



VLC Client Satisfaction Survey (29Jan14) Report

This report contains results for your VLC Client Satisfaction Survey (29Jan14).

All comments are printed at the end of the report.

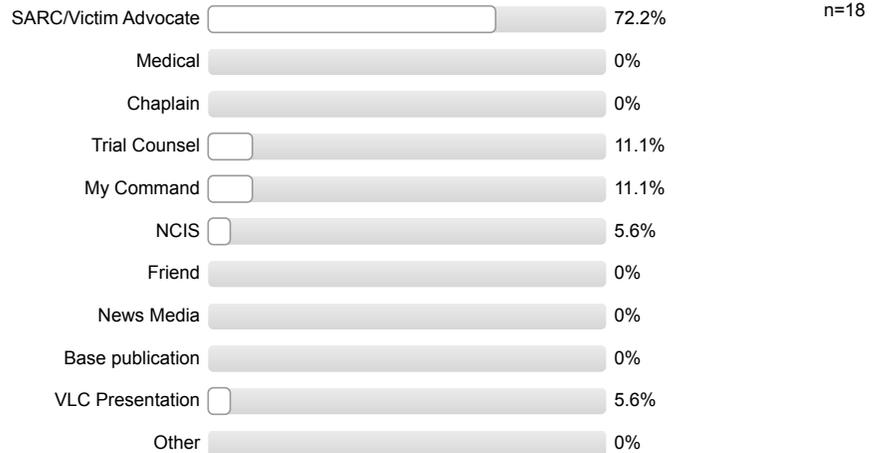
VLC VLC Client Satisfaction Survey (29Jan14) No. of responses = 18



Survey Results

Introductory Information

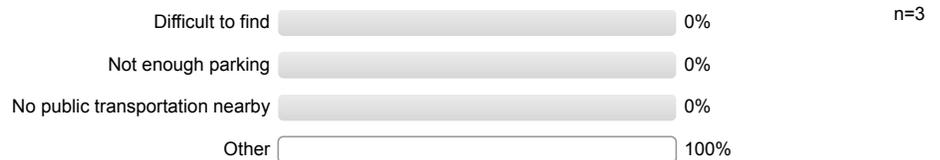
How did you hear about VLC services? (please select any that apply)



Was the VLC office conveniently located?



What made the VLC office location inconvenient for you?



How long after you contacted the VLC office did you first meet with your VLC (either in person or by telephone)?



Satisfaction with your VLC generally

Do you feel that you understood what your VLC could and could not do for you?



Did you feel your VLC was working for you?



Did you feel your VLC followed your wishes on how to proceed with your report?



Were you kept adequately informed about your case?



How satisfied were you with the level of communication you had with your VLC?



What would have improved your communications with your VLC? (please select any that apply)

The evaluation will not be displayed due to low response rate.

Did you feel that your VLC cared about you as a person?

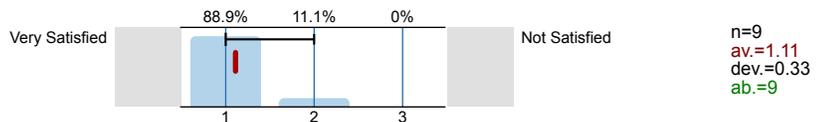


Were your wishes to keep specific information private respected?

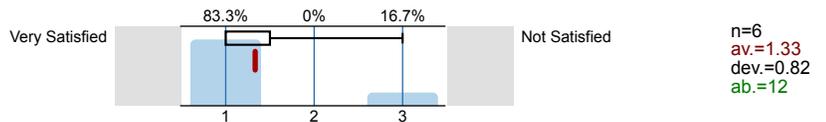


How satisfied were you with the services you received?

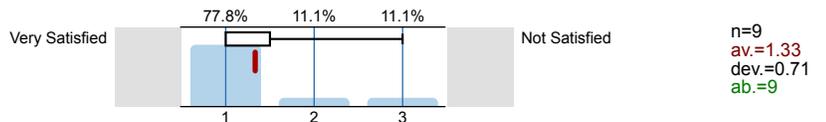
Assistance with reporting the sexual assault



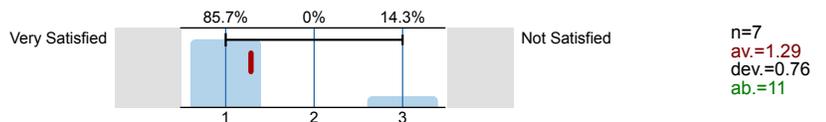
Assistance with an expedited transfer to a new command



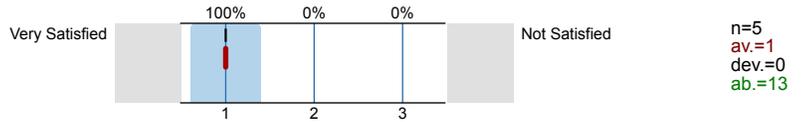
Assistance with obtaining a Military Protective Order (MPO)



