Military Friendly Schools

Survey Questions

Please read and review all text

Welcome to the Military Friendly School's Annual Survey

Please read all the information below.

The list of Military Friendly® Schools and Military Friendly® Schools ratings are assessed through the evaluation of both public data about the institution and proprietary data gathered through our free Military Friendly® Schools survey. The annual, data-driven Military Friendly® Schools survey assessment is offered at no cost to more than 8,800 institutions nationwide. Each year, schools taking the survey are held to a higher standard than in previous years via improved methodology, criteria, and weightings developed with the assistance of an independent research firm and our Advisory Council.

Survey responses are weighted according to the categories below. Final survey results and ratings are determined by combining an institution's survey scores with the assessment of the institution's ability to meet minimum thresholds for Student Retention, Graduation, Job Placement, Loan Repayment, and Loan Default rates for all students and, specifically, for student veterans. The benchmark is set by the score of the leading institution.

Survey Categories & Weightings

- Academic Policies & Compliance 9%
- Graduation & Career Outcomes 30%
- Culture & Commitment 10%
- Military Student Support & Retention 30%
- Admissions & Orientation 9%
- Financial Aid & Loan Repayment 12%

Metric Qualification

One of the most important components of the Survey is meeting the metrical benchmarks. Many institutions fall short or do not even fill these sections out. An institution must meet 3/6 of the benchmarks below. If you do not complete the Metrics section you will not qualify for designation. The data submitted in this area will be compared against public data sources, your metrics must be within 10% of the aggregate data collected. During this evaluation, your school may receive a flag if the data does not fall within 10% of the aggregate numbers in each category. If you receive a flag, you will be required to submit documentation supporting your metrics and you will be required to resubmit your survey again during the designated recording period in order to qualify for designation after a flag is received.

- Graduation rate for all students or veteran students alone is 50% or higher
- 1 year retention rate for all students or veteran students alone is 50% or higher
- 2 year retention rate for all students or veteran students alone is 50% or higher
- Loan default rate for all students or veteran students alone is 20% or lower
- Job placement rate for all students or veteran students alone is 50% or higher
- Transfer rate for all students or veteran students alone is 50% or higher (Community Colleges)

<u>Additional Requirements</u>

Military Friendly® Schools designation requires the following:

- Accreditation and federal programs must be in good standing
- Must meet or exceed minimum standards in the Metrical Benchmarks
- Clear of any federal flags or have not been cited in any state or federal law enforcement actions
- No more than five veteran complaints or 5% of the student veteran population, whichever is lower, registered against the school in the VA's GI Bill comparison tool. Schools exceeding the complaint threshold will require manual review and may request a survey for their Veteran students and receive 20% of the surveys back with a net-promoter score.

These institutions are not eligible for an award.

In Order to streamline support services and requests please utilize the tools available on Militaryfriendly.com This is the fastest way to receive a response. All support requests received by our staff will be rerouted to the Military Friendly Schools Guide or website for assistance.

If you have questions around clarification of a question on the survey please check the "?" help documentation on the question.

ALL SURVEY SUBMISSIONS ARE FINAL NO EDITS OR MODIFICATIONS CAN BE MADE AFTER YOUR SURVEY HAS BEEN SUBMITTED. PLEASE REVIEW ALL RESPONSES BEFORE SUBMITTING. IF YOU NEED TO EDIT OR MODIFY THIS WILL REQUIRE THAT YOUR INSTITUTION COMPLETE ANOTHER SURVEY. DUE TO TECHNOLOGY RESTRICTIONS THERE ARE NO EXCEPTIONS.

Use buttons or swipe side to side to navigate.

General School Information

Q1 Please enter your school's information below. If you are unsure please use the GIBill comparison tool to find this data. The data will be located at the bottom of your school's profile. This information is used to compare the data you are submitting with Public Information. Incorrect information may have an outcome on your eligibility.

ONLY ENTER NUMERIC FORM *Help: Link to the GIBill Comparison Tool* :https://www.va.gov/gi-bill-comparison-tool/

- ❏ **ENTER VA Facility Code** *_____
- ❏ Enter OPEID _____
- ❏ Enter ED OPE Code _____

The Codes and identifiers we are requesting can be found on the GIBill Comparison tool at the bottom of your school's profile page. These numbers are used to identify your institution across multiple datasets. An error in this information can result in your school's data being pooled incorrectly. Please make sure the information you are submitting is accurate, this can not be edited or modified after your submission. If an error is made you will be required to resubmit your survey from a new unique survey link and your survey may not be scored.

Q2 Does your institution have an IPEDS ID?

Unsure look up your institution's information at *https://nces.ed.gov/collegenavigator/*

- ❏ Yes
- ❏ No

Q3 Enter/verify your institution's IPEDS ID.

IPEDS _____

To verify your institution's IPEDS ID, visit the IPEDS website. https://nces.ed.gov/collegenavigator/

THIS INFORMATION IS USED TO COMPARE YOUR INSTITUTION WITH PUBLIC DATASETS. AN **ERROR CAN RESULT IN INACCURATE INFORMATION ASSOCIATION**. PLEASE VERIFY THE NUMBER YOU ARE SUBMITTING IS THE SAME AS WHAT IS LISTED IN YOUR SCHOOLS PROFILE.

