

**2004 Survey of Satisfaction with the
VA EDUCATION BENEFITS CLAIMS PROCESS
FINAL REPORT**

Prepared for

U.S. DEPARTMENT OF VETERANS AFFAIRS
VETERANS BENEFITS ADMINISTRATION
Office of Performance Analysis and Integrity (20B)
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TABLE A-1

Which of the following best describes your eligibility for education benefits?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	260	673	572	85	170	150	51	166	148	65	154	137	59	183	137
Orphan of the veteran	4	5	3	6	3	3	8	8	8	2	4	2	2	8	3
Child of the veteran	79	78	82	72	79	83	82	77	80	78	77	82	92	79	84
Widow or widower of the veteran	6	3	4	8	4	3	4	5	3	6	3	7	2	1	2
Current or former spouse of the veteran	11	14	10	13	14	11	6	10	8	14	16	10	5	13	11
Other	*	NA	NA	1	NA	NA	--	NA	NA	--	NA	NA	--	NA	NA
TOTAL	100	100	99	100	100	100	100	100	99	100	100	101	101	101	100
Supplemental Claims															
<i>Unweighted N</i>	220	629	512	62	151	117	50	166	132	55	173	130	53	139	133
Orphan of the veteran	6	6	6	2	11	6	6	8	9	9	4	4	6	4	5
Child of the veteran	80	79	73	90	74	75	72	82	80	76	79	67	81	82	78
Widow or widower of the veteran	5	4	5	3	5	3	10	2	6	4	5	5	4	3	5
Current or former spouse of the veteran	8	11	17	5	11	15	10	8	5	11	12	25	8	11	12
Other	1	NA	NA	--	NA	NA	2	NA	NA	--	NA	NA	2	NA	NA
TOTAL	100	100	101	100	101	99	100	100	100	100	100	101	101	100	100
All Claims															
<i>Unweighted N</i>	480	1,302	1,084	147	321	267	101	332	280	120	327	267	112	322	270
Orphan of the veteran	6	6	5	2	9	6	6	8	9	8	4	4	5	5	5
Child of the veteran	81	79	75	87	75	76	74	81	80	77	78	69	83	81	79
Widow or widower of the veteran	5	4	5	4	5	3	9	2	6	4	5	5	3	3	4
Current or former spouse of the veteran	9	11	16	6	11	15	9	9	6	11	13	23	7	11	12
Other	1	NA	NA	*	NA	NA	2	NA	NA	--	NA	NA	2	NA	NA
TOTAL	102	100	101	99	100	100	100	100	101	100	100	101	100	100	100

Question Number: Dependents 1

-- None. * Less than 0.5%. Sum does not add to 100% due to rounding. NA Not Asked.

TABLE A-2
Where did you first LEARN about VA's education benefits program?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	259	666	569	84	166	150	51	164	145	65	152	137	59	184	137
Letter from VA	12	10	10	15	11	13	8	10	11	12	8	10	12	11	7
VA information pamphlet	19	17	18	21	16	21	20	20	24	20	16	15	14	17	18
Friend or family	60	61	60	54	61	52	65	57	55	58	63	65	71	61	62
Military base or family support center	NA	3	4	NA	4	5	NA	3	3	NA	3	2	NA	4	5
Commercial or advertisement	NA	--	--	NA	--	--	NA	--	--	NA	--	--	NA	--	--
VA's website on the Internet	*	1	2	--	1	2	--	3	2	--	1	2	2	1	2
Other	8	8	6	10	7	7	8	6	5	9	11	7	2	5	7
TOTAL	99	100	100	100	100	100	101	99	100	99	102	101	101	99	101
Supplemental Claims															
<i>Unweighted N</i>	220	631	505	62	152	116	51	167	131	54	172	128	53	140	130
Letter from VA	8	9	10	11	10	9	12	8	7	6	9	11	6	6	12
VA information pamphlet	13	14	22	11	17	23	16	11	18	13	15	24	11	12	17
Friend or family	69	65	55	69	58	53	59	66	60	76	66	52	66	68	59
Military base or family support center	NA	6	4	NA	7	5	NA	7	5	NA	4	2	NA	6	8
Commercial or advertisement	NA	--	--	NA	--	--	NA	--	--	NA	--	--	NA	--	--
VA's website on the Internet	*	1	1	2	1	2	--	1	2	--	1	2	--	1	NA
Other	9	6	8	6	7	8	14	6	8	6	5	9	17	8	5
TOTAL	99	101	100	99	100	100	101	99	100	101	100	100	100	101	101

Question Number: Dependents 2

-- None. * Less than 0.5%. NA Not Asked.

Sum does not add to 100% due to rounding.

MM Multiple mention prior to 2002

Wording changes and categories added in 2003

TABLE A-2, continued
Where did you first LEARN about VA's education benefits program?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
All Claims																
<i>Unweighted N</i>	479	1,297	1,074	146	318	266	102	331	276	119	324	265	112	324	267	
Letter from VA	9	9	10	12	10	9	11	9	8	7	9	11	7	7	11	
VA information pamphlet	14	15	21	13	17	23	16	13	19	14	15	23	12	13	17	
Friend or family	68	64	56	66	58	53	60	65	59	73	66	54	67	67	59	
Military base or family support center	NA	5	4	NA	7	5	NA	6	4	NA	4	2	NA	5	7	
Commercial or advertisement	NA	--	--	NA	--	--	NA	--	--	NA	--	--	NA	--	--	
VA's website on the Internet	*	1	2	1	1	2	--	1	2	--	1	2	*	1	*	
Other	9	6	8	7	7	8	13	6	8	6	6	8	15	7	6	
TOTAL	100	100	101	99	100	100	100	100	100	100	101	100	101	100	100	

Question Number: Dependents 2

-- None.

* Less than 0.5%.

NA Not Asked.

Sum does not add to 100% due to rounding.

MM Multiple mention prior to 2002

Categories added in 2003

TABLE A-3

Looking back, how much of what you NEEDED TO KNOW did you get from this source?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	261	677	572	86	172	150	51	165	148	65	155	137	59	185	137
All	19	22	23	29	24	23	24	18	19	6	22	27	22	23	18
Most	41	47	44	34	47	49	51	47	51	49	46	38	29	46	44
Some	30	24	25	29	24	20	18	28	26	34	25	25	36	22	29
Little	8	6	8	8	5	7	6	5	4	8	7	10	12	8	9
None	2	1	*	--	1	1	2	2	--	3	--	--	2	1	1
TOTAL	100	100	100	100	101	100	101	100	100	100	100	100	101	100	101
Supplemental Claims															
<i>Unweighted N</i>	221	635	511	62	154	117	51	168	132	55	172	130	53	141	132
All	18	23	20	13	21	21	29	26	16	16	26	21	17	18	23
Most	42	40	44	42	44	44	35	45	42	42	33	45	47	48	42
Some	32	27	29	34	22	29	27	24	33	35	33	28	26	25	30
Little	9	9	6	11	13	7	8	6	8	7	8	5	9	9	5
None	--	1	1	--	1	--	--	--	--	--	1	2	--	1	--
TOTAL	101	100	100	100	101	101	99	101	99	100	101	101	99	101	100
All Claims															
<i>Unweighted N</i>	482	1,312	1,083	148	326	267	102	333	280	120	327	267	112	326	269
All	18	23	21	16	21	21	28	24	16	15	25	22	18	19	22
Most	42	41	44	40	44	44	38	45	44	43	35	44	44	48	42
Some	31	27	29	33	22	28	26	24	32	34	32	27	28	24	30
Little	9	8	6	11	12	7	7	6	8	7	7	6	10	8	6
None	*	1	1	--	1	*	*	*	--	*	*	1	*	1	*
TOTAL	100	100	101	100	100	100	99	99	100	99	99	100	100	100	100

Question Number: Dependents 3

-- None. * Less than 0.5%. Sum does not add to 100% due to rounding.

TABLE A-4
How accurate was the information you received?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	261	676	573	86	171	151	51	165	148	65	155	137	59	185	137
Very accurate	53	55	57	62	61	58	59	49	62	42	55	55	53	55	56
Somewhat accurate	39	38	35	34	34	37	31	45	32	48	37	35	37	37	34
Neither accurate nor inaccurate	6	3	3	3	2	1	4	--	1	8	5	4	7	4	4
Somewhat inaccurate	3	1	3	1	1	1	6	1	3	2	1	4	3	2	3
Very inaccurate	1	1	*	--	1	1	--	1	--	2	1	--	--	1	2
Don't know	NA	1	2	NA	2	2	NA	4	3	NA	--	2	NA	1	3
TOTAL	102	99	100	100	101	100	100	100	101	102	99	100	100	100	102
Supplemental Claims															
<i>Unweighted N</i>	220	638	512	62	155	117	51	168	132	55	174	130	52	141	133
Very accurate	51	57	57	47	57	60	69	59	56	45	55	57	52	57	55
Somewhat accurate	41	35	34	45	32	33	27	36	39	45	36	30	40	34	39
Neither accurate nor inaccurate	4	5	4	5	6	3	4	3	3	4	4	6	6	6	3
Somewhat inaccurate	3	2	1	3	2	--	--	1	--	5	2	2	2	1	2
Very inaccurate	--	1	1	--	1	1	--	1	2	--	1	2	--	1	--
Don't know	NA	2	2	NA	3	3	NA	1	--	NA	2	3	NA	1	2
TOTAL	99	102	99	100	101	100	100	101	100	99	100	100	100	100	101

Question Number: Dependents 4

-- None * Less than 0.5%. Sum does not add to 100% due to rounding. NA Not asked.
 Category added in 2003

TABLE A-4, continued
How accurate was the information you received?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	481	1,314	1,085	148	326	268	102	333	280	120	329	267	111	326	270
Very accurate	51	56	57	50	57	60	67	57	57	45	55	57	52	57	55
Somewhat accurate	41	35	34	43	32	34	28	38	38	46	36	31	40	35	38
Neither accurate nor inaccurate	5	4	4	5	5	3	4	2	3	4	4	6	6	5	3
Somewhat inaccurate	3	2	1	3	2	*	1	1	1	5	2	3	2	1	2
Very inaccurate	*	1	1	--	1	1	--	1	1	*	1	1	--	1	*
Don't know	NA	2	2	NA	2	3	NA	1	*	NA	2	3	NA	1	2
TOTAL	100	100	99	101	99	101	100	100	100	100	100	101	100	100	100

Question Number: Dependents 4

-- None * Less than 0.5%. Sum does not add to 100% due to rounding. NA Not asked.
 Category added in 2003

TABLE A-5
Are you currently on active-duty in the U.S. Armed Forces?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	933	749	456	183	207	114	252	171	114	252	164	112	246	207	116
Yes	13	12	14	13	14	14	13	12	11	12	10	18	13	17	14
No	87	88	86	87	86	86	87	88	90	88	90	82	87	83	86
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,205	834	542	279	187	122	304	184	147	302	235	128	320	228	145
Yes	7	7	8	8	6	7	9	6	6	4	8	9	8	6	7
No	93	93	92	92	94	93	91	94	94	96	92	91	92	94	93
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,138	1,640	998	462	424	236	556	382	261	554	399	240	566	435	261
Yes	8	8	9	9	7	8	10	7	7	5	8	10	9	7	8
No	92	92	91	91	93	92	90	93	93	95	92	90	91	93	92
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Veterans 1

Sum does not add to 100% due to rounding.

TABLE A-6
When did you first LEARN about VA's education benefits program?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	936	748	458	185	204	115	252	172	114	251	166	113	248	206	116
Before recruitment	43	38	44	39	35	38	44	36	42	41	41	51	50	38	41
At the time of recruitment	34	34	29	35	39	30	35	35	28	37	29	24	29	38	38
Soon after joining	12	15	15	16	14	18	10	14	15	12	16	14	12	13	12
Six months or more after joining	4	5	5	4	4	8	4	5	5	4	5	5	4	3	4
Shortly before separation	4	5	4	3	6	5	5	8	3	4	3	3	3	6	5
At separation	1	NA	NA	2	NA	NA	2	NA	NA	1	NA	NA	2	NA	NA
After separation	1	NA	NA	2	NA	NA	1	NA	NA	2	NA	NA	1	NA	NA
At or after separation	NA	3	4	NA	1	2	NA	1	7	NA	6	3	NA	2	1
TOTAL	99	100	101	101	99	101	101	99	100	101	100	100	101	100	101
Supplemental Claims															
<i>Unweighted N</i>	1,205	893	543	277	218	122	306	213	147	302	234	128	320	228	146
Before recruitment	46	42	41	40	40	32	44	40	38	48	42	44	52	44	47
At the time of recruitment	32	37	35	32	35	46	34	36	37	30	36	32	33	41	29
Soon after joining	13	14	14	19	14	16	15	17	17	12	15	14	8	9	12
Six months or more after joining	3	3	4	2	4	1	4	5	3	3	2	6	2	2	5
Shortly before separation	4	3	3	5	4	--	2	2	3	5	4	4	3	2	4
At separation	1	NA	NA	2	NA	NA	1	NA	NA	1	NA	NA	2	NA	NA
After separation	1	NA	NA	1	NA	NA	1	NA	NA	1	NA	NA	1	NA	NA
At or after separation	NA	2	2	NA	3	5	NA	1	3	NA	1	1	NA	3	3
TOTAL	100	101	99	101	100	100	101	101	101	100	100	101	101	101	100

Question Number: Veterans 2

-- None.

NA Not Asked. Sum does not add to 100% due to rounding.

Wording changes in 2003.

TABLE A-6, continued
When did you first LEARN about VA's education benefits program?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	2,141	1,641	1,001	462	422	237	558	385	261	553	400	241	568	434	262
Before recruitment	46	41	41	40	39	33	44	39	38	47	42	44	51	43	46
At the time of recruitment	32	36	34	32	35	44	34	36	35	31	35	31	32	40	31
Soon after joining	13	14	15	18	14	17	14	16	17	12	15	14	8	9	12
Six months or more after joining	3	3	4	2	4	2	4	5	3	3	3	5	2	2	5
Shortly before separation	4	3	3	4	4	1	3	3	3	5	3	4	3	3	4
At separation	1	NA	NA	2	NA	NA	1	NA	NA	1	NA	NA	2	NA	NA
After separation	1	NA	NA	1	NA	NA	1	NA	NA	1	NA	NA	1	NA	NA
At or after separation	NA	2	3	NA	3	4	NA	1	4	NA	2	1	NA	3	3
TOTAL	100	99	100	99	99	101	101	100	100	100	100	99	99	100	101

Question Number: Veterans 2

NA Not Asked.

Sum does not add to 100% due to rounding.

Word changes and categories added in 2003

TABLE A-7
Where did you first LEARN about VA's education benefits program?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	932	753	455	185	208	114	251	172	114	249	166	112	247	207	115
Commercial or advertisement	13	11	12	10	12	12	14	11	14	14	11	10	16	11	14
Recruiter	44	40	36	45	42	28	42	41	33	43	36	39	45	46	45
VA Information pamphlet	6	3	6	5	3	9	6	4	6	6	4	5	4	1	4
Another person in my unit	6	5	7	5	3	7	5	4	12	6	8	4	6	3	6
Military base or unit Education Office	16	21	19	19	20	22	15	20	19	14	21	22	16	22	12
Friend or family	12	13	13	13	15	14	14	14	9	11	11	16	10	11	13
VA's website on the Internet	*	*	1	--	--	2	*	*	1	*	*	1	1	1	--
School	NA	5	3	NA	5	1	NA	4	4	NA	5	2	NA	4	5
Other	3	2	3	2	1	5	4	1	3	4	3	2	3	1	2
TOTAL	100	100	100	99	101	100	100	99	101	98	99	101	101	100	101
Supplemental Claims															
<i>Unweighted N</i>	1,200	889	539	273	218	120	304	213	146	303	232	128	320	226	145
Commercial or advertisement	14	13	12	16	9	7	8	16	14	15	13	14	18	12	10
Recruiter	42	42	43	41	44	44	44	41	45	40	40	42	45	43	42
VA Information pamphlet	5	4	4	4	5	3	7	3	3	4	4	4	5	5	4
Another person in my unit	4	3	4	3	4	6	5	5	4	4	2	2	2	4	5
Military base or unit Education Office	16	16	19	19	17	21	17	17	18	16	19	21	14	10	15
Friend or family	15	14	13	14	15	11	15	12	12	17	13	11	13	15	19
VA's website on the Internet	*	1	--	*	2	--	*	1	--	*	1	--	--	--	--
School	NA	5	2	NA	4	4	NA	3	2	NA	5	--	NA	7	2
Other	3	2	4	1	1	4	3	2	3	3	3	5	4	4	3
TOTAL	99	100	101	98	101	100	99	100	101	99	100	99	101	100	100

Question Number: Veterans 3

-- None. * Less than 0.5%. Sum does not add to 100% due to rounding.

NA Not Asked. MM Multiple mention prior to 2002. Word changes and categories added in 2003

TABLE A-7, continued
Where did you first LEARN about VA's education benefits program?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
All Claims																
<i>Unweighted N</i>	2,132	1,642	994	458	426	234	555	385	260	552	398	240	567	433	260	
Commercial or advertisement	14	13	12	15	9	8	9	16	14	15	13	14	17	12	10	
Recruiter	42	41	42	42	44	42	44	41	43	41	39	42	45	43	43	
VA Information pamphlet	5	4	4	4	5	4	7	3	4	5	4	4	5	5	4	
Another person in my unit	4	4	4	4	4	6	5	5	6	4	3	2	2	4	5	
Military base or unit Education Office	16	17	19	19	17	21	17	17	18	16	19	21	14	11	15	
Friend or family	15	14	13	14	15	12	15	12	11	16	13	12	13	15	18	
VA's website on the Internet	*	1	*	*	2	*	*	1	*	*	1	*	*	*	--	
School	NA	5	2	NA	4	3	NA	3	2	NA	5	*	NA	7	2	
Other	3	2	4	2	1	4	3	2	3	4	3	5	4	3	3	
TOTAL	99	101	100	100	101	100	100	100	101	101	100	100	100	100	100	

Question Number: Veterans 3

-- None.

* Less than 0.5%.

NA Not Asked.

MM Multiple mention prior to 2002.

Sum does not add to 100% due to rounding.

Word changes and categories added in 2003

TABLE A-8

Looking back, how much of what you NEEDED TO KNOW did you get from this source?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	935	754	457	185	209	115	251	172	114	250	166	113	249	207	115
All	6	8	10	6	11	8	5	5	11	8	9	10	4	5	11
Most	32	27	29	27	24	31	32	27	35	35	28	30	31	29	18
Some	41	42	38	41	42	38	44	49	32	37	38	41	41	42	39
Little	21	21	21	24	22	22	18	18	22	19	22	18	24	23	27
None	1	2	1	1	1	1	1	1	--	1	3	1	1	1	5
TOTAL	101	100	99	99	100	100	100	100	100	100	100	100	101	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,201	895	543	276	219	122	304	213	147	301	235	128	320	228	146
All	7	8	6	10	9	8	7	4	4	8	9	6	3	10	5
Most	30	32	35	33	31	36	29	29	38	28	36	33	32	28	36
Some	40	37	41	36	41	40	45	40	44	37	35	41	43	33	40
Little	21	21	16	18	17	15	18	26	14	26	17	18	20	28	18
None	2	2	2	3	2	1	1	1	1	1	3	2	2	2	2
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	101	101
All Claims															
<i>Unweighted N</i>	2,136	1,649	1,000	461	428	237	555	385	261	551	401	241	569	435	261
All	7	8	7	9	9	8	7	4	5	8	9	7	3	9	5
Most	30	31	34	32	31	36	30	29	37	29	35	33	31	28	33
Some	40	37	41	37	41	40	44	41	42	37	36	41	43	34	40
Little	21	21	17	19	18	16	18	25	15	25	18	18	21	27	19
None	2	2	2	3	2	1	1	1	1	1	3	2	2	2	3
TOTAL	100	99	101	100	101	101	100	100	100	100	101	101	100	100	100

Question Number: Veterans 4

-- None. Sum does not add to 100% due to rounding.

TABLE A-9
How accurate was the information you received?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	929	754	458	182	209	115	250	172	114	250	166	113	247	207	116
Very accurate	25	28	31	26	32	21	25	29	43	25	26	31	26	29	25
Somewhat accurate	57	50	49	56	42	55	58	50	45	57	50	50	56	55	48
Neither accurate nor inaccurate	10	10	9	8	9	11	10	12	4	10	11	9	10	6	12
Somewhat inaccurate	7	5	5	8	7	6	6	5	5	6	4	5	6	6	6
Very inaccurate	1	1	2	2	4	1	1	1	1	2	1	1	1	1	4
Don't know	NA	5	4	NA	6	6	NA	3	2	NA	7	4	NA	4	5
TOTAL	100	99	100	100	100	100	100	100	100	100	99	100	99	101	100
Supplemental Claims															
<i>Unweighted N</i>	1,197	891	543	274	218	122	304	211	147	300	235	128	319	227	146
Very accurate	27	32	31	37	34	29	27	28	38	24	34	28	23	29	33
Somewhat accurate	56	48	47	48	49	56	60	49	47	60	49	43	56	46	44
Neither accurate nor inaccurate	10	9	11	9	10	5	9	11	6	10	7	16	13	13	11
Somewhat inaccurate	5	5	6	3	4	5	4	6	7	6	5	7	6	5	5
Very inaccurate	2	2	2	3	1	4	1	1	1	1	2	2	2	4	2
Don't know	NA	3	3	NA	2	1	NA	5	1	NA	3	4	NA	3	5
TOTAL	100	99	100	100	100	100	101	100	100	101	100	100	100	100	100

Question Number: Veterans 5

Sum does not add to 100% due to rounding. NA Not asked.
 Category added in 2003.

TABLE A-9, continued
How accurate was the information you received?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	2,126	1,645	1,001	456	427	237	554	383	261	550	401	241	566	434	262
Very accurate	27	31	31	35	33	28	26	28	39	24	33	28	23	29	32
Somewhat accurate	56	49	47	49	48	56	60	49	46	59	49	44	56	47	45
Neither accurate nor inaccurate	10	9	11	9	10	6	9	11	6	10	7	15	12	12	11
Somewhat inaccurate	5	5	6	4	5	5	4	6	6	6	5	7	6	5	5
Very inaccurate	1	2	2	3	1	4	1	1	1	1	1	2	2	4	2
Don't know	NA	4	3	NA	3	2	NA	5	1	NA	4	4	NA	3	5
TOTAL	99	100	100	100	100	101	100	100	99	100	99	100	99	100	100

Question Number: Veterans 5

Sum does not add to 100% due to rounding. NA Not asked.
 Category added in 2003.