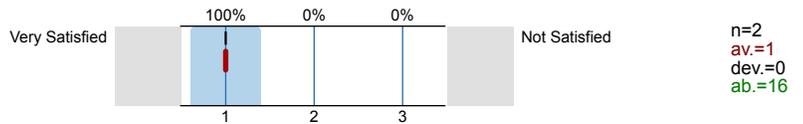
Attendance at my interview with NCIS/law enforcement



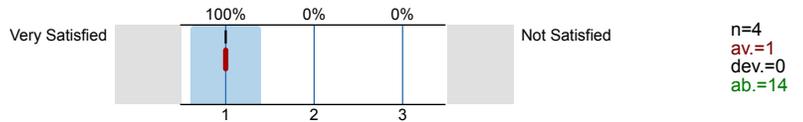
Attendance at my interview with Trial Counsel



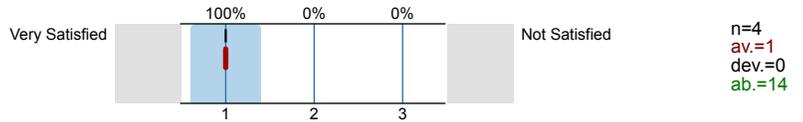
Attendance at my interview with Defense Counsel



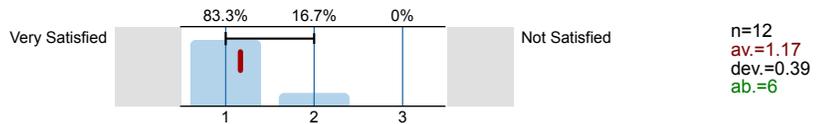
Attendance at the Article 32 pre-trial hearing



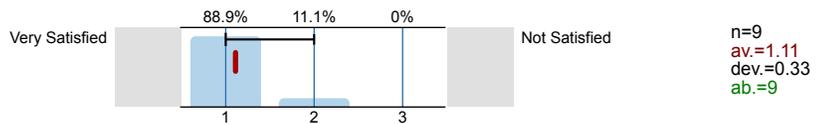
Attendance at court proceedings



Advocating for something on my behalf

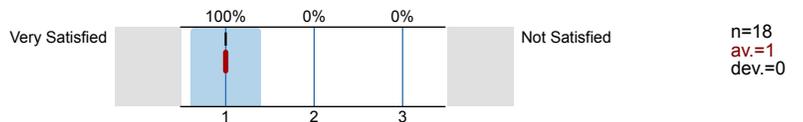


Assistance with addressing harassment/retaliation issues at my command

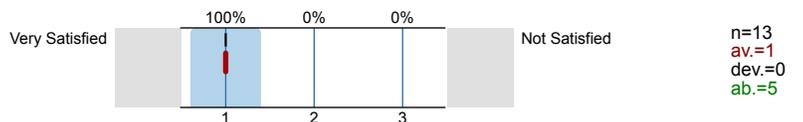


Did your VLC help you assert your interests in any of the following areas, and if so, how satisfied were you with the outcome?

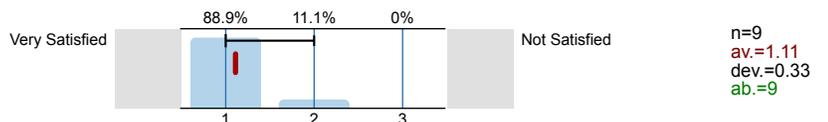
Personal privacy



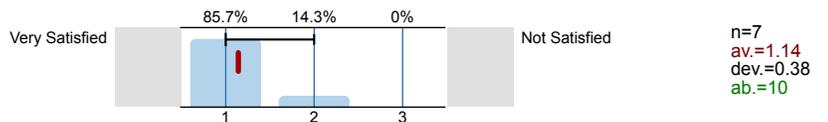
Medical privacy



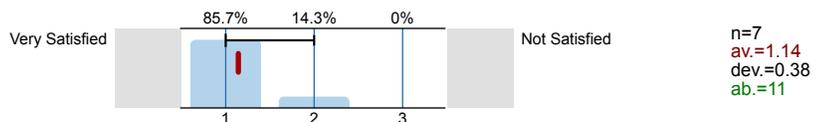
Participation in pre-trial negotiations



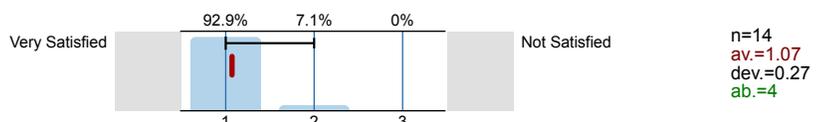
Participation in court proceedings



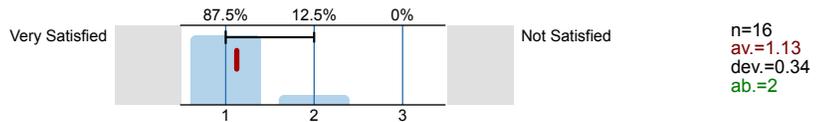
Assistance with post-trial processing



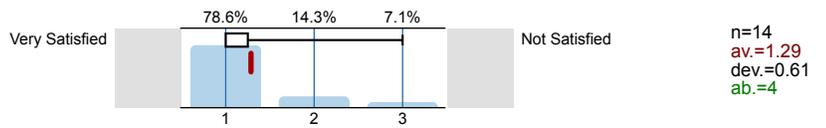
Physical safety



Personal counseling



Career impact



Other services you may have received

Did your VLC help you obtain any of the following additional services? (please select any that apply)