Q4 Provide links to your institution's main website, key institutional information, and specific veteran-related pages.
Please enter a valid web address in each applicable field. Suggest copying and pasting directly from the address bar

- Main website URL _____
- Admissions page URL_____
- Campus locations page URL _____
- Veterans-specific page URL _____
- Military spouse-specific page URL _____
- Marketing video URL _____

Q5 Enter the name of your institution to be used in print and/or digital publications.

A: _____

Your institution's name will be used for publishing – exactly as entered in this answer – for both print and digital purposes. This should NOT be the name of a specific department or group within your organization. This information can not be changed or modified.

Q6 In 100 words or less, please describe your institution.

This information will be used for publishing – exactly as entered in this answer – for both print and digital purposes.

_____
_____
_____
_____

This information can not be changed or modified.

Q7 In 100 words or less, please describe why your institution is an excellent choice for military servicemembers and veterans.

This information will be used for publishing – exactly as entered in this answer – for both print and digital purposes.

_____
_____
_____
_____

This information can not be changed or modified.

Q8 In 100 words or less, please describe why your institution is an excellent choice for military spouses and dependents.

This information will be used for publishing – exactly as entered in this answer – for both print and digital purposes.

_____
_____
_____
_____

This information can not be changed or modified.

Q9 Provide links to your institution's social media accounts.

Please enter a valid web address in each applicable field.

Facebook URL _____

Twitter URL _____

LinkedIn URL _____

Instagram URL _____

Q10 Select the option below that best describes your institution.

*This information is used to categorize your school. Please choose the appropriate response. **This can not be changed after completion**. If your school has been miscategorized in the past, please double-check your response to this question.*

❑ Graduate or professional school that is part of a larger institution.
(Example:The Tepper School of Business at Carnegie Mellon University)
❑ Institution with multiple campus locations that are affiliated by name.
(Example: University of Pittsburgh)
❑ Institution with a single campus location.
(Example: Allegheny College)
❑ Online-only program.
(Example: Penn State World Campus or "Penn State Online")
❑ Branch campus of an institution with a separate main campus location.
(Example: Rutgers University – Camden)
❑ Online-only program.
(Example: Penn State World Campus or "Penn State Online")

Q11 Enter the zip code for your institution's main location.

_____
_____
_____
_____

This information will be used for your school's profile on MilitaryFriendly.com. If you have multiple locations and are submitting a survey on behalf of all locations, only enter the zip code to your main campus. If you are submitting this survey on behalf of a single location, and only including the data from that campus please insert that campus zip code.

Q12 In which U.S. state(s) does your institution currently have a campus?

Check All that Apply

This information will be used for your school's profile on MilitaryFriendly.com. If you have multiple locations and are submitting a survey on behalf of all locations, only enter the zip code to your main campus. If you are submitting this survey on behalf of a single location, and only including the data from that campus please insert that campus zip code.

❏ Alabama
❏ Alaska
❏ Arizona
❏ Arkansas
❏ California
❏ Colorado
❏ Connecticut
❏ Delaware
❏ District of Columbia
❏ Florida
❏ Georgia
❏ Hawaii
❏ Idaho
❏ Illinois
❏ Indiana
❏ Iowa
❏ Kansas
❏ Kentucky

❏ Louisiana
❏ Maine
❏ Maryland
❏ Massachusetts
❏ Michigan
❏ Minnesota
❏ Mississippi
❏ Missouri
❏ Montana
❏ Nebraska
❏ Nevada
❏ New Hampshire
❏ New Jersey
❏ New Mexico
❏ New York
❏ North Carolina
❏ North Dakota
❏ Ohio
❏ Oklahoma

❏ Oregon
❏ Pennsylvania
❏ Puerto Rico
❏ Rhode Island
❏ South Carolina
❏ South Dakota
❏ Tennessee
❏ Texas
❏ Utah
❏ Vermont
❏ Virginia
❏ Washington
❏ West Virginia
❏ Wisconsin
❏ Wyoming
❏ Guam
❏ Online Only

Q13 Which classification below best fits your institution?

This information is used to categorize your school. Please choose the appropriate response. This can not be changed after completion. If your school has been miscategorized in the past, please double-check your response to this question.

❏ Public

❏ Private

❏ For Profit

Q14 Please check all of the methods your institution uses to encourage self-id or identify military-affiliated students in order to track your institution's outcomes. Check all that applies.

❏ Application Process
❏ Application fee waiver codes
❏ Student groups or associations
❏ Graduation recognition
❏ Discounts or scholarships
❏ Support services
❏ Emergency financial assistance or funds
❏ Military affiliated campus gear or swag
❏ External partnerships
❏ Students are Marked and tracked by financial benefits
❏ Transfer Credits
❏ Other- Enter response in the comment box

COMMENT BOX TEXT:
_____
_____
_____

Q15 Does your institution grant degrees?

For the purposes of this question, a "degree-granting institution" is defined as an institution for higher education that offers accredited associate's, bachelor's, master's, Ph.D., medical degrees, or law degrees. If your institution only offers certificates or licensures (accredited or not), please select "No."

❏ Yes

❏ No

Q16 Select all certificates or degrees that are awarded by your institution.

Check all that apply.

This information is used to categorize your school. Please choose the appropriate response. This can not be changed after completion. If your school has been miscategorized in the past, please double-check your response to this question.

❏ Less than one year certification/licensure
❏ One, but less than two year certification/licensure
❏ Associate's Degree
❏ Two, but less than four year certification/licensure
❏ Bachelor's Degree
❏ Post Baccalaureate Certificate
❏ Master's Degree
❏ Master's Certificate
❏ Doctoral Degree
❏ Professional Certificate
❏ Professional Degree
❏ Medical Degree
❏ None of the above

Q17 Select your Top 10 Areas of Study for Military/Veteran Students.

