



**IRAQ AND AFGHANISTAN
VETERANS OF AMERICA**

IAVA 2012 MEMBER SURVEY

March 2012

Survey Response External Summary



IAVA's 2012 Member Survey: The Pulse of our Veteran Membership

As the nation's first and largest nonpartisan, nonprofit organization committed to veterans of Iraq and Afghanistan, IAVA has a real-time understanding of what our member veterans think, believe and experience. Every day we hear from our member veterans on Facebook, Twitter and through Community of Veterans, our confidential online social network exclusively for our Iraq and Afghanistan veteran members. We also conduct an annual member survey to dig deeper into the challenges and opportunities of their day-to-day lives. Survey responses directly inform our Policy Agenda and organizational priorities for the coming year, as well as shape our membership activities and partnerships. Our member veterans' answers also allow us to compare their changing needs from year to year, and help to fill gaps in public knowledge about this new generation of veterans.

IAVA surveys are best-in-class and unrivaled in the veterans' community. We use the latest and best practices in polling and surveying to craft clear and precise questions that capture accurate and nuanced opinions on complex issues. We have the largest survey sample of Iraq and Afghanistan veterans of any group on these issues, four times larger than the BLS' monthly sample of Gulf War II vets, and we also use varied measures to ensure that all respondents are member veterans of IAVA. Consequently, we are confident that our survey results accurately represent our members' experiences and opinions.

Our annual member survey is carefully designed to help us gain a deep understanding of a wide range of new veteran issues. In January 2012, we asked our members approximately 120 quantitative and qualitative questions. Almost every survey question invites our members to elaborate on their answers and tell their stories. The 2012 member survey was open to our membership through a secure online questionnaire between January 1 and January 16, 2012, and 4,278 Iraq and Afghanistan veterans participated. The respondents include 2,223 confirmed veterans, who submitted to IAVA a governmental proof of wartime service (i.e., DD214) in Operation Enduring Freedom, Operation Iraqi Freedom and/or Operation New Dawn, and 2,055 non-confirmed veterans, who did not submit said record(s). In the beginning of 2012, the typical IAVA member's profile was as follows:

- Male (88%)
- 41 years old or over (31%)
- An Army veteran (61%) who served in Iraq (84%)
- Working a full-time civilian job (38%) or a student (18%)
- Working for the government (37%)
- Married with children (62%)
- Owns a home (49%)
- Does not think Congress (75%) or the President (61%) listen enough to Iraq and Afghanistan veterans
- Thinks that IAVA improves the lives of Iraq and Afghanistan veterans and their families (81%)
- Are almost all registered to vote (90%)
- Are most likely to be found in California, Virginia, Texas, New York, Florida or North Carolina



The IAVA 2012 member survey provides critical insights into our members' top priorities as follows:

I. Employment

IAVA's 2011 Combat to Career program focused on improving the employment prospects of Iraq and Afghanistan veterans. At the start of 2012, employment remains an urgent issue for our members. When looking at the current workforce, almost 17% of our members are unemployed, eight percentage points higher than the national average. One-third of our employed members are seeking other employment and, among those unsatisfied with their jobs, two-thirds feel that their job does not make enough use of their skills and experience. Our members have a high rate of government employment (37%) and also aspire to stay in this sector – but since government agencies at all levels are shedding the threat to veteran employment may grow. These and other insights from our survey will shape our efforts to ensure that Iraq and Afghanistan veterans are not only employed, but also find meaningful jobs and opportunities.

II. Mental Health and Suicide

Mental health and suicide remain urgent issues on the list of our members' concerns. In 2011, IAVA addressed the gaps in awareness, knowledge and adequate response to these invisible wounds of war, including the serious lack of public recognition and information about veterans' suicides. As in the 2010 survey, our 2011 survey asked our members if they knew a person who had committed suicide; 37% said they did, which was four percentage points lower than in 2010. This year, we also asked if that person was on active duty, in the reserves or a veteran at the time, and found that 30% were separated veterans. One of the biggest challenges in addressing the suicide epidemic among service members and veterans is that veterans' suicides are not properly and regularly tracked. This information will therefore help us better understand the magnitude of the issue among new veterans and provide guidance on prevention initiatives.

III. Education

Another urgent issue for our members is the New GI Bill. We know from our survey that our members strongly want us to protect their New GI Bill benefits in a time of tightening budgets. Member responses also tell us what we can do to make sure they succeed while using the New GI Bill. Currently, 29% of our members are using their New GI Bill benefits and 6% have transferred their benefit to a spouse or child. Among those not using the benefits, 37% plan to use it in the future and 16% more plan to transfer it to a dependent. In addition, 34% of our members who do not plan to stay in the military until retirement intend to go to school when they separate from the military. The majority of our members are attending 4-year and community colleges, and studying business and health-related subjects. We asked our members about their experiences on campus, and we plan to use this data to develop a set of best practices for veteran-student support on campus.



IAVA Annual Policy and Member Survey Response External Summary

Survey date: 1/6/2012 - 1/16/2012
Respondent Count: 4,278 OIF/OEF Veterans (2,223 confirmed vets, 2,055 non- confirmed vets)
Margin of Error: +/- 1.47 at 95% confidence

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Demographics

1. Did you serve in Iraq, Afghanistan, or both?

Iraq 63%
 Afghanistan 14%
 Both 21%

2. How many times have you deployed in support of Operation Enduring Freedom, Iraqi Freedom (OIF), or New Dawn (OND). Note: If you were deployed under OIF and during your deployment your mission was renamed OND, please choose the mission you participated in the longest.