TABLE A-10
When did you begin to PLAN the use of your education benefits?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	912	715	449	178	198	112	246	167	113	243	152	110	245	198	114
Before active-duty service	20	19	23	20	14	22	18	18	24	17	20	21	25	24	25
Six months or more before separation from active-duty service	21	23	23	23	25	26	20	18	18	20	25	27	19	21	22
Less than six months before separation from active-duty service	5	6	6	3	8	5	5	5	9	6	4	5	7	9	3
At separation from active-duty service	12	12	12	10	13	8	10	15	14	15	11	12	11	8	12
Less than six months after separation from active-duty service	9	13	8	8	8	6	9	10	11	9	16	6	9	15	12
Six months or more after separation from active-duty service	34	28	29	36	32	34	37	34	25	32	24	30	29	23	26
TOTAL	101	101	101	100	100	101	99	100	101	99	100	101	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,189	864	525	271	213	115	299	206	142	300	225	126	319	220	142
Before active-duty service	18	20	17	18	19	11	17	19	20	16	18	13	21	24	27
Six months or more before separation from active-duty service	23	20	27	25	18	24	22	21	27	24	20	30	21	20	23
Less than six months before separation from active-duty service	7	8	7	6	10	5	7	9	4	9	6	10	6	7	7
At separation from active-duty service	14	16	15	14	15	21	14	17	15	14	17	12	15	11	13
Less than six months after separation from active-duty service	11	12	8	9	10	7	13	9	10	11	13	9	10	15	8
Six months or more after separation from active-duty service	27	25	27	29	28	33	26	25	25	26	24	27	27	24	23
TOTAL	100	101	101	101	100	101	99	100	101	100	98	101	100	101	101

Sum does not add to 100% due to rounding.

Question Number: Veterans 6

TABLE A-10, continued
When did you begin to PLAN the use of your education benefits?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	2,101	1,579	974	449	411	227	545	373	255	543	377	236	564	418	256
Before active-duty service	18	20	18	18	19	12	18	19	21	16	19	14	21	24	26
Six months or more before separation from active-duty service	23	20	26	25	19	24	22	20	25	23	21	30	21	20	23
Less than six months before separation from active-duty service	7	8	7	6	9	5	7	9	5	8	6	9	6	7	6
At separation from active-duty service	14	15	14	13	15	19	13	17	15	14	17	12	14	11	13
Less than six months after separation from active-duty service	10	12	8	8	10	7	13	9	10	11	14	9	10	15	8
Six months or more after separation from active-duty service	28	25	27	30	28	33	28	26	25	27	24	27	27	24	24
TOTAL	100	100	100	100	100	100	101	100	101	99	101	101	99	101	100

Question Number: Veterans 6

Sum does not add to 100% due to rounding.

TABLE A-11
Which of the following information sources did you find useful in PLANNING
for the use of your education benefits?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>		747	458		206	115		171	114		164	113		206	116
VA Information pamphlet		32	28		28	25		40	26		29	30		34	30
VA's website on the Internet		29	26		25	34		36	21		27	28		27	20
Military base or unit Education Office		41	38		44	42		34	30		40	40		46	38
Another person in my unit		19	14		16	15		19	16		20	11		24	17
Friend or family		14	12		11	12		13	6		17	14		13	14
School		32	33		31	31		27	33		36	33		30	37
Other		9	5		7	5		9	6		10	3		10	7
None of the above		NA	4		NA	3		NA	5		NA	4		NA	4
Supplemental Claims															
<i>Unweighted N</i>		889	543		219	122		212	147		232	128		226	146
VA Information pamphlet		36	31		41	27		38	35		34	33		31	29
VA's website on the Internet		27	30		28	29		26	26		28	32		22	30
Military base or unit Education Office		43	37		35	39		50	39		44	33		43	42
Another person in my unit		15	13		14	14		14	15		15	11		18	16
Friend or family		12	11		12	14		13	8		10	12		12	9
School		35	41		41	40		34	38		30	39		41	51
Other		8	5		5	3		6	5		11	5		6	4
None of the above		NA	5		NA	4		NA	6		NA	6		NA	6

Question Number: Veterans 7

Multiple mention.

NA Not asked.

TABLE A-11, continued
Which of the following information sources did you find useful in PLANNING
for the use of your education benefits?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>		1,636	1,001		425	237		383	261		396	241		432	262
VA Information pamphlet		35	31		39	26		38	33		34	32		31	29
VA's website on the Internet		27	29		28	30		27	26		28	31		22	29
Military base or unit Education Office		43	37		36	39		48	38		43	34		44	42
Another person in my unit		16	13		14	14		15	16		15	11		19	16
Friend or family		12	11		12	14		13	8		11	12		12	9
School		35	40		40	39		33	37		30	38		40	49
Other		8	5		6	4		6	5		11	5		7	5
None of the above		NA	5		NA	4		NA	6		NA	6		NA	5

Question Number: Veterans 7

Multiple mention.

NA Not asked.

TABLE A-12

While on active-duty, were you offered the opportunity to attend any briefings or sessions that provided information regarding your education benefits?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	925	739	455	184	205	114	247	169	113	248	160	112	246	205	116
Yes	57	67	52	57	66	58	56	72	50	62	65	49	52	68	54
No	43	33	48	43	34	43	44	28	50	38	35	51	48	32	47
TOTAL	100	100	100	100	100	101	100	100	100	100	100	100	100	100	101
Supplemental Claims															
<i>Unweighted N</i>	1,200	877	534	274	216	120	305	210	144	302	230	125	319	221	145
Yes	60	66	52	61	70	42	54	66	55	62	64	51	61	64	63
No	40	34	48	39	30	58	46	34	45	38	36	49	39	36	37
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,125	1,616	989	458	421	234	552	379	257	550	390	237	565	426	261
Yes	60	66	52	61	69	44	55	66	54	62	65	50	60	64	61
No	40	34	48	39	31	56	45	34	46	38	35	50	40	36	39
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Veterans 8

Sum does not add to 100% due to rounding.

Wording changes in 2003 and 2004.

TABLE A-13
Did you attend any briefing or sessions that provided information regarding your education benefits?

Base: Not offered the opportunity to attend briefing or session - Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	215			51			55			49			60		
Yes	90			88			87			90			95		
No	10			12			13			10			5		
TOTAL	100			100			100			100			100		
Supplemental Claims															
<i>Unweighted N</i>	238			39			67			52			80		
Yes	91			97			92			88			91		
No	9			3			8			12			9		
TOTAL	100			100			100			100			100		
All Claims															
<i>Unweighted N</i>	453			90			122			101			140		
Yes	91			96			92			88			91		
No	9			4			8			12			9		
TOTAL	100			100			100			100			100		

Question Number: Veterans 9

Added in 2004

TABLE A-14

Looking back, how much of what you NEEDED TO KNOW did you get from these sessions?

Base: Attended a briefing or session - Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	520	472	193	104	126	46	136	118	47	154	98	43	126	130	57
All	14	12	11	19	17	10	12	12	13	14	10	13	10	9	7
Most	47	40	46	42	38	40	50	40	52	43	38	49	59	44	40
Some	28	34	33	28	30	38	30	32	30	29	37	28	24	36	41
Little	10	11	9	11	7	12	7	14	5	13	12	9	7	8	11
None	*	4	*	--	8	--	1	2	--	1	3	--	--	3	2
TOTAL	99	101	99	100	100	100	100	100	100	100	100	99	100	100	101
Supplemental Claims															
<i>Unweighted N</i>	722	547	213	168	136	38	168	130	60	188	136	45	198	145	70
All	13	11	13	21	9	20	11	9	19	9	14	7	11	9	11
Most	50	49	48	45	51	43	53	42	52	52	52	53	47	46	41
Some	29	28	26	29	28	21	28	33	26	28	26	22	32	29	36
Little	8	9	11	3	8	15	9	11	2	10	6	16	9	13	10
None	1	3	2	1	3	--	--	5	2	1	3	3	1	3	3
TOTAL	101	100	100	99	99	99	101	100	101	100	101	101	100	100	101
All Claims															
<i>Unweighted N</i>	1,242	1,019	406	272	262	84	304	248	107	342	234	88	324	275	127
All	13	11	12	21	10	19	11	9	18	10	13	7	11	9	10
Most	49	48	48	45	49	43	52	42	52	51	50	53	48	45	41
Some	29	29	27	29	29	24	28	33	26	28	27	23	31	30	36
Little	8	9	11	4	8	15	8	11	2	10	7	15	9	12	10
None	1	3	2	1	4	--	*	5	2	1	3	2	1	3	3
TOTAL	100	100	100	100	100	101	99	100	100	100	100	100	100	99	100

Question Number: Veterans 10

Sum does not add to 100% due to rounding.

* Less than 0.5%. -- None.

TABLE A-15
How accurate was the information you received?

Base: Attended a briefing or session - Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	539	470	192	108	124	46	140	118	47	160	98	43	131	130	56
Very accurate	43	38	46	44	39	45	42	42	56	39	34	47	49	42	35
Somewhat accurate	46	49	45	50	46	39	47	43	36	47	55	47	39	47	56
Neither accurate nor inaccurate	7	6	6	5	5	8	5	8	5	10	4	6	8	5	6
Somewhat inaccurate	3	1	1	1	3	3	5	3	3	2	1	--	3	--	--
Very inaccurate	1	1	1	1	1	3	1	--	--	2	--	--	2	3	2
Don't know	NA	5	1	NA	5	3	NA	4	--	NA	6	--	NA	2	2
TOTAL	100	100	100	101	99	101	100	100	100	100	100	100	101	99	101
Supplemental Claims															
<i>Unweighted N</i>	740	543	214	171	135	38	173	130	60	191	134	45	205	144	71
Very accurate	44	48	46	51	49	37	44	40	59	44	51	37	38	46	53
Somewhat accurate	46	40	42	40	40	51	45	48	35	47	38	47	50	37	34
Neither accurate nor inaccurate	7	4	5	7	5	--	9	2	2	5	4	8	8	5	5
Somewhat inaccurate	2	1	3	2	*	3	1	1	--	3	--	5	3	4	2
Very inaccurate	*	2	1	1	3	6	--	1	2	1	1	--	--	2	--
Don't know	NA	5	4	NA	2	3	NA	7	2	NA	5	3	NA	6	7
TOTAL	99	100	101	101	99	100	99	99	100	100	99	100	99	100	101

Question Number: Veterans 11

-- None. * Less than 0.5%. Sum does not add to 100% due to rounding. NA Not asked.
 Category added in 2003.

TABLE A-15, continued
How accurate was the information you received?

Base: Attended a briefing or session - Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	1,279	1,013	406	279	259	84	313	248	107	351	232	88	336	274	127
Very accurate	44	46	46	50	48	39	44	40	59	44	49	39	40	45	51
Somewhat accurate	46	41	42	41	41	49	46	47	35	47	40	47	49	38	37
Neither accurate nor inaccurate	7	4	5	7	5	1	9	3	2	6	4	8	8	5	5
Somewhat inaccurate	2	1	3	2	1	3	2	2	1	2	*	5	3	4	1
Very inaccurate	*	2	1	1	3	5	*	1	2	1	1	--	*	2	*
Don't know	NA	5	3	NA	2	3	NA	7	2	NA	5	2	NA	6	6
TOTAL	99	99	100	101	100	100	101	100	101	100	99	101	100	100	100

Question Number: Veterans 11

-- None. * Less than 0.5%. Sum does not add to 100% due to rounding. NA Not asked.
 Category added in 2003.

TABLE A-16
Within the past year, did you receive a VA pamphlet about your education benefits through the mail?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
	2002 %	2003 %	2004 %	Atlanta			Buffalo			Muskogee			St. Louis			
				2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
Original Claims																
<i>Unweighted N</i>	1,107	1,403	1,020	254	369	260	273	334	258	292	315	252	288	385	250	
Yes	89	79	72	87	79	71	93	78	76	89	79	68	89	81	76	
No	11	21	28	13	21	29	7	22	24	11	21	32	11	19	24	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
Supplemental Claims																
<i>Unweighted N</i>	1,326	1,511	1,045	306	369	235	330	375	279	335	402	255	355	365	276	
Yes	89	86	73	87	86	74	88	82	70	92	88	74	89	84	72	
No	11	14	27	13	14	26	12	18	30	8	12	26	11	16	28	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
All Claims																
<i>Unweighted N</i>	2,433	2,914	2,065	560	738	495	603	709	537	627	717	507	643	750	526	
Yes	89	85	73	87	85	74	89	82	71	91	87	73	89	84	73	
No	11	15	27	13	15	26	11	18	29	9	13	27	11	16	27	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	

Question Number: Dependents 5/Veterans 12

Sum does not add to 100% due to rounding.
 Wording changes in 2003.

TABLE A-17

How much of what you NEEDED TO KNOW did you get from the pamphlet?

Base: Received a VA pamphlet in the mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	733	1,068	744	163	284	191	201	244	193	189	240	173	180	300	187
All	15	22	20	15	22	26	15	22	13	16	23	20	12	19	21
Most	46	51	44	46	49	31	44	51	52	46	52	47	48	48	40
Some	27	21	22	27	23	32	26	22	17	27	19	20	28	25	23
Little	8	3	10	7	2	8	10	4	9	7	2	10	7	5	13
None	5	3	5	5	4	4	5	1	9	4	4	3	4	3	3
TOTAL	101	100	101	100	100	101	100	100	100	100	100	100	99	100	100
Supplemental Claims															
<i>Unweighted N</i>	933	1,150	749	211	287	173	235	271	196	250	305	183	237	287	197
All	20	25	21	27	27	23	20	22	23	17	27	18	19	21	23
Most	45	40	41	43	44	45	41	45	42	49	38	40	41	37	38
Some	24	22	25	20	20	17	27	20	25	22	21	30	27	29	23
Little	7	7	7	5	6	7	7	8	3	8	8	9	9	7	6
None	5	5	6	5	3	9	5	5	8	4	6	3	6	5	10
TOTAL	101	99	100	100	100	101	100	100	101	100	100	100	102	99	100
All Claims															
<i>Unweighted N</i>	1,666	2,218	1,493	374	571	364	436	515	389	439	545	356	417	587	384
All	19	25	21	25	27	24	19	22	21	17	27	18	18	21	23
Most	45	42	41	43	45	43	42	46	43	49	40	41	42	38	38
Some	24	22	25	21	20	18	27	20	24	23	21	29	27	29	23
Little	7	7	7	5	5	7	7	7	4	7	7	9	8	7	7
None	5	5	6	5	3	8	5	5	8	4	6	3	5	4	9
TOTAL	100	101	100	99	100	100	100	100	100	100	101	100	100	99	100

Question Number: Dependents 6/Veterans 13

Sum does not add to 100% due to rounding.

TABLE A-18
To whom did you submit your application for education benefits?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,172	1,414	1,017	267	372	260	294	335	259	310	318	249	301	389	249
School	70	70	70	71	71	70	68	60	65	74	77	73	65	66	69
VA directly by mail or visit	22	20	18	22	20	15	21	28	25	19	15	17	27	24	18
VA directly on-line through VA's website	5	5	5	3	7	7	6	6	4	5	4	5	4	6	5
Don't recall	3	4	7	4	2	8	5	6	6	2	4	6	4	4	7
TOTAL	100	99	100	100	100	100	100	100	100	100	100	101	100	100	99
Supplemental Claims															
<i>Unweighted N</i>	1,414	1,519	1,041	342	370	236	352	377	274	355	405	256	365	367	275
School	77	78	75	76	78	69	70	74	69	80	81	79	76	77	81
VA directly by mail or visit	15	14	14	18	16	20	17	18	18	13	12	11	15	12	11
VA directly on-line through VA's website	3	4	4	2	4	7	6	4	6	3	4	3	2	4	2
Don't recall	5	3	6	4	2	5	7	4	7	4	2	6	7	6	7
TOTAL	100	99	99	100	100	101	100	100	100	100	99	99	100	99	101
All Claims															
<i>Unweighted N</i>	2,586	2,933	2,058	609	742	496	646	712	533	665	723	505	666	756	524
School	76	77	75	75	77	69	70	72	68	80	81	78	75	76	79
VA directly by mail or visit	16	15	15	18	16	19	18	19	19	13	13	12	17	14	11
VA directly on-line through VA's website	3	4	4	2	5	7	6	4	6	3	4	4	2	5	2
Don't recall	5	3	6	4	2	5	7	4	7	4	3	6	6	6	7
TOTAL	100	99	100	99	100	100	101	99	100	100	101	100	100	101	99

Question Number: Dependents 7/Veterans 14

Sum may not add to 100% due to rounding.
 Wording change in 2003.

TABLE A-19
Did you find anything to be difficult or confusing about the application?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,032	1,410	1,022	239	372	261	265	334	260	270	317	250	258	387	251
Yes	17	16	20	15	19	20	18	14	18	17	13	21	17	24	18
No	83	84	80	85	81	80	82	86	82	83	87	79	83	76	82
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,134	1,507	1,041	271	366	236	286	375	276	292	403	256	285	367	273
Yes	14	14	16	13	13	18	13	13	15	13	14	16	17	17	15
No	86	86	84	87	87	82	87	87	85	87	86	84	83	83	85
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,166	2,917	2,063	510	738	497	551	709	536	562	720	506	543	750	524
Yes	14	14	17	13	14	18	14	13	15	13	14	17	17	18	16
No	86	86	83	87	86	82	86	87	85	87	86	83	83	82	84
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 8/Veterans 15

Wording change in 2003.

TABLE A-20

What specifically did you find to be difficult or confusing about the application?

Base: Found something to be difficult or confusing.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	179	332	202	37	92	43	49	65	55	48	67	51	45	108	53
Print size was hard to read	3	6	1	--	3	1	1	5	--	3	9	2	9	4	5
It was too long	18	9	12	7	14	22	25	3	20	16	5	5	25	12	9
Some questions were not clear	70	51	50	71	43	59	73	59	51	69	47	53	64	59	34
Some instructions were confusing	53	52	60	52	41	53	60	57	57	49	57	71	51	53	49
Asked for information VA should have already had	34	29	33	29	38	53	40	24	18	31	28	34	36	24	28
Asked for information that was hard to supply	21	17	14	19	14	11	25	16	12	12	23	12	33	11	21
Not clear why all the information was needed	30	29	18	29	31	26	37	27	14	21	29	14	35	28	23
Supplemental Claims															
<i>Unweighted N</i>	164	307	180	36	76	43	39	79	49	38	76	40	51	76	48
Print size was hard to read	5	2	3	3	1	12	--	1	1	7	5	--	7	1	1
It was too long	16	9	16	23	12	13	21	7	2	13	9	21	8	7	23
Some questions were not clear	70	46	52	75	48	45	69	37	67	62	49	53	76	48	43
Some instructions were confusing	58	43	45	53	34	57	52	43	44	65	44	45	58	51	35
Asked for information VA should have already had	39	36	40	42	45	51	36	27	36	34	29	28	47	47	55
Asked for information that was hard to supply	19	19	26	22	5	31	12	20	18	15	23	22	27	23	32
Not clear why all the information was needed	32	20	25	43	14	16	25	17	26	20	17	32	46	34	19

Question Number: Dependents 9/Veterans 16

See next page for notes.

TABLE A-20, continued

What specifically did you find to be difficult or confusing about the application?

Base: Found something to be difficult or confusing.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	343	639	382	73	168	86	88	144	104	86	143	91	96	184	101
Print size was hard to read	5	3	3	2	1	10	*	2	1	7	5	*	7	1	1
It was too long	16	9	15	20	12	14	22	6	6	14	8	18	10	8	21
Some questions were not clear	70	47	51	74	47	47	70	40	64	63	49	53	74	49	42
Some instructions were confusing	57	45	48	53	36	56	54	45	47	62	46	49	57	51	37
Asked for information VA should have already had	38	35	39	40	44	51	37	27	32	33	29	29	45	43	51
Asked for information that was hard to supply	19	18	24	22	6	28	16	19	17	14	23	21	28	21	31
Not clear why all the information was needed	32	22	24	40	17	18	28	19	24	20	18	29	44	33	19

Question Number: Dependents 9/Veterans16

-- None.

* Less than 0.5%.

Multiple mentions.

TABLE A-21
Did VA let you know your application had been received?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,185	1,414	1,024	270	373	262	296	333	261	313	319	250	306	389	251
Yes	87	87	84	87	85	87	91	87	81	85	88	82	84	90	87
No	13	13	16	13	15	13	9	13	19	15	12	18	16	10	13
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,404	1,500	1,039	337	370	235	345	370	274	350	399	253	372	361	277
Yes	78	83	85	78	82	84	81	84	83	79	84	88	74	81	82
No	22	17	15	22	18	16	19	16	17	21	16	12	26	19	18
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,589	2,914	2,063	607	743	497	641	703	535	663	718	503	678	750	528
Yes	79	84	85	80	82	84	83	85	83	80	85	87	75	82	82
No	21	16	15	20	18	16	17	15	17	20	15	13	25	18	18
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 10/Veterans 17

TABLE A-22
How completely did VA keep you informed of the status of your application?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,192	1,420	1,028	268	376	264	301	333	261	317	320	252	306	391	251
Completely	27	38	30	27	38	31	28	38	29	27	40	34	24	34	24
Mostly	31	28	29	28	24	25	31	30	34	34	27	25	32	31	31
Somewhat	20	16	19	20	15	24	18	16	16	21	15	17	21	16	20
Only a little	10	8	10	11	11	8	12	6	7	7	8	12	10	10	11
Not at all	11	8	10	14	11	11	9	8	11	11	7	9	10	8	10
Didn't need status information	2	2	2	1	2	1	3	1	3	1	3	2	3	2	3
TOTAL	101	100	100	101	101	100	101	99	100	101	100	99	100	101	99
Supplemental Claims															
<i>Unweighted N</i>	1,417	1,517	1,045	339	370	237	349	377	276	356	403	257	373	367	275
Completely	26	34	33	26	28	29	28	32	36	27	38	37	23	32	30
Mostly	27	28	30	23	30	32	26	30	27	28	26	30	28	29	28
Somewhat	20	17	16	20	16	15	18	16	18	21	17	15	22	18	17
Only a little	11	7	8	13	9	8	12	10	7	10	4	8	11	10	10
Not at all	13	11	9	15	14	14	14	10	10	12	11	4	13	8	11
Didn't need status information	3	3	4	2	4	2	3	3	3	2	3	5	4	2	5
TOTAL	100	100	100	99	101	100	101	101	101	100	99	99	101	99	101

Question Number: Dependents 11/Veterans 18

Sum may not add to 100% due to rounding.

