
• I believe the UA is a veteran friendly campus.	71	82
• My transition to college has been made easier by the assistance provided to me by UA.	56	46
• I know where to go on campus if I have questions regarding veterans' services	76	73

Qualitative responses reveal that from a transition perspective, veterans and family members had many positive experiences during their transition to college life at UA. In particular, respondents received extremely helpful responses to questions and assistance in resolving issues from the VETS Center, academic advisors, academic departments, and campus staff as a whole (see Appendix E for all verbatim responses regarding positive transition experiences).

Respondents also elaborated on challenges during their transition with the most frequently noted being transfer credit issues; selecting and negotiating an appropriate course of study; transitioning to life as a student; navigating the university bureaucracy; and adjusting to classroom and group-project situations with traditionally-aged students who are lacking in maturity, responsibility, and life experience (see Appendix F for all verbatim responses regarding challenging transition experiences).

Only 57 or 35% of the student veterans and 10 or 29% of the family members indicated that they have experienced a point in your career at UA when they thought they might have to leave the UA. Circumstances leading to the respondents considering leaving UA predominantly involved financial issues, medical reasons, and academic difficulties (see Appendix G for all verbatim responses regarding reasons why respondents considered leaving UA as well as the factors that contributed to their remaining at UA).

Only 14 of the survey respondents (7%) have ever had to withdrawal from UA for a non-deployment reason and then re-enrolled after a break of a semester or more. Primary reasons listed for these withdrawals included family obligations, physical and mental health reasons, and relocation due to work (see Appendix H for all verbatim responses regarding withdrawal from UA).

Finally, respondents were asked open-ended questions as to what might make UA a more 'veteran-friendly' campus and recommendations so that UA can better meet student veteran and family member needs. Verbatim responses are provided in Appendices I and J respectively, but the following five responses were most frequently suggested:

- Expanded VETS Center with increased visibility; one-stop-shop concept
- Provide credit for military service
- Offer more evening, weekend, and online courses
- Increased academic support services specifically geared toward veterans
- Training for faculty, staff, and even traditional college students on veterans' issues and needs

Deployment Experience While at UA

Only nine of the 172 veteran respondents (5%) indicated having been deployed during their UA college career. When asked to what extent was UA helpful or supportive when they were called away for deployment, one-third indicated UA was not helpful while 44% indicated that UA was helpful. Upon their return from their deployment, 89% indicated that UA was helpful or supportive. Respondents were asked to elaborate on how UA was or was not supportive when a student deployed or returned and those responses are provided verbatim in Appendix K.

Appendix A: Student Veterans Needs Assessment Survey

Page - Student Veteran Needs Assessment

Q1 I am a:

Veteran [Code = 1]

Family member or dependent of a veteran [Code = 2]

None of the above [Code = 3] (Go To End)

Required answers: 1

Allowed answers: 1

Next Page: Conditional

Page - 2

Please indicate the level of importance you place on the following in terms of veteran services/policies at the University of Arizona:

Q2 Academic advising

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1

Allowed answers: 1

Q3 Admissions application assistance

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1

Allowed answers: 1

Q4 Alternative curriculum delivery formats (online, evening, or weekend courses)

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1

Allowed answers: 1

Q5 Career services advising

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]	
7 - Extremely important[Code = 7]	
	<i>Required answers: 1 Allowed answers: 1</i>

Q6 Classes for veterans (SERV)	
1 - Not at all important[Code = 1]	
2[Code = 2]	
3[Code = 3]	
4 - Neutral[Code = 4]	
5[Code = 5]	
6[Code = 6]	
7 - Extremely important[Code = 7]	
	<i>Required answers: 1 Allowed answers: 1</i>

Q7 VA-certified counselors on campus	
1 - Not at all important[Code = 1]	
2[Code = 2]	
3[Code = 3]	
4 - Neutral[Code = 4]	
5[Code = 5]	
6[Code = 6]	
7 - Extremely important[Code = 7]	
	<i>Required answers: 1 Allowed answers: 1</i>

Q8 Credit for military training and service	
1 - Not at all important[Code = 1]	
2[Code = 2]	
3[Code = 3]	
4 - Neutral[Code = 4]	
5[Code = 5]	
6[Code = 6]	
7 - Extremely important[Code = 7]	
	<i>Required answers: 1 Allowed answers: 1</i>

Please indicate the level of importance you place on the following in terms of veteran services/policies at the University of Arizona:

Q9 Disability resources	
1 - Not at all important[Code = 1]	
2[Code = 2]	
3[Code = 3]	
4 - Neutral[Code = 4]	
5[Code = 5]	
6[Code = 6]	
7 - Extremely important[Code = 7]	
	<i>Required answers: 1 Allowed answers: 1</i>

Q10 Faculty/staff sensitivity to student veterans training	
1 - Not at all important[Code = 1]	
2[Code = 2]	

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1 Allowed answers: 1

Q11 Healthcare referral for service-related injuries

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1 Allowed answers: 1

Q12 Mental healthcare referral for service-related injuries

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1 Allowed answers: 1

Q13 UA lobbying state legislature on behalf of veteran students

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1 Allowed answers: 1

Q14 Informing/educating UA student veterans of current state and national veteran legislation

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1 Allowed answers: 1

Q15 Marketing and outreach to recruit veterans to enroll at UA

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]
4 - Neutral[Code = 4]
5[Code = 5]
6[Code = 6]
7 - Extremely important[Code = 7]
<i>Required answers: 1 Allowed answers: 1</i>

Q16 Off-campus referral procedures to address veteran needs	
1 - Not at all important[Code = 1]	
2[Code = 2]	
3[Code = 3]	
4 - Neutral[Code = 4]	
5[Code = 5]	
6[Code = 6]	
7 - Extremely important[Code = 7]	
<i>Required answers: 1 Allowed answers: 1</i>	

Please indicate the level of importance you place on the following in terms of veteran services/policies at the University of Arizona:

Q17 Orientation for veterans	
1 - Not at all important[Code = 1]	
2[Code = 2]	
3[Code = 3]	
4 - Neutral[Code = 4]	
5[Code = 5]	
6[Code = 6]	
7 - Extremely important[Code = 7]	
<i>Required answers: 1 Allowed answers: 1</i>	

Q18 Registrar services/enrollment verification	
1 - Not at all important[Code = 1]	
2[Code = 2]	
3[Code = 3]	
4 - Neutral[Code = 4]	
5[Code = 5]	
6[Code = 6]	
7 - Extremely important[Code = 7]	
<i>Required answers: 1 Allowed answers: 1</i>	

Q19 Registration assistance	
1 - Not at all important[Code = 1]	
2[Code = 2]	
3[Code = 3]	
4 - Neutral[Code = 4]	
5[Code = 5]	
6[Code = 6]	
7 - Extremely important[Code = 7]	
<i>Required answers: 1 Allowed answers: 1</i>	

Q20 Retention/degree completion assistance

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1 Allowed answers: 1

Q21 Services for family members of active duty service members/veterans

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1 Allowed answers: 1

Q22 Tutoring services specifically for veterans

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1 Allowed answers: 1

Q23 One-stop-shop for veterans (i.e., registration, advising, tutoring, career services, etc. specifically for veterans all in one centralized location)

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1 Allowed answers: 1

Q24 VETS Club (Student Veterans Association)

1 - Not at all important[Code = 1]

2[Code = 2]

3[Code = 3]

4 - Neutral[Code = 4]

5[Code = 5]

6[Code = 6]

7 - Extremely important[Code = 7]

Required answers: 1 Allowed answers: 1

Q25 Are there additional services/policies that are not listed above you think are essential for UA to provide?

[Code = 1] [Textbox]

Required answers: 0

Allowed answers: 1

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What is your preferred method for. . .

Q26 Academic advising

In person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q2='5' OR Q2='6' OR Q2='7 - Extremely important'

Q27 Admissions application assistance

In person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q3='5' OR Q3='6' OR Q3='7 - Extremely important'

Q28 Alternative curriculum delivery formats (online, evening, or weekend courses)

In person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q4='5' OR Q4='6' OR Q4='7 - Extremely important'

Q29 Career services advising

In person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q5='5' OR Q5='6' OR Q5='7 - Extremely important'

Q30 Classes for veterans (SERV)

In person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q6='5' OR Q6='6' OR Q6='7 - Extremely important'

Q31 VA-certified counselors on campus

In person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q7='5' OR Q7='6' OR Q6='7 - Extremely important'

Q32 Credit for military training and service

In person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1 Allowed answers: 1

Display if Q8='5' OR Q8='6' OR Q8='7 - Extremely important'

What is your preferred method for . . .

Q33 Disability resources

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1 Allowed answers: 1

Display if Q9='5' OR Q9='6' OR Q9='7 - Extremely important'

Q34 Faculty/staff sensitivity to student veterans training

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1 Allowed answers: 1

Display if Q10='5' OR Q10='6' OR Q10='7 - Extremely important'

Q35 Healthcare referral for service-related injuries

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1 Allowed answers: 1

Display if Q11='5' OR Q11='6' OR Q11='7 - Extremely important'

Q36 UA lobbying state legislature on behalf of veteran students

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1 Allowed answers: 1

Display if Q13='5' OR Q13='6' OR Q13='7 - Extremely important'

Q37 Informing/educating UA student veterans of current state and national veteran legislation

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1 Allowed answers: 1

Display if Q14='5' OR Q14='6' OR Q14='7 - Extremely important'

Q38 Marketing and outreach to recruit veterans to enroll at UA

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1 Allowed answers: 1

Display if Q15='5' OR Q15='6' OR Q15='7 - Extremely important'

Q39 Off-campus referral procedures to address veteran needs

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q16='5' OR Q16='6' OR Q16='7 - Extremely important'

What is your preferred method for . . .