Areas of study are pulled from the top level Classification of Instructional Programs (CIP) from the National Center for Educational Statistics. You can find the full list by clicking here. Check all that apply

❏ Accounting   ❏ Actuarial Science   ❏ Accounting

- ❏ Actuarial Science
- ❏ Agricultural Power Machinery Operation
- ❏ Airline/Commercial/Professional Pilot and Flight Crew
- ❏ Air Traffic Controller
- ❏ Architecture
- ❏ Assistive/Augmentative Technology and Rehabilitation Engineering
- ❏ Atmospheric Sciences and Meteorology, General
- ❏ Automobile/Automotive Mechanics Technology/ Technician
- ❏ Avionics Maintenance Technology/Technician
- ❏ Bioengineering and Biomedical Engineering
- ❏ Biology
- ❏ Broadcast Journalism
- ❏ Building/Construction Site Management/Manager
- ❏ Business Administration and Management, General
- ❏ CAD/CADD Drafting and/or Design Technology/Technician
- ❏ Chemical Engineering
- ❏ Communications, General
- ❏ Communications Systems Installation and Repair Technology
- ❏ Communications Technology/Technician
- ❏ Computer and Information Systems Security/Information Assurance
- ❏ Computer and Information Systems Services Management
- ❏ Computer Hardware Engineering
- ❏ Computer Numerically Controlled (CNC) Machinist Technology/CNC Machinist

- ❏ Computer Science
- ❏ Computer Software Engineering
- ❏ Computer Systems Analysis/Analyst
- ❏ Construction/Heavy Equipment/Earthmoving Equipment Operation
- ❏ Cosmetology/Beauty Services
- ❏ Criminalistics and Criminal Science
- ❏ Criminal Justice/Police Science
- ❏ Culinary Arts/Chef Training
- ❏ Customer Service Support/Call Center/Teleservice Operation
- ❏ Dental Laboratory Technology/Technician
- ❏ Diesel Mechanics Technology/Technician
- ❏ Diver, Professional and Instructor
- ❏ Educational/Instructional Technology
- ❏ Electrician
- ❏ Elementary Education
- ❏ Emergency Medical Technician
- ❏ Energy Management and Systems Technology
- ❏ Engineering, General
- ❏ Environmental/Environmental Health Engineering
- ❏ Environmental and Marine Engineering Technology
- ❏ Environmental Science
- ❏ Exercise Science
- ❏ Finance, Genera
- ❏ Financial Planning and Services
- ❏ Fire Services Administration
- ❏ Food Service Systems

Administration/Management
- ❏ Forensic Science and Technology
- ❏ Funeral Service and Mortuary Science, General
- ❏ Geographic Information Science and Cartography
- ❏ Health Professions and Related Programs
- ❏ Health Services Administration
- ❏ Home Health Aide/Home Attendant
- ❏ Hospitality Administration/Management
- ❏ Human Resources Management/Personnel Administration, General
- ❏ Industrial and Organizational Psychology
- ❏ Inspection/Inspector Building/Home/Construction
- ❏ Law
- ❏ Legal Assistant/Paralegal
- ❏ Marketing Research
- ❏ Mathematics Teacher Education
- ❏ Medical/Clinical Assistant
- ❏ Medical Office Assistant/Specialist
- ❏ Museology/Museum Studies
- ❏ Natural Resources Law Enforcement and Protective Services
- ❏ Nuclear/Nuclear Power Technology/Technician
- ❏ Nursing Administration
- ❏ Nursing Practice/Registered Nurse
- ❏ Occupational Therapist Assistant
- ❏ Operations Management and Supervision
- ❏ Operations Research

- ❏ Petroleum Technology/Technician
- ❏ Phlebotomy Technician/Phlebotomist
- ❏ Physical Therapy Technician/Assistant
- ❏ Pipefitter/Pipefitter and Sprinkler Fitter
- ❏ Plumbing Technology/Plumber
- ❏ Psychology
- ❏ Public Administration/Policy
- ❏ Radio and Television
- ❏ Railroad and Railway Transportation
- ❏ Recording Arts Technology/Technician
- ❏ Retail Management
- ❏ Secondary Education and Teaching
- ❏ Security System Installation, Repair, and Inspection Technology/Technician
- ❏ Selling Skills and Sales Operations
- ❏ Social Work
- ❏ Solar Energy Technology/Technician
- ❏ Sports and Fitness Administration/Management
- ❏ Statistics, General
- ❏ Theology and Religious Studies
- ❏ Traffic, Customs, and Transportation Clerk/Technician
- ❏ Truck and Bus Driver/Commercial Vehicle Operator and Instructor
- ❏ Web Page, Digital/Multimedia and Information Resources Design
- ❏ Welding Technology

Q18 Please list your top degree or program with the highest veteran outcome measures.

Highest enrollment, graduation, and retention.

A:_____

Q19 Select the levels of accreditation your institution has received.

Select all that apply

- ❏ Regional accreditation
- ❏ Nationally recognized accreditation
- ❏ Hybrid accreditation
- ❏ Programmatic/professional accreditation
- ❏ Not accredited

Q20 Please choose your accreditation agency.

If you do not see yours listed please enter it into the comment box and choose "other". If you are unsure please reference https://ope.ed.gov/dapip/#/home and search your school by name. Please double-check your response by using the link provided.