TABLE A-22, continued
How completely did VA keep you informed of the status of your application?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	2,609	2,937	2,073	607	746	501	650	710	537	673	723	509	679	758	526
Completely	26	34	33	26	29	29	28	33	35	27	39	36	23	33	29
Mostly	27	28	29	24	29	31	27	30	28	29	26	30	29	29	29
Somewhat	20	17	16	20	16	17	18	16	18	21	17	16	22	18	17
Only a little	11	7	9	13	9	8	12	9	7	10	4	9	11	10	10
Not at all	13	10	9	15	13	13	13	10	10	12	10	5	12	8	11
Didn't need status information	2	3	4	2	3	2	3	3	3	2	3	5	4	2	4
TOTAL	99	99	100	100	99	100	101	101	101	101	99	101	101	100	100

Question Number: Dependents 11/Veterans 18

Sum may not add to 100% due to rounding.

TABLE A-23
How long did it take VA to process your application?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	1,136	1,358	979	264	363	253	283	324	244	299	306	241	290	365	241
1 week	2	2	3	2	2	1	3	3	6	1	1	1	5	2	2
2 weeks	10	10	10	9	7	9	8	15	11	11	10	11	11	9	9
3 weeks	11	15	16	12	11	9	8	12	15	12	17	20	13	16	18
4 weeks	20	24	22	17	22	22	23	22	20	20	27	23	20	22	22
5 weeks	9	10	11	10	8	12	10	10	7	8	9	9	8	12	16
6 weeks	16	14	15	15	14	16	17	12	13	16	15	18	16	14	13
7 weeks	3	3	2	5	4	2	4	2	1	2	3	1	3	3	3
8 weeks	12	12	9	11	12	11	11	12	12	17	12	6	8	11	7
9 weeks	2	1	1	3	3	3	2	1	1	1	1	*	2	*	*
10 or more weeks	14	10	12	16	16	15	13	11	14	13	6	10	13	11	10
TOTAL	99	101	101	100	99	100	99	100	100	101	101	99	99	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,321	1,400	1,008	326	349	232	312	346	263	331	373	249	352	332	264
1 week	3	2	3	3	1	1	3	*	3	4	4	4	3	2	2
2 weeks	11	16	11	8	10	9	10	11	8	11	23	12	17	14	12
3 weeks	13	15	16	13	11	10	11	12	13	13	17	16	14	17	23
4 weeks	21	23	25	19	22	23	18	24	22	24	22	31	22	23	19
5 weeks	7	8	8	7	9	9	9	6	6	7	8	10	8	7	6
6 weeks	16	13	14	17	12	15	15	20	17	16	10	11	14	14	16
7 weeks	3	3	4	3	3	4	3	3	3	3	2	4	3	3	2
8 weeks	11	9	10	13	13	12	10	9	15	10	6	6	9	12	13
9 weeks	2	2	1	1	4	3	2	1	--	2	2	1	1	1	1
10 or more weeks	13	10	9	15	15	14	20	14	13	11	6	5	9	7	7
TOTAL	100	101	101	99	100	100	101	100	100	101	100	100	100	100	101

* Less than 0.5%. Sum may not add to 100% due to rounding.

Question Number: Dependents 12/Veterans 19

TABLE A-23, continued
How long did it take VA to process your application?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	2,457	2,758	1,987	590	712	485	595	670	507	630	679	490	642	697	505
1 week	3	2	3	2	1	1	3	1	3	3	3	4	3	2	2
2 weeks	11	15	10	9	9	9	10	11	9	11	21	12	16	14	11
3 weeks	13	15	16	13	11	10	11	12	14	13	17	17	14	17	22
4 weeks	21	23	25	19	22	23	19	24	22	24	23	30	22	22	19
5 weeks	8	8	8	7	9	10	9	7	6	7	8	10	8	8	7
6 weeks	16	13	14	17	12	15	15	19	17	16	10	12	15	14	15
7 weeks	3	3	3	3	3	4	3	3	3	3	2	4	3	3	2
8 weeks	11	10	10	13	13	12	10	10	14	11	7	6	9	11	12
9 weeks	2	2	1	1	4	3	2	1	*	2	1	1	1	1	1
10 or more weeks	13	10	9	15	15	14	18	13	13	11	6	6	10	8	7
TOTAL	101	101	99	99	99	101	100	101	101	101	98	102	101	100	98

Question Number: Dependents 12/Veterans 19

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-24
How long do you think is REASONABLE for VA to process your application?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,164	1,408	1,008	266	372	260	291	333	254	308	318	249	299	385	245
1 week	4	5	5	4	6	5	4	3	7	3	6	4	6	6	4
2 weeks	27	27	29	24	18	24	25	27	25	30	35	33	30	17	29
3 weeks	17	19	18	20	18	15	16	20	18	16	18	17	14	20	23
4 weeks	33	33	36	31	42	36	38	32	38	32	26	36	34	40	31
5 weeks	4	3	4	4	2	5	4	4	3	4	4	5	3	3	2
6 weeks	9	9	7	11	10	10	8	12	7	9	8	4	8	8	9
7 weeks	1	*	--	1	1	--	1	*	*	1	*	--	*	1	--
8 weeks	3	3	2	4	4	5	4	2	2	3	3	*	4	4	2
9 weeks	*	*	*	--	*	1	*	*	--	*	--	*	--	1	*
10 or more weeks	1	*	*	2	1	*	1	*	--	1	*	*	1	1	*
TOTAL	99	99	101	101	102	101	101	100	100	99	100	99	100	101	100
Supplemental Claims															
<i>Unweighted N</i>	1,408	1,500	1,031	336	369	234	350	373	272	354	399	254	368	359	271
1 week	8	6	5	6	7	7	6	2	2	10	8	6	6	6	4
2 weeks	30	31	31	31	24	30	27	26	26	29	36	34	32	34	32
3 weeks	18	18	22	16	16	23	21	16	20	15	22	21	22	16	23
4 weeks	31	31	29	34	37	25	30	42	35	33	23	27	27	28	32
5 weeks	3	3	2	3	2	3	3	4	3	3	4	2	3	3	1
6 weeks	6	7	8	7	10	8	9	9	11	6	4	8	5	9	6
7 weeks	*	*	1	*	--	--	--	*	--	1	--	1	--	1	--
8 weeks	3	3	2	2	2	3	3	2	4	3	3	*	4	3	1
9 weeks	*	*	--	--	1	--	--	--	--	*	--	--	*	--	--
10 or more weeks	1	*	1	1	*	1	1	*	--	*	1	*	1	1	1
TOTAL	100	99	101	100	99	100	100	101	101	100	101	99	100	101	100

-- None. * Less than 0.5%. Sum may not add to 100% due to rounding. Question Number: Dependents 13/Veterans 20

TABLE A-24, continued
How long do you think is REASONABLE for VA to process your application?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	2,572	2,908	2,039	602	741	494	641	706	526	662	717	503	667	744	516
1 week	7	6	5	6	7	6	6	2	3	9	7	6	6	6	4
2 weeks	29	31	31	30	23	29	26	26	26	29	36	34	31	32	32
3 weeks	18	19	21	17	17	22	20	16	20	16	22	20	21	16	23
4 weeks	32	31	30	33	38	26	31	41	35	33	24	28	28	30	32
5 weeks	3	3	2	4	2	3	3	4	3	3	4	2	3	3	1
6 weeks	7	7	8	7	10	8	9	9	10	6	4	7	5	8	7
7 weeks	*	*	1	*	*	--	*	*	*	1	*	1	*	1	--
8 weeks	3	3	2	2	2	4	3	2	3	3	3	*	4	3	1
9 weeks	*	*	*	--	1	*	*	*	--	*	--	*	*	*	*
10 or more weeks	1	*	1	1	*	1	1	*	--	*	1	*	1	1	1
TOTAL	100	100	101	100	100	99	99	100	100	100	101	98	99	100	101

Question Number: Dependents 13/Veterans 20

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-25
Did you PHONE VA about your recent education claim?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,190	1,412	1,020	269	375	262	300	335	262	315	310	248	306	392	248
Yes	58	51	45	63	55	58	56	56	43	56	44	39	58	55	44
No	42	49	55	37	45	42	44	44	57	44	56	61	42	45	56
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,417	1,518	1,038	338	374	236	350	374	277	357	404	253	372	366	272
Yes	74	51	49	75	51	60	69	52	46	78	50	49	70	54	42
No	26	49	51	25	49	40	31	48	54	22	50	52	30	46	58
TOTAL	100	100	100	100	100	100	100	100	100	100	100	101	100	100	100
All Claims															
<i>Unweighted N</i>	2,607	2,930	2,058	607	749	498	650	709	539	672	714	501	678	758	520
Yes	72	51	49	73	51	60	67	53	46	75	49	47	68	54	42
No	28	49	52	27	49	40	33	47	54	25	51	53	32	46	58
TOTAL	100	100	101	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 14/Veterans 21

Sum does not add to 100% due to rounding.

Wording changes in 2003. In 2001 Administration they were asked if they ever called VA. The follow-up question asked which number they used most often. The 2002 Administration asked only about the toll-free numbers. The 2003 Administration did not specify number called.

TABLE A-26
How many times did you phone VA about your recent claim?

Base: Phoned VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	687	748	450	165	197	138	169	185	111	176	155	92	177	211	109
1 time	18	30	25	19	17	27	16	33	14	17	35	33	20	31	20
2 times	26	21	24	23	27	17	27	21	38	25	14	24	29	27	19
3 times	26	23	20	26	28	20	24	21	12	27	24	23	23	17	23
4 times	10	9	6	10	9	5	10	8	4	10	9	7	9	10	11
5 times or more	21	17	25	22	18	31	22	17	33	21	18	13	19	15	27
TOTAL	101	100	100	100	99	100	99	100	101	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,032	762	483	254	192	131	244	181	120	278	200	115	256	189	117
1 time	12	35	24	14	35	22	15	31	28	10	36	23	12	37	25
2 times	21	23	22	22	18	19	20	22	23	20	26	21	23	24	25
3 times	24	14	19	18	16	21	24	11	16	26	13	22	25	16	13
4 times	8	5	12	9	1	7	9	12	11	9	4	17	6	6	8
5 times or more	35	22	24	37	29	32	32	23	22	35	20	17	34	17	29
TOTAL	100	99	101	100	99	101	100	99	100	100	99	100	100	100	100
All Claims															
<i>Unweighted N</i>	1,719	1,510	933	419	389	269	413	366	231	454	355	207	433	400	226
1 time	13	34	24	15	33	23	15	31	25	11	36	24	13	36	25
2 times	22	23	22	22	19	19	21	22	26	21	25	21	23	24	24
3 times	24	15	19	19	18	21	24	13	15	26	15	22	25	16	15
4 times	8	6	11	9	2	7	9	12	10	9	5	16	7	6	8
5 times or more	33	21	24	35	27	31	30	22	24	33	20	16	32	17	29
TOTAL	100	99	100	100	99	101	99	100	100	100	101	99	100	99	101

Question Number: Dependents 15/Veterans 22

Sum does not add to 100% due to rounding. Wording changes in 2003.

TABLE A-27
Why did you call VA?

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims <i>Unweighted N</i>	689	753	451	165	199	140	169	187	110	178	157	92	177	210	109
Get information before I applied for benefits	22	15	15	18	11	16	26	16	13	21	17	19	24	17	7
Apply for education benefits	22	12	10	15	11	9	27	11	6	23	12	13	24	15	10
Check on the status of my education claim	62	55	61	64	74	67	59	53	51	61	45	65	65	55	61
Change the status of enrollment	9	15	13	9	12	17	10	16	12	6	17	6	12	15	18
Verify enrollment to VA	43	43	48	39	42	44	46	41	52	44	40	48	46	49	46
Check on my remaining education benefits	11	11	13	13	9	12	9	9	8	10	17	13	13	7	18
Check on payment	44	37	29	50	38	31	44	40	24	38	33	33	44	39	27
Correct a payment problem	17	19	19	17	21	28	13	14	19	18	21	11	20	18	22
Get other information	23	26	20	17	25	17	29	24	28	22	29	14	28	25	22

Question Number: Dependents 16/Veterans 23

Multiple mentions.

TABLE A-27, continued
Why did you call VA?

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Supplemental Claims <i>Unweighted N</i>	1,039	779	487	254	196	132	245	188	121	280	202	116	260	193	118
Get information before I applied for benefits	17	9	12	15	16	13	17	10	10	18	7	12	17	7	14
Apply for education benefits	19	10	9	15	13	11	19	12	8	21	9	8	21	9	10
Check on the status of my education claim	66	51	58	68	56	66	67	56	63	64	49	44	64	45	71
Change the status of enrollment	16	13	18	18	14	13	17	13	16	15	12	19	17	12	24
Verify enrollment to VA	54	51	50	55	54	52	51	47	43	55	46	50	51	60	54
Check on my remaining education benefits	25	20	27	25	18	22	22	18	13	25	25	31	27	13	42
Check on payment	46	29	36	47	35	36	47	29	32	46	25	39	43	31	30
Correct a payment problem	27	20	23	29	23	28	23	21	18	26	17	22	29	22	22
Get other information	23	19	26	23	19	22	23	20	24	22	20	26	23	18	36

Question Number: Dependents 16/Veterans 23

Multiple mentions.

TABLE A-27, continued
Why did you call VA?

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims <i>Unweighted N</i>	1,728	1,532	938	419	395	272	414	375	231	458	359	208	437	403	227
Get information before I applied for benefits	17	10	12	15	15	13	18	11	10	19	8	12	17	9	13
Apply for education benefits	19	11	9	15	12	11	20	12	8	21	10	9	21	9	10
Check on the status of my education claim	65	51	58	68	58	66	66	55	61	64	49	46	64	46	70
Change the status of enrollment	16	13	17	17	13	14	16	14	16	14	13	18	17	12	23
Verify enrollment to VA	52	50	50	53	52	51	50	46	44	54	45	50	50	59	53
Check on my remaining education benefits	23	19	25	24	17	21	20	17	12	23	24	29	25	12	38
Check on payment	45	30	35	48	35	35	46	30	31	45	26	39	43	32	30
Correct a payment problem	26	20	22	27	22	28	21	20	18	25	18	21	28	22	22
Get other information	23	20	25	22	20	21	24	21	25	22	21	34	25	19	34

Question Number: Dependents 16/Veterans 23

Multiple mentions.

TABLE A-28
How easy was it to get through to VA when you called?

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	685	755	448	164	200	138	168	187	110	178	157	92	175	211	108
Very easy	22	30	22	22	15	17	21	27	19	23	40	29	22	30	22
Somewhat easy	32	28	26	28	27	25	31	32	19	31	27	36	40	29	18
Neither easy nor difficult	18	12	13	21	16	12	18	11	14	17	9	13	15	12	12
Somewhat difficult	16	14	17	17	21	14	17	15	21	16	9	12	14	16	27
Very difficult	11	13	19	11	19	27	13	12	24	10	10	10	9	11	19
Never got through	2	4	3	2	3	6	1	3	3	3	5	*	1	2	2
TOTAL	101	101	100	101	101	101	101	100	100	100	100	100	101	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,037	777	486	255	194	131	245	189	121	278	201	116	259	193	118
Very easy	18	27	22	16	22	15	16	25	22	21	26	27	15	38	20
Somewhat easy	29	31	23	28	30	27	25	29	19	29	33	22	33	30	26
Neither easy nor difficult	16	13	12	16	17	7	16	9	11	16	16	16	16	8	13
Somewhat difficult	23	18	18	22	18	17	26	22	20	23	16	17	22	16	21
Very difficult	13	11	20	17	12	25	15	16	27	10	9	16	13	8	16
Never got through	1	*	4	2	1	8	1	--	*	*	*	2	2	--	3
TOTAL	100	100	99	101	100	99	99	101	99	99	100	100	101	100	99

Question Number: Dependents 17/Veterans 24

-- None

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-28, continued
How easy was it to get through to VA when you called?

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	1,722	1,532	934	419	394	269	413	376	231	456	358	208	434	404	226
Very easy	18	28	22	17	21	15	17	25	22	21	27	28	16	37	21
Somewhat easy	29	30	24	28	29	27	26	29	19	29	32	23	34	30	25
Neither easy nor difficult	16	13	13	17	17	8	16	9	12	16	15	16	16	8	13
Somewhat difficult	22	17	18	21	19	17	25	21	20	23	16	16	21	16	22
Very difficult	13	11	20	16	13	26	15	15	26	10	9	16	12	8	17
Never got through	1	1	3	2	1	8	1	1	1	1	1	2	1	*	3
TOTAL	99	100	100	101	100	101	100	100	100	100	100	101	100	99	101

Question Number: Dependents 17/Veterans 24

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-29
Which of the following happened to you when you called VA?

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	672	733	427	160	194	126	166	182	105	172	151	90	174	206	106
Frequently busy	22	NA	NA	22	NA	NA	26	NA	NA	20	NA	NA	19	NA	NA
Got through on the first try	NA	34	29	NA	19	23	NA	30	26	NA	45	35	NA	39	28
Got a busy signal	NA	12	14	NA	16	19	NA	17	14	NA	7	12	NA	10	12
Experienced a reasonable wait time	NA	37	34	NA	40	32	NA	41	34	NA	37	36	NA	29	33
Waited over a minute for call to be answered	67	27	33	67	39	50	61	26	33	56	23	25	58	23	26
Hung up, couldn't wait for call to be answered	NA	12	18	NA	19	33	NA	13	22	NA	7	3	NA	13	18
Call disconnected before it was answered	8	8	11	8	10	19	14	12	11	8	4	4	9	6	13
Call got misdirected	11	11	14	11	12	20	13	9	16	9	10	8	11	11	12
Other	9	11	17	9	13	20	8	13	24	10	7	11	17	13	14
None of the above	21	2	1	21	--	--	22	4	--	25	1	2	28	1	--

Question Number: Dependents 18/Veterans 25

Multiple mentions.

NA Not Asked

--None.

Wording changes and categories added in 2003.

TABLE A-29, continued
Which of the following happened to you when you called VA?

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Supplemental Claims															
<i>Unweighted N</i>	1,022	766	467	251	191	122	240	186	116	276	196	114	255	193	115
Frequently busy	35	NA	NA	42	NA	NA	39	NA	NA	33	NA	NA	30	NA	NA
Got through on the first try	NA	34	26	NA	23	19	NA	29	23	NA	34	30	NA	52	29
Got a busy signal	NA	13	16	NA	20	20	NA	18	18	NA	11	15	NA	4	11
Experienced a reasonable wait time	NA	36	35	NA	37	36	NA	31	30	NA	42	38	NA	27	30
Waited over a minute for call to be answered	66	31	34	67	38	34	68	41	31	65	24	32	67	26	42
Hung up, couldn't wait for call to be answered	NA	13	19	NA	18	28	NA	20	21	NA	10	10	NA	8	25
Call disconnected before it was answered	17	8	12	18	10	14	19	10	15	18	6	6	12	5	21
Call got misdirected	10	10	13	11	12	20	9	6	12	9	11	7	13	11	20
Other	9	9	11	8	13	11	8	11	14	9	7	8	10	5	16
None of the above	17	1	1	16	*	*	13	2	2	19	2	--	16	*	3

Question Number: Dependents 18/Veterans 25

Multiple mentions.

NA Not Asked

*Less than 0.5%.

-- None.

Wording changes and categories added in 2003.

TABLE A-29, continued
Which of the following happened to you when you called VA?

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee					
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	1,694	1,499	894	411	385	248	406	368	221	448	347	204	429	399	221
Frequently busy	34	NA	NA	39	NA	NA	37	NA	NA	31	NA	NA	28	NA	NA
Got through on the first try	NA	34	26	NA	23	20	NA	29	23	NA	35	31	NA	50	28
Got a busy signal	NA	13	16	NA	20	20	NA	18	18	NA	10	15	NA	5	11
Experienced a reasonable wait time	NA	36	35	NA	38	36	NA	33	30	NA	42	38	NA	27	31
Waited over a minute for call to be answered	65	30	34	67	38	37	67	39	31	64	24	31	66	26	40
Hung up, couldn't wait for call to be answered	NA	13	19	NA	18	29	NA	19	22	NA	10	9	NA	9	24
Call disconnected before it was answered	16	8	12	16	10	15	18	11	14	17	6	6	12	5	20
Call got misdirected	10	10	13	11	12	20	10	6	13	9	11	7	13	11	19
Other	9	9	12	8	13	12	8	12	16	9	7	8	11	6	16
None of the above	17	1	1	17	*	*	14	2	2	20	2	*	17	*	2

Question Number: Dependents 18/Veterans 25

Multiple mentions.

NA Not Asked

*Less than 0.5%.

Wording changes and categories added in 2003.

TABLE A-30
How much of what you NEEDED TO KNOW did you get from your telephone contact with VA?

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	674	731	429	161	193	127	166	182	105	171	149	90	176	207	107
All	34	45	39	36	44	35	34	49	52	32	41	36	34	49	33
Most	34	32	31	34	33	33	37	30	22	30	33	34	37	29	34
Some	19	14	17	20	15	19	15	16	15	22	16	15	19	9	21
Little	10	6	7	10	6	5	10	3	8	11	6	10	9	9	5
None	3	3	6	1	2	8	4	3	3	5	3	5	2	4	7
TOTAL	100	100	100	101	100	100	100	101	100	100	99	100	101	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,025	771	468	251	192	123	241	187	117	277	198	114	256	194	114
All	36	49	47	34	42	40	34	50	52	38	54	49	35	47	45
Most	37	32	29	37	32	33	38	32	23	36	31	28	40	32	31
Some	18	14	15	17	18	11	20	16	16	18	12	15	16	14	20
Little	7	3	8	8	5	12	6	1	9	6	2	7	8	4	3
None	2	2	2	3	3	3	2	1	1	2	1	2	2	3	1
TOTAL	100	100	101	99	100	99	100	100	101	100	100	101	101	100	100

Question Number: Dependents 19/Veterans 26

Wording changes in 2003.

Sum may not add to 100% due to rounding.

TABLE A-30, continued
How much of what you NEEDED TO KNOW did you get from your telephone contact with VA?

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	1,699	1,502	897	412	385	250	407	369	222	448	347	204	432	401	221
All	36	49	46	34	42	40	34	50	52	37	53	47	35	47	43
Most	37	32	29	37	32	33	38	31	23	36	31	28	39	32	32
Some	18	14	15	18	17	12	19	16	16	18	13	15	16	13	20
Little	7	3	8	8	5	11	7	1	9	7	3	7	8	5	3
None	2	2	2	3	3	3	2	1	1	2	1	2	2	3	2
TOTAL	100	100	100	100	99	99	100	99	101	100	101	99	100	100	100

Question Number: Dependents 19/Veterans 26

Wording changes in 2003.

Sum may not add to 100% due to rounding.

TABLE A-31
Generally, were you able to get this information on the first call?

