089206 RESTRICTED ---- Not to be released outside the General Accounting Office except on the basis of specific approval by the Office of Congressional Relations, a record of which is kept by the Distribution Section, Publications Branch, OAS RELEASED 089206 REPORT TO THE COMMITTEE ON VETERANS' AFFAIRS UNITED STATES SENATE Information Concerning The Veterans Administration's Efforts To Assist Educationally **Disadvantaged Veterans** B=114859 Veterans Administration

BY THE COMPTROLLER GENERAL OF THE UNITED STATES

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B-114859

The Honorable Vance Hartke, Chairman Committee on Veterans' Affairs United States Senate

R Dear Mr. Chairman:

As you requested on December 6, 1972, we developed and sent a questionnaire to <u>educationally disadvantaged veterans</u>-those with less than a high school education--to solicit information concerning their

--awareness of veterans' benefits,

--personal contacts with Veterans Administration (VA) representatives,

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--participation in educational and training programs, and

--opinions on the adequacy of VA assistance.

The appendixes to this letter contain (1) the final summary of responses to the questionnaire and (2) a description of the techniques used in selecting the veterans to include in our sample.

We previously furnished your staff with preliminary summaries of the answers given by the veterans responding to the questionnaire, the various data processing records used in developing these summaries, and a verbatim listing of the responding veterans' comments or suggestions.

VA records show that about 545,000 of about 3.7 million veterans discharged between May 1968 and November 1972 were educationally disadvantaged. Through scientific sampling techniques we randomly selected 5,000 of these educationally disadvantaged veterans and sent them questionnaires during April and May 1973. Of the questionnaires sent to veterans, 1,200 were executed and returned, 32 were returned unexecuted, 1,101 were returned as undeliverable, 2,615 were not returned, and 52 were not received in time to be included in our summary.

The information in the appendixes summarizes the veterans' answers exactly as received. Since all veterans to whom we sent questionnaires did not respond, we cannot make a statistically valid projection to the universe of all educationally disadvantaged veterans. However, in our opinion, the large number of veterans responding should provide a basis for drawing reasonable conclusions concerning the experiences and opinions of many educationally disadvantaged veterans.

As your staff requested, we have not obtained VA's comments on the information previously provided or in the appendixes. However, as agreed to by your staff, we have orally informed VA of the nature of our work performed for the Committee, and we are sending a copy of this letter, without the appendixes, to the Administrator of Veterans Affairs.

We will not release the information contained in the appendixes unless you agree or publicly announce the substance of it.

We trust that this information will serve the purpose of your request.

Sincerely yours,

Comptroller General of the United States

SUMMARY OF QUESTIONNAIRE RESPONSES

1. (a) Marital Status:

<u>392</u> Single

727 Married

70 Divorced

11 Invalid or no response

1200 Total

(b) Education status:

109 Full-time student

<u>104</u> Part-time student

745 Currently not enrolled

242 Invalid or no response

1200 Total

2. Highest year of school completed:

(a) Elementary school

(a)		Veterans	have	completed	first grade
(b)		"	**	**	second grade
(c)		T		**	third grade
(d)	1	11	11	*1	fourth grade
(e)	2	11	11	**	fifth grade
(f)	8	11	TT	17	sixth grade
(g)	27	.,	tt		seventh grade
(h)	110	**	**	**	eighth grade

2. (b) High School

	(a)	156	Veterans	have	completed	ninth grade
	(b)	261	t t	11	**	tenth grade
	(c)	238	12	*1	¥ T	eleventh grade
	(d)	315	11	**	T T	twelfth grade
(c)	Coll	ege				
	(a)	36	Veterans	have	completed	freshmen year
	(b)	21	11	11	11	sophomore year
	(c)	6	• •	11	**	junior year
	(d)	7	11	11	11	senior year
		12	Invalid	or no	response	
		1200	Total			

3. Have you attended any school(s) while serving in the Armed Forces?

588	yes,	<pre>military training school(s)</pre>
46	yes,	<pre>school(s) other than sponsored by the military</pre>
44	yes,	military training school(s) and school(s) other than sponsored by the military
508	no	
14	Inva	lid or no response
1200	Tota.	1