- ❏ Accrediting Commission for Community and Junior Colleges (ACCJC)
- ❏ Accrediting Council for Independent Colleges and Schools
- ❏ Accrediting Commission of Career Schools and Colleges
- ❏ Higher Learning Commission (HLC)
- ❏ Middle States Commission on Higher Education (MSCHE)
- ❏ New England Commission of Higher Education (NECHE)
- ❏ Northwest Commission on Colleges and Universities (NWCCU)
- ❏ Southern Association of Colleges and Schools
- ❏ WASC Senior College and University Commission (WSCUC)
- ❏ Accrediting Council for Continuing Education and Training
- ❏ Council on Occupational Education
- ❏ Other- Please list in the comment box

Q21 Are any of your school's accreditation statuses listed above currently on probation?

- ❏ Yes
- ❏ No

Q22 Do you know your institution's total enrollment?

- ❏ Yes
- ❏ No

For the purposes of these questions, "enrollment" is defined as the total number of men and women enrolled for credit for the most recent academic year (i.e., the student body count).

If Yes, Q22 Applies

Q23 What is your institution's total enrollment?

Total Enrollment: _____

Use IPEDS annual credit for enrollment or most recent fall to fall calculation. Include Graduate and Undergraduate combined total

Q24 Do you know your institution's Military/Veteran enrollment?

Full and part-time for credit students

❏ Yes

❏ No

- If Yes, Q24 Applies

Q25 What is your institution's Military/Veteran enrollment?

Total Military Enrollment: _____

Full-time and part-time credit students (Remove the first-time metric when requesting Military student data, using the first-time characteristic will give you an inaccurate number as most military students are awarded credits at time of enrollment).

Q26 Do you know your institution's female military/veteran enrollment?

❏ Yes

❏ No

- If Yes, Q26 Applies

Q27 What is your institution's female Military/Veteran enrollment?

Total Female Military/Veteran Enrollment: _____

Q28 How many students are enrolled at your institution per one faculty member?

*Enter a whole number. Use IPEDS student to faculty ratio from last fall semester or use last fall to fall semester data. If you are unsure of this information your school may have listed it on a prior DOE Survey, This information is displayed in the top box containing general information labeled Student-to-faculty ratio.*You can **view your schools information at https://nces.ed.gov/collegenavigator/**

Enter your response in **standard numeric format Example   6:1**

Student:Faculty Ratio _____

Q29 What is the average class size at your institution?

Enter a whole number based on the last fall semester of students enrolled for-credit courses.

Average Class Size: _____

Q30 Provide tuition information for **full-time undergraduate students attending your institution.**

Average tuition for a full-time student (per year)	
Average fees for a full-time student (per year)	
Cost of housing ("room") for a full-time student (per year)	
Cost of meals ("board") for a full-time student (per year)	
Cost of books and supplies (per year)	
Other expenses (per year)	

Q31 Provide tuition information for your **online degrees and programs.**

Enter a dollar amount per class (if your institution charges by credit, then assume a three-credit class).

Average tuition for a full-time student (per year)	
Average fees for a full-time student (per year)	
Cost of housing ("room") for a full-time student (per year)	
Cost of meals ("board") for a full-time student (per year)	
Cost of books and supplies (per year)	
Other expenses (per year)	

Government-Sponsored Programs and Policies

Q32 Is your institution approved for the Post-9/11 GI Bill?

Learn more about the [Post-9/11 GI Bill.](#)

❏ Yes

❏ No

If Yes Q32 Applies

Q33 Provide the total amount paid to your institution for tuition, fees, and expenses for Post-9/11 GI Bill benefits.

Numeric form only no symbols or text

Total Amount   _____

Q34 GI Bill beneficiaries information

In the first row, including beneficiaries of all of the different chapters of the GI Bill or Department of Veterans Affairs administered benefits (e.g., Post-9/11, Montgomery GI Bill (MGIB), Reserve Education Assistance Program (REAP), and Vocational Rehabilitation). In the second row, include beneficiaries of the Post-9/11 GI Bill only.

_____   Total GI Bill (All VA Program) beneficiaries

_____   Post-9/11 GI Bill

Q35 Has your institution officially committed to the 8 Keys to Veterans' Success?
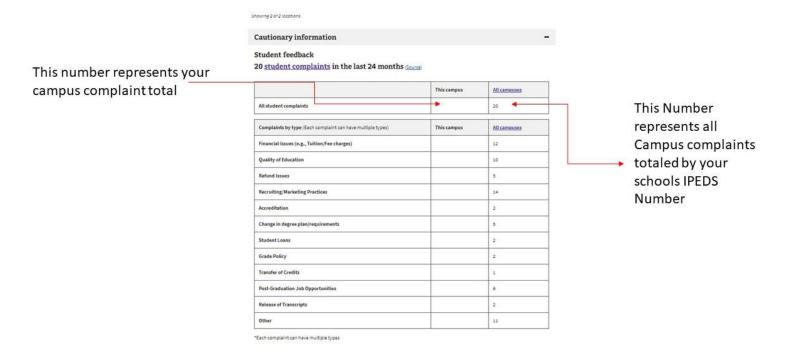

❏ Yes

❏ No

Learn more about the 8 Keys to Veterans' Success, and see if your institution is on the list of schools that have committed to supporting veterans as they pursue their education and employment goals.