Q40 Orientation for veterans

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q17='5' OR Q17='6' OR Q17='7 - Extremely important'

Q41 Registrar services/enrollment verification

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q18='5' OR Q18='6' OR Q18='7 - Extremely important'

Q42 Registration assistance

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q19='5' OR Q19='6' OR Q19='7 - Extremely important'

Q43 Retention/degree completion assistance

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q20='5' OR Q20='6' OR Q20='7 - Extremely important'

Q44 Services for family members of active duty service members/veterans

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q21='5' OR Q21='6' OR Q21='7 - Extremely important'

Q45 Tutoring services specifically for veterans

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1

Allowed answers: 1

Display if Q22='5' OR Q22='6' OR Q22='7 - Extremely important'

Q46 One-stop-shop for veterans (i.e., registration, advising, tutoring, career services, etc. specifically for veterans all in one centralized location)

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1 Allowed answers: 1

Display if Q23='5' OR Q23='6' OR Q23='7 - Extremely important'

Q47 VETS Club (Student Veterans Association)

In-person/face-to-face[Code = 1]

Online[Code = 2]

No preference[Code = 3]

Required answers: 1 Allowed answers: 1

Display if Q24='5' OR Q24='6' OR Q24='7 - Extremely important'

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Please indicate your level of satisfaction with the following UA resources/services:

Q48 Academic advising

Very dissatisfied[Code = 1]

Dissatisfied[Code = 2]

Neutral[Code = 3]

Satisfied[Code = 4]

Very satisfied[Code = 5]

Not applicable/have not used resource[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q49 Career Services

Very dissatisfied[Code = 1]

Dissatisfied[Code = 2]

Neutral[Code = 3]

Satisfied[Code = 4]

Very satisfied[Code = 5]

Not applicable/have not used resource[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q50 Classes for veterans (SERV)

Very dissatisfied[Code = 1]

Dissatisfied[Code = 2]

Neutral[Code = 3]

Satisfied[Code = 4]

Very satisfied[Code = 5]

Not applicable/have not used resource[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q51 Counseling (group) through Counseling & Development

Very dissatisfied[Code = 1]		
Dissatisfied[Code = 2]		
Neutral[Code = 3]		
Satisfied[Code = 4]		
Very satisfied[Code = 5]		
Not applicable/have not used resource[Code = 0] [N/A]		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>

Q52 Disability Resource Center (DRC)		
Very dissatisfied[Code = 1]		
Dissatisfied[Code = 2]		
Neutral[Code = 3]		
Satisfied[Code = 4]		
Very satisfied[Code = 5]		
Not applicable/have not used resource[Code = 0] [N/A]		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>

Q53 Campus Health Service		
Very dissatisfied[Code = 1]		
Dissatisfied[Code = 2]		
Neutral[Code = 3]		
Satisfied[Code = 4]		
Very satisfied[Code = 5]		
Not applicable/have not used resource[Code = 0] [N/A]		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>

Q54 Financial Aid		
Very dissatisfied[Code = 1]		
Dissatisfied[Code = 2]		
Neutral[Code = 3]		
Satisfied[Code = 4]		
Very satisfied[Code = 5]		
Not applicable/have not used resource[Code = 0] [N/A]		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>

Q55 Off-campus referral procedures to address veteran needs		
Very dissatisfied[Code = 1]		
Dissatisfied[Code = 2]		
Neutral[Code = 3]		
Satisfied[Code = 4]		
Very satisfied[Code = 5]		
Not applicable/have not used resource[Code = 0] [N/A]		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>

Q56 Off-campus housing		
Very dissatisfied[Code = 1]		
Dissatisfied[Code = 2]		
Neutral[Code = 3]		
Satisfied[Code = 4]		
Very satisfied[Code = 5]		
Not applicable/have not used resource[Code = 0] [N/A]		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>

Not applicable/have not used resource[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Please indicate your level of satisfaction with the following UA resources/services

Q57 Registrar services/enrollment assistance

Very dissatisfied[Code = 1]

Dissatisfied[Code = 2]

Neutral[Code = 3]

Satisfied[Code = 4]

Very satisfied[Code = 5]

Not applicable/have not used resource[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q58 Registrar certification verification

Very dissatisfied[Code = 1]

Dissatisfied[Code = 2]

Neutral[Code = 3]

Satisfied[Code = 4]

Very satisfied[Code = 5]

Not applicable/have not used resource[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q59 Think Tank

Very dissatisfied[Code = 1]

Dissatisfied[Code = 2]

Neutral[Code = 3]

Satisfied[Code = 4]

Very satisfied[Code = 5]

Not applicable/have not used resource[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q60 Transfer Student Services

Very dissatisfied[Code = 1]

Dissatisfied[Code = 2]

Neutral[Code = 3]

Satisfied[Code = 4]

Very satisfied[Code = 5]

Not applicable/have not used resource[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q61 VETS Center

Very dissatisfied[Code = 1]

Dissatisfied[Code = 2]

Neutral[Code = 3]

Satisfied[Code = 4]

Very satisfied[Code = 5]

Not applicable/have not used resource[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q62 VETS Club (SVA)

Very dissatisfied[Code = 1]

Dissatisfied[Code = 2]

Neutral[Code = 3]

Satisfied[Code = 4]

Very satisfied[Code = 5]

Not applicable/have not used resource[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q63 Have you been deployed during your college career at the University of Arizona?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

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Q64 To what extent was the University of Arizona helpful or supportive when you were **called away** for deployment?

1 - Not at all helpful[Code = 1]

2[Code = 2]

3[Code = 3]

4[Code = 4]

5 - Extremely helpful[Code = 5]

Required answers: 1 Allowed answers: 1

Display if Q63='Yes'

Q65 Please explain your above response:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Display if Q63='Yes'

Q66 To what extent was the University of Arizona helpful or supportive when you **returned** from your deployment?

1 - Not at all helpful[Code = 1]

2[Code = 2]

3[Code = 3]

4[Code = 4]

5 - Extremely helpful[Code = 5]

Required answers: 1 Allowed answers: 1

Display if Q63='Yes'

Q67 Please explain your above response:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Display if Q63='Yes'

Q68 Have you experienced a point in your career at UA when you thought you might have to leave the UA?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Display if Q63='No'

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Q69 Please describe what circumstances led to you thinking you might have to **leave** UA:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Display if Q68='Yes'

Q70 What factors contributed to you **staying**?

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Display if Q68='Yes'

Q71 Have you ever had a withdrawal from UA for a non-deployment reason and then re-enrolled after a break of a semester or more?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

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Q72 Please describe what circumstances caused your withdrawal from UA:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Display if Q71='Yes'

Q73 Please indicate your level of agreement with the following statement:

My transition to college has been made easier by the assistance provided to me by UA.

Strongly disagree[Code = 1]

Disagree[Code = 2]

Neutral[Code = 3]

Agree[Code = 4]

Strongly agree[Code = 5]

Required answers: 1 Allowed answers: 1

Q74 Please describe any **positive** experiences you had during your transition to UA:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q75 Please describe any **challenges** you experienced in your transition to UA:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Please indicate your level of agreement with the following statement:

Q76 I know where to go on campus if I have questions regarding veterans' services.

Strongly disagree[Code = 1]

Disagree[Code = 2]

Neutral[Code = 3]

Agree[Code = 4]

Strongly agree[Code = 5]

Required answers: 1 Allowed answers: 1

Q77 I believe the UA is a veteran friendly campus.

Strongly disagree[Code = 1]

Disagree[Code = 2]

Neutral[Code = 3]

Agree[Code = 4]

Strongly agree[Code = 5]

Required answers: 1 Allowed answers: 1

Q78 What might make UA a more "veteran-friendly" campus?

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q79 Please provide 3 - 5 recommendations that you think UA could implement that would better meet your needs or enhance your experience as a student veteran/family member of a veteran:

1.[Code = 1] [Textbox]

2.[Code = 2] [Textbox]

3.[Code = 3] [Textbox]

Required answers: 0 Allowed answers: 3

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Q80 Are you currently in the military?

Yes [Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Display if Q1='Veteran '

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Display if Q1='Veteran '

Q81 Which component?

Active Duty[Code = 1]

National Guard[Code = 2]

Reserve[Code = 3]

Required answers: 1 Allowed answers: 1

Display if Q80='Yes '

Q82 Which branch of the military are you in?