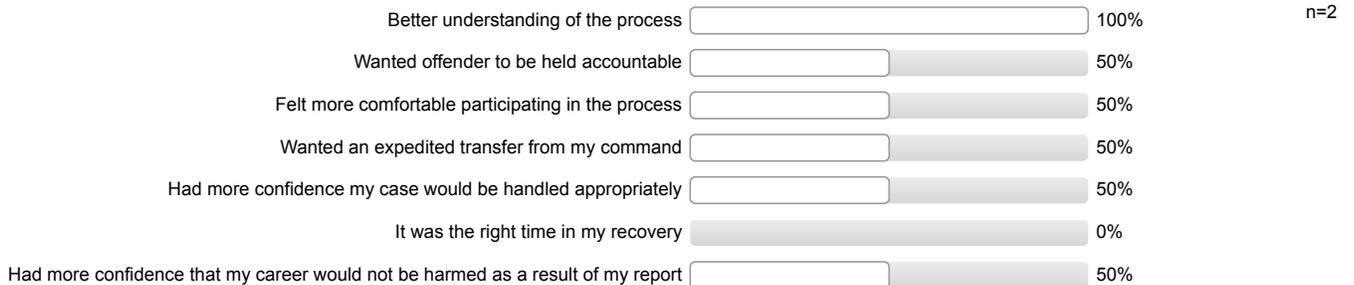
Did your discussions with your VLC help clarify any potential consequences of misconduct you were alleged to have committed.



Did you change from a Restricted Report to an Unrestricted Report after meeting with your VLC?



If yes, what influenced your decision to change your report to an Unrestricted Report? (please select any that apply)



Overall satisfaction

Overall, how satisfied are you with the services you received from your VLC and the VLC Program?

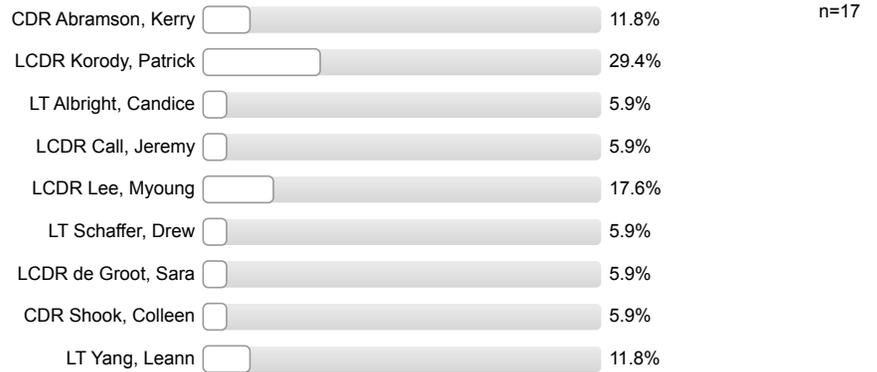


If a friend of yours were a victim of sexual assault, would you refer him or her to VLC?



About your VLC

Who is your Victim's Legal Counsel?



Did the same VLC represent you throughout the processing of your case?



From your perspective, did the transition from one VLC to the next go smoothly?

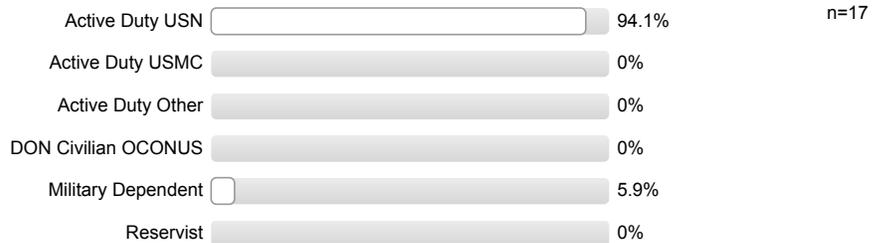


About you (for statistical purposes only)

Please select your gender.



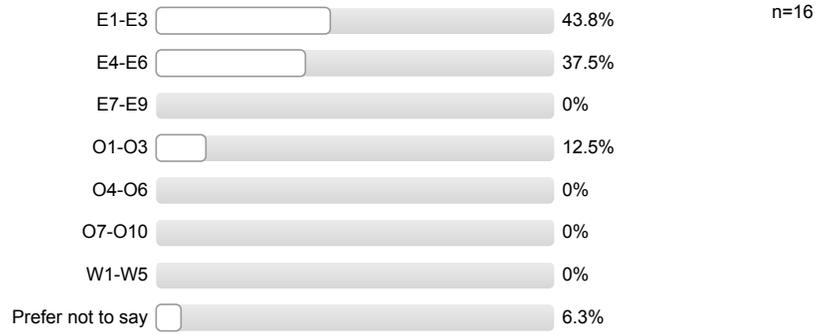
Please select your status.