Q36 Did your institution sign the VA's "Principles of Excellence" for serving veterans and servicemembers?

❏ Yes

❏ No

Learn more about the VA's Principles of Excellence.

Q37 Does your institution utilize the federal Financial Aid Shopping Sheet?

Learn more about the Financial Aid Shopping Sheet, and see if your institution is on the list of schools that have adopted it.

❏ Yes

❏ No

Q38 Is your institution approved for Armed Forces Tuition Assistance (TA) Funding?

❏ Yes

❏ No

Learn more about the Armed Forces Tuition Assistance (TA) Programs

Q39 Provide the total amount paid to your institution for DoD Tuition Assistance. If none, then please put zero.

Enter your response in standard numeric format

_____
_____
_____
_____

Q40 Have you signed the DOD Voluntary Education Partnership Memorandum of Understanding (MOU) for Tuition Assistance?

❏ Yes
❏ No

Learn more about the DOD MOU, and see if your institution is on the list of participating schools

Q41 Does your institution participate in the VetSuccess on Campus (VSOC) program?

❏ Yes
❏ No

Learn more about the VetSuccess on Campus (VSOC) program, and read the Fact Sheet.

Q42 Is your institution compliant with Section 702 of the Veterans Access, Choice, and Accountability Act of 2014 ("Choice Act")?

❏ Yes
❏ No

Learn more about Section 702 of the Veterans Choice Act.

Q43 Does your institution participate in the Yellow Ribbon Program? *

❏ Yes
❏ No

Learn more about the Yellow Ribbon Program.

Q44 Does your institution not participate in the Yellow Ribbon Program because your tuition rates fall within the national maximum per academic year for the GI Bill?

❏ Yes
❏ No

Learn more about the Yellow Ribbon Program.

Q45 Provide the total amount that your organization contributed for all Yellow Ribbon Scholarships or tuition waivers during the previous academic year.

Enter your response in standard numeric format

Enter total including tuition, fees, and expense:. _____

Q46 Provide the total number of students that received Post-9/11 GI Bill Yellow Ribbon Scholarships that attended your institution during the previous academic year.

Include recipients of Yellow Ribbon scholarships only.

Of Yellow Ribbon Recipients: _____

Q47 Are any of your approvals/agreements for participation in government, state, federal programs, or funding suspended or on probation?

❏ Yes
❏ No

Q48 Does your institution have a formal process for resolving veteran student complaints submitted to the Department of Defense in accordance with Directive Number 1322.08E?

❏ Yes

❏ No

Q49 Is the formal process for your institution to resolve veteran student complaints noted or otherwise advised in your institution's policy?

❏ Yes

❏ No

Q50 Does your institution have a separate landing page on your website or student portal for Military Students to submit student complaints?

❏ Yes

❏ No

Q51 Does your school or an affiliated campus have any Veteran student complaints registered or filed with the VA?

Please check your response in the GIBill comparison tool. You will find your Student complaints listed in your school's profile. Student complaints can be found under the Cautionary Information Tab. Visit https://www.va.gov/gi-bill-comparison-tool/. We will pull your complaints from the VA database to ensure eligibility for designation.

❏ Yes

❏ No

If Yes Q50, Q51, Q52, Q53 Apply

This number represents your campus complaint total

Showing 2 of 2 locations

Cautionary information —

Student feedback
20 student complaints in the last 24 months (Source)

	This campus	All campuses
All student complaints		20

Complaints by type (Each complaint can have multiple types)	This campus	All campuses
Financial Issues (e.g., Tuition/Fee charges)		12
Quality of Education		10
Refund Issues		5
Recruiting/Marketing Practices		14
Accreditation		2
Change in degree plan/requirements		5
Student Loans		2
Grade Policy		2
Transfer of Credits		1
Post-Graduation Job Opportunities		6
Release of Transcripts		2
Other		11

*Each complaint can have multiple types

This Number represents all Campus complaints totaled by your schools IPEDS Number

The image above is for reference only and does not represent your institution.

Q52 Please choose the number of Complaints identified on your profile associated with your campus only.

This number may be smaller than the total number of complaints within the category type section or all campus sections.

❏ 1
❏ 2
❏ 3
❏ 4
❏ 5

❏ 6
❏ 7
❏ 8
❏ 9
❏ 10+

Click Here to visit the GIBill Comparison Tool to look up your school's complaints

Q53 Please choose the number of Complaints identified on your profile associated with all campuses.

This number may be smaller than the total number of complaints within the category type section or all campus sections.

❏ 1	❏ 6
❏ 2	❏ 7
❏ 3	❏ 8
❏ 4	❏ 9
❏ 5	❏ 10+

Click Here to visit the GIBill Comparison Tool to look up your school's complaints

Q54 Please list the total amount of complaints your school has received. Then categorize the complaints as they appear on your profile. (Each complaint can have multiple types). If you have responded that your school has complaints and you leave this section blank it will flag your response for review, this can affect your designation.

Click Here to visit the GIBill Comparison Tool to look up your school's complaints

Number of complaints in each category :

☐ Financial Issues	☐ Change in Degree Plan/Req's	☐ Post-Graduation Job Opport's
☐ Quality of Education	☐ Student Loans	☐ Release of Transcripts
☐ Refund Issues	☐ Grade Policy	☐ Other
☐ Recruiting/Marketing	☐ Grade Policy	
☐ Accreditation	☐ Transfer of Credits	

Q55 Have the listed complaints been resolved?