Air Force[Code = 1]

Army[Code = 2]

Marines[Code = 3]

Navy[Code = 4]

Coast Guard[Code = 5]

Required answers: 1 Allowed answers: 1

Display if Q80='Yes '

Q83 What are you currently?		
Discharged[Code = 1]		
Retired[Code = 2]		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>
Display if Q80='No'		
Q84 From which component were you discharged or retired?		
Active Duty[Code = 1]		
National Guard[Code = 2]		
Reserve[Code = 3]		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>
Display if Q80='No'		
Q85 Which branch of the military were you in?		
Air Force[Code = 1]		
Army[Code = 2]		
Marines[Code = 3]		
Navy[Code = 4]		
Coast Guard[Code = 5]		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>
Display if Q80='No'		

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Display if Q1='Veteran '

Q86 Have you served in a combat zone?		
Yes [Code = 1]		
No[Code = 2]		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>
Q87 Please check if you served in any of the following: (check all that apply)		
Operation Iraqi Freedom[Code = 1]		
Operation Enduring Freedom - Afghanistan (OEF-A)[Code = 2]		
Operation Noble Eagle (ONE)[Code = 3]		
Operation Desert Storm[Code = 4]		
Vietnam War[Code = 5]		
Korean War[Code = 6]		
Peace Keeping Mission abroad[Code = 7]		
Other (please specify)[Code = 8] [Textbox]		
	<i>Required answers: 1</i>	<i>Allowed answers: 8</i>
Q88 How many times have you been deployed?		
1[Code = 1]		
2[Code = 2]		
3[Code = 3]		
4[Code = 4]		
5[Code = 5]		
6[Code = 6]		
7[Code = 7]		
8[Code = 8]		

9[Code = 9]
10[Code = 10]
11[Code = 11]
12[Code = 12]
13[Code = 13]
14[Code = 14]
15[Code = 15]
16[Code = 16]
17[Code = 17]
18[Code = 18]
19[Code = 19]
20[Code = 20]
21[Code = 21]
22[Code = 22]
23[Code = 23]
24[Code = 24]
25[Code = 25]
26[Code = 26]
27[Code = 27]
28[Code = 28]
29[Code = 29]
30[Code = 30]
<i>Required answers: 1 Allowed answers: 1</i>

Q89 Please estimate the total amount of time in years/months that you have been deployed: (Please enter whole numbers)
Years:[Code = 1] [Textbox - Numeric]
Months:[Code = 2] [Textbox - Numeric]
<i>Required answers: 0 Allowed answers: 2</i>

Q90 Were you wounded or injured (physical and/or non-physical) during any of your deployments?
Yes[Code = 1]
No[Code = 2]
<i>Required answers: 1 Allowed answers: 1</i>

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Q91 Please list/explain your diagnosis due to being wounded or injured during any of your deployments:
[Code = 1] [Textbox]
<i>Required answers: 0 Allowed answers: 1</i>
Display if Q90='Yes' OR Q1='Veteran '

Q92 What are your current living arrangements?
Residence hall[Code = 1]
Off-campus rental[Code = 2]
Own home[Code = 3]
Parent's home[Code = 4]
Other (please specify)[Code = 5] [Textbox]
<i>Required answers: 1 Allowed answers: 1</i>

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Q93 How far do you live from campus?

Less than 2 miles from campus[Code = 1]

2 - 5 miles from campus[Code = 2]

More than 5 miles from campus[Code = 3]

Required answers: 1 Allowed answers: 1

Display if NOT Q92='Residence hall'

Q94 What is your marital status?

Single[Code = 1]

Married[Code = 2]

Separated[Code = 3]

Divorced[Code = 4]

Widowed[Code = 5]

Living with partner[Code = 6]

Required answers: 1 Allowed answers: 1

Q95 Do you have children?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

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Q96 How many children are currently living in your household?

1[Code = 1]

2[Code = 2]

3[Code = 3]

4[Code = 4]

5[Code = 5]

6[Code = 6]

7[Code = 7]

8[Code = 8]

9[Code = 9]

10[Code = 10]

Required answers: 1 Allowed answers: 1

Display if Q95='Yes'

Q97 How many hours each week are you employed?

20 hours or more each week[Code = 1]

Less than 20 hours each week[Code = 2]

I am not employed.[Code = 3]

Required answers: 1 Allowed answers: 1

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Q98 Where do you currently work?

On campus[Code = 1]

Off campus[Code = 2]

Both[Code = 3]
Required answers: 1 Allowed answers: 1
Display if Q97='20 hours or more each week' OR Q97='Less than 20 hours each week'

Q99 What are your sources of funding for the university education? (Check all that apply)

Employment[Code = 1]
Family resources/support[Code = 2]
Loans[Code = 3]
Grants[Code = 4]
Scholarships[Code = 5]
VA educational benefits (including GI Bill benefits) [Code = 6]
Military tuition assistance (from the Department of Defense)[Code = 7]
Required answers: 1 Allowed answers: 7

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Appendix B: Invitation and Reminder Emails

Invitation email sent on March 22, 2012:

From: Cody Nicholls, Veteran Education and Transition Services
Subject: Student Veteran Survey
Reply: rcn1@email.arizona.edu

Dear University of Arizona Veterans and Family Members,

The University of Arizona is committed to providing the best experience possible for those who have served our country and for their family members who are enrolled at the University of Arizona. Beginning this year, we will conduct an annual survey to determine how we can better serve you.

This inaugural survey should take 10-15 minutes to complete. Your feedback is very important to us and we ask that you take the time to help us improve your experience at UA. All of your responses will remain completely confidential and any reporting of the survey data will be done in aggregate form.

To access the survey please click [here](#). If the survey does not open automatically, please copy and paste the following link to your internet browser's address bar:

<http://www.studentvoice.com/p/?uuid=187d6ceecc1c4b85974a7ed9d921f737&p=1>

Thank you for your service to our nation.

Sincerely,

Chrissy Lieberman
Associate Dean of Students
The University of Arizona

Cody Nicholls
Interim Director, Veteran Education and Transition Services
The University of Arizona

Reminder email sent on March 23 and March 28, 2012:

From: Cody Nicholls, Veteran Education and Transition Services
Subject: Student Veteran Survey
Reply: rcn1@email.arizona.edu

Dear University of Arizona Veterans and Family Members,

This is a reminder to complete the inaugural Student Veteran Survey which was created to determine how we can better serve you. The University of Arizona is committed to providing the best experience possible for those who have served our country and for their family members who are enrolled at the University of Arizona.

The survey should take 10-15 minutes to complete. Your feedback is very important to us and we ask that you take the time to help us improve your experience at UA. All of your responses will remain completely confidential and any reporting of the survey data will be done in aggregate form.

To access the survey please click [here](#). If the survey does not open automatically, please copy

and paste the following link to your internet browser's address bar:

<http://www.studentvoice.com/p/?uuid=187d6ceecc1c4b85974a7ed9d921f737&p=1>

Thank you for your service to our nation.

Sincerely,

Chrissy Lieberman
Associate Dean of Students
The University of Arizona

Cody Nicholls
Interim Director, Veteran Education and Transition Services
The University of Arizona

Appendix C: Preferred Mechanism to Receive Services

Preferred Mechanisms for Respondents to Receive Veteran-related Services						
Veteran-related Services**	Percent (%)*					
	Veterans			Family Members		
	In-person	Online	No preference	In-person	Online	No preference
• Academic advising	89	4	7	88	8	4
• Admissions application assistance	65	27	9	85	10	5
• Alternative curriculum delivery formats	31	49	20	33	43	24
• Career services advising	83	7	10	71	10	19
• Classes for veterans (SERV)	64	12	25	62	0	39
• VA-certified counselors on campus	81	9	10	61	6	33
• Credit for military training and service	48	21	31	37	16	47
• Disability resources	51	12	38	47	--	53
• Faculty/staff sensitivity to student veterans training	58	10	33	54	4	42
• Healthcare referral for service-related injuries	54	13	34	43	10	48
• UA lobbying state legislature on behalf of veteran students	38	24	39	52	9	39
• Informing/educating UA student veterans of current state and national veteran legislation	25	46	30	33	29	38
• Marketing & outreach to recruit veterans to enroll at UA	31	24	45	33	22	44
• Off-campus referral procedures to address veteran needs	32	30	39	45	23	32
• Orientation for veterans	85	9	6	74	5	21
• Registrar services/enrollment verification	58	25	17	52	33	15
• Registration assistance	69	19	12	65	23	12
• Retention/degree completion assistance	71	12	17	72	12	16
• Services for family member of active duty service members/veterans	52	15	33	59	17	24
• Tutoring services specifically for veterans	83	4	13	77	0	23
• One-stop-shop for veterans	80	8	12	85	12	4
• VETS Club (Student Veterans Assoc)	82	2	17	72	0	27

*If respondents rated any of the 23 veteran-specific services and policies as important (rating of 5, 6, or 7 on a 7-point scale), they were presented a follow-up question regarding their preferred delivery method for the service or policy.

**Row percents for each group might not sum to 100% due to rounding.

Appendix D: Open-ended Responses Regarding Other Services and Policies that UA Might Consider for Veterans

NOTE: Some responses were cut off as there were a limited number of characters allowed per respondent in the survey administration tool.

“Other” responses from veterans:

- A 'How-To/What to Do' for first time Veterans that enter the Vet Club area. I just kind of wondered around and sat at a computer and started learning to figure it out. Some sort of '1st Time' procedure when Vets swipe their Cat Card that annou...
- A person that Vets can access that can tell us about scholarships and grants in addition to VA benefits. Grants and scholarships are important to your CV and give you credibility with employers.
- Being able to find the services. Often they are hidden somewhere around the registrar's office.
- Can the UA provide dental assistance where the VA fails?
- Cross department communication when it comes to getting information on classes that may or may not be available during the veteran priority registration week. It needs to improve drastically as there are classes that are not sure if they are av...
- Free or low cost childcare available to veterans on campus would be immeasurably valuable to me. Childcare is the number one barrier that could prevent me from utilizing the benefits I have earned.
- Free printing is really helpful. Also a non-judgmental person to talk to from time to time. Maybe a support group would have helped me get over my bullshit at a faster rate.
- Having all of these things in one place would be most helpful.
- High-quality childcare services on campus!!!
- I believe that it is necessary for administration, and those who are directly involved with the student veteran population, to follow through with promises made. The Vets Initiative in its current form is useless, and acts as an affront to the ...
- I believe that the most important issue is Academic advising, and giving credits for experience. I mean I was an IT in the military for 6 years yet I still needed to take a basic computer class. I can put lines together in the middle of the ocea...
- I believe the University of Arizona should re-evaluate its transfer credit procedures. Coming in to UA I had many credits that transferred in. Unfortunately, as a student in general I have had to approach some of the departments on my own to ge...
- I cannot stress enough the importance that the VETS Club and Office have meant to me and to my family!
- I do not qualify for disabled parking yet it's difficult for me to walk long distances. I place to be able to lock and store my gear at school would be nice to avoid carrying a heavy backpack all day. I know they have cubbies, but I cannot afford one.
- I don't know if it's realistic, but maybe some kind of drop in daycare for classes that are in the evening or for students to go to the gym.
- I think it is quite clear that all of these are extremely important.
- I think the Vet counselors are most important
- I think UA does a fine job, I cannot think of much more I need.... Well besides more money of course. Other than that I have no complaints. Thank you.
- I understand that the college is an open and diverse atmosphere, tailored to serve a vast array of students from different backgrounds. I am also cognizant of the fact that all veterans served on a volunteer basis. That being said, most served i...
- Identify and assist older veterans who do not necessarily qualify for current G I Bill options. Several vets are older veterans, many retired, who have either used their older G I Bill benefits or do not qualify for current G I Bill programs. A...
- It would be nice to have centralized information and assistance to help with scholarships/grants/other financial aid that pertains specifically to veterans.
- It's different for us vets. Some of us have families and full time jobs. So it makes things difficult to make think tank hours or tutoring or TA office hours. Wish there was an alternate resource.