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	671	726	427	160	194	124	165	178	105	170	148	91	176	206	107
Yes	67	72	67	68	65	62	67	76	69	65	73	72	68	73	63
No	33	28	33	32	35	38	33	24	31	35	27	28	32	27	37
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,023	770	469	252	192	123	240	186	117	276	198	114	255	194	115
Yes	70	75	69	70	77	66	68	65	70	72	78	69	70	78	73
No	30	25	31	30	23	34	32	35	30	28	22	31	30	22	27
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	1,694	1,496	896	412	386	247	405	364	222	446	346	205	431	400	222
Yes	70	75	69	70	75	66	68	66	70	71	78	69	70	77	72
No	30	25	31	30	25	34	32	34	31	29	22	31	30	23	29
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	100	101

Question Number: Dependents 20/Veterans 27

Sum does not add to 100% due to rounding.
 Wording changes in 2003.

TABLE A-32
Was your question answered by the automated system or did you speak with a VA employee?

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	667	718	426	158	189	126	164	176	103	169	148	91	176	205	106
Automated system	15	19	23	14	17	21	15	18	23	17	21	23	14	18	24
VA employee	53	53	54	55	54	53	56	55	56	47	51	60	55	53	40
Both	32	28	24	31	29	26	29	27	21	37	28	18	31	29	36
TOTAL	100	100	101	100	100	100	100	100	100	101	100	101	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,019	762	467	249	191	121	241	184	117	275	196	114	254	191	115
Automated system	14	19	15	14	21	13	15	17	18	14	17	15	12	23	16
VA employee	51	52	55	49	56	55	52	49	50	52	53	56	51	49	56
Both	35	29	30	37	22	32	33	35	31	34	30	29	37	28	28
TOTAL	100	100	100	100	99	100	100	101	99	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	1,680	1,480	893	407	380	247	405	360	220	444	344	205	430	396	221
Automated system	14	19	16	14	21	14	15	17	19	14	17	16	13	23	17
VA employee	51	52	55	50	56	55	53	49	51	51	53	56	51	49	53
Both	35	29	29	36	23	31	32	34	30	35	30	28	37	28	29
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	101	100	99

Question Number: Dependents 21/Veterans 28

Sum does not add to 100% due to rounding.
 Wording changes in 2003.

TABLE A-33
How responsive was the person you talked to?

Base: Interacted with a person when called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	576	618	368	141	164	109	142	155	90	143	122	79	150	177	90
Very responsive	61	65	58	64	58	49	58	71	67	63	65	62	59	64	51
Somewhat responsive	29	27	27	27	31	35	34	27	22	26	28	24	32	21	28
Neither responsive nor non-responsive	5	5	9	4	4	5	5	1	8	7	6	11	5	7	13
Somewhat non-responsive	3	2	5	2	1	11	4	1	*	4	1	2	2	5	7
Very non-responsive	1	2	1	3	5	1	--	*	4	*	--	1	2	3	1
TOTAL	99	101	100	100	99	101	101	100	101	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	884	665	412	217	168	109	205	164	101	239	176	102	223	157	100
Very responsive	58	63	61	54	63	54	50	56	70	61	65	68	61	64	47
Somewhat responsive	33	27	24	34	23	32	38	35	18	31	28	21	31	22	28
Neither responsive nor non-responsive	4	5	5	4	5	5	7	7	9	3	2	1	4	7	13
Somewhat non-responsive	4	4	5	6	6	3	4	2	3	3	4	6	3	4	9
Very non-responsive	2	2	4	2	4	6	1	*	*	2	2	5	1	3	3
TOTAL	101	101	99	100	101	100	100	100	100	100	101	101	100	100	100
All Claims															
<i>Unweighted N</i>	1,460	1,283	780	358	332	218	347	319	191	382	298	181	373	334	190
Very responsive	58	63	61	56	62	54	51	58	70	61	65	67	61	64	47
Somewhat responsive	32	27	25	33	24	32	38	34	19	30	28	21	31	22	28
Neither responsive nor non-responsive	4	5	6	4	5	5	7	6	9	4	2	2	4	7	13
Somewhat non-responsive	4	4	5	6	5	4	4	2	2	3	4	6	3	4	9
Very non-responsive	1	2	4	2	4	6	*	*	1	2	1	4	1	3	3
TOTAL	99	101	101	101	100	101	100	100	101	100	100	100	100	100	100

Question Number: Dependents 22/Veterans 29

-- None. Sum may not add to 100% due to rounding. *Less than 0.5%.

TABLE A-34
How courteous was the person you talked to?

Base: Interacted with a person when called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	576	622	365	141	166	107	142	154	90	142	124	78	151	178	90
Very courteous	65	65	58	62	57	63	68	70	62	65	67	53	66	66	58
Somewhat courteous	24	25	31	28	28	25	25	25	26	22	28	38	24	17	31
Neither courteous nor discourteous	7	6	8	5	6	10	6	4	8	9	4	8	6	9	6
Somewhat discourteous	2	3	1	2	7	--	1	*	1	4	1	--	2	5	3
Very discourteous	2	1	2	4	3	3	--	*	4	*	*	1	3	3	2
TOTAL	100	100	100	101	101	101	100	99	101	100	100	100	101	100	100
Supplemental Claims															
<i>Unweighted N</i>	886	670	411	217	167	109	206	166	101	239	180	102	224	157	99
Very courteous	59	65	59	55	53	57	52	68	63	65	69	63	59	63	46
Somewhat courteous	28	23	25	30	32	22	33	23	23	24	18	23	29	23	35
Neither courteous nor discourteous	7	7	7	10	10	10	9	6	7	5	6	4	6	5	12
Somewhat discourteous	4	2	6	5	1	6	6	1	4	4	2	6	4	3	6
Very discourteous	2	4	4	1	4	6	1	2	3	2	4	5	2	5	1
TOTAL	100	101	101	101	100	101	101	100	100	100	99	101	100	99	100
All Claims															
<i>Unweighted N</i>	1,462	1,292	776	358	333	216	348	320	191	381	304	180	375	335	189
Very courteous	60	65	59	56	53	57	54	69	63	65	69	62	60	64	48
Somewhat courteous	28	23	25	30	31	23	32	23	24	24	19	24	29	22	34
Neither courteous nor discourteous	7	7	7	9	10	10	9	6	7	5	6	4	6	6	11
Somewhat discourteous	4	2	5	4	2	5	5	1	4	4	2	5	3	3	6
Very discourteous	2	4	4	1	4	6	*	1	3	2	4	4	2	5	1
TOTAL	101	101	100	100	100	101	100	100	101	100	100	99	100	100	100

Question Number: Dependents 23/Veterans 30

-- None. * Less than 0.5%. Sum may not add to 100% due to rounding.

TABLE A-35
Were VA employees able to give you information about your particular education claim on the phone?

Base: Interacted with a person when called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	576	618	368	141	162	110	142	153	89	142	125	79	151	178	90
Yes	83	84	82	88	89	78	81	91	88	84	77	85	78	78	79
No	10	11	10	5	7	15	8	7	7	12	12	7	13	19	13
Didn't need claim information	8	5	7	7	4	7	12	1	5	4	11	8	9	3	8
TOTAL	101	100	99	100	100	100	101	99	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	883	670	409	217	168	108	205	165	99	238	179	102	223	158	100
Yes	88	87	84	86	86	88	89	94	89	88	85	76	91	87	88
No	7	6	12	9	4	9	6	3	8	7	7	18	6	9	8
Didn't need claim information	5	7	5	5	10	3	5	3	4	5	8	6	3	5	4
TOTAL	100	100	101	100	100	100	100	100	101	100	100	100	100	101	100
All Claims															
<i>Unweighted N</i>	1,459	1,288	777	358	330	218	347	318	188	380	304	181	374	336	190
Yes	88	87	83	86	86	87	88	94	89	88	84	77	90	86	87
No	7	6	12	9	5	10	6	3	8	7	7	17	6	10	8
Didn't need claim information	5	7	5	6	9	4	6	3	4	5	9	6	4	5	5
TOTAL	100	100	100	101	100	101	100	100	101	100	100	100	100	101	100

Question Number: Dependents 24/Veterans 31

Sum may not add to 100% due to rounding.

TABLE A-36
Within the past year, did you VISIT VA's Internet website [www.gibill.va.gov]
about your education benefits?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
	2002	2003	2004	Atlanta			Buffalo			Muskogee			St. Louis			
				2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	
%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Original Claims																
<i>Unweighted N</i>	1,196	1,421	1,027	271	377	263	301	335	261	317	318	250	307	391	253	
Yes	47	57	55	43	58	66	48	55	55	46	58	49	52	56	52	
No	53	43	46	57	42	34	52	45	46	54	42	51	48	44	48	
TOTAL	100	100	101	100	100	100	100	100	101	100	100	100	100	100	100	
Supplemental Claims																
<i>Unweighted N</i>	1,425	1,513	1,046	338	369	237	354	376	277	359	402	258	374	366	274	
Yes	60	65	59	55	64	56	62	72	58	61	64	59	62	60	52	
No	40	35	41	45	36	44	38	28	43	39	36	41	38	40	48	
TOTAL	100	100	100	100	100	100	100	100	101	100	100	100	100	100	100	
All Claims																
<i>Unweighted N</i>	2,621	2,934	2,073	609	746	500	655	711	538	676	720	508	681	757	527	
Yes	58	64	58	53	64	58	59	70	57	59	63	57	61	60	63	
No	42	36	42	47	36	42	41	30	43	41	37	43	39	40	37	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	

Question Number: Dependents 25/Veterans 32

Sum does not add to 100% due to rounding.
Wording changes in 2003.

TABLE A-37
Why did you visit VA's website [www.gibill.va.gov]?

Base: Visited VA's website.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	533	664	438	106	185	126	136	160	115	138	143	93	153	176	104
Get information before I applied for benefits	29	27	19	29	28	20	30	41	21	28	17	20	27	35	14
Apply for education benefits	17	18	15	12	23	10	21	28	16	18	9	17	16	21	16
Verify enrollment to VA ⁺	68	66	64	67	59	59	72	60	68	62	74	66	74	61	64
Send an inquiry to VA	12	16	16	13	17	18	12	13	18	14	16	12	8	18	19
Get other information about VA education programs	30	36	32	32	40	36	30	28	25	31	35	34	27	40	30
Couldn't get through on a toll-free phone number	10	6	11	12	11	19	12	4	7	7	4	8	8	8	13
Download a form	15	13	15	15	18	16	17	15	14	14	9	16	13	16	13
See what is available on the website	47	40	37	46	42	42	45	42	22	46	39	42	50	39	43
Other	5	4	6	3	3	7	7	5	6	7	3	6	5	5	7

Question Number: Dependents 26/Veterans 33

Multiple mentions.

+ Not asked of Chapter 35 beneficiaries.

TABLE A-37, continued
Why did you visit VA's website [www.gibill.va.gov]?

Base: Visited VA's website.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Supplemental Claims															
<i>Unweighted N</i>	834	775	473	181	185	103	214	197	122	211	214	120	228	179	128
Get information before I applied for benefits	18	15	14	19	14	15	22	12	23	17	16	13	17	16	8
Apply for education benefits	13	12	9	12	11	15	18	7	8	13	15	6	12	12	10
Verify enrollment to VA ⁺	77	74	72	73	74	72	79	74	67	76	73	70	81	76	77
Send an inquiry to VA	13	13	15	12	12	15	16	19	19	13	12	17	11	10	10
Get other information about VA education programs	29	33	26	34	28	32	28	33	32	27	37	22	27	29	21
Couldn't get through on a toll-free phone number	13	5	9	13	5	15	15	5	6	13	4	7	12	5	10
Download a form	14	10	12	11	11	14	18	5	14	12	11	12	15	10	10
See what is available on the website	43	39	34	45	37	35	41	38	35	42	43	29	43	37	42
Other	6	4	6	6	8	2	6	3	3	7	3	8	6	3	8

Question Number: Dependents 26/Veterans 33

Multiple mentions.

+ Not asked of Chapter 35 beneficiaries.

TABLE A-37, continued
Why did you visit VA's website [www.gibill.va.gov]?

Base: Visited VA's website.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	1,367	1,439	911	287	370	229	350	357	237	349	357	213	381	355	232
Get information before I applied for benefits	20	16	15	20	16	16	23	15	23	18	17	14	18	18	8
Apply for education benefits	14	12	10	12	12	14	19	10	10	13	14	7	12	13	11
Verify enrollment to VA ⁺	76	73	71	72	72	70	78	73	67	75	73	70	80	74	76
Send an inquiry to VA	13	13	16	12	12	16	15	19	19	13	12	16	11	11	11
Get other information about VA education programs	29	33	26	34	30	33	28	32	31	27	37	23	27	31	22
Couldn't get through on a toll-free phone number	13	5	9	13	6	15	15	5	6	12	4	7	12	6	11
Download a form	14	10	12	11	12	14	18	6	14	12	11	12	14	11	10
See what is available on the website	43	40	35	45	38	36	42	38	33	42	42	31	44	37	42
Other	6	4	6	6	8	3	6	3	3	7	3	8	6	3	8

Question Number: Dependents 26/Veterans 33

Multiple mentions.

+ Not asked of Chapter 35 beneficiaries.

TABLE A-38

In general, how much of what you were looking for did you find on VA's website?

Base: Visited VA's website.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	529	669	438	106	186	126	134	163	115	135	142	93	154	178	104
All	25	36	32	20	35	31	29	38	43	28	35	28	23	36	25
Most	39	43	38	38	41	36	40	42	31	41	48	43	35	36	41
Some	23	12	22	24	13	18	21	13	19	21	10	25	29	16	28
Little	9	5	6	15	4	12	7	5	6	4	5	2	9	8	6
None	4	3	2	3	7	4	3	2	*	5	2	2	4	4	1
TOTAL	100	99	100	100	100	101	100	100	99	99	100	100	100	100	101
Supplemental Claims															
<i>Unweighted N</i>	836	785	473	181	188	103	217	198	122	211	215	120	227	184	128
All	29	35	36	31	38	34	30	37	41	30	34	32	26	35	41
Most	38	45	47	37	43	45	41	42	43	37	49	51	40	44	44
Some	21	14	11	18	13	14	21	14	14	22	12	8	20	17	11
Little	7	3	5	6	3	5	5	6	2	6	2	7	11	2	4
None	5	2	1	6	3	2	4	1	1	6	2	2	3	3	*
TOTAL	100	99	100	98	100	100	101	100	101	101	99	100	100	101	100
All Claims															
<i>Unweighted N</i>	1,365	1,454	911	287	374	229	351	361	237	346	357	213	381	362	232
All	29	35	35	30	37	33	30	37	41	30	34	32	26	35	39
Most	38	45	46	37	42	44	40	42	41	37	49	51	39	43	43
Some	21	13	12	19	13	15	21	14	15	22	12	10	21	16	13
Little	7	3	5	8	3	6	5	5	2	6	3	6	11	3	4
None	5	2	1	6	4	3	4	2	1	6	2	2	3	3	*
TOTAL	100	98	99	100	99	101	100	100	100	101	100	101	100	100	99

Sum may not add to 100% due to rounding.

Question Number: Dependents 27/Veterans 34

Wording change in 2003. *Less than 0.5%.

TABLE A-39
Did you find anything difficult or confusing about the website?

Base: Visited VA's website.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	529	667	437	103	185	125	134	164	115	137	140	93	152	178	104
Yes	21	15	24	28	17	25	18	17	16	21	9	28	18	26	28
No	79	85	76	72	83	75	82	83	84	79	91	73	82	74	72
TOTAL	100	100	100	100	100	100	100	100	100	100	100	101	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	831	780	471	181	189	102	213	197	122	211	216	119	226	178	128
Yes	19	13	14	19	10	17	21	17	12	18	13	11	22	14	21
No	81	87	86	81	90	83	79	83	88	82	87	89	78	86	79
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	1,360	1,447	908	287	374	227	347	361	237	348	356	212	378	356	232
Yes	20	13	16	20	11	18	20	17	12	18	12	13	21	15	22
No	80	87	84	80	89	82	80	83	88	82	88	87	79	85	78
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 28/Veterans 35

Sum does not add to 100% due to rounding.

TABLE A-40
What specifically did you find difficult or confusing about the website?

Base: Found something to be difficult or confusing.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	107	162	110	29	42	30	23	43	22	28	26	28	27	51	30
System down or not working	15	10	16	13	9	25	9	11	10	22	3	14	14	22	11
Information displayed was hard to read	2	5	6	2	7	6	--	6	--	4	3	7	2	5	9
Information displayed was hard to understand	28	17	18	20	14	17	47	37	26	27	3	9	18	21	30
Didn't understand where to go to retrieve the information I wanted	52	30	60	44	52	46	51	67	48	53	57	68	64	65	73
Website didn't have the information I was looking for	36	33	54	30	31	56	55	26	26	24	46	63	44	23	55
It was hard to move about within the website	26	12	17	20	15	24	31	17	13	29	--	14	23	22	17
Other	23	19	15	32	16	18	31	20	37	18	26	10	7	10	6
Supplemental Claims															
<i>Unweighted N</i>	170	158	84	36	34	16	47	40	19	37	44	18	50	40	31
System down or not working	19	14	7	17	3	11	10	24	--	24	17	15	23	3	1
Information displayed was hard to read	6	5	4	14	7	3	5	12	--	5	2	2	2	2	8
Information displayed was hard to understand	18	19	28	17	19	37	17	27	16	11	16	31	30	15	24
Didn't understand where to go to retrieve the information I wanted	61	48	61	59	64	59	74	40	69	58	42	75	53	58	46
Website didn't have the information I was looking for	31	32	39	24	31	18	48	29	45	19	29	44	38	41	46
It was hard to move about within the website	22	21	19	18	17	20	20	15	1	22	26	35	26	21	13
Other	21	22	12	23	35	3	6	26	30	27	15	2	22	23	17

Notes on next page

Question Number: Dependents 29/Veterans 36

TABLE A-40, continued
What specifically did you find difficult or confusing about the website?

Base: Found something to be difficult or confusing.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	277	320	194	65	76	46	70	83	41	65	70	46	77	91	61
System down or not working	19	13	9	17	4	15	10	22	2	24	15	15	22	6	3
Information displayed was hard to read	6	5	4	12	7	4	4	11	--	5	2	3	2	3	8
Information displayed was hard to understand	19	19	26	18	18	32	21	28	18	13	15	26	29	16	25
Didn't understand where to go to retrieve the information I wanted	60	50	61	57	62	56	71	43	65	58	44	73	54	59	50
Website didn't have the information I was looking for	32	32	42	25	31	27	49	28	42	20	31	48	38	38	47
It was hard to move about within the website	22	20	19	19	17	21	21	15	4	23	23	30	26	21	14
Other	21	22	12	25	32	7	9	25	31	26	16	4	21	21	16

Question Number: Dependents 29/Veterans 36

-- None

Multiple mentions.

Slight wording changes in 2003.

TABLE A-41
Within the past year, did you use the Internet or e-mail to CONTACT VA
about your education benefits?

Base: All beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
	2002 %	2003 %	2004 %	Atlanta			Buffalo			Muskogee			St. Louis			
				2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
Original Claims																
<i>Unweighted N</i>	1,176	1,409	1,018	265	374	259	296	331	263	312	316	246	303	388	250	
Yes	20	25	19	20	25	25	18	21	21	19	29	16	22	24	19	
No	80	75	81	80	75	75	82	79	79	81	71	84	78	76	81	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
Supplemental Claims																
<i>Unweighted N</i>	1,415	1,508	1,032	334	369	235	352	374	275	356	401	253	373	364	269	
Yes	22	26	23	20	29	23	25	31	22	21	25	25	25	22	21	
No	78	74	77	80	71	77	75	69	78	79	75	75	75	78	79	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
All Claims																
<i>Unweighted N</i>	2,591	2,917	2,050	599	743	494	648	705	538	668	717	499	676	752	519	
Yes	22	26	23	20	28	24	24	29	22	21	25	24	25	23	21	
No	78	74	77	80	72	76	76	71	78	79	75	76	75	77	79	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	

Question Number: Dependents 30/Veterans 37

Sum may not add to 100% due to rounding.
Wording changes in 2003.

TABLE A-42
Why did you contact VA using the Internet or e-mail?

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims <i>Unweighted N</i>	222	258	143	47	70	42	54	57	43	57	54	26	64	77	32
Get information before I applied for benefits	19	12	11	18	19	8	23	23	10	18	2	16	19	19	6
Check on the status of my education claim	52	60	56	48	48	54	51	60	64	57	69	57	53	52	45
Report a change in the status of my enrollment	20	26	28	29	21	8	17	21	28	20	28	31	11	31	48
Check on my remaining education benefits	22	22	21	27	18	22	13	10	16	19	30	26	29	18	17
Check on payment	40	39	34	29	38	23	42	39	52	45	41	30	46	35	31
Correct a payment problem	10	10	18	2	12	21	13	1	12	14	15	15	10	3	29
Couldn't get through on a toll-free number	9	6	12	17	3	18	11	16	3	4	3	6	5	7	27
Sent an e-mail to get information after visiting the VA website	12	11	20	16	15	17	13	5	9	8	11	30	12	10	22
Other inquiry	10	9	8	11	16	9	13	10	3	4	5	15	14	9	5

Question Number: Dependents 31/Veterans 38

Multiple mentions.

TABLE A-42, continued
Why did you contact VA using the Internet or e-mail?

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Supplemental Claims <i>Unweighted N</i>	317	316	167	65	82	39	88	79	46	71	85	40	93	70	42
Get information before I applied for benefits	13	7	15	15	2	17	9	11	17	16	5	16	11	12	8
Check on the status of my education claim	50	50	51	47	53	62	57	45	53	49	53	50	46	43	39
Report a change in the status of my enrollment	23	30	29	28	27	34	26	27	31	19	31	22	23	33	38
Check on my remaining education benefits	25	34	38	25	31	40	22	22	46	26	39	33	24	41	41
Check on payment	38	35	26	46	40	40	47	22	41	30	39	32	34	33	37
Correct a payment problem	11	16	15	15	11	20	13	18	10	7	21	13	11	11	17
Couldn't get through on a toll-free number	13	4	10	24	5	28	17	3	9	7	4	1	11	5	12
Sent an e-mail to get information after visiting the VA website	11	12	12	11	12	8	15	20	16	11	8	12	9	10	14
Other inquiry	9	11	5	3	17	5	8	8	12	13	11	4	12	6	3

Question Number: Dependents 31/Veterans 38

Multiple mentions.

TABLE A-42, continued
Why did you contact VA using the Internet or e-mail?