Please select your Reserve status.

The evaluation will not be displayed due to low response rate.

Please select your rank/paygrade or, if you prefer not to say, select "Prefer not to say."

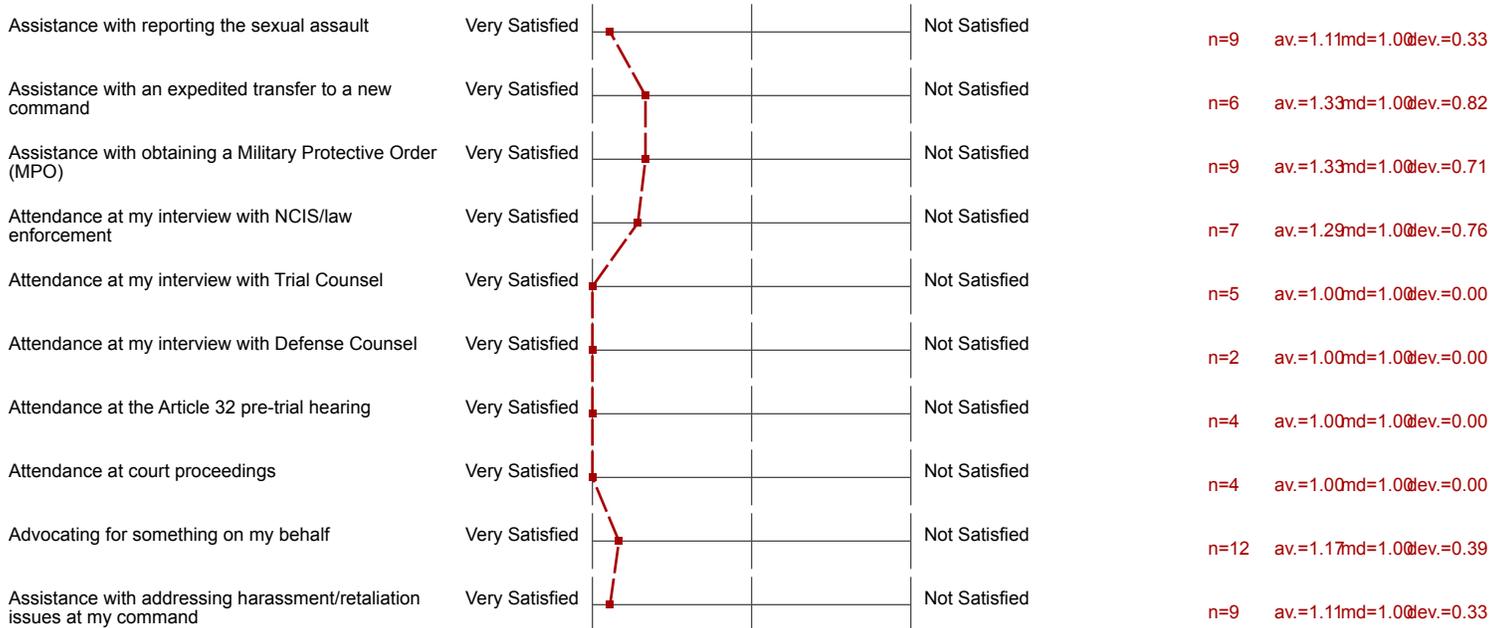


Profile

Subunit: VLC
 Name of the trainer: Not Applicable,
 Name of the course: VLC Client Satisfaction Survey (29Jan14)
 (Name of the survey)

Values used in the profile line: Mean

How satisfied were you with the services you received?



Did your VLC help you assert your interests in any of the following areas, and if so, how satisfied were you with the outcome?



Comments Report

Overall satisfaction

Is there anything you would like continued assistance with? (if not, leave blank)

- My experience with the VLC program was/is fantastic. I was sexually assaulted at my previous command and I wasn't aware of the VLC program at the time. I PCSed and I found out about the VLC program as I was taking the Victim Advocate course. I met with the VLC a short time later and the VLC helped me every step of the way at my new command. He was a tremendous help for me as my advocate since I'm not well versed in the legal language. As the command SAPR POC, I make sure that our VLC is utilized to help any case of sexual assault. I hope the knowledge of this program's existence continues to grow as victims need to know their rights after this traumatic experience.

Are there any suggestions for improvement you would like to offer to your VLC or the VLC program manager? (if not, leave blank)

- Compliment:
My VLC was amazing. My case was not the traditional type of case that the VLC program was created for, nevertheless, she provided compassionate and straightforward assistance when no others would help me. Her help was a breath of fresh air after a very rough 6 months of trying to request justice.

