

UMass Dartmouth Student Veteran Needs Assessment Survey 2019

Executive Summary

The University of Massachusetts Dartmouth Student Veterans Task Force created a 12 questions needs assessment survey for student veterans and sent out initial invitations to participate in the survey to all 45 registered student veterans on Wednesday, August 28, 2019. A reminder was then sent to non-responders on Monday, September 9, 2019 and the survey closed on Friday, September 13, 2019. 23 respondents out of 45 invited participants completed the survey - a 51.1% response rate. A summary of responses is included below. Recommendations will be created following discussion of findings with members of the Student Veterans Task Force in October.

Current Military Status:

70% identified as former/retired military personnel
13% identified as air or army national guard
8.7% identified as active duty personnel
8.7% identified as reservists

Branch of Service:

54.55% Army
18.18% Navy
18.18% Marine Corps
9.09% Air Force

Deployments: 63.4% were deployed during service. Of those who deployed, 53.85% were deployed once,, 7.69% deployed twice and 38.46 were deployed 3+ times

What services do you think are most important to student veteran academic and personal success (at UMassD): career/job search assistance (5), accessing benefits/VA resources (2), financial aid/GI Bill (2), veteran certifying official, counseling services, veterans office, veterans organization

Please indicate your level of agreement with the following statements:

- Feel welcomed on campus by faculty – 82% agree
- Feel welcomed on campus by staff – 82% agree
- Feel welcomed on campus by students – 73% agree
- Aware of other student veterans on campus – 59% agree (23% disagree)
- Aware of social and academic support departments on campus – 57% agree (10% disagree)
- Know how to get involved on campus – 64% agree (9% disagree)
- Know where to get academic support – 68% agree
- Know where to go to get support for disability services – 32% agree (36% disagree)

Of which of the following services/resources are you aware:

- Veterans certifying official (12%)
- Veteran benefits/financial aid (18%)
- Center for Access and Success (7%)
- Academic advising resources (12%)
- Career Center (11%)
- College advising offices (6%)

- Student Veterans Association (10%)
- Student Health Services (9%)
- Counseling Center (4%)
- STAR Center (10%)

Which of the following services/resources have you utilized?

- Veterans certifying official (26%)
- Veteran benefits/financial aid (31%)
- Center for Access and Success (2%)
- Academic advising resources (12%)
- Career Center (2%)
- College advising offices (10%)
- Student Veterans Association (5%)
- Student Health Services (0%)
- Counseling Center (0%)
- STAR Center (12%)

How likely would you be to utilize the following services?

- Assistance applying for Veterans benefits and information on policies that affect your benefits (73% likely)
- Assistance with accessing and utilizing on-line Veterans Services (e.g., GI Bill website and campus Veterans website) (68% likely)
- Personal budget management workshops. Appropriate course selection to ensure compliance with Veteran Affairs and degree requirements (32% likely)
- Assistance with pre- and post-deployment support (19% likely)
- Assistance accessing and utilizing on-line self-advisement tools (e.g., degree check sheets, course equivalency guide, and transfer information) (46% likely)
- Assistance accessing and utilizing on-line registration and other student services on the UMassD portal (55% likely)
- Campus tutoring services (27% likely)
- Writing support services (36% likely)
- Math support services (29% likely)
- Workshops on developing and improving library skills (23% likely)
- Resources on developing and improving college success skills (e.g., study skills, test anxiety, and time and stress management). Individual counseling for personal issues or concerns (32% likely)
- PTSD (14% likely)
- Depression (14% likely)
- Social adjustment issues (23% likely)
- Stress/stress management (14% likely)
- Group counseling for student veterans (10% likely)
- Workshops on personal development skills: (e.g., positive parenting, healthy relationships, and positive well-being) (19% likely)
- Addiction counseling (5% likely)
- Referral to campus and community support services (18% likely)
- Resources and services for students with a documented disability (27% likely)
- Student organization for veterans and/or post-combat veterans (36% likely)

- Mentoring program with faculty/staff with veteran status (36% likely)
- Veteran student orientation (in person) (29% likely)
- Veteran student orientation (online) (52% likely)
- Workshops/programs on adapting to civilian life: building your social network, strengthening resiliency, and problem-solving skills (23% likely)
- Employment assistance (55% likely)
- Assistance accessing and utilizing online career assessment and career research tools (45% likely)
- Assistance choosing a major or career (32% likely)
- Assistance with job search skills (job search, resume writing, and interview preparation) (68% likely)
- Interpreting military experience to civilian job descriptions (38% likely)

As a student veteran do you feel connected to the UMassD community: 57.14% yes, 42.85% no

IF YES: What made it easier for you to feel connected and a part of the UMassD community: faculty and staff being fair, responsive, welcoming and supportive (6), relationships and socialization with other students (3), meeting other veterans

IF NO: What would have made it easier to feel connected to and part of the UMassD community: nothing (2), being younger, more communication about staffing changes, more real time assistance, dedicated full-time veteran service officer, closer and more visible veterans community