- Medical Insurance for Vet Students who don't qualify for VA medical services.
- My only thought would be to get some sort of step by step pamphlet or paper on what to do after you separate from active duty and become a full time student. The GI Bill process needs to be done 100% correctly or you don't get paid, and there a...
- No. If there isn't already, there should be a procedure in place to ensure those in the VETS Club are in fact veterans. I've seen and spoken with impostors at Pima and UA. It's a disgrace and a slap in the face to all of us who serve.
- On-site child care.
- On-Campus childcare for not only veterans but everyone else. We are the only Pac-12 school to not offer on-campus childcare.
- One-stop-shop for veterans should be high priority for the university. There are still many things not offered for veterans at the university. I think we (VETERANS) deserve for our service and sacrifice for our country.
- Professor training on Veteran specific needs and considerations...I have run into many instructors this semester who needed additional proof of disabilities above and beyond what the DRC requires in order to 'approve' disability considerations (...)
- Quality education and assistance with veterans financial assistance is all that is expected.
- Support for graduate students seems nonexistent. I think some outreach to this subpopulation of the student body would be much appreciated.
- The orientation would be nice. I do not and have not ever know exactly what there is to offer and don't even know where the hang out spot is or anything, even after 4 years of being at the UA
- The VETS Club has been a life saver for me, that and the Transfer student center have made me feel at home on a campus where a 46 year old women is supposed to be the teacher, not the student!
- The VETS office offers printing and computers for veterans. This equipment was vital to my performance at the UA.
- There needs to be a one-stop shop with Maralynn Bernstein heading the Veterans issues/department. She knows the most of Veterans services and issues our community has.
- U Of A should hire Veterans to assist in security it would overall help keep campus safe and would help supplement the police. Who else on campus is highly trained and highly dependable? No one.
- UA is stuck in the past in their limited teaching model and their resistance to using technology.
- Veteran parking discounts
- work with in degree plan for completion, not just a cookie cutter degree requirement. Hearing loss affects most veterans returning from the combat zone. while all my teachers have been accommodating i struggle very much in foreign language, and i...
- You do not differentiate between handicapped veterans and non-handicapped in your survey. This is a very important distinction

“Other” responses from family members:

- Caring and compassionate customer service for any veteran or dependent in need.
- No, just improve the quality of the above listed programs if they are offered
- Pre-enrollment services are very helpful
- Priority registration for people using the GI bill is great.
- Professors having some sensitivity and understanding for Veterans situations
- Providing financial assistance to the dependents of veterans
- The office has been very helpful in helping me to submit paperwork to receive my benefits which was all I needed.
- The only thing that I wish could be different is the invoices from the vets office. I kept getting an invoice but I wish they were itemized or something. Sometimes it was confusing.
- The UA does an amazing job for the veterans. The priority registration is greatly appreciated and essential whereas other institutions place veterans last, the UA places them ahead which truly eases the transition.

Appendix E: Verbatim Responses to Open-ended Item, “Please describe any positive experiences you had during your transition to UA.”

NOTE: Some responses were cut off as there were a limited number of characters allowed per respondent in the survey administration tool.

Veteran responses:

- Admittance Assistance
- An adviser named Elsa Reyes helped me greatly with acceptance to UA after a terrible experience with admissions. The VETS office made applying for benefits (GI bill) a very simple and pleasant experience. The VETS center also helped me with diff...
- Availability of academic advisors and their willingness to help
- Before I began my first semester at the U of A, I was helped by a work-study at the VETS Center. His help made my transition less difficult.
- Being a part of the Student Vets at UA.
- Being able to bypass the standard admission procedure was a tremendous help to me. The admission process is geared mainly toward high school seniors with lesser emphasis on transfer students and little accommodation for non-traditional students....
- Both the veterans office and the SVA have been extremely helpful becoming oriented and adjusting to life as a student.
- Campus personnel are very helpful in resolving issues and answering questions.
- Clara is wonderful for the UA South students!
- Councilors try to help and really care
- Everyone has a great attitude.
- everything transferred easily
- Fellow students and departmental assistance
- Financial Aid is always very helpful when you go, but unless you go into the office and ask, you have no idea what steps you are supposed to take as far as loans and FAFSA and TA.
- Financial aid with GI bill was easy
- Finding other professors who understood my passion for research and what my interests meant to me
- Friendly help from the VETS office work studies.
- Great advisors
- Great assistance from my advisor in school if government & public policy!
- great teachers willing to work with certain elements that are uncommon of traditional students.
- Having a place to ask other veteran questions about how things work at UA has been very helpful.
- Having employees like Mayalynn Bernstein who has been an amazing asset to your team has provided me a great positive experience. She is a very helpful individual.
- helpful academic advising
- I applied to UA just like anyone else would.
- I attended the transfer student orientation and learned alot, when I went to the VA lounge for the first time I was asked if I had been the VA office yet, and I when I went to the VA office, I was asked if I had found the lounge yet, I knew I was...
- I have not been in transition as I am a veteran who hasn't served after 1995
- I receive a lot of respect for my status as a Vietnam Veteran who is attending UofA to reach my goals.
- I took STU 210 at Pima, which helped tremendously, after that the VETS Office took over and saw me through.
- I was able to handle most of the transfer via email
- I was accepted before my ETS so I was able to enroll intime to collect Post 9/11 GI Bill benefits. Freshman orientation was nice.

- I was not prepared for how awesome the vet center and staff are. always helpful and fun to be there
- Introduction into some classes
- It was all positive. I am humble to have had this opportunity and I have not wasted it.
- life, in general.
- Mara in student services has helped me greatly in trying to avoid having to leave the school.
- Maralynn Bernstein has been the brightest star at a University full of individuals with clouded judgment. Maralynn goes out of her way for anyone, no questions asked.
- Maralynn has been an amazing help and the VETS Office made all the difference for me - being exposed to other student vets encouraged me and showed me it was possible - the vets running the office make life easier through their help
- Marian helped when the U of A decided to change my status from transfer to freshman and declined my application because it then changed the deadline. She helped and got me accepted rather than, 'we can waive your fee the next semester.'
- Mary has been excellent with G.I. Bill assistance.
- Mining Engineering Department administrative assistant Marcy DeWeese was very helpful in expediting my application to a graduate certificate program.
- Most of my credits from my CCAF degree transferred.
- My academic advisor is awesome and almost all professors I have had so far are truly brilliant and enthusiastic about the material they are teaching.
- My academic advisor was very open and available to meet when needed. She assisted me with my transition very well, I felt very comfortable with her.
- My academic advisor, Renee Horton, was phenomenal for ensuring I stay on track with my degree plan and helping me understand how the administrative procedures work.
- My adviser through the CPH has been awesome at working with me to map out a plan to finish my degree.
- My advisor is awesome! He seems to care very much about me. He pays attention to what I tell him, and he directs me to make good choices.
- My advisor was very helpful and available to help me register for classes. When you are brand new, the online system is super confusing!!
- my college, Col of Public Health, are wonderfully supportive and have great tools and the right people to do that with. I rarely use vet services because my college is outstanding at meeting my needs...
- My experiences with my department have been very positive. I also appreciate the ease with which the financial aid process can be completed online.
- My first day at UA was greatly helped by the helpful people at the Vet center and Veterans service. Without their help I might not have been able to complete the paperwork on time.
- My positive experiences have all been with the VETS center, SVA club and Maralynn Bernstein. They helped me stay at U of A and continue with my goal to graduation.
- My transcripts were mailed to UA, but had not been obtained by the proper department(Ag. and Life Sciences). Upon my arrival at UA, my transcripts were hand delivered to the proper individuals within minutes.
- NONE had no help at all
- None. I jumped through hoops. Did I own research to get the information I needed.
- One positive experience was finding the VETS office the 3rd week of my first semester. Having other people who can relate to your issues was a God send on this campus.
- Online process was easy, veteran services answered all of my questions and got me where I needed to go next.
- Orientation was helpful. The veteran services are amazing at the UA and would be completely lost without them.
- People who work at the Outreach college are super nice
- Polly and Maralynn offered much assistance is helping myself to understand how to utilize my VA benefits for classes
- Professors were willing to work well with me when I informed them of my transition.