❏ Yes
❏ No
❏ In Progress
❏ Unsure

Q56 Does your school have any additional Alerts from the VA and other federal agencies listed on your profile aside from student complaints? This information can be found in your profile on the Gibill comparison tool, in the Cautionary information tab they will also appear at the top of your profile and labeled under "This school has a cautionary warning"

Click Here to visit the GIBill Comparison Tool to look up your Cautionary information.

❏ Yes
❏ No
If Yes 57 Applies

Q57 Please choose the alert that is listed on your profile under the cautionary information tab.

❏ Heightened Cash Monitoring
❏ Accreditation (Probation)
❏ Accreditation (Warning)
❏ Accreditation (Loss of)
❏ Post 9/11 GI Bill (CH33) not Approved at this location
❏ Settlement with U.S. Government
❏ Settlement reached with the Federal Trade Commission (FTC)
❏ The Federal Trade Commission (FTC) has reached a settlement with this school.
❏ Denial of Recertification Application to Participate in the Federal Student Financial Assistance Programs
❏ Federal Trade Commission Filed Suit for Deceptive Advertising; Suspension of VA Benefits to Five Schools for Deceptive Practices.
❏ Settlement with States Attorney General
❏ States Attorney General Filed Suit for Deceptive Action

❏ Loss of Title IV Participation
❏ Upcoming Campus Closure (Details Posted on Institution's Website)
❏ School operating under provisional accreditation (previously accredited by ACICS)
❏ DoD Probation For Military Tuition Assistance
❏ Potential lapse in program approval and payment of GI Bill benefits
❏ Flight Program - Suspended for 85/15 violation

Admissions and Orientation

Q58 How do military/veteran students attend your institution?

❏ Online only
❏ On-campus only
❏ Both online and on-campus

Q59 Which sourcing methods does your institution use to find and attract military students?

First, check all that apply. Next, provide comments on any of your specific sourcing methods that you think are relevant.

❏ Student Placement Firms(external recruiters)
❏ Student Lead Services
❏ Social Media/Web-based Networking
❏ Print Advertising
❏ School Fairs(Virtual)
❏ School Fairs(In Person)
❏ Open Houses/Campus Tours
❏ Professional Alumni Associations
❏ Government Resources(Joining Forces)
❏ Non-profit Groups Events
❏ A presence in Transition Programs, Military Bases, and/or Guard/Reserve Units
❏ Other- Enter details in the comment box

Comment Box Text:

_____

_____

Q60 Does your institution waive the admission application fee for military students and veterans?

❏ Yes

❏ No

❏ We do not have application fees

Q61 Are ACT or SAT test scores required for admission to your institution?

❏ Yes

❏ No

Q62 Are ACT or SAT test score requirements waived for military students and veterans?

❏ Yes

❏ No

Q63 Does your institution award college credit for passing scores on CLEP exams? *

Learn more about the College Level Examination Program (CLEP).

❏ Yes

❏ No

Q64 What is the maximum number of credits that your institution awards for CLEP exams? *

If your institution does not have a maximum credit award for the CLEP test, enter 0.

_____
_____
_____
_____

Q65 Does your institution award college credit for passing scores on DSST exams? *

Learn more about the DSST Credit By Exam Program.

❏ Yes
❏ No

Q66 What is the maximum number of credits that your institution accepts for DSST exams?

If your institution does not have a maximum credit award for the DSST exam, enter 0.

_____
_____
_____
_____

Q67 Does your institution award college credit for military training and experience according to the ACE recommendation guidelines?

Learn more about ACE credit for military service.

❏ Yes
❏ No

Q68 Does your institution participate in the Veterans Upward Bound program?

❏ Yes
❏ No

Q69 Does your institution provide the following customized for prospective students who are military service members (including Reserves and National Guard), veterans, dependents, or military spouses?

Check all that apply

❏ Admissions events customized for prospective students who are military service members
❏ Special admissions information sessions customized for prospective students who are military service members
❏ Student orientation program
❏ Breakout sessions specifically for military students during orientation
❏ Specific mentoring/onboarding programs for new military/veteran students
❏ None of the above

Tuition Assistance

Q70 Does your institution offer any tuition discounts specifically for military/veteran students?

❏ Yes

❏ No

Q71 Does your institution participate, utilize, or promote any of the following Military Scholarship Programs?

<p style="text-align:center;color:red;font-weight:bold;">Check all that apply</p>

❏ Reserve Officers' Training Corps (ROTC) Scholarships

❏ American Legion

❏ AMVETS

❏ Paralyzed Veterans of America

❏ Veterans of Foreign Wars

❏ U.S. Department of Education (ED) Grants

❏ Veterans Service Organization Scholarships

❏ None

Q72 Does your institution offer additional scholarships specifically for military/veteran students?

❏ Yes

❏ No

Q73 Does your institution offer in-state tuition without residency requirements for military personnel?

❏ Yes

❏ No

Q74 Does your institution provide a payment grace period for military/veteran students using the GI Bill or other veterans education benefits to include; TA Students?

❏ Yes
❏ No

Q75 If an active duty or reserve military student leaves a class due to deployment, can that student return without penalty?

❏ Yes
❏ No

Q76 Will that returning student receive reimbursement or remission of course fees?

❏ Yes
❏ No

Q77 Does your institution offer any of the following programs?

Check all that apply

❏ Evening Program
❏ Weekend Programs
❏ Accelerated Courses (i.e., 6-8 weeks course completion time)

Q78 Does your institution have an on-campus living requirement for students at any point in their enrollment?