	0	1	2	3	4	5	More than 5
Operation Enduring Freedom (10/7/2001-Present)	19%	61%	13%	5%	1%	0%	1%
Operation Iraqi Freedom (3/20/2002-8/31/2010)	6%	62%	24%	6%	1%	1%	1%
Operation New Dawn (9/1/2010-12/15/2011)	79%	20%	0%	0%	0%	0%	0%

3. What is your race/ethnicity?

White 76%
 Hispanic or Latino 9%
 Black or African American 5%
 Two or more races 4%
 Asian 2%
 American Indian or Alaskan Native 2%
 Native Hawaiian or other Pacific Islander 1%
 Other 2%

4. Which of the following best describes your current relationship status?

Married 62%
 Single 15%
 In a long-term committed relationship 11%
 Divorced 9%
 Other 4%

5. Do you have any children?

Yes 62%
 No 38%



6. How old are you?

18-20	0%
21-25	7%
26-30	27%
31-35	21%
36-40	14%
41 or over	31%

7. What is your gender?

Male	88%
Female	12%

8. How would you describe the area where you live?

Suburban	46%
Urban	25%
Rural	21%
Active-Duty Military Base	6%
I currently live outside the U.S.	2%

9. How much total combined money did all members of your HOUSEHOLD earn in 2011?
This includes money from jobs; net income from business, farm, or rent; pensions;
dividends; interest; social security payments; and any other money income received by
members of your HOUSEHOLD that are EIGHTEEN (18) years of age or older. Please
report the total amount of money earned - do not subtract the amount you paid in taxes
or any deductions listed on your tax return.

Less than \$20,000	13%
\$20,000 to \$34,999	17%
\$35,000 to \$49,999	17%
\$50,000 to \$74,999	22%
\$75,000 to \$99,999	14%
\$100,000 to \$149,999	13%
\$150,000 or More	5%



10. In what state or U.S. territory do you live?

California	10.8%
Texas	7.8%
Virginia	6.1%
New York	5.6%
Florida	4.8%
North Carolina	4.5%
Ohio	3.3%
Pennsylvania	3.2%
Washington	3.1%
Maryland	3.0%
Illinois	2.9%
Georgia	2.7%
Colorado	2.5%
Indiana	2.3%
Michigan	2.2%
Arizona	1.9%
Tennessee	1.9%
Kentucky	1.8%
Massachusetts	1.8%
New Jersey	1.7%
South Carolina	1.7%
Minnesota	1.6%
Missouri	1.6%
Wisconsin	1.6%
Alabama	1.5%
Connecticut	1.3%
Iowa	1.3%
Oklahoma	1.3%
Oregon	1.2%
Kansas	1.1%
Louisiana	1.0%
Currently deployed	0.9%
New Mexico	0.9%
District of Columbia (DC)	0.8%
Hawaii	0.7%
Nevada	0.7%
Utah	0.7%
Alaska	0.5%
Arkansas	0.5%
Idaho	0.5%
Montana	0.5%
Rhode Island	0.5%
Mississippi	0.4%
Nebraska	0.4%
West Virginia	0.4%
Delaware	0.3%
Maine	0.3%
New Hampshire	0.3%



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North Dakota	0.3%
Guam	0.2%
Puerto Rico	0.2%
Vermont	0.2%
South Dakota	0.1%
Wyoming	0.1%
American Samoa	0.0%
Northern Marianas Islands	0.0%
Virgin Islands	0.0%

11. In most states in the U.S., people cannot vote in an election unless they fill out a government form to "register to vote." Are you currently registered to vote?

Yes	90%
No	10%

Service Demographics

1. What branch of service did you or do you serve in?

Army	61%
Marine Corps	16%
Air Force	12%
Navy	11%
Coast Guard	0%

Air Force

1. Were you an Air Force Officer or Enlisted?

Enlisted	79%
Officer	21%

2. Top 5 Air Force Specialty Codes -Enlisted

3P031 Security Forces	13.7%
4N031 Medical Services	5.0%
2T231 Air Transportation	4.3%
2A531 Aerospace Maintenance	4.0%
1A231 Aircraft Loadmaster	3.7%
3D032 Cyber Systems Operations	3.7%



3. Top 5 Air Force Specialty Codes – Officers

14NX Intelligence	8.0%
11MX Mobility Pilot	5.7%
17DX Cyberspace Operations	5.7%
31PX Security Forces	5.7%
32EX Civil Engineer	5.7%

Army

1. Were you an Army Officer or Enlisted?

Enlisted	81%
Officer	19%

2. Top 5 MOS – Enlisted

11B Infantryman.....	16.2%
68W Health Care Specialist	7.9%
31B Military Police	6.5%
88M Motor Transport Operator	5.5%
42A Human Resources Specialist	3.0%
21B Combat Engineer.....	3.0%

3. Top 5 MOS – Officer

15O Aviation Officer.....	13.7%
11O Infantry Officer.....	9.9%
13O Field Artillery Officer.....	8.4%
35O Military Intelligence Officer	8.1%
12O Engineer Officer	6.9%

