WWU’s Veteran Services Office Satisfaction Survey
Background: The Veteran Services Office (VSO) had received anecdotal stories of negative experiences working with the office.

Methodology: In January 2015, VSO conducted a satisfaction survey of Western’s veteran students. The survey was administered anonymously to the 159 veteran students being served by the office at that time. Of those, 48 responded to the survey (30% response rate).

Results: The results showed one person’s dissatisfaction with communication in the office, but the majority were happy with their office interactions.
During the 2014-15 school year, an Assistant Director position was created and a staff member with a social work background was hired. With the addition of this position, services for the veteran student community were expanded to include the following:

- Designated academic advising
- disAbility support services within the VSO
- Case management for students needing additional support
- An additional School Certifying Official to work with the VA
- Managerial oversight in the office
Methodology: In January 2016, a follow up survey was administered anonymously to the 171 veteran students being served by the office at that time. Of those, 71 responded to the survey (42% response rate).

Results:
- 86% of students reported they were very satisfied with the services provided by the VSO compared to 81% the previous year
- Additional feedback and comments also reflected a high level of satisfaction within the office.

Survey Comments

“I cannot stress enough the level of professionalism and friendliness of the VSO staff. The respect and consideration they show is unmatched by any other office I've visited. They went above and beyond in every meeting I've had with them.”

“I feel the VSO does everything in their power to ensure that veterans on campus are getting the help they need. Every time I go in there with a question I feel like it always gets answered or I'm pointed in the right direction. The VSO at WWU rocks.”

“The VSO office is amazing at Western, they make being a veteran pain free.”

“The VSO has great people working there, who always say hi when I walk in and care about every person who walks through their doors.”