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims <i>Unweighted N</i>	539	574	310	112	152	81	142	136	89	128	139	66	157	147	74
Get information before I applied for benefits	14	8	15	15	4	16	11	13	16	16	5	16	12	13	8
Check on the status of my education claim	50	51	52	47	53	61	56	46	54	50	56	51	47	44	40
Report a change in the status of my enrollment	23	29	29	28	26	31	25	27	30	20	31	23	21	33	39
Check on my remaining education benefits	24	32	36	25	29	38	21	21	41	26	38	32	25	38	38
Check on payment	38	35	36	43	40	38	46	24	43	32	40	31	35	33	36
Correct a payment problem	11	16	15	13	11	20	13	16	11	8	20	13	10	10	19
Couldn't get through on a toll-free number	13	4	10	22	5	26	16	5	8	6	4	1	10	5	14
Sent an e-mail to get information after visiting the VA website	11	12	13	12	12	9	15	18	15	10	8	13	10	10	15
Other inquiry	10	11	6	4	17	5	8	8	10	12	10	5	12	6	3

Question Number: Dependents 31/Veterans 38

Multiple mentions.

TABLE A-43
What response did you get to your Internet or e-mail inquiry?

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	212	448	144	45	118	43	53	99	42	55	100	26	59	131	33
Received an acknowledgment of my inquiry	43	34	47	39	46	49	46	31	49	38	34	54	54	25	30
Received a complete answer to my inquiry	41	26	48	40	24	40	36	22	56	40	33	41	49	18	61
Received an answer, but not all the information requested	11	12	22	13	11	25	11	11	18	11	16	23	12	6	21
Inquiry was sent to another office	2	*	3	2	--	--	2	1	--	3	*	9	2	*	--
Never received an answer from VA	17	7	13	20	4	17	19	9	11	20	3	12	9	16	13
Other	4	2	1	5	5	5	6	3	--	4	*	--	3	4	--
Supplemental Claims															
<i>Unweighted N</i>	306	531	166	63	96	39	85	134	44	66	148	39	92	124	44
Received an acknowledgment of my inquiry	44	31	50	40	31	38	50	29	63	39	33	53	49	31	46
Received a complete answer to my inquiry	51	27	46	48	24	37	56	33	49	54	28	46	45	23	52
Received an answer, but not all the information requested	19	11	16	17	9	16	15	11	17	21	14	14	20	10	20
Inquiry was sent to another office	1	1	2	3	2	--	1	--	9	--	1	--	--	--	1
Never received an answer from VA	10	6	14	11	11	24	12	9	5	8	1	13	9	6	14
Other	5	4	5	6	5	8	4	3	11	6	4	--	3	3	5

Question Number: Dependents 32/Veterans 39

-- None.

Multiple mentions.

* Less than 0.5%.

TABLE A-43, continued
What response did you get to your Internet or e-mail inquiry?

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	518	979	310	108	243	82	138	233	86	121	248	65	151	255	77
Received an acknowledgment of my inquiry	44	32	50	40	33	40	49	29	61	39	33	53	50	30	44
Received a complete answer to my inquiry	50	27	46	47	24	37	53	32	50	53	28	45	45	23	54
Received an answer, but not all the information requested	18	12	17	16	9	18	15	11	18	20	14	14	19	9	20
Inquiry was sent to another office	1	1	2	3	2	--	1	*	7	*	1	1	*	*	*
Never received an answer from VA	11	6	14	13	11	23	13	9	6	9	1	13	9	7	14
Other	5	4	4	6	5	7	4	3	9	6	4	--	3	3	5

Question Number: Dependents 32/Veterans 39

-- None.

* Less than 0.5%

Multiple mentions.

Table A-44

In general, how much of what you NEEDED TO KNOW did you get from your contact with VA using the Internet or e-mail?

Base: Received an answer to Internet or e-mail contact.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	222	248	122	47	68	34	54	57	37	57	55	22	64	68	29
All	27	30	33	21	33	17	25	34	42	30	24	33	30	40	40
Most	37	40	36	44	33	41	36	30	37	37	53	28	29	22	40
Some	20	18	23	17	22	29	20	21	21	17	17	33	28	15	5
Little	7	6	4	9	6	7	6	6	--	6	4	--	10	14	14
None	9	6	3	9	6	5	13	10	--	10	2	7	4	9	1
TOTAL	100	100	99	100	100	99	100	101	100	100	100	101	101	100	100
Supplemental Claims															
<i>Unweighted N</i>	318	301	137	65	74	29	89	75	40	71	81	31	93	71	37
All	33	32	38	34	27	34	37	27	39	32	38	42	31	32	33
Most	35	41	39	35	49	38	38	44	46	35	36	32	30	39	49
Some	20	15	14	20	15	21	14	16	13	21	15	12	23	13	13
Little	6	6	4	4	4	2	7	8	2	7	5	5	7	8	4
None	6	5	5	6	5	5	4	5	--	6	5	9	8	7	1
TOTAL	100	99	100	99	100	100	100	100	100	101	99	100	99	99	100
All Claims															
<i>Unweighted N</i>	540	549	259	112	142	63	143	132	77	128	136	53	157	139	66
All	32	32	38	32	28	31	35	28	39	31	36	42	31	33	34
Most	35	41	39	37	47	39	38	42	44	35	39	32	30	38	48
Some	20	15	15	20	16	22	15	17	15	21	16	13	23	13	12
Little	7	6	4	5	4	2	7	8	2	7	5	5	8	9	5
None	6	5	5	6	5	5	5	5	--	6	5	9	8	8	1
TOTAL	100	99	101	100	100	99	100	100	100	100	101	101	100	101	100

Sum may not add to 100% due to rounding.

Question Number: Dependents 33/Veterans 40

-- None.

TABLE A-45
Within the past year, did you receive information about your education benefits from any of the following?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,176	1,380	1,012	267	370	259	294	323	257	311	307	247	304	380	249
State or county Veterans Service Organizations	41	33	31	40	31	26	43	32	26	42	33	34	42	34	36
VA Representative on military base Reserve unit ⁺	28	15	10	29	12	9	26	17	12	28	13	11	30	22	6
Friends, family, co-workers	24	12	6	24	7	5	22	16	6	23	11	4	30	12	9
School	31	15	10	33	15	9	27	14	10	31	13	14	35	18	6
Congressional Office	NA	37	29	NA	38	27	NA	33	21	NA	40	34	NA	36	30
Other	NA	1	1	NA	1	1	NA	*	*	NA	1	1	NA	2	1
None of the above	18	5	3	18	5	5	15	3	5	20	7	1	19	3	5
	43	26	38	38	27	37	45	27	42	43	26	35	45	23	37
Supplemental Claims															
<i>Unweighted N</i>	1,398	1,473	1,035	336	361	233	348	362	277	350	394	254	364	356	271
State or county Veterans Service Organizations	41	28	26	40	27	28	42	26	20	41	27	29	40	31	25
VA Representative on military base Reserve unit ⁺	29	8	9	27	8	11	29	9	8	30	7	10	28	9	9
Friends, family, co-workers	28	7	5	27	7	3	28	11	7	26	5	3	31	9	5
School	32	7	7	34	5	5	30	7	7	32	8	7	32	7	7
Congressional Office	NA	35	31	NA	36	36	NA	31	25	NA	31	33	NA	43	31
Other	NA	1	1	NA	*	2	NA	1	*	NA	1	*	NA	*	1
None of the above	24	4	5	23	5	4	24	2	6	24	5	5	26	4	5
	62	37	42	57	34	33	63	38	49	64	43	38	62	27	42

Question Number: Dependents 34/Veterans 41

NA Not Asked
 Multiple mentions.

+ Not asked of Chapter 35 beneficiaries.
 * Less than 0.5%.

Wording changes and categories added in 2003.

TABLE A-45, continued
Within the past year, did you receive information about
your education benefits from any of the following?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	2,574	2,853	2,047	603	731	492	642	685	534	661	701	501	668	736	520
State or county Veterans Service Organizations	41	28	27	40	28	28	42	27	21	41	28	30	40	31	27
VA Representative on military base	29	9	9	27	8	11	29	10	9	30	8	10	28	10	7
Reserve unit ⁺	27	8	5	27	7	3	27	11	7	25	6	3	31	9	9
Friends, family, co-workers	32	8	7	34	6	6	30	8	7	32	8	8	32	8	7
School	NA	35	31	NA	37	35	NA	31	25	NA	33	34	NA	43	26
Congressional Office	NA	1	1	NA	*	2	NA	1	*	NA	1	*	NA	*	2
Other	23	4	4	22	5	4	23	2	6	24	5	4	25	4	4
None of the above	59	35	41	54	33	34	60	36	48	61	40	38	59	26	48

Question Number: Dependents 34/Veterans 41

NA Not asked.

Multiple mentions.

+ Not asked of Chapter 35 beneficiaries.

* Less than 0.5%.

Wording changes and categories added in 2003.

TABLE A-46

Have you used VA's automated phone system [1-877-823-2378] to verify your enrollment for your recent claim?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	928	744	454	183	203	113	248	171	113	252	165	114	245	205	114
Yes	52	59	56	55	62	57	49	55	57	54	58	54	51	65	56
No	48	41	44	45	38	43	51	45	43	46	42	46	49	35	44
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,190	884	539	274	216	120	300	208	146	299	233	128	317	227	145
Yes	69	68	64	68	73	66	67	59	55	73	69	69	62	71	58
No	31	32	36	32	27	34	33	41	45	27	31	31	38	29	42
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,118	1,628	993	457	419	233	548	379	259	551	398	242	562	432	259
Yes	66	67	65	66	71	56	64	58	67	71	67	67	60	70	58
No	34	33	35	34	29	44	36	42	33	29	33	33	40	30	42
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Veterans 42

Wording change in 2003

TABLE A-47
Did you find anything to be difficult about using VA's automated phone system to verify enrollment?

Base: Used automated phone system to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	481	465	249	100	132	64	123	93	64	135	101	58	123	139	63
Yes	9	9	6	7	13	11	15	2	7	6	10	5	8	10	3
No	91	91	94	93	87	89	85	98	93	94	90	95	92	90	97
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	813	581	317	191	148	81	204	120	77	222	156	81	196	157	78
Yes	12	5	4	10	3	5	18	4	7	10	7	3	11	4	7
No	88	95	96	90	97	95	82	96	93	90	93	97	89	96	93
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	1,294	1,046	566	291	280	145	327	213	141	357	257	139	319	296	141
Yes	11	5	5	10	4	6	18	4	7	10	7	3	10	5	5
No	89	95	95	90	96	94	82	96	93	90	93	97	90	95	95
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Veterans 43

Wording change in 2003.

TABLE A-48
What specifically did you find to be difficult about verifying your enrollment when you used VA's automated phone system?

Base: Found something difficult when using automated phone system.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	42	56	18	7	23	7	17	6	6	8	11	3	10	16	2
Telephone number was frequently busy	50	42	70	57	52	81	47	59	74	49	42	59	50	20	50
System didn't have my VA record	21	27	39	14	43	73	17	33	36	36	3	--	20	41	50
Call was disconnected before verification completed	17	17	10	14	25	19	17	33	13	--	3	--	42	20	--
My PIN didn't work.	NA	6	16	NA	11	36	NA	--	13	NA	--	--	NA	12	--
Other	41	50	22	58	43	--	30	41	39	51	71	41	30	27	--
Supplemental Claims															
<i>Unweighted N</i>	97	50	21	19	11	5	36	13	6	21	15	3	21	11	7
Telephone number was frequently busy	75	52	59	79	66	79	69	47	33	76	44	83	77	61	45
System didn't have my VA record	17	31	44	26	48	45	14	5	91	14	33	17	19	34	20
Call was disconnected before verification completed	14	13	11	5	18	21	16	10	25	14	14	--	19	11	--
My PIN didn't work.	NA	15	--	NA	8	--	NA	27	--	NA	16	--	NA	11	--
Other	34	29	10	26	22	--	37	26	--	38	28	--	28	39	35

Question Number: Veterans 44

-- None.

Multiple Mention.

Wording change and category added in 2003.

NA Not Asked.

TABLE A-48, continued
What specifically did you find to be difficult about verifying your enrollment when you used VA's automated phone system?

Base: Found something difficult when using automated phone system.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	139	106	39	26	34	12	53	19	12	29	26	6	31	27	9
Telephone number was frequently busy	72	50	61	77	62	80	67	49	40	74	44	79	74	54	45
System didn't have my VA record	18	31	43	25	47	51	14	9	82	16	29	14	19	35	22
Call was disconnected before verification completed	14	14	11	6	20	20	16	13	23	13	12	--	21	13	--
My PIN didn't work.	NA	14	3	NA	9	8	NA	23	2	NA	14	--	NA	11	--
Other	34	32	12	29	27	--	36	28	6	39	34	8	28	37	33

Question Number: Veterans 44

-- None.

NA Not Asked.

Multiple Mention.

Wording change and category added in 2003.

TABLE A-49

Have you used VA's Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov to verify your enrollment for your recent claim?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	934	748	456	185	206	114	250	171	114	252	165	114	247	206	114
Yes	40	46	51	35	47	61	42	36	50	38	52	46	46	43	48
No	60	54	49	65	53	39	58	64	50	62	48	54	54	57	52
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,210	885	540	282	216	121	304	210	146	303	233	128	321	226	145
Yes	56	58	61	47	61	57	57	59	56	59	56	64	59	56	66
No	44	42	39	53	39	43	43	41	44	41	44	36	41	44	34
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,144	1,633	996	467	422	235	554	381	260	555	398	242	568	432	259
Yes	54	56	57	46	59	55	54	56	61	56	56	64	57	54	60
No	46	44	43	54	41	45	46	44	39	44	44	36	43	46	40
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Veterans 45

Wording change in 2003

TABLE A-50

Did you find anything to be difficult about using VA's Web Automated Verification of Enrollment (WAVE) to verify your enrollment?

Base: Used WAVE to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	379	342	227	65	101	63	104	70	58	96	84	51	114	87	55
Yes	16	10	11	26	13	21	12	15	15	15	5	2	12	16	9
No	84	90	89	74	87	79	88	85	85	85	95	98	88	84	91
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	674	508	321	133	122	68	173	123	79	178	132	81	190	131	93
Yes	13	9	12	12	6	7	12	11	11	15	8	13	11	12	13
No	87	91	88	88	94	93	88	89	89	85	92	87	89	88	87
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	1,053	850	548	198	223	131	277	193	137	274	216	132	304	218	148
Yes	13	9	12	14	6	9	12	11	12	15	7	12	11	12	13
No	87	91	88	86	94	91	88	89	88	85	93	88	89	88	87
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Veterans 46

Wording changes in 2003

TABLE A-51
What specifically did you find to be difficult about using VA's Web Automated Verification of Enrollment (WAVE) to verify your enrollment?

Base: Found something difficult when using WAVE to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
Original Claims																
<i>Unweighted N</i>	57	55	28	17	18	13	12	11	9	14	12	1	14	14	5	
Unable to log-on to verification website	26	46	17	42	54	27	--	43	6	36	41	--	8	46	22	
Information on VA Internet website form is confusing	33	23	20	29	21	9	42	28	30	21	14	--	51	33	41	
Information on VA Internet website form is inaccurate	8	9	16	18	2	9	8	19	6	--	5	100	--	12	19	
System didn't have my record	12	8	14	12	12	19	8	13	17	15	--	--	15	9	--	
Not sure if Internet verification was completed successfully	43	26	48	29	10	41	34	9	41	57	45	100	57	36	59	
Couldn't remember my PIN	7	19	9	6	10	13	8	28	--	8	27	--	8	9	22	
System wouldn't accept my PIN	11	12	4	12	21	8	8	15	--	14	5	--	8	9	--	
Other	23	26	35	23	12	15	34	59	36	21	14	--	14	26	22	

Question Number: Veterans 47

-- None
 Multiple mention.
 Wording change in 2003.

TABLE A-51, continued

What specifically did you find to be difficult about using VA's Web Automated Verification of Enrollment (WAVE) to verify your enrollment?

Base: Found something difficult when using WAVE to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Supplemental Claims															
<i>Unweighted N</i>	83	64	36	15	15	5	22	19	9	25	13	10	21	17	12
Unable to log-on to verification website	29	40	15	27	41	--	31	45	21	19	54	16	53	19	17
Information on VA Internet website form is confusing	22	10	33	20	2	72	28	18	42	15	6	13	33	15	50
Information on VA Internet website form is inaccurate	10	10	11	7	2	56	9	3	21	13	25	--	9	8	5
System didn't have my record	6	14	8	7	10	8	4	3	--	4	25	3	15	16	22
Not sure if Internet verification was completed successfully	50	29	40	47	10	72	56	33	37	45	28	42	58	47	24
Couldn't remember my PIN	20	16	19	33	21	28	18	11	--	11	18	26	29	12	12
System wouldn't accept my PIN	15	12	16	7	15	36	27	32	--	4	18	13	34	12	24
Other	21	34	13	20	44	--	31	26	5	21	30	19	14	35	12

Question Number: Veterans 47

-- None
 Multiple mention.
 Wording change in 2003.

TABLE A-51, continued
What specifically did you find to be difficult about using VA's Web Automated Verification of Enrollment to verify your enrollment?

Base: Found something difficult when using WAVE to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	140	119	64	32	33	18	34	30	18	39	25	11	35	31	17
Unable to log-on to verification website	29	41	15	30	43	9	27	44	18	21	52	16	47	22	15
Information on VA Internet website form is confusing	23	12	32	22	5	52	30	19	40	16	7	13	35	17	32
Information on VA Internet website form is inaccurate	10	10	12	9	2	41	9	5	18	12	22	2	8	8	12
System didn't have my record	7	13	8	8	11	12	5	4	4	5	21	3	15	15	8
Not sure if Internet verification was completed successfully	49	29	41	43	10	62	53	29	38	46	30	43	58	45	41
Couldn't remember my PIN	18	16	18	27	19	23	16	14	--	11	19	25	26	11	18
System wouldn't accept my PIN	14	12	15	8	16	27	24	4	--	5	16	13	31	11	15
Other	22	33	16	21	39	15	31	31	12	21	28	19	14	34	16

Question Number: Veterans 47

-- None
 Multiple mention.
 Wording change in 2003.

TABLE A-52
Have you phoned 1-888-GI-BILL-1 [1-888-442-4551] and spoken
to a counselor to verify your enrollment for your recent claim?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Original Claims															
<i>Unweighted N</i>	926	747	456	183	205	114	247	171	114	252	166	114	244	205	114
Yes	29	27	22	33	24	27	25	23	24	30	28	18	31	30	20
No	71	73	78	67	76	73	75	77	76	70	72	82	69	70	80
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,201	884	539	279	216	121	301	210	146	302	233	127	319	225	145
Yes	44	26	25	42	24	28	41	22	23	45	34	27	45	18	21
No	56	74	75	58	76	72	59	78	77	55	66	73	55	82	79
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,127	1,631	995	462	421	235	548	381	260	554	399	241	563	430	259
Yes	42	26	25	41	24	28	38	22	23	43	33	26	43	19	21
No	58	74	75	59	76	72	62	78	77	57	67	74	57	81	79
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Veterans 48

Wording change in 2003.

TABLE A-53
Why did you speak to a counselor to verify your enrollment?

Base: Spoke to a counselor to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
Original Claims																
<i>Unweighted N</i>	158	177	95	35	48	27	42	36	24	50	37	21	31	56	23	
Experienced difficulty with telephone verification when I called 1-877-823-2378	16	15	16	9	23	22	22	16	8	15	13	24	18	10	8	
Experienced difficulty with Internet verification on VA's website	8	10	8	9	14	6	10	13	8	6	6	3	9	14	21	
System didn't have my record	7	14	25	14	28	48	7	17	15	4	7	22	3	13	14	
My PIN didn't work	1	9	9	3	15	6	2	2	6	--	7	16	--	12	8	
Don't have access to the Internet	11	5	4	14	--	4	5	23	--	14	1	9	10	2	--	
In general, rather speak to a person	77	47	38	77	47	39	71	54	33	76	42	32	88	49	53	
Believe I'll get paid faster	13	7	7	12	1	9	24	12	8	8	11	7	7	--	5	
Don't trust automated systems	29	7	5	31	1	11	35	15	--	22	6	7	29	7	--	
Not sure if automated verification was completed successfully	25	27	24	29	18	6	19	29	35	27	34	22	23	22	34	
Other	8	20	18	9	14	15	10	15	20	8	27	22	6	17	8	

Question Number: Veterans 49

Multiple Mention.

-- None.

Wording change in 2003.

TABLE A-53, continued
Why did you speak to a counselor to verify your enrollment?

Base: Spoke to a counselor to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Supplemental Claims															
<i>Unweighted N</i>	114	198	128	31	54	30	24	45	33	33	65	34	26	34	31
Experienced difficulty with telephone verification when I called 1-877-823-2378	25	17	13	20	19	19	21	16	15	33	14	8	15	22	17
Experienced difficulty with Internet verification on VA's website	12	17	12	3	19	10	17	19	14	15	16	9	12	12	17
System didn't have my record	9	13	20	10	16	30	--	14	15	12	12	19	8	10	16
My PIN didn't work	4	4	5	3	7	8	--	4	6	6	3	4	4	3	2
Don't have access to the Internet	6	4	3	7	4	--	12	4	4	3	4	4	4	5	--
In general, rather speak to a person	71	37	34	68	35	28	81	28	32	70	39	39	69	41	31
Believe I'll get paid faster	22	9	8	16	5	8	27	3	10	30	14	6	8	5	11
Don't trust automated systems	23	6	5	16	11	13	26	4	1	33	4	5	8	7	--
Not sure if automated verification was completed successfully	29	21	30	23	37	35	28	13	29	33	17	24	26	24	41
Other	11	22	20	9	16	13	4	21	18	15	26	25	12	18	19

Question Number: Veterans 49

Multiple Mention.

-- None.

Wording change in 2003.

TABLE A-53, continued
Why did you speak to a counselor to verify your enrollment?

Base: Spoke to a counselor to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	272	375	223	66	102	57	66	81	57	83	102	55	57	90	54
Experienced difficulty with telephone verification when I called 1-877-823-2378	22	16	14	17	19	20	21	16	14	29	14	10	16	20	16
Experienced difficulty with Internet verification on VA's website	11	16	11	4	18	9	15	18	13	13	15	9	11	12	17
System didn't have my record	8	13	21	11	17	33	2	14	15	10	12	19	7	11	16
My PIN didn't work	3	4	5	3	8	8	1	4	6	5	3	5	3	5	3
Don't have access to the Internet	7	4	3	9	4	1	10	7	3	5	4	5	5	4	--
In general, rather speak to a person	72	38	34	70	36	29	78	32	32	71	40	39	73	43	34
Believe I'll get paid faster	20	9	8	15	5	9	26	5	9	25	14	6	7	4	10
Don't trust automated systems	25	6	5	20	10	12	29	6	1	31	4	5	12	7	--
Not sure if automated verification was completed successfully	28	22	29	24	35	31	26	15	30	32	19	24	26	23	40
Other	10	22	20	9	16	13	6	20	18	14	26	25	11	18	18

Question Number: Veterans 49

Multiple Mention.