- Ray at the VETS center was very helpful for me when i first arrived and did not know where to go to veteran services
- Special orientation was helpful.
- Super easy enrollment verification. Best ever.
- Thank you for Glen and Matt and Marylyn and Juan(?) who helped start up the VETS lounge back when I started classes at UA in 2009.
- The ability to get in state tuition allowed me to keep going to school. Also having a place to go (the VA center) is important to me. It allows me to be around men and women that have the same or similar situations. This in itself allows me to...
- The cheerleaders would chase me down in Aug and asked if I wanted water or a cookie and said thanx for your service. That was cool!
- The English Department worked hard with me to make sure my transfer credits would be accepted.
- The exposure to quality university faculty at the Eller College of Management.
- The folks in the Veterans office made getting residency very easy and are eager to help with my application for the GI Bill. Great service!
- The GI Bill paperwork processing couldn't be easier here and the staff at the Vet's office are always very helpful.
- The help from Bertha Coralles in the college of education!!!
- The in state tuition was changed fairly easily. I really enjoy the vets office.
- The individual academic advisors I've interacted with have been very helpful.
- The new engineering graduate programs (ME and Engineering Management) are the reason for me returning to college.
- The people at U of A have been friendly and helpful.
- The registrar and veterans services folks on campus were great.
- The SERV classes provided me with not only a positive classroom experience but also knowledge and self-confidence in my transition to University life.
- The SERVE program was a huge help in helping transition, along with having fellow veterans to ask for assistance. the Vets center is a great resource to have on campus too.
- The staff at the vets office were extremely helpful in getting me enrolled.
- The support from the VETS center and the Veteran/Veteran Tutoring.
- The transition process was easy. I received packages that explained the enrollment and other services available in detail.
- the university of Arizona south staff in sierra vista made the process very easy.
- The V.E.T.S office and the personal working there.
- The Vet Center (especially the free printing services), the Vet Center Staff was very friendly and welcoming. Also the Transfer Student Center, Jeanais Brodie and staff were absolutely wonderful and very supportive. Several of the Faculty and ...
- The vet center has helped me have a place to go and get work done
- The VET Center was very supportive and the staff at the VA office was helpful in ensure I received all my benefits.
- The VETS center has helped me to print reports and reading available only on D2L.
- The VETS center has made my transition smoother than what it would have been if I had to figure everything out on my own. They helped me with everything I needed assistance with and even things I did not know about.
- The VETS Center, the SVA Club, and Veterans Services have all assisted me by ensuring my benefits were ready to go for each semester and handled any changes to my schedule that required follow-on action from the VA.
- The VETS club has been extremely helpful when dealing with questions on just about anything I had with the UA processes and where to go and who to talk to when needed.
- The VETS Office, SVA Club and Maralynn Bernstein and Gina in the office of the Registrar.
- The whole Veteran's support network is amazing.
- Transfer center was on point

- Transfer student center, Vet's center, Vet's registration, academic advising, and the many kind and thoughtful people in all of the UA departments I have had contact with (even the conversations about plants with the grounds men).
- V.E.T.S. office provides camaraderie and service that any veteran would view as invaluable.
- VA office makes it very easy to navigate the financial aid
- Very helpful staff and student population for the most part-- have been very receptive to the veteran population.
- VET center
- Vet center
- Vet center is a very good resource for printing or escaping the massive size of the campus.
- Vets center try to assist in an way possible
- VETS center.
- VETS Club!! VA office for GI Bill etc. Excellent customer service
- Vets helping vets.

Family member responses:

- advisors helped with class choices
- Each year I've discovered more and more resources that are around to help with success at the school.
- Figuring out what direction I want to take my life
- Getting all of the VA benefits in order for me to use has been made easier by Clara, and my advisor is usually pretty helpful.
- Good veterans department. Great customer service.
- I am a dependent not active duty, but without the financial assistance provided to me I would not be able to afford college.
- I have received a lot of useful help from advising staff
- It was easy to meet and get to know new people.
- Lovely campus, helpful advisors
- My hall is for the most part friendly.
- Priority advisement
- Priority registration is the BEST benefit in my opinion
- Priority registration, the veterans affairs office employees are always more than willing to help
- The financial aid office has been amazing in helping me with the necessary paperwork.
- Veterans Services

Appendix F: Verbatim Responses to Open-ended Item, “Please describe any challenges you experienced in your transition to UA.”

NOTE: Some responses were cut off as there were a limited number of characters allowed per respondent in the survey administration tool.

Veteran responses:

- 1.) My service work/experiences did not count towards my degree. 2.) Retaking classes that didn't transfer was a big headache. I provided syllabuses and course exams from previous classes I had taken and still I had to retake the classes here to g...
- A few bumps at the beginning, but those bumps were taken care of in a timely manner.
- Academically I was not fully prepared for the courses I was taking.
- adapting to college life from military life
- Adjusting to the big U has been challenging coming from a cc.
- Admissions was completely dysfunctional. I had to submit multiple copies of Pima transcripts as they 'were never received.' I discovered that all the transcripts were sitting on a desk for several months.
- Advisor has changed at least once a year
- At first, I wasn't quite sure where to start after I had been accepted and the campus was overwhelming after becoming accustomed to the PCC campuses.
- Bad Advising, Grades not up to expectations
- Being a student again! :)
- Being in class with the immature freshmen and sophomores that have so little experience with life. At the job I have one of the people I work with called me old, white, ex-military person that had only experienced the world through the lens of a wh...
- being older, harder to learn, being very much a minority in viewpoint and experience
- Being spoken to and treated like an 18-19 year old kid with no real world experience.
- Being talked down to by staff and professors who don't recognize that I am not like the normal college kid. Teachers not controlling their classrooms. It is much harder for me to focus on their lecture when other students are having side conversa...
- Challenges have been parking near the science buildings. There are little to no motorcycle parking spots in that area. The ones that do exist are always full.
- Cost of living expenses, family obligations, employment, and balancing my studies
- Currently I am finding that other orgs are not sensitive to vets or family members to vets. specifically had a bad experience recently with some gpvc folks
- Customer service and communication.
- D2L distance learning environment has been known to fail at certain times this semester. Spring 2012 startup for my course was delayed two weeks until the IT issues could be sorted.
- Dealing with getting into classes I need and getting my military service to count for anything was a pain.
- Dealing with spoiled children for classmates and impractical academics for professors
- dealing with the engineering college
- Degree planning was difficult. Not knowing much about upper level biology classes (when they actually start to differentiate) and trying to declare a major so the VA will pay you. I declared molecular and cellular biology without much exposure...
- Difficulty finding online science classes to meet my masters requirements. Difficulty understanding why registration has to be so hard between Outreach college and normal university registration, and who to pay.
- Enrolling
- Everyone is helpful once you've made it inside their office but there is no help anywhere else. And when you're in Virginia for training trying to long distance call the U of A, you get nowhere.
- Financial Aid
- Financial Aid Process difficult to navigate

- Finding certain buildings and offices on campus when I didn't know my way around
- Finding out exactly who to talk to can be difficult at times
- Getting assistance with tuition and class scheduling within a reasonable time.
- Getting credits transferred in was a nightmare. I had no idea I had to go to several different advisors to have things approved first. A list of what you need to do as a new and or transfer student would be helpful.
- Getting the same info from different departments (FA, grad college, registrar)
- Hard to learn in large class sizes, like smaller classes.
- Having to go to campus multiple times, to get everything in place, to start my classes. Im disabled and commuting is a difficult thing to do for me. If the trips to get everything done were reduced, it would be better. Other than that, its wasn...
- I am a mature older student and veteran of the Vietnam Era, and found my attendance at UA to be a bit uncomfortable as I am a very non-traditional student. I also have arthritis in my knees and found parking very difficult even with the handic...
- I am doing distance learning (online courses) while on active duty. I have only had one course so far, but it has been the most unorganized course I have ever had. The instructors are impossible to get a hold of and the course schedule/grading...
- I didn't have anybody tell me about having too many community college credits that were more of a liability, if I wanted to go for a BS because only 64 community college credits transfer. I have three associate degrees from community colleges,...
- I don't know why I don't have an academic advisor, maybe grad students just don't have them, but I thought I would at some point talk to someone about what I wanted to get out of my program (MBA), my career goals, and what to do in school to ach...
- I felt out of place at freshman orientation. Opportunities for students with families. Everything is oriented around 18 year olds.
- I find the impersonal experience that I've had challenging. Everything is done online, from tests to quizzes to assigning homework. I wish the University would not be so dependent on D2L.
- I had difficulty being in large classroom settings with students that are 10 years younger than me.
- I had to do too much foot work. So many things to do, and not one place to do them. It seemed it took too much coordination to get everything done.
- I have an infant and was very disappointed that UA is the only PAC 10 University without a childcare center. The Child & Family Resource center folks are helpful but they can only do so much, especially when all the facilities are off campus.
- I was automatically enrolled into the college of honors (this was not something I was interested in doing), it was a rather big headache to remove myself from the honors college. I was also very discouraged at how little the University of Arizo...
- I was emailed a 'Summer' check in orientation sheet that on arrival for the Spring Semester, was 2 hours late on day 1. Vocrehab helped me a lot and I made the best of what I had.
- I was really offended both times I met Doc 'G' - she was rude, dismissive and refused to listen - how she is the person working with vets confuses me - she tried to talk about how vets were like Holocaust survivors and interrupted other people e...
- I was so use to exact directions and 'How To' in the military. Coming to the UA I had to ask so many people for 1 answer. It would be helpful for the VETS Center to give a simple check list for 'what to do when new' at UA.
- I was unaware of the GRO policy until after I was not able to use it for a vital class. I have no idea what the VET office offers beyond filling out the forms for gi bill.
- I'm 61 years old. The level of computer expertise needed to be successful has been a challenge. However, it has been rewarding.
- In general, there are good things I have had experience with, but I've heard difficulties experienced by others. Social interaction is very different for a veteran than the general university populace.
- Interacting with the main student body and communication with some of my professors. There is a general lack of understanding of Student Veteran issues on campus and this allows for specific stigmas to exist that are damaging to the psyches of S...
- Ironically, the expedited admission I encountered did not prepare me well enough for first-time entrance into a 4-year institution. I feel I could have been better prepared for the challenges of studying at a university if I had offered the opp...