Marine Corps

1. Were you a Marine Corps Officer or Enlisted?

Enlisted	92%
Officer	8%

2. Top 5 MOS – Enlisted

0311 Rifleman.....	16.2%
0621 Field Radio Operator.....	4.0%
0331 Machine Gunner	3.8%
3531 Motor Vehicle Operator	3.8%
1371 Combat Engineer	3.2%



3. Top 5 MOS – Officer

0802 Field Artillery Officer.....	17.4%
0402 Logistics Officer	10.9%
0202 Marine Air/Ground Task Force (MPS3TF) Intelligence Officer	6.5%
0302 Infantry Officer	6.5%
7506 Billet Designator, Any Pilot/Naval Flight Officer	6.5%

Navy

1. Were you a Navy Officer or Enlisted?

Enlisted	82%
Officer	18%

2. Top 5 Navy Enlisted Classifications

8404 Field Medical Service Technician	18.2%
9545 Navy Law Enforcement Specialist	3.6%
9502 Instructor	2.9%
90NI GWOT IA/ILO Combat Training (NIACT)-Deployed.....	1.9%
3353 Submarine Nuclear Propulsion Plant Operator Reactor Control.....	1.6%
2401 Marine Basic Combat Skills Specialist.....	1.6%
2002 Military Investigator	1.6%

3. Top 5 Navy Officer Designators

131x URL Officer - Naval Aviator.....	13.0%
111x URL Officer - Surface Warfare.....	11.6%
290x Nurse Corps Officer	8.7%
132x URL Officer - Naval Flight Officer.....	7.2%
183x RL Officer – Intelligence.....	5.8%
230x Medical Service Corps Officer.....	5.8%
310x Supply Corps Officer	5.8%
64xx Limited Duty Officer - Line (General).....	5.8%

Coast Guard

4. Were you a Coast Guard Officer or Enlisted?

Enlisted	75%
Officer	25%



Issues Facing Iraq and Afghanistan Veterans

1. Please rank order the following eleven issues in order of importance for Iraq and Afghanistan veterans.

	<u>RANK</u>
Employment and Jobs	1
Mental Health	2
Disability Benefits (VA Backlog).....	3
Health Care	4
Education and GI Bill	5
Suicide	6
Families.....	7
Homelessness	8
Retirement	9
Housing.....	10
Military Salaries.....	11
Women’s Issues.....	12

Public Support

1. Which one of the following most closely resembles your opinion on the following statements:

	Agree or Strongly Agree	No opinion	Disagree or Strongly Disagree
The President listens enough to service members and Iraq and Afghanistan veterans.	23%	16%	61%
Congress listens enough to service members and Iraq and Afghanistan veterans.	13%	13%	75%
The VA listens enough to Iraq and Afghanistan veterans.	42%	24%	34%
The American public supports Iraq and Afghanistan veterans.	64%	13%	24%
Corporate America supports service members and Iraq and Afghanistan veterans.	32%	22%	46%
IAVA improves the lives of service members and Iraq and Afghanistan veterans.	81%	17%	2%



Impact of the Economic Downturn

1. How have you been affected by the recent economic downturn? (check all that apply)

My retirement savings/investments have lost a lot of their value.	40%
I have gone into substantial credit card debt (e.g.: I struggle to pay the monthly minimums or worry that I may not be able to repay my debt).	31%
I have bad credit and cannot get a credit card, car loan, or mortgage.	24%
The economic downturn has not affected me.	19%
My pay or hours were cut.	17%
I lost my civilian job.	16%
I have been late on my mortgage payments.	12%
I have lost my private health insurance.	9%
I dropped out of school.	7%
Some of my high-value items (car, furniture) have been repossessed.	6%
My small business is struggling or has folded.	5%
I am/was homeless.	5%
My house has been foreclosed on.	4%
I had to sell my house at a loss.	4%

Employment Status

1. Which of the following best describe(s) your current employment situation? If you are a student working part-time, please choose "student." **NOTE: Unemployment rate calculated from responses in the labor pool only.**

Full-time civilian job (working 40 or more hours)	40%
Student.....	18%
Active duty military	17%
Not employed, looking for work.....	9%
Disabled, not able to work.....	5%
Part-time civilian job (1-39 hours per week).....	5%
Retired	3%
Business Owner	2%
Other	2%
Not employed, NOT looking for work	1%

2. How interested are you in starting your own business in the next:

	Highly interested	Somewhat interested	Not interested
12 months	18%	15%	67%
2 years	20%	24%	56%
3-5 years	27%	29%	45%
6-10 years	30%	29%	41%
More than 10 years	33%	24%	43%

Active Duty

(Answered only by respondents who self-identified as active duty)

1. Do you plan on staying on active duty until retirement?

Yes 75%
 No 25%

2. How long until you separate?

Less than a year 44%
 1 year 13%
 2 years 18%
 3 years 11%
 4 years 3%
 5 years 0%
 6 years 1%
 7 years 1%
 8 years 1%
 9 years 0%
 10 or more 0%
 Don't know 8%

3. What are your plans for after you separate?

I am planning on getting a job	44%
I am planning on going to school	34%
I don't know what I'm going to do	6%
I plan not to work or go to school	1%
Other	16%

Full-time Employment

(Answered only by respondents who self-identified as employed full-time)