❏ Yes
❏ No

Q79 Is the on-campus living requirement waived for active military students?

❏ Yes
❏ No

Support

Q80 Does your institution have an explicit commitment to serving the military/veteran community?

❏ Yes

❏ No

Q81 Is this commitment incorporated into the institution's mission, vision, and values?

❏ Yes

❏ No

Q82 Is this commitment supported and coordinated by a dedicated member of the senior leadership of the institution?

❏ Yes

❏ No

Q83 Does your organization have a formal policy in place regarding business conduct and compliance when admitting, educating, advising, and placing military/veteran students?

❏ Yes

❏ No

Q84 Does your institution offer training for your staff and/or faculty to support military/veteran students?

❏ Yes

❏ No

Q85 Is the training for your staff and/or faculty to support military/veteran students required?

❏ Yes

❏ No

Q86 Does this training incorporate information regarding military specific disability or health issues?

❏ Yes

❏ No

Q87 Does your institution offer customized or additional support services specifically for military/veteran students in the following areas?

Only report about additional or customized support services beyond those usually provided to students taking courses through your institution.

Check all that apply

❏ Academic support/tutoring
❏ Academic advising
❏ Study skills workshops
❏ Financial aid counseling
❏ Career planning services
❏ Mental health counseling
❏ Assistance finding work-study opportunities
❏ Assistance finding non-work-study employment
❏ Assistance in integrating with non-veteran groups and services on campus
❏ Transition Assistance
❏ Accommodations for military students with disabilities
❏ None of the above

Q88 Does your institution have any full-time veteran counselors or advisors on staff? If Yes then 86 applies.

❏ Yes
❏ No

Q89 How many full-time veteran counselors or advisors does your institution have on staff? If 10+ Please specify number in the comment box in Standard numeric form.

❏ 1	❏ 6
❏ 2	❏ 7
❏ 3	❏ 8
❏ 4	❏ 9
❏ 5	❏ 10+

Q90 Does your institution promote or leverage external mentorship platforms for your Military Students? IE American Corporate Partners, Veterati

❏ Yes
❏ No

Q91 Does your institution offer or participate in any of the following…

Check all that apply

❏ A formal mentoring or advising program in which faculty or staff members who are current or former members of the military mentor students who are military servicemembers or veterans
❏ Veteran-to-veteran peer mentoring program
❏ External mentorship platforms
❏ Campus/social networking events planned specifically for military/veteran students
❏ None of the above

Q 92 Does your institution have any of the following support services reserved specifically for military service members and veterans?

Check all that apply

❏ On Campus- Clubs or association
❏ Online - Clubs or association
❏ Dedicated Veteran Social Space or Lounge
❏ Veteran Affairs Office
❏ None of the Above

Q93 Do you have any of the following resources or programs available for your veteran or military students?

Check all that apply

- ❏ A chapter of the Student Veterans of America on campus
- ❏ Member of local or national consortium for veteran or military students
- ❏ Activities to help military/veteran students integrate with non-veteran groups
- ❏ ROTC program
- ❏ Affiliated with an area ROTC program
- ❏ None of the Above

Q94 Does your institution offer specialized career guidance counseling or other programs to help military/veteran students identify careers to pursue?
- ❏ Yes
- ❏ No

Q95 Do you have industry-employer relationship programs available to active duty military students and veterans to assist with post-graduate employment outcomes?
- ❏ Yes
- ❏ No

Q96 How does your institution ensure adequate funding and sustainability of the above programs and initiatives?

Check all that apply.

- ❏ Private Funding
- ❏ State Funding
- ❏ Federal Funding
- ❏ Self Funded

Military Spouse Policies

Q97 Do you identify military spouses and dependents at your institution?

❏ Yes
❏ No

If yes then Q93 Applies

Q98 How many military spouses and dependents are enrolled at your institution?

Total # of Military Spouses _____

Q99 Does your institution offer any tuition discounts, exemptions or waivers specifically for military spouses and dependents?

❏ Yes
❏ No

Q100 Does your institution offer any scholarships specifically for military spouses and dependents?

❏ Yes
❏ No

Q101 Does your institution offer in-state tuition without residency requirements for military spouses and dependents?

❏ Yes
❏ No

Q102 Does your institution have any on campus clubs or associations specifically for military spouses and dependents?

❏ Yes
❏ No

Q 103 Does your institution have any online clubs or associations specifically for military spouses and dependents?

❏ Yes
❏ No

Q104 Is your institution approved for MyCAA Scholarship Program funding? Learn more about the [MyCAA Scholarship Program.](#)

❏ Yes
❏ No

Q 105 Does your institution offer programs in any of the following "portable" career fields and occupations approved for the MyCAA Scholarship Program?

Check all that apply.

❏ Aerospace
❏ Animal Services
❏ Automotive Services Transportation
❏ Business, Finance Administration
❏ Construction
❏ Education
❏ Energy
❏ Health Human Services
❏ Homeland Security
❏ Hospitality
❏ Information Technology
❏ Legal
❏ Skilled Trades
❏ None of the above

Q 106 Does your institution have a policy concerning military spouses and dependents whose families must move due to redeployment or relocation?

❏ Yes
❏ No

Q107 Retention Metrics

RETENTION RATES

Please provide information regarding retention rates at your institution.

