

## Changes to VSO Survey

Informed Consent: Deleted italicized sentence referring to the Federal Privacy Act (the IRB has concurred with this change).

Instruction Page: reworded “a certified” to “an accredited” in first line of second paragraph.

Q1. Extracted this qualifier question from “Information About You” section and made it a stand alone item. Revised wording of second condition to indicate working at an RO and to replace “processing” with “prepare and present.”

Q2-Q9. Moved remainder of “Information About You” section to end of survey, renumbered questions to Q45-Q52, and renumbered section to Section 6.

Q10-52. Renumbered to Q2-Q44. Sections 2-6 renumbered to Sections 1-5.

Q2. Inserted “an accredited” before “VSO claims representative.” Reworded question to delete “adequately” and replace it with “well-trained.” Reworded response categories to reflect change from “adequately” to “well-trained.”

Q3. Deleted “or not useful” and replaced the incorrect reference to “a VBA rating official” with the correct reference to “an accredited VSO.” Revised the response categories to better discriminate between scale points and to be consistent with deleting “or not useful.”

Q3a. Spelled out “Veterans Service Organization” to better distinguish it from the other meaning of VSO (Veterans Service Officer).

Q3b-c. Replaced “VSO” with “service organization.”

Q3e. Replaced “HIPPA” with “HIPAA.”

Q3f. Reworded for better readability and to delete repeat of word “data.”

Q5. Deleted “or not useful” and revised response categories to be consistent with Q3.

Q6. Revised response categories (“good” became “very good”; “satisfactory” became “good”).

Q7 & Q8. Revised response categories for consistency.

Q9. Reworded question for clarity and simplified response categories.

Q10 & Q11. Reworded response categories; deleted midpoint category.

Q14. Reworded response categories to all refer to “difficulty” as in the question rather than to “easy” or “hard” and to make the categories parallel to those for “useful” as in Q3, etc. Deleted midpoint category.

Q15. Reworded response categories for consistency.

- Q16. Reworded response categories for consistency.
- Q17. Reworded question to eliminate reference to “average” and then revised response categories to be consistent with this change.
- Q18. Replaced “essentially” with “close to.”
- Q19. Inserted “close to” before “the same rating.”
- Q24. Revised reference to preceding question numbers to compensate for renumbering of questions.
- Q25, Q7, & Q28. Reworded response categories for consistency.
- Q29 & Q30. Deleted intermediate response categories (“somewhat too much” and “somewhat not enough”).
- Q32. Revised question number in skip pattern (from 42 to 34) to compensate for renumbering of questions.
- Q33. Reworded response categories for consistency.
- Q34 & Q35. Reworded response categories for consistency. Added item “e” referring to assigning correct effective date.
- Q36 & Q37. Reworded response categories for consistency.
- Instruction block for Q39-Q42. Reference to question numbers revised to compensate for renumbering of questions.
- Q43. Reworded response categories for consistency.
- Q44. Deleted “Finally” at beginning of question to compensate for it no longer being the final survey question.
- Q45. Reworded as per suggestion from an NVSO.
- Q46. Reworded to clarify that response should be for *current* service organization.
- Q47. Reworded to clarify distinction between this question (*current* organization) and Q45 (*any* organization).
- Q49. Response choices added for less than high school education; other response choices reworded for clarity; two post-college response categories collapsed into one.
- Q50. skip pattern wording revised to compensate for movement of this question from beginning to end of survey.