4. When did you first learn about the following education or training programs?

	and the second sec	PREP	PROJECT TRANSITION	GI BILL	, HIGH SCHOOL	TUTORIAL
(a)	Before service-time	24	34	280	203	20
(b)	During service-time	128	273	326	384	65
(c)	At time of separation	36	81	132	56	31
(d)	After separation	63	<u> 49</u>	168	89	95
(e)	DOES NOT APPLY - I do not know about the					
	program	728	534	142	265	730
	Invalid or no response	221	229	152	203	259
	Total	1200	1200	1200	1200	1200

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5. How did you learn of the following education or training programs? (Check one or more under each program)

		PREP	PROJECT TRANSITION	GI BILL	HIGH SCHOOL	TUTORIAL
(a)	Veterans Administra- tion: at separation center by letter(s)	<u>47</u> <u>25</u>	$\frac{70}{23}$	228 135	<u> </u>	<u> </u>
	by personal inter- view	28	28	125	67	22
(b)	Veterans Service Organization:					
	by letter(s) by personal inter-	33	27		54	24
	view	10	16	76	36	14
(c)	Media (radio, TV, newspaper, etc.)	18	17	127	56	7
(d)	Family/friends	41	79	280	173	22
(e)	School(s)	15	27	78	74	11
(f)	Military advisor	99	201	263	276	47
(g)	Other	17	28	24	27	26
(h)	DOES NOT APPLY - I do not know about					
	the program	737	549	147	273	730
	Invalid or no response	_283	252	224	284	299
	Total	1353	1317	<u>1820</u>	1470	1265

6. For those programs which you were not aware of (those checked in 5(h) above), would you have participated in them if you had been aware of them?

		PREP	PROJECT TRANSITION	GI BILL	HIGH SCHOOL
(a)	Yes	398	326	167	247
(b)	No	290	228	65	101
(c)	DOES NOT APPLY - I am aware of the program	154	214	413	335
	Invalid or no response	358	432	555	_517
	Total	1200	1200	<u>1200</u>	1200

7. What type of education or training did you receive under the following programs? (Check one or more under each program)

		PREP	PROJECT TRANSITION	GI BILL	HIGH SCHOOL
(a) (b) (c)	Refresher course Remedial course High School	$\frac{20}{8}$		63	$\frac{49}{37}$
(d) (e)	College Vocational or		$\frac{1}{11}$	$\frac{33}{123}$	
(f)	technical		46	121	
(g)	apprentice Correspondence		35	73	
(h)	courses Other	12	13	$\frac{97}{13}$	42
(i)	DOES NOT APPLY - I did not partici- pate in the pro-				
	gram Invalid or no	914	838	602	614
	response	285	309	230	296
	Total	1267	1268	1322	1257

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8.

Did you complete the training you took under the following programs? (Check one or more under each program)

		PREP	PROJECT TRANSITION	GI BILL	HIGH SCHOOL
(a)	Yes, I completed training	16	62	125	233
(b)	training	13	2	152	21
	No, because training was too difficult	3	1	11	8
	No, because training took too much time	5	6	12	12
	No, because of financial con- siderations	、 11	9	59	16
(f)	No, because I los interest	t 4	7	24	6
(g)	No, because I transferred	<u>7</u>	4	12	27
	No, other DOES NOT APPLY -	7	18	42	25
	I did not par- ticipate in the program	904	824	588	598
	Invalid or no response	289	311	254	307
	Total	<u>1259</u>	<u> </u>	<u>1279</u>	1253

9. Did you use the tutorial assistance program to assist you in any course(s)?

$\frac{16}{4}$	yes, and I passed the course yes, but I failed the course
The second se	yes, I am currently using tutorial assistance
	no, but I would have if I had known of the
	program
248	no
698	DOES NOT APPLY - I did not take a course
68	Invalid or no response
1200	Total

10. Would you be encouraged to enter an education or training program if you knew that tutorial assistance was available for any courses you took <u>after</u> you completed your high school education?