1. Which of the following best describes your current employment status?

I am NOT seeking other employment	67%
I am actively seeking other employment.....	33%

2. Which of the following best describes the industry you work in?

Government	37%
Health Care and Pharmaceuticals	8%
Telecommunications, Technology, Internet & Electronics	7%
Manufacturing	5%
Airlines & Aerospace (including Defense).....	4%
Education	4%
Construction, Machinery and Homes	3%
Transportation	3%
Utilities, Energy, and Extraction	2%
Nonprofit	2%
Legal	2%
Business Support & Logistics	2%
Finance and Financial Services	2%
Retail & Consumer Durables	2%
Automotive	1%
Entertainment & Leisure	1%
Food and Beverages.....	1%
Insurance	1%
Agriculture	0%
Real Estate	0%
Other (please specify).....	13%



3. To your best estimation, how many employees work for the company or organization you work for?

1 to 4 employees.....	2%
5 to 9 employees.....	2%
10 to 19 employees.....	3%
20 to 99 employees.....	13%
100 to 499 employees.....	17%
500 employees or more	4%
500 to 999 employees.....	6%
1,000 to 1,499 employees.....	6%
1,500 to 1,999 employees.....	3%
2,000 to 2,499 employees.....	3%
2,500 to 5,000 employees.....	8%
5,000 to 9,999 employees.....	6%
10,000 employees or more	28%



4. Which of the following best describes your job function?

Management	8.3%
Information Technology	7.3%
Administrative	5.7%
Engineering	5.3%
Health Care Provider	4.8%
Legal	4.8%
Customer Service	4.1%
Project Management	3.9%
Analyst	3.4%
Education	3.3%
Production	2.3%
Supply Chain	2.2%
Sales	2.0%
Human Resources	1.8%
Manufacturing	1.8%
Training	1.8%
Consulting	1.7%
Public Relations	1.5%
Quality Assurance	1.3%
Finance	1.2%
Distribution	1.1%
Strategy/Planning	0.9%
Accounting/Auditing	0.8%
Purchasing	0.8%
Product Management	0.6%
Research	0.6%
Science	0.6%
Business Development	0.5%
General Business	0.4%
Writing	0.4%
Art/Creative/Design	0.3%
Advertising /Marketing	0.2%
Other (please specify)	24.3%

5. At which level do you currently work?

Entry Level	16%
Junior	34%
Middle Manager	29%
Senior Manager	7%
Executive	2%
Owner/President	0%
Does not apply (please explain)	12%



6. How satisfied or dissatisfied are you with your job?

Slightly to Extremely Satisfied.....	66%
Slightly to Extremely Dissatisfied	27%
Neither satisfied nor dissatisfied	7%

7. You told us you were extremely/moderately/slightly satisfied with your job. Why are you satisfied with your current job? (select all that apply)

It's a job I enjoy doing	64%
I like the environment and/or people I work with	62%
Opportunity to apply my skills and abilities	60%
Benefits package	58%
Job is meaningful to me	56%
Compensation	55%
The job makes a difference in the world	43%
I am at a level that matches my experience and skills	33%
Job is exciting	29%
I am at a level that matches my education level	23%
Provides support programs for military families [for active duty spouses only].....	5%
Other (please specify).....	8%

8. You told us you were extremely/moderately/slightly dissatisfied with your job. Why are you dissatisfied with your current job? (select all that apply)

Job does not use enough of my skills and abilities	63%
Job pays less than I feel I should be earning	57%
Job does not match my experience level	46%
It's not a job I enjoy doing	45%
Job is not meaningful to me	43%
Job is not exciting enough	41%
I do not like the environment and/or people I work with	36%
Job does not match my education level	35%
The job doesn't make a difference in the world	27%
Poor benefits package	21%
I had to start at the bottom of the organizational ladder.....	20%
Does not provide support programs for military families [for active duty spouses only].....	5%
Working less hours than I would like.....	5%
Other (please specify).....	20%



9. Are you satisfied working in your current industry, neither satisfied nor dissatisfied with it, or dissatisfied with it?

Slightly to extremely satisfied	67%
Slightly to extremely dissatisfied	20%
Neither satisfied nor dissatisfied	13%

10. Which of the following best describes the industry you would IDEALLY like to work?

Government	27%
Telecommunications, Technology, Internet & Electronics	8%
Health Care and Pharmaceuticals	7%
Education	6%
Airlines & Aerospace (including Defense).....	5%
Entertainment & Leisure	4%
Business Support & Logistics	4%
Nonprofit	3%
Other	3%
Legal	3%
Finance and Financial Services	2%
Construction, Machinery and Homes	2%
Utilities, Energy, and Extraction	2%
Manufacturing	2%
Transportation	2%
Automotive	1%
Food and Beverages.....	1%
Agriculture	1%
Retail & Consumer Durables	1%
Real Estate	1%
Insurance	0%
Other (please specify).....	15%



11. Which of the following best describes the job function you would IDEALLY work in?

Management	12%
Information Technology	6%
Health Care Provider	5%
Project Management	5%
Engineering	5%
Education	5%
Training	5%
Legal	4%
Consulting	3%
Public Relations	3%
Art/Creative/Design	2%
Administrative	2%
Analyst	2%
Strategy/Planning.....	2%
Human Resources	2%
Science	2%
Customer Service	2%
General Business.....	2%
Research.....	2%
Writing	2%
Business Development	1%
Manufacturing	1%
Supply Chain.....	1%
Finance	1%
Accounting/Auditing	1%
Sales	1%
Production	1%
Product Management.....	1%
Purchasing	1%
Quality Assurance	1%
Distribution	0%
Advertising /Marketing	0%
Other (please specify).....	20%

