

## Institutional Assessment

Listed below are assessment tools an institution can ask veterans in order to evaluate its VA / Military Benefits Department:

- VA / Military Benefits information was readily available on *Institution's* website.
- The VA Department at *Institution* adequately answered my VA / Military Benefits questions.
- The Certifying Official at *Institution* responded to me within 48 hours after leaving a message.
- If I encountered problems with VA processing, it was with
  - Department of Veterans Affairs
  - *Institution*
  - Both
  - N/A
- I found out about *Institution* by
  - VA Conference
  - Radio
  - Flyer
  - Pastor
  - Chaplain
  - Friend
  - Other
- I would recommend *Institution* to other veterans.