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664	yes
298	no
161	DOES NOT APPLY - I know about the tutorial
	assistance program
77	Invalid or no response
1200	Total

11. What were your reasons for not participating in the VA education or training programs? (Check one or more under each program)

	PREP	PROJECT TRANSITION	GI BILL	HIGH SCHOOL
(a) Did not know of the program (b) Did not have sufficient	569	438	88	173
background (c) Lack of interest	<u>38</u> 63	<u> </u>	<u> </u>	<u> </u>
 (d) Could not afford it even with financial assistance (e) Did not feel I needed it 	$\frac{39}{42}$	$\frac{33}{50}$	$\frac{116}{37}$	$\frac{41}{65}$
 (f) Assigned military duties interfered (g) Had a full-time job 	<u>53</u> 111	<u>119</u> 92	<u>58</u> 196	$\frac{91}{131}$
(h) Had a part-time job (i) Other	$\frac{111}{7}$	$\frac{32}{6}$	$\frac{190}{18}$	$\frac{131}{9}$
(j) DOES NOT APPLY-I partici- pated in the program	65	83	313	281
Invalid or no response	334	367	341	394
Total	<u>1344</u>	1329	1355	1336

12. What was your primary objective in entering training under the VA education assistance programs?

	to obtain a better job
127	to learn a new skill
46	to improve skills related to my present job
156	to qualify for a higher education
• 34	other
530	DOES NOT APPLY - I did not receive VA educa-
	tional assistance
167	Invalid or no response
1200	Total

13. Have you attained your primary objective?

116 yes

the second s	•
251	no, but I believe I will attain it
127	no, but I have partially attained it
78	no, and I do not believe I will attain it
505	DOES NOT APPLY - I did not receive VA educa-
	tional assistance
123	Invalid or no response
1200	Total
100	10 tui

- 14. How would you rate the usefulness of your VA assisted training to your objective or career plan?
 - 285 very useful
 - 105 somewhat useful
 - 39 of little use
 - 39 of no use
 - 89 not sure, still enrolled
 - 518 DOES NOT APPLY I did not receive VA educational assistance
 - 125 Invalid or no response
 - 1200 Total

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- 15. Who influenced you <u>most</u> in your decision to continue your education under the VA educational assistance programs?
 - 120 family/friends
 - 22 military advisor
 - 30 VA representative
 - 12 veterans service organizations
 - 24 school counselor or teacher
 - 272 personal decision
 - 31 other
 - 551 DOES NOT APPLY I did not receive VA educational assistance
 - 138 Invalid or no response
 - 1200 Total
- 16. Did you obtain a job after completion or termination of your VA assisted training?

73	yes, and job was related to training
95	yes, but job was not related to training
32	no, I did not attempt to get a job
53	no, but I did attempt to get a job
587	DOES NOT APPLY - I did not receive VA educa-
	tional assistance
223	DOES NOT APPLY - I am still enrolled in training
137	Invalid or no response
1200	Total

17. How long after completion or termination of VA assisted training did you obtain this job?

	immediately
45	within six months
30	more than six months later
586	DOES NOT APPLY - I did not receive VA educa-
	tional assistance
233	DOES NOT APPLY - I am still enrolled in training
73	DOES NOT APPLY - I did not get a job
155	Invalid or no response
1200	Total

- How did you obtain this job after completion or termination of your VA assisted training? (Check one or more)
 - 11 school assisted me
 - 7 VA assisted me
 - 24 State/Local Employment Office assisted me
 - 8 private employment agency assisted me
 - 149 no assistance, applied directly
 - 32 other
 - 578 DOES NOT APPLY I did not receive VA educational assistance
 - <u>226</u> DOES NOT APPLY I am still enrolled in training 74 DOES NOT APPLY - I did not get a job
 - _____ 14 DOES NOT AFFET I did not get a job
 - 175 Invalid or no response
 - 1284 Total
- 19. Has the school, the VA, or others contacted you to determine if you obtained a job after you finished your VA assisted training? (Check one or more)
 - 212 no, I was not contacted
 - 29 yes, contact from the school
 - 27 yes, contact from the VA
 - 18 yes, contact from others
 - 575 DOES NOT APPLY I did not receive VA educational assistance
 - 223 DOES NOT APPLY I am still enrolled in training
 - 169 Invalid or no response
 - 1253 Total

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20. How would you rate the education or training programs you participated under?