Background:

I was charged with misconduct and was punished accordingly. My misconduct was my physical reaction to memories that were triggered by SAPR training. Although SAPR training is necessary, there are a lot of people, like me, who have had past abuse or assault issues that have been brought to the surface by the repetitiveness and graphic nature of the training, leaving the service member revictimized as a result. Because there is no precedent for people being revictimized by SAPR training, there is also no guidance to leadership regarding how to deal with behavior that the revictimized service member may exhibit.

Suggestion:

Based on the circumstances through which I sought help from the VLC and the assistance and compassion provided, I think that tenacity of the SAPR program, including the VLC, should also extend into the area of service members who are the "casualties of training" so that no one has to go through what I have been through.

Post Script:

If this suggestion is given serious consideration, I am willing to make myself available for information regarding my case in order to assist in improving the SAPR program. the best way to contact me is @ susieh97321@yahoo.com (2 Counts)

- I wish this program was available earlier. It was established after the NCIS investigation in my case was nearly completed. I would have found the VLC helpful during the process of changing my restricted report to unrestricted and during the NCIS investigation. For me the VLC was so much more helpful than the SAPR victim advocate. Once I had a VLC I choose to no longer use SAPR. My counseling needs were already fulfilled by medical mental health and my VLC was much better at helping with everything else. He was much more knowledgeable, able to better answer my questions and better at informing me throughout the entire process. The SAPR's periodic training was just not comparable to the level of knowledge and experience that the VLC had. I believe that if it wasn't for the help of my VLC my case would have never resulted in a conviction. My VLC worked very hard; he was frequently traveling, working late hours and working on weekends. My one suggestion would be to put more Navy resources into this program (funding, personnel, ect...) to support this great program and to help the VLC personnel. (2 Counts)



VLC Client Satisfaction Survey Report

This report contains results for your VLC Client Satisfaction Survey.

All comments are printed at the end of the report.

VLC Survey Administrator VLC VLC Client Satisfaction Survey No. of responses = 14



Survey Results

Introductory Information

How did you hear about VLC services? (please select any that apply)

SARC/Victim Advocate <input type="checkbox"/>	71.4%	n=14
Medical	0%	
Chaplain	0%	
Trial Counsel	0%	
My Command <input type="checkbox"/>	14.3%	
NCIS <input type="checkbox"/>	14.3%	
Friend <input type="checkbox"/>	7.1%	
News Media	0%	
Base publication	0%	
VLC Presentation	0%	
Other <input type="checkbox"/>	14.3%	

Was the VLC office conveniently located?

Yes <input type="checkbox"/>	71.4%	n=14
No <input type="checkbox"/>	28.6%	

What made the VLC office location inconvenient for you?

Difficult to find	0%	n=4
Not enough parking	0%	
No public transportation nearby	0%	
Other <input type="checkbox"/>	100%	

How long after you contacted the VLC office did you first meet with your VLC (either in person or by telephone)?

Less than 24 hours <input type="checkbox"/>	50%	n=14
Less than 1 week <input type="checkbox"/>	21.4%	
More than 1 week <input type="checkbox"/>	28.6%	

Satisfaction with your VLC generally

Do you feel that you understood what your VLC could and could not do for you?

Yes <input type="checkbox"/>	92.9%	n=14
No <input type="checkbox"/>	7.1%	

Did you feel your VLC was working for you?



Did you feel your VLC followed your wishes on how to proceed with your report?



Were you kept adequately informed about your case?



How satisfied were you with the level of communication you had with your VLC?



What would have improved your communications with your VLC? (please select any that apply)



Did you feel that your VLC cared about you as a person?

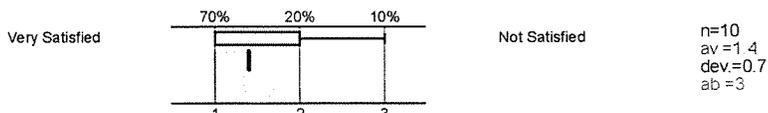


Were your wishes to keep specific information private respected?

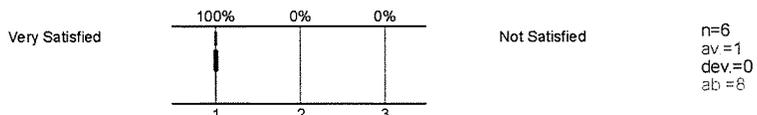


How satisfied were you with the services you received?