-- None.

Wording change in 2003.

TABLE A-54
Which method did you use most often when verifying your enrollment?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>		724	431		199	109		162	106		163	107		200	109
Phone VA's automated phone system at 1-877-823-2378		49	48		51	47		56	45		43	49		54	51
The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov		42	45		38	46		34	45		50	45		38	42
Speak to a counselor at 1-888-GI-BILL-1 [1-888-442-4551]		9	7		11	6		10	10		7	6		8	7
Total		100	100		100	99		100	100		100	100		100	100
Supplemental Claims															
<i>Unweighted N</i>		856	530		209	118		200	141		228	128		219	143
Phone VA's automated phone system at 1-877-823-2378		50	43		56	48		45	41		48	45		55	39
The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov		46	51		40	43		53	53		46	50		42	58
Speak to a counselor at 1-888-GI-BILL-1 [1-888-442-4551]		4	5		3	9		2	6		6	5		3	3
Total		100	99		99	100		100	100		100	100		100	100

Question Number: Veterans 50

Sum may not add to 100% due to rounding.

TABLE A-54, continued
Which method did you use most often when verifying your enrollment?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
All Claims																
<i>Unweighted N</i>		1,580	961		408	227		362	247		391	235		419	252	
Phone VA's automated phone system at 1-877-823-2378		50	44		56	48		46	41		47	46		55	40	
The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov		45	50		40	43		51	52		47	50		42	56	
Speak to a counselor at 1-888-GI-BILL-1 [1-888-442-4551]		5	6		4	9		3	7		6	5		3	3	
Total		100	100		100	100		100	100		100	101		100	99	

Question Number: Veterans 50

Sum may not add to 100% due to rounding.

TABLE A-55
From the time your application was submitted to VA, how long did it take to get your first check?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,130	1,370	989	260	366	259	280	322	243	295	310	242	295	372	245
1 week	1	5	4	1	3	2	2	7	6	1	6	4	2	5	4
2 weeks	5	6	11	3	5	9	6	8	11	6	4	12	5	10	10
3 weeks	6	8	6	5	5	4	7	9	6	5	11	8	6	6	7
4 weeks	10	16	17	12	12	11	8	21	19	12	16	18	10	14	19
5 weeks	7	7	8	6	9	7	9	2	10	7	8	8	9	7	10
6 weeks	12	11	13	12	8	15	12	11	11	12	11	14	14	15	14
7 weeks	6	6	5	8	5	3	4	6	6	5	6	4	6	7	7
8 weeks	15	17	16	13	21	18	17	13	12	15	19	17	14	15	14
9 weeks	5	4	2	5	5	4	4	5	3	5	3	1	4	3	1
10 weeks	8	6	7	9	7	11	10	3	4	7	6	6	8	7	5
11 weeks	2	1	1	3	1	3	2	1	*	2	1	*	1	*	--
12 weeks	7	5	3	7	7	4	6	4	4	7	5	2	7	3	1
13 or more weeks	15	8	8	17	12	9	14	11	8	14	4	6	14	9	10
TOTAL	99	100	101	101	100	100	101	101	100	98	100	100	100	101	102

Question Number: Dependents 35/Veterans 51

* Less than 0.5%.

-- None.

Sum may not add to 100% due to rounding.

TABLE A-55, continued
From the time your application was submitted to VA, how long did it take to
get your first check?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
Supplemental Claims																
<i>Unweighted N</i>	1,339	1,436	1,017	328	355	233	319	355	264	335	385	252	357	341	268	
1 week	2	7	6	1	8	1	3	6	8	2	6	7	1	9	8	
2 weeks	5	11	8	4	4	7	6	10	8	4	12	5	5	16	12	
3 weeks	5	9	9	5	9	8	3	4	10	7	13	9	6	6	9	
4 weeks	14	18	24	11	14	19	13	18	19	14	21	29	17	15	24	
5 weeks	7	10	7	8	6	6	4	9	4	7	12	9	8	11	7	
6 weeks	14	14	14	14	17	19	15	18	11	14	12	16	15	13	8	
7 weeks	4	3	4	4	3	4	3	3	5	5	3	4	5	3	3	
8 weeks	19	12	12	19	14	17	15	11	14	21	10	8	18	14	14	
9 weeks	4	3	1	4	3	1	4	3	2	4	3	*	2	2	3	
10 weeks	8	3	5	9	5	3	11	5	9	7	2	6	7	3	2	
11 weeks	1	*		2	2	1	*	--	*	1	*	1	1	--	*	
12 weeks	5	4	8	6	7	4	5	5	4	3	2	1	7	2	2	
13 or more weeks	13	7	3	14	8	10	19	8	7	10	5	3	10	7	6	
TOTAL	101	101	101	101	100	100	101	100	101	99	101	98	102	101	98	

Question Number: Dependents 35/Veterans 51

* Less than 0.5%.

-- None.

Sum may not add to 100% due to rounding.

TABLE A-55, continued
From the time your application was submitted to VA, how long did it take to
get your first check?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	2,469	2,806	2,006	588	721	492	599	677	507	630	695	494	652	713	513
1 week	2	7	6	1	7	1	3	6	7	2	6	7	1	8	8
2 weeks	5	10	8	4	4	7	6	9	9	5	11	6	5	15	12
3 weeks	6	9	9	5	8	7	4	5	9	6	12	9	6	6	9
4 weeks	13	17	23	11	14	18	12	18	19	14	20	28	16	15	23
5 weeks	7	10	7	8	7	6	5	8	5	7	12	8	8	10	7
6 weeks	14	14	14	13	16	18	14	17	11	14	12	16	15	13	9
7 weeks	5	3	4	5	3	4	3	4	5	5	3	4	5	3	4
8 weeks	18	12	13	18	15	17	15	11	14	20	11	10	18	14	14
9 weeks	4	3	1	4	3	2	4	3	2	4	3	*	2	2	3
10 weeks	8	4	5	9	6	4	11	5	8	7	3	6	7	3	3
11 weeks	1	1	1	2	2	1	1	*	*	1	*	1	1	*	*
12 weeks	5	4	3	6	7	4	5	5	4	4	2	1	7	2	2
13 or more weeks	13	7	6	15	8	10	18	9	7	11	5	4	10	7	7
TOTAL	101	101	100	101	100	99	101	100	100	100	100	100	101	98	101

Question Number: Dependents 35/Veterans 51

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-56
From the time your application was submitted to VA, how long do you think
is REASONABLE for you to receive your first check?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
Original Claims																
<i>Unweighted N</i>	1,150	1,389	1,005	264	369	263	284	327	249	305	316	247	297	377	246	
1 week	5	8	8	3	5	7	4	9	10	6	9	7	8	7	7	
2 weeks	15	20	21	15	15	16	16	20	21	16	25	24	10	16	21	
3 weeks	12	12	12	10	10	11	12	10	12	12	12	11	15	15	16	
4 weeks	31	33	37	33	34	32	29	32	38	30	32	41	31	35	34	
5 weeks	8	4	5	10	5	5	7	5	7	6	2	5	10	5	4	
6 weeks	14	13	10	12	18	20	16	17	7	17	11	7	12	10	9	
7 weeks	1	1	*	3	1	*	1	1	*	1	*	1	2	2	1	
8 weeks	9	7	5	9	8	7	11	5	4	8	7	3	9	7	7	
9 weeks	1	*	*	*	*	--	1	*	*	1	--	--	2	--	*	
10 weeks	2	1	1	3	1	*	2	*	1	2	*	1	1	2	*	
11 weeks	*	*	--	--	*	--	--	*	--	*	*	--	--	--	--	
12 weeks	1	1	*	--	1	1	1	*	*	1	*	*	1	1	*	
13 or more weeks	1	*	*	*	1	*	*	1	*	1	*	*	1	1	*	
TOTAL	100	100	99	98	99	99	100	100	100	101	98	100	102	101	99	

Question Number: Dependents 36/Veterans 52

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

Wording change in 2003.

TABLE A-56, continued
From the time your application was submitted to VA, how long do you think
is REASONABLE for you to receive your first check?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Supplemental Claims															
<i>Unweighted N</i>	1,391	1,485	1,029	334	361	232	342	369	270	351	400	258	364	355	269
1 week	6	11	8	6	9	6	7	5	7	6	15	10	5	13	8
2 weeks	16	22	23	14	19	19	13	23	19	18	21	25	17	28	28
3 weeks	11	14	15	11	17	18	13	12	13	9	15	14	11	11	15
4 weeks	37	32	32	39	38	36	34	34	33	37	32	31	36	24	29
5 weeks	6	4	5	6	2	6	6	5	5	6	4	6	7	5	5
6 weeks	13	10	11	13	9	10	15	16	12	13	7	13	12	11	11
7 weeks	1	1	*	1	1	*	1	1	*	1	1	*	1	1	1
8 weeks	7	4	3	7	3	4	7	3	6	8	4	2	8	4	3
9 weeks	1	*	--	1	*	--	1	--	--	1	1	--	*	1	--
10 weeks	2	1	*	2	1	*	4	1	1	2	*	*	2	2	--
11 weeks	*	--	--	--	--	--	--	--	--	--	--	--	*	--	--
12 weeks	*	1	*	*	1	*	--	*	2	*	*	--	1	1	--
13 or more weeks	*	*	*	*	*	--	1	*	*	*	*	*	*	*	*
TOTAL	100	100	97	100	100	99	102	100	98	101	100	101	100	101	100

Question Number: Dependents 36/Veterans 52

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

Wording change in 2003.

TABLE A-56, continued
From the time your application was submitted to VA, how long do you think
is REASONABLE for you to receive your first check?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
	2002 %	2003 %	2004 %	Atlanta			Buffalo			Muskogee			St. Louis			
				2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
All Claims																
<i>Unweighted N</i>	2,541	2,874	2,034	598	730	495	626	696	519	656	716	505	661	732	515	
1 week	6	11	8	5	9	6	6	6	8	6	14	10	5	12	8	
2 weeks	16	22	23	14	18	19	14	22	19	18	22	25	16	26	27	
3 weeks	11	14	15	11	16	17	13	12	13	9	15	14	12	11	15	
4 weeks	36	32	33	38	37	35	33	34	34	36	32	33	35	25	30	
5 weeks	7	4	5	7	2	6	6	5	6	6	4	6	7	5	4	
6 weeks	13	10	11	13	10	11	15	16	11	13	7	11	12	11	11	
7 weeks	1	1	*	1	1	*	1	1	*	1	1	*	1	1	1	
8 weeks	8	4	3	7	4	4	7	3	6	8	5	2	8	5	3	
9 weeks	1	*	*	1	*	--	1	*	*	1	1	--	*	*	*	
10 weeks	2	1	*	2	1	*	4	1	1	2	*	*	1	2	*	
11 weeks	*	*	--	--	*	--	--	*	--	*	*	--	*	--	--	
12 weeks	*	1	*	*	1	*	*	*	1	*	*	*	1	1	*	
13 or more weeks	*	*	*	*	*	*	1	*	*	*	*	8	*	*	*	
TOTAL	101	100	98	99	99	98	101	100	99	100	101	109	98	99	99	

Question Number: Dependents 36/Veterans 52

-- None.

* Less than 0.5%.

Sum may not add to 100% due to rounding.

Wording change in 2003.

TABLE A-57
Did you find anything to be difficult about the benefit payment process?

Base: All beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,177	1,408	1,022	267	374	262	294	330	261	311	315	249	305	389	250
Yes	23	20	20	26	23	30	21	20	20	22	18	16	23	21	18
No	70	74	72	67	73	63	72	75	69	71	74	76	70	72	76
Don't know	7	6	8	7	4	7	8	5	11	7	8	8	7	7	6
TOTAL	100	100	100	100	100	100	101	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,416	1,514	1,046	337	370	235	348	375	277	358	407	258	373	362	276
Yes	21	14	19	21	15	19	20	13	22	22	12	18	18	16	19
No	75	82	75	74	80	72	75	83	73	74	84	77	80	79	77
Don't know	4	4	6	5	5	9	5	4	5	4	4	6	3	5	4
TOTAL	100	100	100	100	100	100	100	100	100	100	100	101	101	100	100
All Claims															
<i>Unweighted N</i>	2,593	2,922	2,068	604	744	497	642	705	538	669	722	507	678	751	526
Yes	21	14	19	22	16	20	20	14	21	22	13	18	18	16	19
No	74	81	75	73	79	71	75	82	72	74	82	77	78	78	77
Don't know	5	5	6	6	5	9	6	4	6	4	4	6	3	6	4
TOTAL	100	100	100	101	100	100	101	100	99	100	99	101	99	100	100

Question Number: Dependents 37/Veterans 53

Sum may not add to 100% due to rounding.
Wording changes in 2003.

TABLE A-58

What specifically did you find to be difficult about the benefit payment process?

Base: Found something to be difficult.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	266	348	225	69	106	72	55	73	58	69	72	44	73	97	51
Payments didn't arrive when needed	62	52	54	75	58	67	54	60	47	59	43	49	56	54	52
Payments didn't arrive at the same time each month	33	25	20	28	34	19	44	34	18	28	17	13	34	19	33
Have had to contact VA (in addition to enrollment verification) to get payment	34	34	42	31	29	43	37	33	51	33	33	39	36	43	33
No explanation of the amount	35	33	40	32	34	42	38	36	40	38	30	48	32	37	24
No access to direct deposit	6	11	12	6	14	8	4	6	8	5	11	18	12	12	13
Problem with direct deposit	6	2	4	3	1	*	7	2	2	7	3	8	6	3	4
Supplemental Claims															
<i>Unweighted N</i>	289	313	241	74	91	54	69	61	67	80	77	58	66	84	62
Payments didn't arrive when needed	63	52	55	61	53	58	67	63	62	65	50	51	55	43	52
Payments didn't arrive at the same time each month	43	35	35	40	44	38	36	35	25	48	28	39	42	35	33
Have had to contact VA (in addition to enrollment verification) to get payment	34	39	48	37	45	60	45	34	61	29	41	35	30	33	47
No explanation of the amount	33	29	28	28	11	22	26	21	35	35	35	24	43	44	33
No access to direct deposit	9	11	10	12	13	11	12	9	8	6	11	9	6	11	11
Problem with direct deposit	2	4	4	1	2	2	3	1	4	1	5	5	2	7	4

Question Number: Dependents 38/Veterans 54

* Less than 0.5%.

Multiple mentions.

Wording changes in 2003

TABLE A-58, continued

What specifically did you find to be difficult about the benefit payment process?

Base: Found something to be difficult.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	555	661	466	143	197	126	124	134	125	149	149	102	139	181	113
Payments didn't arrive when needed	62	52	55	64	54	59	65	63	60	64	49	51	55	45	52
Payments didn't arrive at the same time each month	41	33	32	38	42	34	37	35	24	45	26	36	41	32	33
Have had to contact VA (in addition to enrollment verification) to get payment	34	38	47	36	42	57	44	33	59	30	39	35	31	34	45
No explanation of the amount	33	30	30	29	14	26	28	24	36	35	34	27	41	43	32
No access to direct deposit	8	11	10	11	13	10	10	9	8	6	11	10	7	11	11
Problem with direct deposit	2	4	4	2	2	1	4	1	4	2	5	5	2	6	4

Question Number: Dependents 38/Veterans 54

Multiple mentions.

Wording changes in 2003.

TABLE A-59
Have you received an inaccurate payment on your claim?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,163	1,394	1,014	263	369	254	295	327	260	302	313	251	303	385	249
Yes	12	11	12	14	12	21	9	9	12	12	10	7	11	11	13
No	88	89	88	86	88	79	91	91	88	88	90	93	89	89	87
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,411	1,493	1,031	335	367	231	351	373	270	356	397	255	369	356	275
Yes	21	12	16	27	14	22	17	12	12	20	11	18	17	11	11
No	79	88	84	73	86	78	83	88	88	80	89	82	83	89	89
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,574	2,887	2,045	598	736	485	646	700	530	658	710	506	672	741	524
Yes	19	12	16	25	14	22	16	12	12	19	11	17	16	11	12
No	81	88	84	75	86	78	84	88	88	81	89	83	84	89	88
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 39/Veterans 55

Sum does not add to 100% due to rounding.
 Wording change in 2003

TABLE A-60
Was the inaccuracy resolved in a timely manner?

Base: Received an inaccurate payment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	122	175	101	32	57	34	24	36	23	34	38	16	32	44	28
Yes	43	58	51	54	39	46	34	59	73	37	71	34	44	54	53
No	57	42	49	46	61	54	66	41	27	63	29	66	56	46	47
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	283	223	140	88	69	38	61	46	27	72	53	40	62	55	35
Yes	62	58	58	59	56	51	65	58	61	64	60	59	56	55	64
No	38	42	42	41	44	49	35	42	39	36	40	41	44	45	36
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	405	398	241	120	126	72	85	82	50	106	91	56	94	99	63
Yes	60	58	57	59	54	50	62	58	63	62	61	57	55	55	63
No	40	42	43	41	46	50	38	42	37	38	39	43	45	45	37
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 40/Veterans 56

TABLE A-61
For your recent claim, have you had to borrow or pay out-of-pocket expenses in order to enroll or stay in school because VA didn't complete your paperwork on time?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,172	1,394	1,015	266	369	258	296	326	256	308	311	253	302	388	248
Yes	43	37	37	43	42	43	41	33	33	45	40	41	44	32	31
No	57	63	63	57	58	57	59	67	67	55	60	59	56	68	69
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,416	1,498	1,039	173	368	234	196	370	274	187	402	255	371	358	276
Yes	46	30	35	48	32	42	44	32	32	47	29	36	43	29	29
No	54	70	65	52	68	58	56	68	68	53	71	64	57	71	71
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,588	2,892	2,054	604	737	492	647	696	530	664	713	508	673	746	524
Yes	46	31	35	47	33	42	43	32	32	47	31	37	44	29	30
No	54	69	65	53	67	58	57	68	68	53	69	63	56	71	70
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 41/Veterans 57

Wording change in 2003.

TABLE A-62
For your recent claim, have you had to delay enrollment because
VA didn't complete your paperwork on time?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
	2002 %	2003 %	2004 %	Atlanta			Buffalo			Muskogee			St. Louis			
				2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	
Original Claims																
<i>Unweighted N</i>	1,173	1,393	1,009	266	368	256	298	325	256	307	313	250	302	387	247	
Yes	8	6	8	8	7	7	8	5	5	10	7	11	7	5	4	
No	92	94	92	92	93	93	92	95	95	90	93	89	93	95	96	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
Supplemental Claims																
<i>Unweighted N</i>	1,417	1,499	1,034	339	364	234	351	372	272	357	403	254	370	358	274	
Yes	9	6	6	9	6	8	6	5	9	11	9	3	7	29	7	
No	91	94	94	91	94	92	94	95	91	89	91	97	93	71	93	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
All Claims																
<i>Unweighted N</i>	2,590	2,892	2,043	605	732	490	649	697	528	664	716	504	672	747	521	
Yes	9	6	6	9	6	8	7	5	9	11	9	4	7	3	6	
No	91	94	94	91	94	92	93	95	91	89	91	96	93	97	94	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	

Question Number: Dependents 42/Veterans 58

Wording change in 2003.

TABLE A-63
All things considered, how satisfied are you with the way VA has handled your education benefits claim?

Base: All education beneficiaries

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,182	1,417	1,025	268	375	261	297	333	261	311	318	252	306	391	251
Very satisfied	43	50	45	42	43	44	44	47	46	43	53	44	41	53	47
Somewhat satisfied	39	35	37	39	39	32	38	39	36	39	32	41	43	31	35
Neither satisfied nor dissatisfied	10	8	9	11	9	8	9	5	7	11	9	10	7	9	10
Somewhat dissatisfied	6	5	5	6	6	12	7	6	5	4	4	2	7	5	5
Very dissatisfied	2	2	4	2	4	4	2	3	5	2	1	3	2	2	3
TOTAL	100	100	100	100	101	100	100	100	99	99	99	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,425	1,512	1,045	338	368	233	355	377	277	359	407	257	373	360	278
Very satisfied	49	58	56	49	51	47	46	57	59	52	62	56	48	58	60
Somewhat satisfied	38	31	31	38	36	34	40	34	28	37	28	31	40	31	29
Neither satisfied nor dissatisfied	6	6	7	5	6	8	8	5	5	6	6	8	7	6	5
Somewhat dissatisfied	5	4	5	6	4	7	4	3	6	5	4	3	3	5	4
Very dissatisfied	1	1	3	1	2	4	2	1	2	1	1	2	2	*	2
TOTAL	99	100	102	99	99	100	100	100	100	101	101	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,607	2,929	2,070	606	743	494	652	710	538	670	725	509	679	751	529
Very satisfied	48	57	54	48	50	46	46	55	57	51	61	55	47	57	58
Somewhat satisfied	39	32	31	39	37	34	39	34	29	37	28	32	40	31	30
Neither satisfied nor dissatisfied	7	6	7	6	7	8	8	5	5	6	6	8	7	7	6
Somewhat dissatisfied	5	4	5	6	4	8	5	4	6	5	4	3	4	5	4
Very dissatisfied	1	1	3	1	2	4	2	1	3	1	1	2	2	*	2
TOTAL	100	100	100	100	100	100	100	99	100	100	100	100	100	100	100

Sum may not add to 100% due to rounding.

Question Number: Dependents 43/Veterans 59

* Less than 0.5%.

TABLE A-64
Do you plan to use all of your benefits for this education program?

Base: All education beneficiaries

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,183	1,413	1,022	267	375	259	298	332	261	313	317	251	305	389	251
Yes	68	73	70	65	73	69	68	75	70	68	72	69	73	74	74
No	7	7	7	10	6	10	7	5	7	6	8	5	7	9	5
Not sure	24	20	23	25	21	22	25	20	23	26	20	26	20	17	21
TOTAL	99	100	100	100	100	101	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,424	1,513	1,040	340	369	234	353	377	274	358	407	256	373	360	276
Yes	78	77	76	79	78	77	73	74	79	81	78	75	74	79	77
No	5	8	7	5	7	6	10	8	5	3	9	8	7	6	9
Not sure	17	15	16	17	15	18	17	18	16	16	13	17	19	15	15
TOTAL	100	100	99	101	100	101	100	100	100	100	100	100	100	100	101
All Claims															
<i>Unweighted N</i>	2,607	2,926	2,062	607	744	493	651	709	535	671	724	507	678	749	527
Yes	76	77	75	77	77	76	72	74	77	80	77	74	74	79	76
No	6	8	7	5	7	6	9	8	6	4	9	8	7	6	8
Not sure	18	15	17	18	16	18	19	18	17	17	14	18	19	15	15
TOTAL	100	100	99	100	100	100	100	100	100	101	100	100	100	100	99

Question Number: Dependents 44/Veterans 60

Sum may not add to 100% due to rounding.