12. Would you describe your workplace or employer as "veteran-friendly?"

Somewhat to definitely friendly to veterans	82%
Neither friendly or unfriendly to veterans	12%
Somewhat to definitely unfriendly to veterans	7%

Part-Time Employment

(Answered only by respondents who self-identified as part-time employed)

1. Some people work part time because they cannot find full-time work or because business is bad. Others work part time because of family obligations or other personal reasons. What is the main reason that you work part time?

Could only find part-time work	44%
Slack work/business conditions	16%
School/training	11%
Other family/personal obligations	10%
Health/medical limitations	8%
Supplemental income	4%
Seasonal work	4%
Childcare problems	2%
Retired/Social Security limit on employment.....	0%

2. Would you like to be working full time?

Yes	89%
No	11%

Unemployed, looking for work

(Answered only by respondents who self-identified as unemployed and looking for work)

1. For how many months have you been unemployed?

Average.....	13 months
Maximum	96 months

2. Which of the following best describes the job grade you would want or expect if finding a job?

Entry level	20%
Junior	24%
Middle manager	37%
Senior manager	9%
Executive	2%
Owner/President	1%
Does not apply	4%
Other (please specify).....	5%



3. In what type of industry do you ideally want to work?

Government	26%
Telecommunications, Technology, Internet & Electronics	12%
Health Care and Pharmaceuticals	9%
Construction, Machinery and Homes	6%
Business Support & Logistics	6%
Airlines & Aerospace (including Defense).....	5%
Education	5%
Finance and Financial Services	4%
Utilities, Energy, and Extraction	3%
Nonprofit	3%
Legal	3%
Entertainment & Leisure	2%
Manufacturing	2%
Automotive	2%
Food and Beverages.....	1%
Transportation.....	1%
Agriculture.....	1%
Retail & Consumer Durables	1%
Insurance	0%
Real Estate	0%
Other	10%

4. What is the main challenge you have faced in finding work?

The current economic downturn	34%
I can't find a job that matches my skill level	24%
I can't find a job that matches my education level	11%
In school or training.....	8%
I don't have experience with civilian job seeking processes (e.g. resume writing, networking skills).....	7%
Family responsibilities tied to my spouse/significant other's service	2%
Concerns that I will be deployed	1%
Childcare concerns	1%
Concerns that I will have to move when my spouse receives a PCS	0%
Family responsibilities not tied to my spouse/significant other's service	0%
Other (please specify).....	12%

5. When you were looking for a job did you find that employers were open to hiring a veteran?

Yes	51%
No	49%



Unemployed, Not looking for work

(Answered only by respondents who self-identified as unemployed and NOT looking for work)

1. What is the main reason you are not looking for work?

Have been unable to find work	14%
In school or training.....	14%
Family responsibilities tied to my spouse/significant other's service	11%
Ill-health, disability.....	11%
Childcare problems	9%
No work available in my line of work.....	3%
Employers think I am too young or old.....	3%
Family responsibilities not tied to my spouse/significant other's service	3%
Lack the skills, training or experience to find work.....	0%
Other types of discrimination	0%
Transportation problems	0%
Other, please specify	31%

Business Owner

(Answered only by respondents who self-identified as a business owner)

1. How many years have you owned your own business, if less than 1 choose 0?

0 (Less than 1 year)	15%
1 year	12%
2 years	14%
3 years	14%
4 years	10%
5 years	5%
6 years	7%
7 years	2%
8 years	0%
9 years	2%
10 years	2%
11-20 years	15%
20 years or more.....	3%



2. Which of the following best describes the industry your business is in?

Construction, Machinery and Homes	17%
Health Care and Pharmaceuticals	12%
Legal	9%
Automotive	5%
Manufacturing	5%
Nonprofit	5%
Airlines & Aerospace (including Defense).....	3%
Education	3%
Finance and Financial Services	3%
Retail & Consumer Durables	3%
Real Estate	3%
Telecommunications, Technology, Internet & Electronics	3%
Agriculture	2%
Business Support & Logistics	2%
Entertainment & Leisure	2%
Government	2%
Insurance	2%
Food and Beverages.....	0%
Utilities, Energy, and Extraction	0%
Transportation.....	0%
Other (please specify).....	19%

3. To your best estimation, how many employees do you employ?

1 to 4 employees.....	64%
5 to 9 employees.....	19%
10 to 19 employees.....	12%
20 to 99 employees.....	3%
100 to 499 employees.....	0%
500 employees or more	0%
500 to 999 employees.....	2%
1,000 to 1,499 employees.....	0%
1,500 to 1,999 employees.....	0%
2,000 to 2,499 employees.....	0%
2,500 to 5,000 employees.....	0%
5,000 to 9,999 employees.....	0%
10,000 employees or more	0%



4. Are you familiar with and/or utilize(d) any federal or state government programs to help start (or re-start) your business?