- It is not easy being a nontraditional student who is 40 years older than the other students at times, though they show me a lot of respect and, when they get to know me, treat me as one of them. It can be difficult at times though.
- it took a long time to get in touch with the right people in the veterans assistance office to verify my military service
- Just navigating the system in general is confusing. When we process into a new duty station, we have the help of our sponsor. Here we are left to wander until we stumble into someone that knows a thing or two to help us out.
- Just trying to get the right classes in order to transfer, i was not sure
- making my brain work
- Military credits were not specific enough to match UA classes; therefore, military classes were not accepted as transfers. If class descriptions were provided or available from the military, the UA may be more acceptable to military credits.
- Money...and the fact I am significantly older than a great majority of other students. This does not make learning any harder; it just makes it harder to feel connected to the university experience.
- More difficult than community college. I think prospective transfer students should know it is tougher here than Pima CC
- Mostly just hitting that first year hard. This is something I think should be stronger emphasized during orientation/transitional meetings before a veteran starts. I'm graduating Magna Cum Laude, and it's because that first year set my pace and ...
- My acceptance letter was lost back in 2010 and I didn't find out I was accepted till I tried to apply again later. I called many times and was given the brush off by the UA when I asked about my acceptance. I was placed into the wrong Math c...
- My acceptance was late in the year and made it extremely difficult to quit my job, arrive in time, find a place to live, and complete processing before my first day of classes. Veterans' tuition deferment was the only thing that made this possible.
- My College Algebra credits from another university were not accepted.
- My credit from CA did not transfer over, I had over 80, and only got 20
- Poor study habits and challenging workload.
- Registering for classes
- Registration seems to be inconsistent at best. If students are expected to meet deadlines for assignments, shouldn't the same be expected of whoever is in charge of scheduling classes in time for ALL registration weeks?
- Same as question 53
- Some confusion with which ETCV courses to take and their availability in different semesters. The track shows one way to complete the degree, but not all courses listed on the track were available for that specific semester.
- Some instructors just don't care about a situation or disability.
- Taking advanced math classes again after being out of high school for almost 20 years.
- The abnormal testing procedure was probably my biggest challenge. That and large class size (it's very hard to concentrate when I'm in a PACKED 600 person auditorium with students constantly coming and going, talking, and the teachers lack of co...
- The application/ initial registration process could be significantly streamlined.
- The Commerce course load was heavy but I eventually adjusted to it.
- The level of maturity of the students, but we can't change that. Trying to balance NROTC requirements with school work. Early mornings and late nights do not make an effective student. I'd love if there were an office veterans could go to to com...
- The paperwork took a lot of effort to finally get enrolled.
- the registration office was challenging to find someone to fix my residency status since I am a veteran, took 2 months to correct the problem
- Transfer experience was deplorable. No one had answers.
- Trying to figure out VA GI Bill payment versus out of pocket tuition.
- Trying to find where all the stuff is. A one stop shop would be helpful.

- Trying to get regular services and when they find out I'm a veteran I get sent to the veteran services dept instead of helping me in their own dept. (aka Bursars, Admin)
- Understanding the Transition between community and UA. Course Plan and credits still needed to take.
- When I transferred I had a hard time getting into the science classes that I still needed before I could apply to the Nursing program, I ended up having to do a concurrent enrollment with Pima just to stay in school.
- When I was having problems with handling all my demands, I didn't really know about vet services, primarily because all my classes are at AZHS area of campus, and vet services are not visible at all there, only thru list serves.
- While possible to re-take classes taken at the UA, transfer credits cannot be re-taken. For a person who has been out of school for some time -- like many veterans -- jumping in where you left off can be quite difficult. It should be possible fo...
- Working with other traditional English students is very challenging. I do not have any commonalities with them and it seems nearly impossible to get any of them together to form a study group.
- Working with young students who are unwilling to work through conflict during group projects. Also those that try to avoid taking responsibility for their screw-ups by trying to blame someone else.

Family member responses:

- Classes, Teachers
- Financial aid people are not helpful, and do not keep you updated with your status
- Getting used to a greatly increased class load.
- I was over awarded financial aid and may have to pay it back out of pocket
- It has been very challenging connecting with other non-traditional students.
- It was hard to find certain buildings.
- My challenges stem from time management. It is hard to prepare the proper amount of time for each individual class when their exams are all fairly close.
- My pre-professional academic advisors are not the best at advising or preparing me thus far for my major.
- Not knowing exactly what classes are needed when registration time comes is kind of frustrating, and some academic advisors do not respond to questions in a timely manner. Also, it's hard to get a research opportunity with no research experienc...
- obtaining knowledge of veterans benefits
- renewing benefits every semester/ conflicts with scholarships
- Sometimes it takes a while to get a hold of people on the phone.
- Struggling to adjust to the college lifestyle. Meeting new people, being away from home, and being on your own.
- VA benefits struggles with the head office and UA office verification
- Well, you are required to take on a lot more responsibility when learning the ropes of the registration process at the U of A, and I personally wasn't guided that well. I basically had to learn the process all by myself. But, it made me a strong...
- Where to begin? There have been so many! From not accepting enough courses to having to have my advisor hand-key the majority of my degree progress as it transferred in, to not being able to graduate summa cum laude no matter what my GPA is du...

Appendix G: Verbatim Responses to Open-ended Item, “Please describe what circumstances led to you thinking you might have to leave UA,” and “What factors contributed to you staying?”

NOTE: Some responses were cut off as there were a limited number of characters allowed per respondent in the survey administration tool.

Veteran responses:

- Academic performance, Faculty and Staff being insensitive to my specific problems in classes. False accusations filed against me by a vengeful individual and the University conducting a witch hunt to placate this individual.
- Academically this school isn't for transfer students or those from poor backgrounds.
- Between classes and my responsibilities at home to my three children I was becoming overwhelmed and stretched too far.
- Can't get instate tuition
- Currently contemplating leaving UA to pursue other education/vocational opportunities. Disappointment in the quality of the program given through UA south.
- Do to transferring in alot of credits I am going to have to wait to get into the nursing program, this means that I will have to stop going to college until I get accepted. This is going to cause me to have to get a job while I wait to get in. I...
- Economic reasons.
- Family
- Family circumstances
- Feeling that I cannot do it.
- Finances
- Finances
- Financial
- Financial difficulty.
- Financial hardships at one point. Lost VA benefits and was unsure where funding would come from
- Financial reasons
- Financial reasons
- Financial, foreclosure home.
- Grades dropping + lack of desire to keep going
- Heavy Credit load, Visiting Grandparent spent 85 days in the hospital and mother became ill and I had to help out
- I am a Vietnam Veteran. I do not have the same benefits as current era veterans yet have the same problems and issues, academic, health and other issues caused by my service. I get no financial assistance and am still fighting the VA for medical...
- I am in the evening MBA. School workload combined with professional career was tough to manage early in the program.
- I am old and my brain doesn't function on this level anymore. My head is filled with Self Aid and Buddy Care techniques, how to don a gas mask, how to change an oil filter according to the Tech Order, and the difference between a general and sp...
- I died. Then upon revival, it came to my realization that I may never be able to return to finish what I started.
- I had to have major surgery. It was suggested that I drop all my classes. I decided to register anyway. So far everything is working out although I did drop one class.
- I had to leave UA due to health, logistical, and family reasons. It was an extremely hard decision as I still want to continue my studies in my chosen field at UA for the excellence of the academic programs. However, my personal situation forc...
- I received no real support from the department; no professor/advisor was willing to give me the full support and allow me to research my interests
- I was in the wrong major.

- I was not comfortable being on campus with such a young population.
- I'm also a military spouse and moving frequently is difficult
- Inability to work and be a student FT
- Interested in completing my degree in a different state.
- It is personal, I'm sure you can understand.
- Lack of motivation, poor grades.
- Medical
- Medical issues were in question, so i was debating of leaving, if I had to depending on my health. or pending procedures
- Medical reasons
- military obligations
- Move to another state for work
- My daughter's father lives in Phoenix. When Arizona State opened up to active duty Marines enrolled in MECEP, I considered going for the family support.
- My husband is currently active duty. He was sent overseas for a remote tour, with the possibility of not returning to the DM base
- needed money and a job
- Not being prepared mentally for the stresses of colligate academics, plus being around a bunch of annoying kids.
- Nothing to do with school, just wondering if I am on the right path and if I should continue
- Politics in the School of Music have discouraged me from finishing my dissertation for my Doctorate. Pretty sure I don't want to teach in higher education based on what I've seen at the U of A.
- recall to active duty/ family move
- Social interactions.
- The cost of attendance with a family to support is not considered in the cost of attendance and I still do not know if I will be able to complete this degree.
- The fact that as a non-traditional student we have to deal with the attitudes of young students that have no idea what others have sacrificed so that they can have an opportunity to receive a college education. Overall, Generation Y seems to hav...
- The first instance was during my first semester transferring in from Pima, the UA testing procedure was not explained (ie - finals are given on a different day/time then normal class period...transferring in as a junior, we were expected to al...
- The Humanities department is underfunded and undervalued. Classes are way too large for pre-requisite courses and it is so hard to get into classes need and if you missed an academic advising appointment for whatever reason then it's 'Sorry Out ...
- The VETs office and SVA club have become over run with lazy, misguided work studies that I wouldn't give the responsibility of picking weeds to, let alone a job that has an effect on the education of Veterans. I have been hearing for over a year...
- Tuition costs. GI Bill benefits (money) was not enough to cover my UA related expenses. I transferred to Post 9-11 GI Bill and my financial situation (school debt), got worst.
- Veterans are generally older than the majority of the student body. I was majoring in pre-pharmacy and was constantly barraged with what community service I was performing and volunteering. That is a major factor they look at in getting into th...