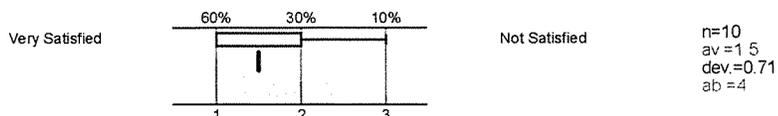
Assistance with reporting the sexual assault



Assistance with an expedited transfer to a new command



Assistance with obtaining a Military Protective Order (MPO)



Attendance at my interview with NCIS/law enforcement	Very Satisfied	<p>66.7% 33.3% 0%</p>	Not Satisfied	n=6 av =1.33 dev.=0.52 ab =7
Attendance at my interview with Trial Counsel	Very Satisfied	<p>87.5% 12.5% 0%</p>	Not Satisfied	n=8 av =1.13 dev.=0.35 ab =6
Attendance at my interview with Defense Counsel	Very Satisfied	<p>100% 0% 0%</p>	Not Satisfied	n=5 av =1 dev.=0 ab =8
Attendance at the Article 32 pre-trial hearing	Very Satisfied	<p>100% 0% 0%</p>	Not Satisfied	n=6 av =1 dev.=0 ab =8
Attendance at court proceedings	Very Satisfied	<p>100% 0% 0%</p>	Not Satisfied	n=6 av =1 dev.=0 ab =8
Advocating for something on my behalf	Very Satisfied	<p>83.3% 16.7% 0%</p>	Not Satisfied	n=12 av =1.17 dev.=0.39 ab =2
Assistance with addressing harassment/retaliation issues at my command	Very Satisfied	<p>80% 20% 0%</p>	Not Satisfied	n=10 av =1.2 dev.=0.42 ab =3

Did your VLC help you assert your interests in any of the following areas, and if so, how satisfied were you with the outcome?

Personal privacy	Very Satisfied	<p>100% 0% 0%</p>	Not Satisfied	n=14 av =1 dev.=0
Medical privacy	Very Satisfied	<p>100% 0% 0%</p>	Not Satisfied	n=10 av =1 dev.=0 ab =3
Participation in pre-trial negotiations	Very Satisfied	<p>88.9% 11.1% 0%</p>	Not Satisfied	n=9 av =1.11 dev.=0.33 ab =4
Participation in court proceedings	Very Satisfied	<p>100% 0% 0%</p>	Not Satisfied	n=8 av =1 dev.=0 ab =6
Assistance with post-trial processing	Very Satisfied	<p>100% 0% 0%</p>	Not Satisfied	n=8 av =1 dev.=0 ab =6

Physical safety	Very Satisfied		Not Satisfied	n=11 av =1.18 dev.=0.4 ab =3
Personal counseling	Very Satisfied		Not Satisfied	n=12 av =1.17 dev.=0.39 ab =1
Career impact	Very Satisfied		Not Satisfied	n=11 av =1.18 dev.=0.4 ab =2

Other services you may have received

Did your VLC help you obtain any of the following additional services? (please select any that apply)

Legal Assistance	<input type="checkbox"/>	50%	n=14
Defense Counsel	<input type="checkbox"/>	42.9%	
Medical care	<input type="checkbox"/>	7.1%	
Veterans Affairs services	<input type="checkbox"/>	14.3%	

Did your discussions with your VLC help clarify any potential consequences of misconduct you were alleged to have committed.

Yes	<input type="checkbox"/>	42.9%	n=14
No	<input type="checkbox"/>	0%	
Not applicable	<input type="checkbox"/>	57.1%	

Did you change from a Restricted Report to an Unrestricted Report after meeting with your VLC?

Yes	<input type="checkbox"/>	7.1%	n=14
No	<input type="checkbox"/>	92.9%	

If yes, what influenced your decision to change your report to an Unrestricted Report? (please select any that apply)

Better understanding of the process	<input type="checkbox"/>	0%	n=1
Wanted offender to be held accountable	<input type="checkbox"/>	100%	
Felt more comfortable participating in the process	<input type="checkbox"/>	0%	
Wanted an expedited transfer from my command	<input type="checkbox"/>	100%	
Had more confidence my case would be handled appropriately	<input type="checkbox"/>	0%	
It was the right time in my recovery	<input type="checkbox"/>	0%	
Had more confidence that my career would not be harmed as a result of my report	<input type="checkbox"/>	0%	

Overall satisfaction

Overall, how satisfied are you with the services you received from your VLC and the VLC Program?

Very Satisfied	<input type="checkbox"/>	78.6%	n=14
Mostly Satisfied	<input type="checkbox"/>	21.4%	
Not Satisfied	<input type="checkbox"/>	0%	

If a friend of yours were a victim of sexual assault, would you refer him or her to VLC?

Yes	<input type="text" value="100%"/>	100%	n=14
No	<input type="text" value="0%"/>	0%	

About your VLC

Who is your Victim's Legal Counsel?

LT Lawrence, Marcus	<input type="text" value="10%"/>	10%	n=10
LCDR Call, Jeremy	<input type="text" value="10%"/>	10%	
LT Schaffer, Drew	<input type="text" value="20%"/>	20%	
LCDR de Groot, Sara	<input type="text" value="10%"/>	10%	
CDR McCray, Jeffrey	<input type="text" value="10%"/>	10%	
LT Meredith, Steven	<input type="text" value="20%"/>	20%	
LT Smith, Nick	<input type="text" value="20%"/>	20%	

Did the same VLC represent you throughout the processing of your case?

Yes	<input type="text" value="92.9%"/>	92.9%	n=14
No	<input type="text" value="7.1%"/>	7.1%	

From your perspective, did the transition from one VLC to the next go smoothly?