For the purposes of this question, "retention rate" is defined as the percentage of the full-time cohort from the prior year minus exclusions that re-enrolled at the institution as either full- or part-time in the current year. Retention rate is the percentage of a school's first-time, first-year undergraduate students who continue at that school the next year. When calculating this percentage for your military population do not use the "First time" metric (Most military students come in with credit for military experience).

For example, a student who studies full-time in the fall semester and keeps on studying in the program in the next fall semester is counted in this rate. Use date from your last fall cohort or use your latest IPEDs Information. Cohort completion rate is acceptable for programs that are shorter than 2 years.

Please enter all available data

Retention rate for all students after one year	
Retention rate for all students after two years	
Retention rate for Active Duty Military students after one year	
Retention rate for Active Duty Military students after two years	
Retention rate for Guard Reserve Military students after one year	
Retention rate for Guard Reserve Military students after two years	
Retention rate for ALL Veteran and Military students after one year	
Retention rate for ALL Veteran and Military students after two years	
Retention rate for Military Spouse students after one year	
Retention rate for Military Spouse students after two years	
Retention rate for ALL Military Dependent students after one year	
Retention rate for ALL Military Dependent students after two years	

Q108 What is the median number of times students change their major courses

of study during their education at your institution?

Enter a round number. Leave blank if unknown.

All Students	
Military and/or Veteran Students	

Q109 Provide information regarding transfer rates at your institution.

For the purposes of this question, "transfer rate" is defined as; The percentage of a school's first-time, first-year undergraduate students who transfer to another college within 150% of the published time for the program. For example, a student who is in a four-year degree program is counted as a transfer if the student goes to another college within six years. Use date from your last June to August Cohort or use your latest IPEDs Information.

Transfer rate for all students	
Transfer rate for Active Duty Military students	
Transfer rate for Guard Reserve Military students	
Transfer rate for ALL Veteran and Military	
Transfer rate for Military Spouse students	
Transfer rate for ALL Military Dependent	

Q110 Provide information regarding graduation rates at your institution.

For the purposes of this question, "graduation rate" is defined as; The percentage of a school's first-time, first-year undergraduate students who complete their program within 150% of the published time for the program. For example, for a four year degree program, entering students who complete within six years are counted as graduates. Use date from your last June to August cohort or use your latest IPEDs Information.

When calculating this metric **for your military students please remove the "First-time" filter,** most military students will be coming in with previous credit.

Graduation rate for all students	
Graduation rate for Active Duty Military students	
Graduation rate for Guard Reserve Military students	
Graduation rate for ALL Veteran and Military students	
Graduation rate for Military Spouse students	
Graduation rate for ALL Military Dependent students	

Q111 What is the median number of years students take to complete their studies

and graduate?
Round to the nearest whole year. Leave blank if unknown.

Median number of years to completion for all students	
Median number of years to completion for military and/or veteran students	

Q112 Provide information about job placement rates at your institution.

For the purposes of this question, "job placement rate" is defined as the percentage of students who, within 180 days of the day they received their degree, certificate, or other recognized educational credential in a given year, obtained gainful employment in the recognized occupation for which they were trained or in a related, comparable, recognized occupation. Leave blank if unknown.

Job placement rate for all students	
Job placement rate for Active Duty Military students	
Job placement rate for Guard Reserve Military students	
Job placement rate for ALL Veteran and Military students	
Job placement rate for Military Spouse students	
Job placement rate for ALL Military Dependent students	

Q113 Provide information about loan default rates at your institution.

For the purposes of this question, "loan default rate" is defined as; A cohort default rate is a percentage of a school's borrowers in the US who enter repayment on certain loans during a federal fiscal year (October 1 to September 30) and default prior to the end of the next one to two fiscal years. Leave blank if unknown.

Default rate for all students	
Default rate for Active Duty Military students	
Default rate for Guard Reserve Military students	
Default rate for ALL Veteran and Military students	
Default rate for Military Spouse students	
Default rate for ALL Military Dependent students	

Q114 Provide information about the median student loan debt at your institution.

For the purposes of this question, "median student loan debt" is defined as the median amount of federal student loans borrowed for students' education at the institution. Leave blank if unknown.

Median loan debt for all students	
Median loan debt for military and/or veteran students	

Q115 Does your institution have a dedicated admissions advisor for military service members and veterans? *

Only include the Veterans Affairs (VA) certifying official if that person also provides information to military servicemembers and veterans about programs and services available to them.

❏ Yes
❏ No

Please provide the contact information for your dedicated admissions advisor.

Name, Email, and Phone Number are required fields.

- Name
- Email
- Title
- Phone
- Address

Q116 Does your institution have a dedicated central point of contact for military programs? *

Only include the Veterans Affairs (VA) certifying official if that person also provides information to military servicemembers and veterans about programs and services available to them

❏ Yes
❏ No

Please provide the contact information for your dedicated admissions advisor.

Name, Email, and Phone Number are required fields.

- Name
- Email
- Title
- Phone
- Address

Q117 Please provide the contact information for your marketing and/or PR coordinator.

Name

Email

Title

Phone

Q118 Please provide the contact information for the management of your online school profile on the Military Friendly® website.

Name

Email

Title

Phone

Q119 What is your institution's formal mailing address?

| |
| |

All submissions are final no edits can be made after this point.

Thank you for taking our survey!

...that's step one. You're so close to finding out your Military Friendly® status, but first, we

need to score your survey, factoring in publicly available information from federal databases.

Learn more about the survey process here, and look for your results on militaryfriendly.com

soon!