Family member responses:

- Couldn't get financial aid
- Have to leave after the current semester because we have to move to Phoenix.
- Job Opportunities
- Low grades
- Not being able to finish my degree prior to PCSing due to a lack of course availability and being in a degree program where classes are not guaranteed to transfer to another college or university.
- not enough money in my college fund

- Personal reasons.
- Raise in tuition costs.
- Tuition going up around \$3000 beyond my scholarship, basically

What factors contributed to you staying?

Veteran responses:

- Accepting the accumulation of debt (student loans) to afford to pay for school. GI Bill, Post 9-11 GI Bill not enough to cover all expenses.
- All the wonderful VETS programs and sense of belonging.
- Being too far in my degree to quit, and the Using my only option for completion.
- Better long term decision and future.
- Cleared up
- desire
- Desire to complete my education to provide for my family.
- determination
- didn't move
- Drive to succeed
- Family obligations and support.
- Financial Aid and scholarship.
- Finding financial support
- found resources and a job
- Getting into classes sooner. The wait times are to long with chapter 33, the military will only pay for classes need for our degree.
- Government paid for education.
- He was restationed at DM
- Help from other Veterans, talking with VETS center, Maralynn Bernstein, Duan Copeland
- I am able to maintain my health and keep up with my classes. This is true because I was able to drop the most stressful class after the drop date for medical reasons.
- I changed majors.
- I didn't, I left
- I have to get a degree, otherwise, I am useless in the civilian sector.
- I really want to graduate...but I keep asking myself...at what cost am I willing to pay? All of my relationships are suffering along with my family's overall quality of life.
- I stayed because we were already settled in Tucson and it was too late in my college career to make the change.
- I wasn't going to allow a bunch of immature, unappreciative brats deny me the opportunity of the education that I have a right to as much as they.
- I'm still thinking about staying or going.
- I'm trying to work as fast as I can
- If there were more online courses for Linguistics, Creative Writing, or other Liberal Arts programs, I might have been able to better combine on campus classes with on-line classes in order to stay at the UA
- I stayed because I was able to get a L OA for a time frame to deal with the problem in question.
- Maralynn Bernstein and the leadership of the VETS center and SVA club are the only reasons I stayed at the U of A. That supportive community was very important to me and to help me stay the course for graduation.
- Me.

- Money
- My family needs my help and I cannot leave, so I had to change my major.
- My family.
- My love of learning and my desire to achieve degrees I was never able to study for.
- My own willingness to modify my initial academic plans and to pursue a flexible alternative option
- My wife!
- not sure yet
- nothing you did
- Out of state tuition cost.
- Perseverance..
- Professors, high quality programs
- Raise at work
- Second job
- Still have GI Bill benefits. Affordable health insurance.
- Still looking for a reason to come back next semester
- Sucking it up and pushing forward. Staying focused on my goals.
- The assistance of veteran services helped me optimize my GI bill.
- The financial aid office finally got their act together after I went there 12 times in one semester.
- The only thing that kept me here was me losing credits if I transferred back home.
- The VETS office and the Student Veterans of America Club. Without these organizations I would not have as many friends as I do now. They are a valuable source of knowledge and camaraderie that motivates and inspires me to do my best in class.
- The VETS Office, and the student Vets who worked in there were my saving graces.
- To finish my master's degree at UA
- Work study with Office of the Registrar

Family member responses:

- At the moment, I was told that I can take all of my needed courses in the fall, then do student teaching and graduate in the spring, and we'll PCS in June. There has been an issue registering for all of my needed classes at the moment, so if it...
- College of Education
- Finishing a degree, Not having to go back to school at a later date
- Getting a good job and then GI Bill benefits
- Got better grades
- Receiving a good education.
- Transfer of benefits
- Was going to get a loan

Appendix H: Verbatim Responses to Open-ended Item, “Please describe what circumstances caused your withdrawal from UA.”

- Family
- Family obligations
- Full time employment and full time student. I didn't have the time to do all of it, so I withdrew from my one UA class.
- I died. Read the previous comment.
- I enlisted in the USMC.
- I was chaperoning a group of high school students to Washington, NYC and Israel and could not attend classes for my graduate degree without missing as much as a month of school.
- I withdrew during Spring 2011 due to health reasons.
- Illness in family
- Mental health reasons. Couldn't handle demands of school/work/life.
- Military training
- Went back to work full time.
- Work re-location

Appendix I: Verbatim Responses to Open-ended Item, "What might make UA a more 'veteran-friendly' campus?"

NOTE: Some responses were cut off as there were a limited number of characters allowed per respondent in the survey administration tool.

Veteran responses:

- A Dr. Ron Paul visit.
- A larger vet center.
- A more affordable place to find something to eat on campus.
- A One-Stop Shop of Veterans Services and the VETS Center. Annual training of UA Personnel geared toward Student Veteran needs and issues.
- a place for us to go and relax or get help with homework.
- Academic credits for military schools
- Accept more transfer credits and apply them to a students degree.
- allow more aspects of military service to count for college credit.
- Bigger office space and quiet area
- Bigger VETS center
- Bring more of the events down from main campus to the South campus. I constantly get e-mails about Vet-related events but they are not usually down here at the South campus.
- Can't say for sure. I feel it is already a veteran friendly campus.
- Child care!
- Don't know. I think it's fine.
- Educating the kids who haven't been in the military so they don't say off the wall stuff towards or about vets.
- Encouraging more veterans to go to the UA. I think some of my old friends feel a little bit intimidated because it is a big and difficult (relative) school.
- Evening classes.
- Expand VETS office, Have counselors specifically for transferring or beginning Veterans
- flexibility in ways classes are delivered and when
- Free lunch. I am not sure at this point I believe you are doing a good job, but I have a spouse who helps support me so I am not entirely dependent on our services.
- Free or low cost childcare on campus for veterans! Please!!!
- Getting rid of 'No Blood for Oil' signs in professor offices, staff and professor training on 'Veteran Culture', training on what the requirements of Guard or Reserve Members so that you stop assuming I am just trying to get out of class for a f...
- Give veterans the same treatment as student athletes.
- Good as is.
- I believe most negative feelings, I have heard from others, stems from individual students or faculty, and are not indicative of the UA policies or procedures.
- I don't know how else you could change it. The only thing I feel is kind of uncomfortable because I am so much older than the traditional student.
- I don't know, I have never used any VA facilities on campus
- I don't know.
- I don't think there's any help for the School of Music faculty. However, I believe that Veterans should not be treated differently than anyone else.
- I had no idea there is a veterans assistance office. Maybe by co-opting with the VA center in Tucson and their mailings, others may find out about it.
- I have returned to school here at the U of A in my adult life and could really use support in finding out how to set things up for example, are there scholarships that are just for Vets and how do I go about finding them? When I went to the VET...

- If the UA provided more tutoring for veteran students in a broader range of classes.
- if the university supported them.
- IF the VETS center was in a more prominent location instead of hidden up on the 4th floor of the Student Union.
- If there was a central location where all veterans could take care of their needs.
- I'm an older person and my tour of duty in the Coast Guard was long ago. I'm probably not the demographic best suited for this survey. However my service kick-started my undergraduate degree and I'm very grateful for that. I wish the same for al...
- I'm not sure as I'm not a very 'active' veteran.
- Include family members more. I am a vet and a wife of a vet who is frequently deployed or otherwise committed to military obligations
- Inform the vets up front.
- It is already veteran -friendly, but anything that helps veterans out, is always welcomed
- It would make attending college a lot easier for veterans if more evening or online classes were available or possibly providing childcare for vets with children.
- Less Doc G - more credit for our military schools
- Like I mentioned, there is no visibility at AZHS campus area.
- Make a one stop shop. Put Veterans first. Stop using us to prop yourselves up; prop us up. Give us credit for military service. We only have 3 years on the GI Bill. Make it work.
- Making campus a CCW permit friendly area.
- More participation of the Vet's clum on Mall events.
- More public understanding of our role within the U of A. We need to have a strong presence on all levels within the university. The marketing of the VA center through copy and internet that so that the student body knows we exist. We need a la...
- More Staff and Faculty training on veteran issues. On-campus childcare. A One-Stop-Shop for incoming veterans and larger promotion of veteran services and benefits on-campus.
- More understanding of Veterans issues. Same privileges as athletes
- More visibility, many people do not know the place exists at first.
- More visibility to the services available to veterans, and resources for veterans who are outside of the standard, bachelor degree-seeking demographic. None of the services really apply to me as a graduate student.
- Most students believe veterans are war scarred baby-killers. I believe that something should be done to make students aware of the fact that veterans are like most other people and have their own individual challenges to face.
- Move on Fort Huachuca or at least have an office here for UA South.
- National advertising campaign.
- No Opinion
- Notifying instructors to have their aids possibly email or personally check on Veterans in the class to ensure they are somewhat 'comfortable' in the setting of the class and the information covered.
- ONE STOP SHOP! Over 750 Vets on this campus, and only 150 visit it a day. Also making instructors more aware of our distractibility in class. Also, more advertisement of the VETS office and Vet Services. I run into at least 2 Vets a week that ha...
- one-stop-shop
- Outreach to non-student veterans.
- Priority registration, SVA, VETS center, veterans assistance at the registration office
- probably need classes to educate some of the faculty on the veterans with TBI or PTSD
- Professors trained to teach veteran students or maybe all veteran classes.
- provide the contact upon registration to the VA office on campus, I had to search and call around to find liaison for the campus, was unaware of the services offered
- Read previous statement
- Reduced tuition rates for vets, especially for those enrolled as nonresident distance learners.