		PREP	PROJECT TRANSITION	GI BILL	HIGH SCHOOL	TUTORIAL
(a) (b) (c) (d) (e)	Excellent Good Fair Poor DOES NOT APPLY - I did not par-	$ \frac{19}{12} \overline{7} \overline{2} $	$ \begin{array}{r} 42 \\ 25 \\ 13 \\ 5 \end{array} $	$ \begin{array}{r} 157\\ -135\\ -61\\ -39\\ \end{array} $	$ \begin{array}{r}133\\\hline108\\\hline45\\\hline19\end{array} $	$ \begin{array}{r} 5 \\ \hline 3 \\ \hline 2 \\ \hline 1 \\ \end{array} $
 4	ticipate in the program	942	852	603	629	906
	Invalid or no response	218	263	205	266	283
	Total	1200	1200	<u>1200</u>	1200	1200

21. Did you continue your education <u>without</u> use of VA educational assistance?

The second s	no, I continued my education with VA assistance
	no, I did not continue my education
24	yes, because I did not know about VA benefits
29	yes, because of too much red tape
8	yes, because the school was not approved by VA
75	yes, other
97	Invalid or no response

1200 Total

22. Are you interested in continuing your education under the GI Bill?

<u> </u>	yes, definitely
281	yes, I think so
41	no, definitely
189	no, I do not think so
88	DOES NOT APPLY - I continued my education under
	the GI Bill
41	Invalid or no response

1200 Total

23. Did you have any problems obtaining a job after separation?

135	yes no, I had a job waiting for me no, I had a previous job held for me by law no DOES NOT APPLY - I continued my education after separation
44	Invalid or no response

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- 24. Were you aware that the Veterans Administration provides counseling service to help veterans determine what type of education and training they would be best suited for?
 - 200 yes, and I received counseling
 334 yes, but I did not receive counseling
 490 no, but I would have used the counseling service if I had known
 147 no, and I doubt that I would have used the
 - counseling service
 - <u>29</u> Invalid or no response
 - 1200 Total
- 25. How would you rate the counseling service you receive from the Veterans Administration?
 - 66 excellent
 - <u>89</u> good
 - <u>65</u> fair
 - <u> 70</u> poor
 - 841 DOES NOT APPLY I did not receive counseling
 - 69 Invalid or no response
 - 1200 Total

26. After your separation, were you contacted by the Veterans Administration (other than the VA representative at the separation center) or a veterans service organization to explain available benefits?

404	yes, by the VA
. 72	yes, by a veterans service organization
112	yes, by both the VA and a veterans service
· · · ·	organization
167	no, I contacted the VA and/or a veterans service
	organization
393	no, I was not contacted
52	Invalid or no response
····	
1200	Total
How wer	e you contacted? (Check one or more)

318	letter(s) within two months after separation
	letter(s) two to six months after separation
56	letter(s) six months or more after separation
68	phone call
82	personal interview
407	DOES NOT APPLY - I was not contacted
173	DOES NOT APPLY - I contacted the VA and/or
	veterans service organization
49	Invalid or no response

1342 Total

27.

28. Did a VA representative and/or a representative of a veterans service organization (American Legion, VFW, etc.), personally interview you to explain available benefits?

234	yes, by a VA representative
42	yes, by a veterans service organization repre-
	sentative
33	yes, by a VA and a veterans service organiza-
	tion representative
860	no, I was not personally interviewed
31	Invalid or no response
1200	Total

- 29. Where were you personally interviewed? (Check one or more)
 - 46 at home
 - 186 at VA regional office
 - 37 at United States Veterans Assistance Center (USVAC)
 - 50 other
 - 837 DOES NOT APPLY I was not personally interviewed
 - 62 Invalid or no response
 - 1218 Total
- 30. Could the personal interview be improved? (Check one or more)

107	no, does not need improvement
74	yes, if the representative was better informed
106	yes, if the representative understood present
	day problems better
44	yes, if the representative was my own age
54	yes, other
828	DOES NOT APPLY - I was not personally inter-
	viewed

- 65 Invalid or no response
- 1278 Total
- 31. Do you believe a personal interview to explain available benefits influenced or would have influenced you to seek an education with VA benefits?

570 457 139	yes possibly no
34	Invalid or no response
1200	Total

32. Are you currently employed?

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. · · > .	890 66 224	yes, full-time yes, part-time no
	20	Invalid or no response
	1200	Total

33. What do you think are the reasons for your unemployment? (Check one or more)

95	there are no jobs available
73	training inadequate
106	more experience needed
88	starting pay too low and/or no opportunity for
	advancement
17	did not try to get a job
904	DOES NOT APPLY - I am employed
34	Invalid or no response

<u>1317</u> Total

34. Do you believe additional training would help you become employed?

249	yes
26	no
857	DOES NOT APPLY - I am employed
68	Invalid or no response
1200	Total

35. How can VA assistance be improved? (Check one or more)

216	contact later after separation
500	additional counseling with personal interview
593	better communications and information
479	more financial support
.326	additional information centers
96	no improvement necessary
78	other
68	Invalid or no response
2356	Total

36. Based on your experience, do you have any suggestions regarding the kind of assistance and counseling which would help you further your education or training?