TABLE A-65
What is your gender?

Base: All education beneficiaries

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,190	1,418	1,025	270	376	260	300	334	262	313	318	252	307	390	251
Male	70	68	69	61	63	67	75	67	76	71	72	66	74	66	69
Female	30	32	31	39	36	33	25	32	24	29	28	34	26	34	31
TOTAL	100	100	100	100	99	100	100	99	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,420	1,516	1,042	340	372	236	350	376	274	357	407	254	373	361	278
Male	70	66	68	68	64	64	66	66	74	71	67	66	74	64	70
Female	30	34	32	32	36	36	34	34	26	29	33	34	26	36	30
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,610	2,934	2,067	610	748	496	650	710	536	670	725	506	680	751	529
Male	70	66	68	67	61	64	68	67	74	71	67	66	74	64	70
Female	30	34	32	33	36	36	32	33	26	29	33	34	26	36	30
TOTAL	100	100	100	100	97	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 45/Veterans 61

Sum does not add to 100% due to rounding.

TABLE A-66
What is your current age?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,187	1,418	1,024	270	376	261	300	334	262	312	318	250	305	390	251
19 years old or younger	12	13	9	14	16	13	12	12	7	10	11	9	11	15	9
20 to 24 years old	34	31	27	22	26	20	33	30	25	35	30	26	47	39	37
25 to 29 years old	25	24	27	24	21	15	27	24	32	26	27	31	21	17	25
30 to 34 years old	15	16	13	19	16	13	14	17	16	14	16	10	13	14	14
35 to 39 years old	5	7	7	6	6	12	6	10	6	6	7	7	4	5	5
40 to 49 years old	7	7	12	11	10	15	6	5	9	6	5	14	4	9	7
50 or older	2	3	5	3	5	10	2	2	5	3	3	3	1	1	3
TOTAL	100	101	100	99	100	98	100	100	100	100	99	100	101	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,426	1,516	1,039	340	372	235	354	376	273	358	407	253	374	361	278
19 years old or younger	2	2	1	4	2	1	1	2	1	2	2	1	2	2	1
20 to 24 years old	25	26	19	25	23	18	25	26	24	23	22	16	32	35	24
25 to 29 years old	33	32	29	32	34	18	34	33	26	36	30	35	28	33	29
30 to 34 years old	20	20	22	17	21	22	18	22	22	21	21	23	22	17	22
35 to 39 years old	6	7	11	5	5	16	8	8	12	6	8	9	5	6	11
40 to 49 years old	10	9	10	5	11	15	10	6	11	8	12	9	9	5	7
50 or older	4	4	7	13	4	10	3	3	4	5	5	7	3	2	5
TOTAL	100	100	99	101	100	100	99	100	100	101	100	100	101	100	99

Question Number: Dependents 46/Veterans 62

Sum may not add to 100% due to rounding.

TABLE A-66, continued
What is your current age?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	2,613	2,934	2,063	610	748	496	654	710	535	670	725	503	679	751	529
19 years old or younger	4	3	2	5	4	3	3	4	2	3	3	2	3	4	2
20 to 24 years old	27	26	20	24	24	19	27	26	24	24	23	17	34	35	26
25 to 29 years old	32	31	28	31	33	17	33	32	27	34	29	35	27	31	29
30 to 34 years old	19	20	21	17	20	20	17	21	21	20	20	22	21	17	21
35 to 39 years old	6	7	11	5	5	15	7	8	11	6	8	9	5	6	10
40 to 49 years old	9	9	11	13	11	15	9	6	10	8	11	10	9	6	7
50 or older	4	4	6	4	4	10	3	3	4	5	5	6	2	2	5
TOTAL	101	100	99	99	101	99	99	100	99	100	99	101	101	101	100

Question Number: Dependents 46/Veterans 62

Sum may not add to 100% due to rounding.

TABLE A-67
What is your current marital status?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,186	1,415	1,024	269	376	261	299	333	262	313	318	250	305	388	251
Never been married	52	54	48	45	50	47	60	54	53	49	55	40	57	53	56
Married	35	35	40	40	36	42	29	33	33	36	35	47	34	34	36
Separated	2	2	1	2	--	*	3	4	*	3	1	1	2	4	*
Divorced	10	9	10	12	13	8	8	8	13	11	8	10	7	8	8
Widowed	1	1	1	2	1	3	*	1	*	1	*	1	*	*	*
TOTAL	100	101	100	101	100	100	100	100	99	100	99	99	100	99	100
Supplemental Claims															
<i>Unweighted N</i>	1,420	1,509	1,037	338	371	235	352	376	274	357	405	252	373	357	276
Never been married	42	44	39	40	39	30	49	48	45	40	43	38	45	48	43
Married	45	43	49	46	51	55	38	40	45	48	43	49	44	40	48
Separated	2	2	1	2	2	1	1	1	2	2	2	2	*	2	2
Divorced	10	10	10	12	6	12	10	11	8	10	12	11	10	10	7
Widowed	1	1	1	*	1	2	2	*	1	*	1	1	*	*	1
TOTAL	100	100	100	100	99	100	100	100	101	100	101	101	99	100	101
All Claims															
<i>Unweighted N</i>	2,606	2,924	2,061	607	747	496	651	709	536	670	723	502	678	745	527
Never been married	44	45	40	40	40	33	51	49	46	41	45	38	47	48	44
Married	43	42	48	45	49	53	37	39	43	47	42	49	42	40	46
Separated	2	2	1	2	2	1	1	2	1	2	2	1	1	2	1
Divorced	10	10	10	12	7	12	10	11	9	10	11	11	10	10	7
Widowed	1	1	1	1	1	2	2	*	1	1	1	1	*	*	1
TOTAL	100	100	100	100	99	101	101	101	100	101	101	100	100	100	99

Question Number: Dependents 47/Veterans 63

* Less than 0.5%

-- None.

Sum may not add to 100% due to rounding.

TABLE A-68
Aside from the classes you are currently taking, what is the highest level of education you have completed?

Base: All education beneficiaries

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,181	1,400	1,013	269	373	257	299	331	259	310	313	249	303	383	248
Less than high school graduate	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
High school graduate or GED	39	31	24	35	35	22	39	36	31	40	25	20	39	35	25
Some college	51	58	57	52	54	55	50	53	52	49	67	60	52	49	60
College graduate	7	7	11	9	7	11	6	6	12	7	6	12	6	9	6
Some graduate work	1	2	3	2	2	5	2	2	2	1	1	2	1	3	5
Graduate or professional degree	2	2	5	2	2	7	2	2	5	3	*	6	1	4	4
TOTAL	100	100	100	100	100	100	99	99	102	100	99	100	99	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,413	1,505	1,029	335	366	231	354	376	273	353	405	250	371	358	275
Less than high school graduate	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
High school graduate or GED	17	16	12	19	15	14	17	14	14	17	17	11	15	15	8
Some college	64	64	54	63	61	50	61	61	53	64	65	54	68	67	60
College graduate	12	14	23	13	18	27	13	15	25	11	12	20	12	11	21
Some graduate work	3	4	4	1	2	5	3	5	4	5	4	5	3	5	3
Graduate or professional degree	4	3	6	5	4	4	5	5	4	2	2	9	2	2	7
TOTAL	100	101	99	101	100	100	99	100	100	99	100	99	100	100	99

Question Number: Dependents 48/Veterans 64

NA Not Asked

* Less than 0.5%.

Sum does not add to 100% due to rounding.

TABLE A-68, continued
Aside from the classes you are currently taking, what is the highest level of education you have completed?

Base: All education beneficiaries

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
All Claims															
<i>Unweighted N</i>	2,594	2,905	2,042	604	739	488	653	707	532	663	718	499	674	741	523
Less than high school graduate	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
High school graduate or GED	20	18	14	21	18	15	21	17	17	20	18	13	18	18	11
Some college	62	63	55	61	60	50	59	60	53	62	65	55	66	65	60
College graduate	11	13	21	12	17	25	12	14	23	11	11	19	11	11	19
Some graduate work	3	4	4	1	2	5	3	4	4	4	4	5	3	5	4
Graduate or professional degree	3	3	6	4	3	4	5	5	4	2	2	8	2	2	6
TOTAL	99	101	100	99	100	99	100	100	101	99	100	100	100	101	100

Question Number: Dependents 48/Veterans 64

NA Not Asked

Sum does not add to 100% due to rounding.

TABLE A-69
In what type of education program are you currently enrolled?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,145	1,359	964	261	361	249	286	313	240	301	307	242	297	378	233
On-the-job training or apprenticeship program	3	2	3	4	2	1	4	3	7	4	2	2	2	2	3
Certificate/license program	10	8	10	8	10	15	11	8	10	12	7	10	10	9	4
Two-year academic college program	38	36	35	39	37	32	37	40	36	38	35	37	39	34	33
Four-year academic college program	43	48	45	43	47	41	43	44	44	42	52	44	45	47	50
Post-graduate degree program	5	5	8	6	4	12	4	4	3	5	4	7	4	9	10
TOTAL	99	99	101	100	100	101	99	99	100	101	100	100	100	101	100
Supplemental Claims															
<i>Unweighted N</i>	1,387	1,467	962	328	361	218	340	366	255	350	392	232	369	348	257
On-the-job training or apprenticeship program	1	1	3	1	1	2	1	1	4	1	1	3	*	*	3
Certificate/license program	8	7	5	9	8	8	7	6	4	8	9	5	6	5	3
Two-year academic college program	30	29	28	33	34	35	29	27	24	28	27	27	33	32	28
Four-year academic college program	53	54	51	51	48	46	53	54	55	54	56	50	53	55	55
Post-graduate degree program	8	9	13	6	8	10	10	13	14	9	7	15	8	8	11
TOTAL	100	100	100	100	99	101	100	101	101	100	100	100	100	100	100

Question Number: Dependents 49/Veterans 65

* Less than 0.5%.

Sum may not add to 100% due to rounding.

TABLE A-69, continued
In what type of education program are you currently enrolled?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	2,532	2,826	1,926	589	722	467	626	679	495	651	699	474	666	726	490
On-the-job training or apprenticeship program	1	1	3	1	1	2	1	1	4	2	1	2	*	1	3
Certificate/license program	8	8	6	9	8	9	8	6	5	8	9	6	7	6	3
Two-year academic college program	32	30	29	34	35	34	31	29	26	29	28	29	34	32	29
Four-year academic college program	51	53	50	49	48	45	51	53	53	52	55	49	52	54	54
Post-graduate degree program	8	8	12	6	8	10	9	12	12	8	7	14	7	8	11
TOTAL	100	100	100	99	100	100	100	101	100	99	100	100	100	101	100

Question Number: Dependents 49/Veterans 65

* Less than 0.5%.

Sum may not add to 100% due to rounding,

TABLE A-70
Do you have access to the Internet?

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,188	1,408	1,019	269	370	258	299	333	262	314	318	248	306	387	251
Yes	93	95	95	93	97	96	95	92	95	90	95	93	96	95	99
No	7	5	5	7	3	4	5	8	5	10	5	7	4	5	1
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Supplemental Claims															
<i>Unweighted N</i>	1,425	1,508	1,034	339	370	234	355	372	273	358	406	253	373	360	274
Yes	97	97	97	97	96	95	98	98	98	96	97	98	96	98	97
No	3	3	3	3	4	5	2	2	2	4	3	2	4	2	3
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
All Claims															
<i>Unweighted N</i>	2,613	2,916	2,053	608	740	492	654	705	535	672	724	501	679	747	525
Yes	96	97	97	96	96	95	97	97	97	95	97	98	96	98	97
No	4	3	3	4	4	5	3	3	3	5	3	2	4	2	3
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 50/Veterans 66

TABLE A-71
Where do you have access to the Internet?

Base: Have access to the Internet.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
Original Claims															
<i>Unweighted N</i>	1,110	1,356	969	247	367	245	285	316	251	284	299	231	294	374	242
At home	86	87	90	84	88	87	85	86	93	86	86	89	88	89	91
At my place of work	28	30	38	33	34	41	28	32	35	29	28	39	21	27	38
At school	64	66	63	64	55	62	66	63	58	58	70	61	71	70	70
At a friend's or relative's home	39	37	38	38	27	35	43	37	35	33	41	39	44	39	42
At a commercial establishment	4	7	5	3	3	5	5	8	3	4	8	5	4	7	5
At a public library	44	45	39	41	36	42	46	43	32	43	50	39	45	45	47
At a military base or reserve unit	NA	17	19	NA	15	17	NA	19	17	NA	16	20	NA	21	19
Other	1	1	*	1	1	*	1	1	--	1	*	*	1	1	*
Supplemental Claims															
<i>Unweighted N</i>	1,379	1,465	993	328	351	221	345	367	264	346	394	245	360	353	263
At home	87	86	89	89	86	88	86	88	92	88	87	86	87	81	90
At my place of work	38	39	46	35	38	48	37	39	52	39	42	47	41	32	38
At school	71	74	67	71	79	65	72	74	64	68	70	67	76	79	73
At a friend's or relative's home	35	37	39	32	37	32	38	41	38	34	34	41	40	38	43
At a commercial establishment	5	5	8	4	5	3	3	3	8	5	5	10	6	5	7
At a public library	40	45	48	41	45	44	42	44	47	36	43	49	45	49	51
At a military base or reserve unit	NA	14	15	NA	13	18	NA	15	15	NA	14	16	NA	14	13
Other	2	2	1	1	2	1	3	1	3	*	2	1	3	*	1

Question Number: Dependents 51/Veterans 67

-- None.

* Less than 0.5%.

Multiple mention.

TABLE A-71, continued
Where do you have access to the Internet?

Base: Have access to the Internet.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %	2002 %	2003 %	2004 %
All Claims															
<i>Unweighted N</i>	2,489	2,821	1,962	575	718	466	630	683	515	630	693	476	654	727	505
At home	87	86	89	88	87	88	86	88	93	87	87	87	87	82	91
At my place of work	37	38	45	34	37	47	35	38	49	38	41	46	38	31	38
At school	70	73	67	70	76	64	71	73	63	66	70	66	75	78	72
At a friend's or relative's home	36	37	39	33	36	32	39	41	38	34	35	41	41	38	43
At a commercial establishment	5	5	7	4	4	4	4	4	7	5	5	10	5	5	7
At a public library	41	45	47	41	44	43	43	44	44	37	44	48	45	48	50
At a military base or reserve unit	NA	14	16	NA	13	18	NA	15	16	NA	14	16	NA	15	14
Other	2	1	1	1	2	1	3	1	2	*	2	1	3	*	1

Question Number: Dependents 51/Veterans 67

* Less than 0.5%.
 Multiple mention.
 NA Not Asked

Appendix B
Methodology

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METHODOLOGY

Background

For several years, the Surveys and Research Staff, Veterans Benefits Administration (VBA), U.S. Department of Veterans Affairs (VA) has undertaken a long-range project to develop customer satisfaction survey instruments and methodologies to provide customer feedback on the processes associated with the various benefit programs VBA administers. This study focuses on the three primary education benefit programs available to veterans and certain dependents that are administered by VBA. They are:

- Chapter 30, Montgomery GI Bill — Active Duty Educational Assistance Program, available to veterans and individuals currently on active duty;
- Chapter 1606, Montgomery GI Bill — Selected Reserves Educational Assistance Program, available to members of the selected reserve and National Guard; and
- Chapter 35, Survivors' and Dependents' Educational Assistance Program, available to dependents and certain veterans.

While applications for education benefits may be submitted to any of the 58 VA Regional Offices (RO), they are processed at four of these offices: Atlanta, Georgia; Buffalo, New York; Muskogee, Oklahoma; and St. Louis, Missouri – the Regional Processing Offices (RPO).

In 1997, Surveys and Research Staff undertook a pilot test of 1,375 education claimants from the Muskogee, OK Regional Processing Office. In the Spring of 1998, the staff undertook a survey of education beneficiaries in the remaining three RPO's in Atlanta, GA; Buffalo, NY; and St. Louis, MO. In this survey, referred to as the Rollout Study, questionnaires were sent to 4,177 education beneficiaries. Beginning in 1998, education beneficiaries from all four RPO's were surveyed annually. From 1998 until 2002, questionnaires were sent to 5,600 beneficiaries. Beginning with the 2003 Administration the sample size was increased to 6,400 beneficiaries.

This current study is the seventh education beneficiaries' customer satisfaction survey for claimants from all four RPO's. The questionnaires used for the current study were changed slightly from the previous administration. Specifically, the

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section on contacting VA by mail was deleted. In addition, questions concerning briefings on education benefits while on active-duty (“Preparing for Your Education Benefits”) were revised, the question asking which method for verification of enrollment was preferred (“Verifying Enrollment to VA”) was deleted, and other minor wording changes were made to the previous questionnaire. A table comparing the questionnaires used in the 2003 and 2004 Administrations appears in Appendix C.

Questionnaire Content and Structure

The initial questionnaire content and structure were based on the results of focus groups with veterans conducted prior to the pilot test by VBA's Surveys and Research Staff. It was also based on information learned from earlier customer satisfaction projects. Cognitive interviews were conducted with approximately 15 veterans who were receiving education benefits to obtain their comments on the draft questionnaire and cover letters. The questionnaire and cover letters were revised as a result of these interviews. The questionnaire used in each subsequent study was an outgrowth of this initial work.

The current questionnaires were divided into nine sections tracing the claimants' experience with the claims process. These sections are:

- Preparing for Your Education Benefits;
- Applying for Benefits;
- Contacting VA by Telephone;
- Visiting VA's Website and Contacting VA by Internet or E-mail;
- Other Sources of Information;
- Verifying Enrollment to VA [asked on Form V only];
- Receiving Your Benefit Payments;
- Overall Impressions; and
- General Information.

Initially, in an effort to minimize respondent confusion, three separate questionnaires were developed to cover what was felt to be distinct experiences in learning about benefits. Similar differences did not exist between those beneficiaries filing original and supplemental claims. The three questionnaires covered the following situations:

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- A claim filed by veterans receiving benefits under Chapter 30 and members of the active reserves receiving benefits under Chapter 1606 – these claimants had the opportunity to attend the briefings that take place prior to the separation from service;
- A claim filed by current members of the armed forces receiving benefits under Chapter 30 – these claimants had the same potential to learn about education benefits as those in the previous group with the exception of the opportunity to attend the briefings prior to the separation from service; and
- A claim filed by eligible dependents receiving benefits under Chapter 35 – these claimants had a very different experience learning about education benefits.

However, beginning with the 2001 administration, the active duty questionnaire was folded into the veterans and reservist questionnaire leading to the modification or addition of only a few questions.

The major differences between the two versions of the questionnaire were in the first section covering the preparation for using education benefits – "How did you find out about the benefits?", "When did you first decide to apply for benefits?" etc. In addition, the dependents questionnaire did not include a section on verification of enrollment since Chapter 35 benefits do not require verification. Copies of the questionnaires used in the 2004 survey appear in Appendices D and E.

Sampling

The study population was developed by cumulating the completed workload by RPO, education benefits chapter, and claimant status (original versus supplemental) for the six-month period from April to September 2004. This provided a sufficient number of cases from which a sample could be drawn, and provided a broad cross-section of beneficiaries who had recently interacted with VA about their education benefits. The sample was evenly divided between original and supplemental claims since the supplemental claims outnumber original claims by 6.2 to 1. Further, this varies considerably for the six-month reference period among the four RPO's (from a low of 4.9 to 1 to a high of 6.7 to 1), and also among benefit programs (from a low of 4.1 to 1 to a high of 7.1 to 1). Without independently sampling by claim status, the results would be most representative of supplemental claimants.

TABLE B-1

Six-Month Cumulative Completed Workload by Education Benefit Chapter and RPO: April to September 2004				
RPO and Chapter	Original Claims		Supplemental Claims	
	Number	Percent	Number	Percent
Atlanta, GA	17,637	100.0%	113,018	100.0%
Chapter 30 - Veterans and Armed Forces	10,535	59.7%	77,803	68.8%
Chapter 35 - Dependents	3,311	18.8%	19,982	17.7%
Chapter 1606 - Active Reserve	3,791	21.5%	15,233	13.5%
Buffalo, NY	20,837	100.0%	102,335	100.0%
Chapter 30 - Veterans and Armed Forces	13,199	63.3%	71,133	69.5%
Chapter 35 - Dependents	2,405	11.5%	12,854	12.6%
Chapter 1606 - Active Reserve	5,233	25.1%	18,348	17.9%
Muskogee, OK	32,551	100.0%	219,076	100.0%
Chapter 30 - Veterans and Armed Forces	21,254	65.3%	163,473	74.6%
Chapter 35 - Dependents	5,357	16.5%	30,884	14.1%
Chapter 1606 - Active Reserve	5,940	18.2%	24,719	11.3%
St. Louis, MO	16,991	100.0%	111,220	100.0%
Chapter 30 - Veterans and Armed Forces	9,918	58.4%	74,944	67.4%
Chapter 35 - Dependents	2,520	14.8%	14,346	12.9%
Chapter 1606 - Active Reserve	4,553	26.8%	21,930	19.7%
Total	88,016	100.0%	545,649	100.0%
Chapter 30 - Veterans and Armed Forces	54,906	62.4%	387,353	71.0%
Chapter 35 - Dependents	13,593	15.4%	78,066	14.3%
Chapter 1606 - Active Reserve	19,517	22.2%	80,230	14.7%

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The distribution of the components making up the population for this study is shown in Table B-1 (previous page). It is interesting to note, that compared to last year, original claims have decreased by 18.7 percent while supplemental claims have increased by only 5.9 percent.

TABLE B-2

Drawn Sample by RPO and Education Benefit Chapter			
Chapter	Original Claims	Supplemental Claims	Total Sample
Atlanta, GA	801	801	1,602
Chapter 30 - Veterans and Armed Forces	267	267	534
Chapter 35 - Dependents	267	267	534
Chapter 1606 - Active Reserve	267	267	534
Buffalo, NY	801	801	1,602
Chapter 30 - Veterans and Armed Forces	267	267	534
Chapter 35 - Dependents	267	267	534
Chapter 1606 - Active Reserve	267	267	534
Muskogee, OK	801	801	1,602
Chapter 30 - Veterans and Armed Forces	267	267	534
Chapter 35 - Dependents	267	267	534
Chapter 1606 - Active Reserve	267	267	534
St. Louis, MO	801	801	1,602
Chapter 30 - Veterans and Armed Forces	267	267	534
Chapter 35 - Dependents	267	267	534
Chapter 1606 - Active Reserve	267	267	534
Total	3,204	3,204	6408
Chapter 30 - Veterans and Armed Forces	1,068	1,068	2,136
Chapter 35 - Dependents	1,068	1,068	2,136
Chapter 1606 - Active Reserve	1,068	1,068	2,136

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The study design called for 400 completed questionnaires for the original strata and another 400 for the supplemental strata for each RPO. If the response rate is estimated to be 50 percent, a minimum of 800 beneficiaries should be drawn. Prior to the 2003 Administration, the sample was allocated proportionally among benefit programs within each RPO and type of claim. Beginning in 2003, the sample within each cell was evenly divided among the three benefit programs. This change increased the robustness of the data for Chapters 35 and 1606 without overly affecting the robustness of the results for Chapter 30. As a result, 267 beneficiaries were randomly selected for each benefit program, RPO and type of claim. The distribution of the actual sample drawn from each RPO and program is shown in Table B-2 (previous page).