- Re-establish Epsilon Tau Sigma; nationally recognized veteran fraternity/sorority
- Seem to do a lot of outreach
- Send out step by step info as like the WAVE, Tuition Assistance info, dates and deadlines, how to receive TA and what paper work to turn in. I literally had to spend hours online and on the phone figuring this stuff out for myself.
- Students need to be educated regarding the contributions that former UA students have made regarding military service in the past.
- The process to transfer all my credits in was a pain, after 20 years in the military I had been to 10 schools. I thought getting my AGEC from Pima would help, but it didn't. Agreeing to look at unofficial transcripts from so many schools would...
- The U of A needs a one-stop shop with Maralynn Bernstein as the certifying official and Cody Nichols helping as part of the Veterans department. This would be the best solution for the veteran community on campus.
- The veterans office is amazing. There are opportunities to learn about and get involved in the UA and local communities. We are kept informed. Maralyn and the team make sure to help in any way they can, with smiles on their faces. I don't ask th...
- There's still a sort of stigma occasionally associated with veteran status and PTSD. A lot of people in the student population assume that if you are a military veteran that you have PTSD or some form of it-- even if you don't. The vast majori...
- Train Faculty in reference to nontraditional student veterans.
- Vets will always feel like they are here observing the world around them unable to relate to many people and of those they can relate to, it is easiest to relate to other vets...the best thing anyone including the UA can do is make them feel SAF...

Family member responses:

- Have more events pertaining to veterans or veteran dependents.
- I think it already is very veteran friendly.
- I think it already is.
- If there was more open awareness of all of the veteran programs that the school offers. If a lot of the veteran services did not seem so isolated from the rest of the campus.
- More evening/weekend classes
- More of a discount at UA food establishments
- More posters or leaflets around campus advertising veterans' services and where the veterans department is located on campus. I think the main problem is that many veterans and dependents are unaware of the services they are entitled to and where...
- Since I am a dependent, I do not know exactly what is provided so I have no comment.
- Understand that students using VA benefits cannot take extra courses outside of their degree program and the time they can spend in college is limited - when using the GI bill, extra semesters are not an option. Students need to be able to take...
- VETS Club

Appendix J: Verbatim Responses to Open-ended Item, “Please provide 3 - 5 recommendations that you think UA could implement that would better meet your needs or enhance your experience as a student veteran/family member of a veteran.”

NOTE: Some responses were cut off as there were a limited number of characters allowed per respondent in the survey administration tool.

Veteran responses:

- A few free tickets to sporting events for vets each semester.
- A larger vet center
- A one stop shop for student veterans to go to that would encompass GI bill certification, tutoring, VETS Office access, Counseling, veteran services ect...
- A one stop shop for veterans that would have registration, advising, career services, campus health, think tank, etc.
- A pamphlet or video which documents the steps taken by a new student applying under GI Bill benefits. This should be easily accessible on the internet, either by browsing from the main page or searching from Google. Setting foot on campus and tr...
- A veteran specific orientation. I had no idea what the VET Club was till I stumbled into it out of curiosity.
- Academic advising could sure use some help, and I've never had career advising. I have a disability and choosing what i want to direct my efforts towards is hard because of this.
- academic transition assistance
- Accept more college credit. I've been in military for 8 years and have over requirement for history degree but on 15 hours is applicable toward major or minor
- Annual Training of UA Faculty and Personnel.
- Are there any support resources for graduate students?
- As mentioned before, emphasize the importance of that first year. I know a few vets on campus, some of which I took V.E.T.S. classes with, and some of them are not really doing well academically and even seem demotivated since their gpa is not wh...
- Besides the VA thing mentioned in question 55, I would only try to encourage UA to place veterans in science based research opportunities. I came to this school with a decent amount of transfer credits so I am already considered upper division....
- better cross communication between departments regarding information on classes availability
- Better education for professors that are teaching about PTSD in their respective curriculums on what exactly PTSD and mild TBI are and comparing and contrasting the differences between the two.
- Better way to look at our transcripts
- Bigger office to accommodate the many veterans that are there daily
- Child care assistance, there is some help for normal child care but not any options for night classes or the gym.
- child care, vet professional funding
- Child Care?
- Childcare
- Discount veteran parking permit. Or free altogether.
- Discounts for Vets in the Union as well as in the food area.
- Ease of transferring credits.
- Employ staff that are more military-friendly. I do not believe that some of the staff on this campus even wants military veterans at the university.
- Ensure that all advisors in all academic departments are aware of the benefit programs available to veterans in order to provide accurate information to students.
- Evening classes.
- Expansion of the VETS office.
- Fire Doc G

- First time briefing at the Vet Club.
- Food prices are too high. Leaving active duty made me see just how expensive things are, especially since I cannot hold down a job while going to school full-time. I still have bills to take care of, as I did before I left the military, so I c...
- Free or low cost on campus childcare for veterans!!!!
- Funds provided to the VET center to upgrade.
- Groom veterans for Graduate school
- Have a veterans orientation each semester
- Have better career services.
- I am not eligible for G.I. Bill benefits because of the dates of my service. It would be very accommodating if the university could see its way to granting me priority registration status regardless. Because I am currently not included in the ro...
- I need family/childcare services the most who can relate to me, a veteran.
- I saw a good amount of stress and struggle regarding the non-veteran Doc. G who oversaw the VETS Office. It seems like there is much room for improvement in regards to her.
- In general, I think the UA has met my needs
- Increased credit, evaluation of military experience.
- Larger VETs center
- Localize the offices vets use for registration.
- Lockers, even if I had to rent them
- More advertisement of the VETS office and Vet Services....preferably a one-stop-shop
- more computers
- more help with homework
- more lenient on quizzes, exams or homework dates if someone has to be gone for military reasons
- More SERV courses
- More space for the VA center. With more study rooms. The ability to reserve study carrels at the library.
- More student veteran jobs
- Most veterans are ready to hit the ground running and it is unbelievable that the UA would not offer a better class schedule for everyone. This would allow veterans better utilize any VA benefits. For example, maybe a veteran only needs two clas...
- None at this time.
- Not much to add, I am satisfied right now with your help. Especially being able to register early with classes. That is probably the single greatest benefit because I know I will get the classes I need when I need them so I can graduate on the...
- Office of Financial Aid, can do a better job at working with Veterans to explain GI Bill benefits as it relates to grants, loans, etc.
- One Stop Shop
- One-stop shop with Maralynn Bernstein as the head of the department.
- One-Stop-Shop
- One-Stop-Shop so I don't have to trek all over the campus to get one item fixed.
- online classes
- On-Line courses/classes - more and more things are accomplished on-line these days and UA is severely behind the times in its Outreach and On-line capabilities. The additional cost of online classes through Outreach when an regular undergrad r...
- Perhaps give a brief meeting for those new to UA a description of how our vet services work more efficiently.
- Provide day care services for my children so I can attend all my classes and not worry about looking for a babysitter...my wife has to work to help pay for bills
- Provide quality instruction with the staff necessary to effectively provide timely feedback.
- publicize where to go

- Reduced tuition rates or resident rates for vets wherever they live.
- Remember that there are people like me, not just current era veterans.
- smaller classes
- Step by step pamphlet on how to receive TA from the U of A.
- To be honest, I under use the veteran benefits at UA and cannot think of anything.
- V.E.T.S center staff need to be more friendly and receptive
- veteran related scholarships
- Veteran specific orientation.
- Veterans seriously need a 'next-steps' type checklist/guide for staying on top of their school work.
- Veteran-to-veteran mentoring program so that successfully transitioned veterans can help those who are newly transitioning.

Family member responses:

- Advertise and make it strongly aware of all veteran services that the campus offers.
- As a family member receiving financial benefits from the VA i do not really know what else they could be doing because I am not familiar with the system. However the process of certification is a bit ridiculous at times, maybe simplifying the sy...
- Better inform students of changes in federal laws on veterans assistance
- I seem to receive different answers regarding my VA benefits depending on who I speak with. More consistency/training of VA personnel
- Implement a veteran discount at bookstore
- Label financial deposits (books, tuition, living stipend, etc)
- Make forms more available online.
- Maybe exclusion from jury duty or at least one deferral of duties.
- More emails to inform me about things going on
- More extra-curricular activities to participate in.
- More notifications about resources available to help adapt to the school.
- More online classes
- Notifications about military events around campus would be nice.
- prior notice (email maybe?) for priority enrollment time
- support for students when parents or family members are deployed
- Veteran discount at off campus housing recommended by UA
- Veteran discount at the bookstore and other stores around campus.
- Veteran discount for nearby off-campus apartments.

Appendix K: Verbatim Responses Regarding Support Received from UA Before and Upon Return from Deployment

NOTE: Some responses were cut off as there were a limited number of characters allowed per respondent in the survey administration tool.

Please explain your response to, "To what extent was the University of Arizona helpful or supportive when you were called away for deployment?"

- I had to miss a semester for boot camp. I had no idea what I was supposed to do school wise and messed up my student loans and had to readmit to the university because I didn't know I was supposed to file a leave of absence. I just hope I'm the ...
- Limited on line classes for continued education abroad AND all or nothing enrollment option AKA if I get deployed with a few weeks left in the semester, I can either beg my professors for a solution OR I can dis-enroll. This is an unacceptable...
- Overall It was helpful. I was able to get a Leave of Absence and be integrated back on my degree plan realities easily.

Please explain your response to, "To what extent was the University of Arizona helpful or supportive when you returned from your deployment?"

- See Above Answer
- They allowed me to re-apply to attend the university even though the deadline had passed which allowed me to attend courses the following spring.
- What exactly has the University done? All my support came from veterans . . .
- When I got back, I didn't know why I wasn't able to sign up for classes and my adviser, Dr. Bill Shurg, told me everything to do as far as readmitting and even helped with Financial Aid stuff. He went above and beyond.