(Comments or suggestions have been provided informally to the Senate Committee on Veterans' Affairs)

- 37. Would you like to have a summary of the results of this survey?
 - 1057 Yes
 - 104 No
 - 39 Invalid or no response
 - 1200 Total

Sampling Techniques Sampling Techniques

In May 1968 VA installed the Veterans Assistance Discharge System (VADS) at its data processing center in Austin, Texas. The VADS sends letters to recently discharged servicemen to inform them of the various Federal benefits available to them and to encourage them to increase their knowledge and skills. VADS contains such information as the veteran's name, address, zip code, social security number, branch of service, date of discharge, and education level. Data pertaining to veterans is taken from Department of Defense Form DD-214s, Reports of Transfer or Discharge, which are received from service separation centers for each serviceman discharged.

In December 1972, through the use of the operating system version of the Haskins and Sells (H&S) IBM 360 Auditape System, we scanned approximately 3.7 million VADS records representing servicemen discharged between May 1968 and November 1972. From these records we determined that 544,772 veterans were educationally disadvantaged at time of discharge (less than a high school education). In March 1973 we selected a random sample of 5,000 educationally disadvantaged veterans from these 544,772 records using the same version of the H&S Auditape System.

On April 16, 1973, we mailed a questionnaire to each of the 5,000 veterans selected. On April 23, 1973, we mailed letters to the veterans who had not replied to our questionnaire encouraging them to reply. On May 2, 1973, we mailed another copy of the questionnaire to all veterans who had not replied as of that date.

Following are breakdowns of the number of veterans in our sample by date of discharge and by State or territory of residence.

Breakdown	of	the	Sample	of	5,000	Εc	lucationally
Disadvant	tage	ed Ve	eterans	by	Date	of	Separation

Date of discharge	Number in sample (<u>note a</u>)	Date of <u>discharge</u>	Number in sample (<u>note a</u>)
5-68 to 7-70	2,787	9-71	84
7-70	85	10-71	67
8-70	92	11-71	8 6
9-70	102	12-71	100
10-70	106	1-72	125
11-70	93	2-72	72
12-70	95	3-72	69
1-71	90	4 - 72	90
2-71	97	5-72	53
3-71	124	6-72	38
4-71	83	7-72	39
5-71	72	8 - 72	34
6-71	82	9-72	45
7-71	70	10-72	31
8-71	65	11-72	13

^aEleven veterans in our sample are not included due to invalid information in their files.

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State or territory	Number in sample (<u>note a</u>)	<u>State or territory</u>	Number in sample (<u>note a</u>)
Alabama	96	New Hampshire	20
Alask a	5	New Jersey	136
Arizona	39	New Mexico	34
Arkansas	65	New York	355
California	450	North Carolina	152
Colorado	49	North Dakota	8
Connecticut	64	Ohio	247
Delaware	14	Oklahoma	66
District of Columbia	29	Oregon	58
Florida	182	Pennsylvania	224
Georgia	142	Puerto Rico	25
Hawaii	7	Virgin Islands	3
Idaho	17	Rhode Island	32
Illinois	277	South Carolina	85
Indiana	136	South Dakota	18
Iowa	51	Tennessee	132
Kansas	46	Texas	329
Kentucky	121	Utah	21
Louisiana	98	Vermont	15
Maine	32	Virginia	167
Mary la nd	91	Washington	71
Massachusetts	111	West Virginia	63
Michigan	243	Wisconsin	79
Minnesota	60	Wyoming	4
Mississippi	62	Pacific Islands	-
Missouri	115	APO California	3
Montana	16	APO New York	-
Nebraska	22	Foreign countries	1
Nevada	10		

Breakdown of the Sample of 5,000 Educationally Disadvantaged Veterans by State or Territory

^aTwo veterans in our sample are not included due to missing information in their files.