	Familiar With	Utilized
Federal grants or loans	98%	2%
State grants or loans	95%	5%
Federal training in business ownership	95%	8%
State training in business ownership	91%	9%
Community-driven loans	94%	6%
University training specifically in business ownership and entrepreneurship	86%	16%

5. How many vets do you currently employ?

0	31%
1	45%
2	14%
3	7%
4	2%
5	2%
6	0%
7	0%
8	0%
9	0%
10	0%
11 - 20	0%
More than 30	0%

6. As a business owner, do you prefer to hire veterans?

Yes	98%
No	2%

Student

(Answered only by respondents who self-identified as a student)

1. What type of educational program are you attending?

4-year public university	39%
Community college	24%
4-year private university	19%
Graduate school	6%
Licensing or certification program	4%
For-profit brick and mortar school	3%
For-profit online program	1%
Non-profit online program	1%
On-the-job training/apprenticeship	0%
Flight training of any kind	0%

2. What field are you majoring in? (please select the major closest to what you are studying)

Business, Management, Marketing, and Related Services	14%
Health Professions and Related Clinical Science	11%
Computer and Information Sciences	9%
Engineering	5%
Political Science	5%
Legal	4%
Social Sciences	4%
History	3%
Biological and Biomedical Science	3%
Psychology	3%
I have not chosen a major yet	2%
Pre Professional (Pre-Med, Pre Law, etc)	2%
Vocational Training	2%
Communications and Journalism	2%
Physical Sciences	2%
Education	1%
English Language and Literature	1%
Visual/Performing Arts	1%
Agriculture and Related Sciences	1%
Philosophy and Religious Studies	1%
Interdisciplinary Studies (American Studies, Cultural Studies, etc)	1%
Park, Recreation, Leisure and Fitness Studies	0%
Family and Consumer Sciences/Human Sciences	0%
Foreign Language/Area Studies	0%
Mathematics and Statistics	0%
Other (please specify)	22%



3. What is your overall level of satisfaction with your educational program?

Somewhat or extremely satisfied 77%
 Neither satisfied nor dissatisfied 8%
 Somewhat or extremely dissatisfied 15%

4. How satisfied are you with the following in your educational program?

	Somewhat or extremely satisfied	Neither satisfied nor dissatisfied	Somewhat or extremely dissatisfied	Does not apply
Teachers and/or professors	81%	8%	11%	1%
Student life	46%	27%	14%	13%
Civilian students	40%	30%	26%	3%
Veteran students	67%	21%	8%	4%
Housing	25%	17%	15%	44%
Athletic facilities and programs	34%	26%	10%	31%
School administration	57%	18%	24%	1%
Extra-curricular options	38%	26%	15%	20%
New GI Bill support	61%	10%	23%	6%
Other funding opportunities	39%	22%	28%	12%
Career services	44%	31%	17%	9%
Educational support services (includes mentoring and tutoring)	55%	23%	15%	7%
Quality of the education	82%	8%	10%	0%

5. Does your educational program have any of the following targeted specifically at student veterans?

School Veterans Office 40%
 Student veteran group 28%
 Educational benefits assistance 11%
 Job placement services 2%
 Accommodations for mental or physical health needs 2%
 Internship or fellowship opportunities 1%
 Mentorship programs 1%
 Non-educational benefits assistance 0%
 Specialized mental health care providers 0%
 Other (please specify) 14%



6. Would you describe your educational program as “veteran-friendly”?

Somewhat to definitely friendly to veterans	72%
Neither friendly or unfriendly to veterans	21%
Somewhat to definitely unfriendly to veterans	7%

New GI Bill

1. Are you or one of your dependents currently using your Post-9/11(“New”) GI Bill benefits?

No	65%
Yes, I am using it	29%
Yes, my spouse is using it	2%
Yes, my child is using it.....	4%

New GI Bill

(Answered only by respondents who self-identified as not using the New GI Bill)

1. You told us neither you nor one of your dependents are using the Post-9/11(“New”) GI Bill benefits? Why is that? (Choose all that apply)

Plan to use it in the future	37%
Already have a degree	18%
Plan to transfer it to dependent.....	16%
Active Duty	15%
Focused on current job	14%
Unclear about eligibility	14%
Using another education benefit (please tell us which one below)	12%
Cannot afford it right now.....	11%
Already used it	10%
Focused on finding a job.....	7%
Ineligible.....	7%
Cannot because of health	3%

New GI Bill

(Answered only by respondents who self-identified as using the New GI Bill)

1. Overall, how would you rate your experience with the New GI Bill?

Excellent	35%
Good	41%
Fair	17%
Poor	7%



2. Which of the following, if any, challenges did you have when applying for or using the New GI Bill. (Choose as many as apply)

Processing has been slow	42%
Had financial problems because of delays	34%
I was not confronted with any challenges in applying for or using the New GI Bill	21%
Took out educational loans to cover costs	19%
Received bad information from VA	16%
Found outside grants, scholarships, or other financial support to cover costs	16%
Borrowed from family and/or friends to cover costs	14%
None of the above	13%
Got a job to cover costs	12%
Had educational problems because of delays	11%
Did not receive support from my educational program	7%
Other (please specify)	10%

National Guard/Reserves

1. At any point during your military career were you a member of the National Guard or a Reservist?

National Guard	24%
Reservist	24%
Both	8%
Neither	44%

National Guard/Reserves

(Answered only by respondents who self-identified as National Guard or Reserves)