Yes	<input type="text" value="100%"/>	100%	n=1
No	<input type="text" value="0%"/>	0%	

About you (for statistical purposes only)

Please select your gender.

Female	<input type="text" value="78.6%"/>	78.6%	n=14
Male	<input type="text" value="14.3%"/>	14.3%	
Prefer not to say	<input type="text" value="7.1%"/>	7.1%	

Please select your status.

Active Duty USN	<input type="text" value="92.9%"/>	92.9%	n=14
Active Duty USMC	<input type="text" value="0%"/>	0%	
Active Duty Other	<input type="text" value="0%"/>	0%	
DON Civilian OCONUS	<input type="text" value="0%"/>	0%	
Military Dependent	<input type="text" value="0%"/>	0%	
Reservist	<input type="text" value="7.1%"/>	7.1%	

Please select your Reserve status. The evaluation will not be displayed due to low response rate.

Please select your rank/paygrade or, if you prefer not to say, select "Prefer not to say."

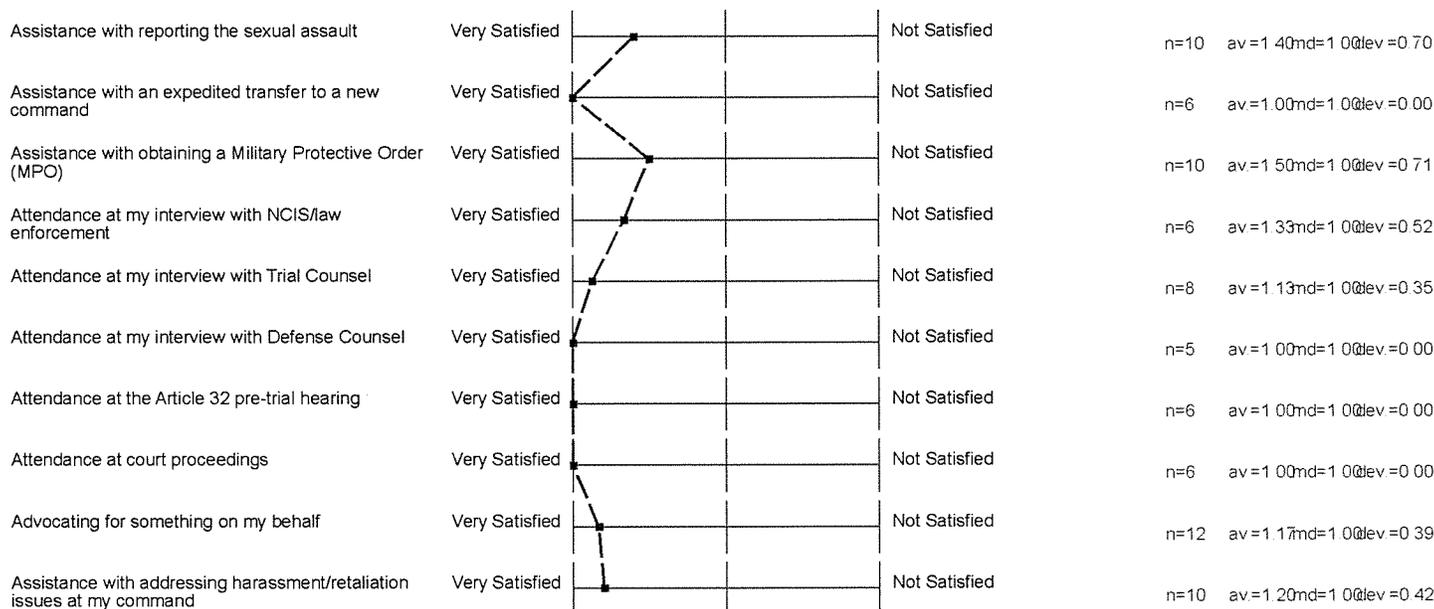
E1-E3	<input type="checkbox"/>	28.6%	n=14
E4-E6	<input type="checkbox"/>	57.1%	
E7-E9		0%	
O1-O3		0%	
O4-O6	<input type="checkbox"/>	7.1%	
O7-O10		0%	
W1-W5		0%	
Prefer not to say	<input type="checkbox"/>	7.1%	