1. Some National Guardsmen and Reservists face challenges returning to their job when they return from a deployment? Did you face any of the following challenges? (Choose all that apply)

Had trouble readjusting	33%
Found job unsatisfying	19%
Did not receive transition support	18%
Injuries made return hard or impossible	13%
I didn't deploy as Reservist or Guardsman	13%
Discrimination	12%
Lapsed certifications/behind in continuing education	11%
Loss of responsibilities	9%
Loss of seniority	9%
Company was downsized or closed while I was deployed	7%
Loss of benefits	6%
Was self-employed and had trouble generating new work or retaining old clients	3%



IRAQ AND AFGHANISTAN
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2. Do you feel like you had enough information about your rights as a guardsman or reservist under the Uniformed Services Employment and Reemployment Rights Act (USERRA)?

Yes 71%
No 20%
I have not heard of USERRA 9%

3. Do you feel like your employer had enough information about your rights as a guardsman or reservist under USERRA?

Yes 62%
No 39%

4. Do you currently have a pending USERRA claim?

No 99%
Yes 1%



Invisible Injuries

1. In general, do you think troops and veterans are getting the care they need for mental health injuries, including combat-related stress or military sexual trauma?

No, I don't think troops and veterans are getting the mental health care they need. 67%
 Yes, troops and veterans are getting the mental health care they need..... 33%

2. In general, do you think the military/Department of Defense is doing a good job of reaching out to troops and veterans regarding their mental health injuries and care?

Yes 40%
 No 60%

3. In general, do you think the VA is doing a good job of reaching out to troops and veterans regarding their mental health injuries and care?

Yes 49%
 No 51%

4. How important are each of the following for providing excellent services for veterans' mental health concerns:

	Very important	Somewhat important	Somewhat not important	Not at all important
Peer Support Groups	57%	33%	6%	4%
Counselors who have served in the military	70%	23%	4%	3%
Counselors have served in Iraq or Afghanistan	64%	26%	7%	3%
Counselors understand military life and culture	77%	19%	3%	2%
Counselors receive specialized training in how to work with service members and veterans	70%	24%	4%	2%
Civilian counselors receive special training in military life and culture	59%	28%	8%	5%
Counselors work for the DoD	23%	28%	23%	26%
Counselors work for the VA	32%	29%	18%	21%

Suicide

1. Do you personally know someone you served with or another Iraq or Afghanistan veteran who has committed suicide?

No 63%
Yes 37%

Suicide

(Answered only by respondents who self-identified as knowing someone who committed suicide)

1. Did that person commit suicide while serving or after they separated?

They had separated from the military 30%
They were serving, but not deployed 27%
They were serving and deployed 25%
They were in the National Guard or Reserve, but not deployed. 11%
Other (please specify) 8%

2. To the best of your knowledge, were they enrolled in the VA at the time of their death?

Don't know 53%
No 33%
Yes 14%

3. To the best of your knowledge, were they seeking care for a mental health concern?

No 23%
Yes, at the VA 8%
Yes, through the Department of Defense 7%
Yes, through a private mental health professional 1%
Yes, through a non-profit mental health program or organization 1%

Friends' Invisible Injuries

1. Do you have Iraq and Afghanistan veteran friends who need care for a mental health injury?

Yes 63%
No 37%



Personal Invisible Injuries

- Has anyone close to you suggested you seek care for a mental health injury?
 - Yes 51%
 - No 49%
- Have you sought care for a mental health injury?
 - No 51%
 - Yes 49%

Invisible Injuries – Sought Care

(Answered only by respondents who self-identified as receiving care for a mental health injury)

- If you saw any of the following types of mental health providers, how would you rate your experience with them?

	Excellent	Good	Neutral	Poor	Terrible	N/A
Uniformed DoD counselor	5%	10%	12%	6%	7%	59%
Civilian DoD counselor	8%	11%	13%	6%	7%	55%
VA staff member	18%	26%	16%	9%	6%	26%
Vet Center counselor	18%	18%	12%	6%	3%	43%
Civilian counselor (e.g. in a civilian hospital, agency, or private practice)	13%	19%	12%	7%	7%	42%
Counselor through a non-profit program or organization	6%	8%	9%	2%	2%	73%
Peer Support Group	12%	16%	11%	5%	3%	54%

Invisible Injuries – Did not seek care

(Answered only by respondents who self-identified as not receiving care for a mental health injury)

- Why did you not seek care? (check all that apply)
 - I didn't need it..... 66%
 - I was concerned it might affect my career. 21%
 - I didn't want to be perceived differently by my peers. 15%
 - It was difficult to get time off of work. 8%
 - There's no VA hospital or clinic near me..... 3%



Public Service Announcements

1. The VA has public service announcements (PSA). Have you seen them? (choose all that apply)

I have not seen any of the VA's public service announcement ads	48%
I have seen them on TV	43%
I have seen them on the internet	20%
I have heard them on the radio	13%
I have seen them outdoors (ex. billboards or buses)	10%

2. IAVA has public service announcements (PSA). Have you seen them? (choose all that apply)

I have seen them on TV	43%
I have seen them on the internet	42%
I have not seen any of IAVA's public service announcement ads	35%
I have heard them on the radio	12%
I have seen them outdoors (ex. billboards or buses)	9%

Department of Veterans Affairs

1. In general, how positive or negative do you feel about the Department of Veterans Affairs (VA)?

Somewhat to very positive	50%
Neither positive nor negative	20%
Somewhat to very negative	30%

2. Without using a web search please name the current Secretary of the Department of Veterans Affairs. If you don't know, don't worry, just tell us that.

Didn't know or guessed incorrectly	69%
Gave correct name	31%

3. Are you enrolled in VA Health Care?

Yes	61%
No	39%



VA – Enrolled in Health Care

(Answered only by respondents who self-identified as those enrolled in VA Health Care)

1. Please rate the VA benefits below. If you do not receive the benefit choose "N/A":

	Very bad or bad	Neither good nor bad	Very good or good	N/A
Disability Benefit	16%	12%	47%	24%
Health Care	16%	19%	58%	7%
Housing Benefits	7%	13%	18%	63%
Vocational Rehabilitation	8%	11%	17%	65%
Educational Benefits	6%	10%	62%	22%

VA – Not Enrolled in Health Care

(Answered only by respondents who self-identified as those who have not enrolled in VA Health Care)

1. You told us you are not enrolled in the VA, why not?

Other (please specify).....	37%
I'm not sure if I qualify.....	11%
I don't think that I have a condition that warrants it.....	9%
I haven't gotten around to it yet.....	8%
Other veterans need the benefits more.....	8%
I'm confused about the process.....	7%
I have not needed education benefits, disability benefits, or a home loan.....	6%
I don't know how to apply.....	5%
Poor quality of care.....	3%
There is no VA located close to me.....	2%
I was unaware they existed.....	2%
The paperwork is too much.....	1%
I can't afford the wait.....	1%
I don't want government help.....	0%

Physical Injury

1. Where you physically wounded in service?

No	65%
Yes	35%

Health Care Coverage

1. What do you currently use for health care coverage?

I use the military's health care plan exclusively.	24%
I use VA health care exclusively.	21%
I use private insurance exclusively.	21%
I use the VA health care plan, supplemented by private insurance.	14%
Other (please specify).....	7%
I don't have health insurance or a health care plan.	7%
I use the military health care plan, supplemented by private insurance	6%

Relationship

1. Thinking back to your deployments, during any deployment were you married or in a long-term committed relationship?

Yes	78%
No	22%

Relationship

(Answered only by respondents who self-identified as in a relationship)

1. Overall, how have your deployments and your return home impacted your spouse or significant other and/or your relationship? (Choose all that apply)

Caused strains in relationship	65%
Readjustment was difficult	59%
Led to communications challenges	54%
Increased fighting.....	41%
Financial challenges	38%
We broke up/divorced	31%
Partner was impacted by my mental health challenges	29%
Made relationship stronger	25%
Made partner stronger	18%
Led to partner having mental health challenges	13%
Other (please specify).....	6%
No impact.....	4%

Children

1. During your deployment(s) did you have children?

No	56%
Yes	44%

Children

(Answered only by respondents who self-identified as having children while deployed)

1. Overall, in which of the following ways has your deployments and your return home impacted your children or your relationship with your children? (Choose all that apply)

Readjustment was difficult	43%
Child is concerned I will leave again	37%
My anger issues affect our relationship	30%
Child has/had emotional problems.....	25%
Difficult to reassert my parental role	24%
Child has/had school problems	24%
We are not as close as we used to be	22%
Child has been acting out	22%
Child has been more distant	22%
Child too young to be affected	19%
Brought us closer	18%
Made child stronger	14%

Criminal Justice

1. Since returning from Iraq or Afghanistan, have you had any interaction with the criminal justice system for anything more serious than a parking ticket? (For instance, driving under the influence, drunk and disorderly conduct, possession of an unregistered firearm)

No	88%
Yes	12%

Criminal Justice

(Answered only by respondents who self-identified as having interaction with the criminal justice system for anything more serious than a parking ticket)

1. Was your interaction with the criminal justice system related to (check all that apply):

Alcohol	51%
Traffic or automobile violations	34%
A violent offense	20%
Public disorder	18%
Other (please specify).....	16%
Prefer not to say.....	10%
A property offense.....	6%
Drugs	5%



2. Did you have access to a veterans' court?

No 75%
 Don't Know 22%
 Yes 3%

Female Veterans

1. Have you been contacted by the VA or seen VA advertisements informing you about your eligibility for VA services and benefits as a woman?

No 57%
 Yes 43%

2. In general, how positive or negative do you feel about the Department of Veterans Affairs (VA) care and treatment of female veterans?

Very positive 18%
 Somewhat positive 20%
 Neither positive or negative 38%
 Somewhat negative 18%
 Very negative 6%

3. Does the VA adequately provide you with:

	Yes	No	Not important to me
A safe and comfortable environment	68%	23%	9%
Female practitioners	61%	21%	18%
Doctors that specialize in women's health care	60%	30%	10%
Specialized facilities	46%	41%	14%
Information relating to women's health care	56%	35%	9%
Childcare	8%	38%	54%



Vet-Friendly Businesses

1. Some businesses or corporations are considered more veteran friendly than others. Are you more or less likely to do business with a "veteran-friendly" business or corporation?

Somewhat to definitely likely	93%
Has no impact	5%
Somewhat to definitely unlikely	2%



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