Profile

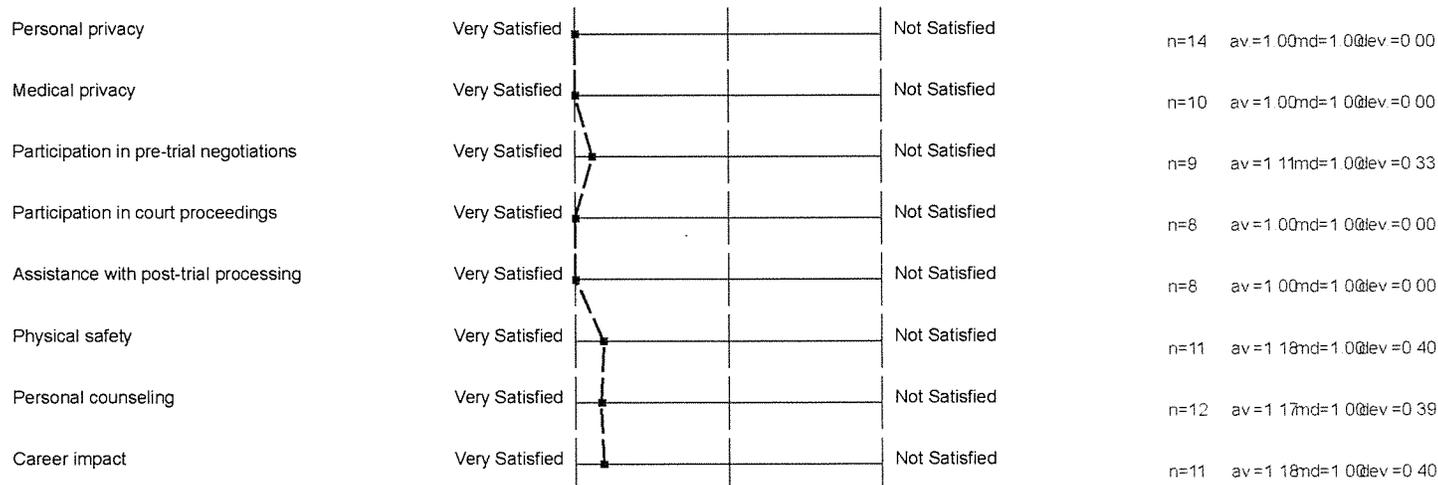
Subunit: VLC
 Name of the trainer: Not Applicable,
 Name of the course: VLC Client Satisfaction Survey
 (Name of the survey)

Values used in the profile line: Mean

How satisfied were you with the services you received?



Did your VLC help you assert your interests in any of the following areas, and if so, how satisfied were you with the outcome?



Comments Report

Overall satisfaction

Is there anything you would like continued assistance with? (if not, leave blank)

- I still would like to obtain the entire record from the GCM.
- LCDR Jonathan Freimann, Naples, IT., was very helpful in my situation. He was professional, and made it easy to talk about the situation.
- The VLC program is a great program. I wish I knew about it sooner when the sexual assault first took place. I hope this program continues to help more victims and survivors.

Are there any suggestions for improvement you would like to offer to your VLC or the VLC program manager? (if not, leave blank)

- Allow for more time between making big decisions such as whether to proceed further with a court martial. Be aware of how fast-paced the initial reporting is, probably best to contact when victim is ready to meet.
- Make sure that the VLC is more in time. Better updating with anything that's going on that the victim is allowed to know. The VLC should think more of an offensive position more than still being in the mind of a defense attorney. Make sure that the victim is warned how badly they will be treated like a criminal. Be prepared that the SAPR/VA has experience if so work with them and not against them.
- My only complaint was accessibility. My VLC, LCDR Call, was out of Guam and I am in Japan so me getting in touch with and communicating with him personally was at best difficult when there was no pending court proceedings. This is not his fault, and I know they are finally getting a VLC here in Japan. This program is just as vital to the system as adequate defense counsel. I would say even more vital because the Navy is still grotesquely losing its' battle against sexual assault.
- My situation occurred in 2012 during a deployment when VLC's were not available. I reported the incident in 2012 shortly after the incident (unrestricted). Much of the process was initiated and completed during my one year deployment without much representation and or proper procedure. I then demobilized and had NO follow up (until I responded to a command climate survey unfavorably). As a result, I was put in touch with the Command CAIC which was appreciated but not very helpful (again, he was unaware of your services and or the process). I was not given any regular communication regarding my case either before or after I left Germany. I had to demand information from my CO on a regular basis. I was not given information about your program (no one who was aware of my case seemed to know about your program) until nearly two years after I demobilized. I learned of your services via an acquaintance in my command who is also a JAG. Only then I was able to get an answer as to the final outcome of my case. I am very appreciative of the person who represented me. He was very respectful, prompt, clear, professional, and determined to help. I am very frustrated that it took two years (and even MORE people having to hear about my case) in order to gain your services. Commands need to be educated about your services and then promote those services to their members. I am also frustrated with the fact that your services did not become available until 2013. I do not understand why the DoD did not provide such services until now. It is not like sexual assault is anything new. I would love to work with the Office of the Judge Advocate General to promote your services. Unfortunately, with what I experienced, I would not report if this occurred again, which is sad but very true. My hope is to help the process along so that others, God forbid, who need your services do not feel the same way. Thank you for doing this survey and for providing this needed service.

V/R,

[REDACTED]

- No, he was very informal and help full. Thank you
- People need to know that there are VLC's in our command. I had to hear this from a friend rather than being informed through training or my SAPR rep.
- Please get more VLC's. I can't stress this enough. We don't have them on my base and we could definitely use them here. I feel bad for the attorneys that are in charge of several bases or regions. Some of the victims do not understand what is going on and they feel that they're all alone. It's really hard to work with someone who is a day trip away especially when you do not fully understand what is going on.