Earlier studies separated out those Chapter 30 beneficiaries currently on active duty from the sample after it was drawn. This was done to facilitate the mailing of the active duty-specific questionnaire that was sent to these individuals. Beginning with the 2001 Administration, the separate active duty questionnaire was folded into the questionnaire used for veterans and reservists. As a result, no separate tabulation was done of active duty personnel in the sample.

Questionnaire Mailing Protocol

The mailing protocol, in accordance with the Dillman methodology, required up to five mailings be made to every person in the sample. The entire sample was sent an advance, or pre-notification, letter informing the recipient that they had been selected for this study and would shortly be receiving the questionnaire. As shown in Table B-3 (next page), this letter was sent out in mid-February 2005.

Additionally, the purpose of the first letter was also to assure them this was a bona fide study sponsored by the Department of Veterans Affairs, to convey to them the importance VA placed on the study (it was hoped this would increase participation) to give them a toll-free number where they could get more information about the study if they had any questions, and a postscript inviting the recipient to visit the VA "home page" dealing with education programs and benefits as well as an invitation to visit another website to learn about customer satisfaction surveys (see Figure B-1, page B-11).

TABLE B-3


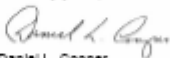


Survey Mailing Schedule		
Item Mailed	Audience	Date of Mailing
Advance Letter	Total Sample	February 15, 2005
First Mailing of the Questionnaire	Total Sample	February 25, 2005
Reminder Post Card	Total Sample	March 8, 2005
Second Mailing of the Questionnaire	Remaining Sample	April 11, 2005
Final Reminder Card	Remaining Sample	May 13, 2005
End of Field Period		June 9, 2005

Letters addressed to individuals no longer living at the address on the sampling file were handled differently, depending on the situation.

- **Valid forwarding address on file with the post office:** letter forwarded by post office, SRBI informed of new address, and address file updated;
- **Forwarding order expired, new address known by post office:** letter returned as undeliverable, letter re-mailed to the corrected address, and address file updated; and
- **Forwarding order expired, new address not known by post office:** letter returned as undeliverable and name removed from the active sample file.

The advance letter was followed 10 days later with an envelope containing a cover letter; the appropriate questionnaire for that segment of the sample, a pre-addressed and postage-paid return envelope. This package went to the entire sample. Returned mail was handled with the same procedure as described above. The names of respondents were removed from the active sample as questionnaires were returned. The cover letter, also signed by the Under Secretary for Benefits, included with the questionnaire reiterated the same points as the advance letter (see Figure B-2, page B-12).

FIGURE B-1
Advance Letter

 <p>DEPARTMENT OF VETERANS AFFAIRS Veterans Benefits Administration Washington DC 20420</p> <p>February 15, 2005</p> <p>Miguel Angell 123 Elm Street Apt. 123 Anywhere NY 12345</p> <p>Dear Miguel Angel:</p> <p>As part of its ongoing commitment to improving service, the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of persons, like yourself, who have recently applied for or received VA education benefits.</p> <p>This letter is simply to let you know you have been selected to participate in this survey. In about a week, you will be receiving a questionnaire in the mail.</p> <p>The survey is completely confidential and will not affect your benefits in any way. The independent, national research organization of Schulman, Ronca, & Bucuvalas, Inc. (SRBI), is conducting this survey for VA.</p> <p>Your help with the survey is very important -- VA needs to know about your experience so that we can improve our education claims process. Please take the time to complete and return the questionnaire when it arrives.</p> <p>We very much appreciate your assistance with this important project. Your participation will help us to continue to improve service to veterans, servicemembers, and their families.</p> <p>Sincerely yours,  Daniel L. Cooper Under Secretary for Benefits</p> <p>P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the internet at http://www.va.gov. For information about customer satisfaction surveys, go to http://www.vba.va.gov/surveys/.</p>	 <p>DEPARTMENT OF VETERANS AFFAIRS Veterans Benefits Administration Washington DC 20420</p> <p>15 de febrero de 2005</p> <p>Miguel Angell 123 Elm Street Apt. 123 Anywhere NY 12345</p> <p>Estimado Miguel Angel:</p> <p>Como parte de su continuo compromiso para mejorar el servicio, el Department of Veterans Affairs (VA, por sus siglas en inglés) y la Veterans Benefits Administration (VBA, por sus siglas en inglés) está realizando una encuesta de satisfacción del cliente entre las personas que, como usted, han solicitado recientemente o han recibido los beneficios de educación de la VA.</p> <p>Esta carta es simplemente para hacerle saber que usted ha sido seleccionado para participar en esta encuesta. En alrededor de una semana, usted recibirá un cuestionario por correo.</p> <p>La encuesta es completamente confidencial y no afectará sus beneficios en ninguna manera. La organización nacional de investigación independiente, Schulman, Ronca, & Bucuvalas, Inc. (SRBI), está realizando esta encuesta para la VA.</p> <p>Su ayuda con la encuesta es muy importante -la VA necesita conocer acerca de su experiencia para poder mejorar nuestro proceso de reclamación de beneficios de educación. Por favor, tome tiempo para completar y devolver el cuestionario cuando lo reciba.</p> <p>Agradecemos mucho su ayuda con este importante proyecto. Su participación nos ayudará a continuar mejorando el servicio a los veteranos, a los miembros en servicio, y a sus familias.</p> <p>Muy atentamente,  Daniel L. Cooper Subsecretario de Beneficios</p> <p>P.D. Para información sobre los beneficios de la VA, le invito a visitar nuestra página de la VA en internet, http://www.va.gov. Para información sobre encuestas de satisfacción del cliente, vaya a http://www.vba.va.gov/surveys/.</p>
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FIGURE B-2 First Mailing Cover Letter



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

February 25, 2005

Miguel Angell
123 Elm Street
Apt. 123
Anywhere NY 12345

Dear Miguel Angel:

Enclosed is the questionnaire I wrote to you about recently. This is part of our commitment to improving service and is why the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of persons who have applied for education benefits.

Your answers are very important because you have personal experience with VA and its claims process for education benefits. You were selected for the survey because you recently applied for education benefits or have recently received these benefits. Survey findings will be reported to VA Regional Processing Offices and to VBA. Your experience and opinions can help to improve the process for you and other recipients of education benefits.

Your answers will not affect your current or future benefits. While I sincerely urge you to complete the survey, should you decide not to participate, your eligibility for any future veterans benefits will not be affected in any way.

Please remember, your answers will be confidential. VA has asked the independent, national research organization of Schulman, Ronca, & Bucuvalas, Inc. (SRBI), to conduct the survey. After gathering information from the survey, SRBI will remove your name and any other identifying information before providing the survey data to VA. There is no way your answers will be linked to you.

If you have any questions about this survey or the questionnaire itself, please call the SRBI project office at 1-800-659-5432 or VA at 1-800-827-1000.

With your help, we can improve our service to you and the many others who have served our country so well. Thank you in advance for helping us in this important work.

Sincerely yours,

Daniel L. Cooper
Under Secretary for Benefits

Enclosure

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the Internet at <http://www.va.gov>. For information about customer satisfaction surveys, go to <http://www.vba.va.gov/surveys/>.



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

25 de febrero de 2005

Miguel Angell
123 Elm Street
Apt. 123
Anywhere NY 12345

Estimado Miguel Angel:

Acompañamos el cuestionario del cual le escribimos recientemente. Dicho cuestionario forma parte de nuestro compromiso para mejorar el servicio y es la razón por la cual el Department of Veterans Affairs (VA, por sus siglas en inglés) y la Veterans Benefits Administration (VBA, por sus siglas en inglés) están realizando una encuesta de satisfacción del cliente entre las personas que han solicitado los beneficios de educación.

Sus respuestas son muy importantes porque usted tiene experiencia personal con la VA y con su proceso de reclamación de beneficios de educación. Usted fue seleccionado porque hace poco usted solicitó los beneficios o los ha recibido recientemente. Los hallazgos de la encuesta se informarán a las Oficinas Regionales de la VA y de la VBA. Su experiencia y opiniones pueden ayudar a mejorar el proceso para usted y para otros beneficiarios de estos servicios educativos.

Sus respuestas no afectarán sus beneficios actuales ni futuros. Aunque le urgimos a completar la encuesta, si usted decide no participar, de todos modos su elegibilidad para recibir cualesquiera beneficios de veteranos en el futuro no se afectará de ninguna manera.

Por favor, recuerde que sus respuestas serán confidenciales. La VA ha solicitado a la organización nacional de investigación independiente, Schulman, Ronca, & Bucuvalas, Inc. (SRBI), que conduzca la encuesta. Después de recopilar información sobre la encuesta, SRBI eliminará su nombre y cualquier otra información que le identifique antes de proveer los datos de la encuesta a la VA. No hay manera de que sus respuestas se relacionen con usted.

Si usted tiene cualesquiera preguntas sobre esta encuesta o sobre los cuestionarios mismos, por favor llame a la Oficina de Proyectos de SRBI al 1-800-659-5432 ó a la VA al 1-800-827-1000.

Con su ayuda, podemos mejorar el servicio que brindamos a usted y a los muchos otros que han servido a nuestro país tan bien. Gracias anticipadas por ayudarnos en este importante trabajo.

Muy atentamente,

Daniel L. Cooper
Subsecretario de Beneficios

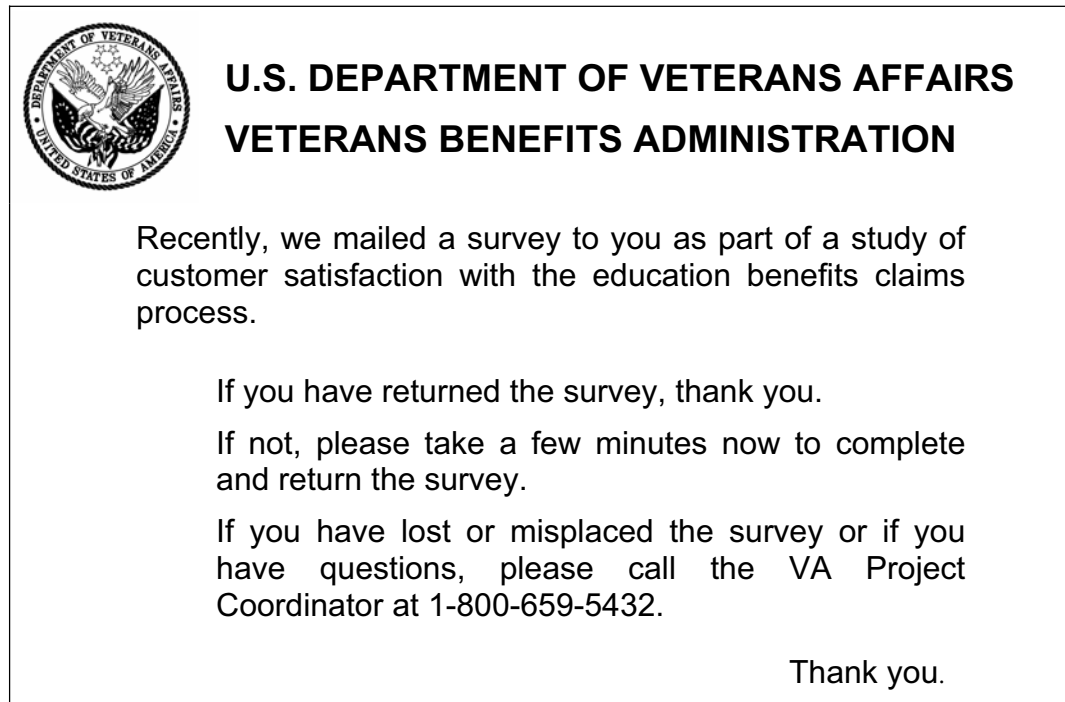
Anejo

P.D. Para información sobre los beneficios de la VA, le invito a visitar nuestra página de la VA en Internet, <http://www.va.gov>. Para información sobre encuestas de satisfacción del cliente, vaya a <http://www.vba.va.gov/surveys/>.

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A reminder card was sent to the entire sample 9 days after the questionnaire mailing which asked them to complete and return the questionnaire as soon as possible. At this point there was not a large enough return to eliminate those that had returned their questionnaires.

FIGURE B-3
First Reminder Card



In turn, this was followed by a second mailing of the questionnaire about five weeks after the follow-up card. (The extended period between the mailing of the first reminder card and the second questionnaire was a result of the reduced response rate which will be discussed later in this report.) The cover letter again stressed that completing and returning the questionnaire would not affect the respondent's current or future benefits (see Figure B-4, page B-14).

VA Education Beneficiaries 2004 Customer Satisfaction Study

FIGURE B-4
Second Mailing Cover Letter



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

April 11, 2005

Miguel Angell
123 Elm Street
Apt. 123
Anywhere NY 12345

Dear Miguel Angel:

About a month ago, we sent you a questionnaire as part of a national study of customer satisfaction with VA education benefits. In case you did not receive or have lost your questionnaire, a replacement is enclosed. **If you have already mailed in your completed questionnaire, please do not complete this one.** However, if you have not yet replied, I am writing again requesting your help in this important study. **Your participation will not affect your current or future benefits**, but your attitudes and experience can help us improve the VA benefits process for you and others in the future.

You were selected to participate in this survey as part of a national sample of persons who recently applied for education benefits. Your answers are very important because you have personal experience with the VA and its benefits process. We really want to know your experiences – good, bad, or indifferent – because they will help us better understand what parts of the process are working well and, frankly, what parts need to be fixed. The survey findings will be reported to the individual VA Regional Offices and policy-makers in the Veterans Benefits Administration.

Remember, your answers will be confidential. VA has asked Schulman, Ronca & Bucuvalas, Inc. (SRBI), an independent, national research organization, to conduct the survey. If you have any questions about this survey or the questionnaire itself, please call the SRBI project office at 1-800-795-6393 or call VA at 1-800-827-1000.

Again, if you have not yet replied, please take the time to complete this questionnaire and return it in the enclosed envelope. With your help, we can improve our service to you and the many others who have served our country so well. We look forward to hearing from you and thank you in advance for your help.

Sincerely yours,

Daniel L. Cooper
Under Secretary for Benefits

Enclosure

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the Internet at <http://www.va.gov> via the Internet. For information about customer satisfaction surveys, go to <http://www.vba.va.gov/surveys/>.



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

11 de abril de 2005

Miguel Angell
123 Elm Street
Apt. 123
Anywhere NY 12345

Estimado Miguel Angel:

Hace cerca de dos semanas le enviamos un cuestionario como parte de un estudio nacional de satisfacción del cliente con los beneficios de educación de la VA. En caso de que usted no haya recibido o haya perdido su cuestionario, incluimos otro. **Si usted ya envió por correo su cuestionario completado, por favor no complete éste.** No obstante, si usted aún no ha contestado, estamos escribiendo de nuevo para pedir su ayuda en este importante estudio. **Su participación no afectará sus beneficios actuales o futuros**, pero sus actitudes y experiencia puede ayudarnos a mejorar el proceso de beneficios de la VA para usted y otros en el futuro.

Usted fue seleccionado para participar en este estudio como parte de una muestra nacional de personas que recientemente han solicitado los beneficios de educación. Sus respuestas son muy importantes, porque usted tiene experiencia personal con la VA y su proceso de reclamación de beneficios de educación. Nosotros realmente queremos conocer sus experiencias – buenas, malas o indiferentes- porque las mismas nos ayudarán a entender mejor cuáles partes del proceso de reclamación están funcionando bien y, francamente, cuáles partes hay que mejorar. Los hallazgos del estudio se informarán a las Oficinas Regionales de Procesamiento de la VA y a los que crean las políticas de la Administración de Beneficios de los Veteranos.

Recuerde, sus respuestas serán confidenciales. La VA ha solicitado a Schulman, Ronca & Bucuvalas, Inc. (SRBI), una organización de investigación nacional independiente, realizar el estudio. Si usted tiene cualesquiera preguntas sobre este estudio o sobre el cuestionario mismo, por favor llame a la oficina de proyectos de SRBI al 1-800-659-6432 o llame a la VA al 1-800-827-1000.

Nuevamente, si usted aún no ha respondido, por favor tome tiempo para completar este cuestionario y devolverlo en el sobre incluido. Con su ayuda, podremos mejorar nuestro servicio a usted y a aquellos que han servido a nuestra nación tan bien. Esperamos saber de usted, y le agradecemos por adelantado su ayuda.

Muy atentamente,

Daniel L. Cooper
Subsecretario de Beneficios

Anejo

P.D. Para información sobre los beneficios de la VA, le invito a visitarnos en nuestra página cibernética de la VA en Internet, <http://www.va.gov>. Si desea información sobre encuestas de satisfacción del cliente, vaya a <http://www.vba.va.gov/surveys/>.

Prior to sending out the second letter it was apparent that the response rate was lower than had been our experience in previous Administrations for beneficiaries receiving benefits under Chapter 30 and Chapter 1606. As will be discussed in the next section, the number of post office returns and deployed had increased substantially. As a result, the following label was placed on the envelope for the second mailing of the questionnaire:

FIGURE B-5
Special Envelope Label

**If addressee is deployed overseas
Please write DEPLOYED on
Envelope and return to sender**

Lastly, about five weeks after the second copy of the questionnaire was mailed, a final reminder card was sent to those who had not yet responded (see Figure B-6, page B-16). The wording for the second reminder card was changed from last year. The new wording asked that someone at the address where the beneficiary lived would call the toll-free number if the beneficiary was deployed.

FIGURE B-6
Final Reminder Card

**The Department of Veterans Affairs
is waiting to hear from you!**

**Your opinion will help improve the benefit services for
veterans and other beneficiaries.**

If you have already completed and mailed your survey,
thanks. If not, please do it TODAY!

If you have any questions about this survey
OR IF THE ADDRESSEE IS DEPLOYED,
please call the VA Project Coordinator at 1-800-659-5432.

Response Rates

The final disposition of the sample is shown in Table B-4 (page B-17). The final response rate for this study was 39.4 percent compared to the final response rate of 50.7 for the administration in 2003. The response rate for each benefit type decreased from the 2003 Administration: Chapter 30 (veterans and active duty) went from 44.8 percent to 32.8 percent; Chapter 35 (dependents) went from 64.3 percent to 55.6 percent; while the response rate for Chapter 1606 (reservists) went from 42.1 percent to 25.6 percent. While it is impossible to know for certain, it can be hypothesized that the decline in the response rate is a function of the large number of reservists who have been activated for service in Operation Enduring Freedom and Operation Iraqi Freedom. These beneficiaries are primarily receiving Chapter 1606 benefits with a smaller proportion receiving Chapter 30 benefits.

TABLE B-4

Final Sample Disposition by RPO									
	Drawn Sample	Mail Returns	Deployed	Screen Outs	Deceased	Effective Sample	Refused	Forms Returned	Response Rate
Atlanta, GA	1,602	184	40	10	3	1,365	1	526	38.5
Chapter 30	534	91	5	4	2	432	0	138	31.9
Chapter 35	534	17	0	2	1	514	1	285	55.4
Chapter 1606	534	76	35	4	0	419	0	103	24.6
Buffalo, NY	1,602	192	34	6	1	1,369	0	565	41.3
Chapter 30	534	116	4	0	1	413	0	140	33.9
Chapter 35	534	8	0	2	0	524	0	303	57.8
Chapter 1606	534	68	30	4	0	432	0	122	28.2
Muskogee, OK	1,602	192	35	8	0	1,367	2	525	38.4
Chapter 30	534	99	3	0	0	432	0	151	35.0
Chapter 35	534	16	0	0	0	518	0	281	54.2
Chapter 1606	534	77	32	8	0	417	2	93	22.3
St. Louis, MO	1,602	149	40	8	3	1,402	1	554	39.5
Chapter 30	534	55	2	4	1	472	0	160	33.9
Chapter 35	534	10	1	1	1	521	0	292	56.0
Chapter 1606	534	84	37	3	1	409	1	102	24.9
Total	6,408	717	149	32	7	5,503	4	2,170	39.4
Chapter 30	2,136	361	14	8	4	1,749	0	589	33.7
Chapter 35	2,136	51	1	5	2	2,077	1	1,161	55.9
Chapter 1606	2,136	305	134	19	1	1,677	3	420	25.0

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Overall, the number of mail returns increased by 90.7 percent (376 vs. 717) from the 2003 Administration – the increase among Chapter 30 beneficiaries was 148.0 percent (123 vs. 305). The number of deployed increased from 46 in 2003 to 149 in 2004. In addition, the number of screen outs remained the same while the number of deceased beneficiaries went from 1 to 7.

Weighting Procedures

As discussed earlier in this appendix, the sample was drawn to have the same number of cases for each of the education benefit programs – Chapter 30, Chapter 35, and Chapter 1606 – by claim status – original and supplemental – within each of the RPO's. While this makes sense from an analytical point of view since the number of cases in all sub-groups will be large enough to have confidence in their results. However, in order to obtain an accurate measure of the responses of claimants at each RPO, the responses of the original and supplemental claimants must be combined in the proportion they exist in the population. Not to do so would over represent the smaller proportion of original claimants (13.9 percent of all claims processed during the sampling period) compared to the larger proportion of supplemental claimants (86.1 percent of processed claims).

Similar logic holds when combining the results from all RPO's to develop national results. While the range is less dramatic than between claim status (original vs. supplemental) – from a low of 19.4 percent for Buffalo to a high of 39.7 percent for Muskogee – it still can affect the results. Finally, it is important to compensate for the differential response rates reported in Table B-4.

The distribution of claims processed within categories from which the sample was drawn is shown in Table B-1. This table shows that original Chapter 30 claims processed in Atlanta make up 1.66 percent of all claims processed during the six-month reference period (10,535 divided by 633,665 – the sum of 88,016 and 545,649). The responses of 64 original Chapter 30 claimants from Atlanta, 3.06 percent of the 2,093 useable cases, were weighted (multiplied by 0.54371) so that they made up 1.66 percent (34.80 weighted cases divided by 2,093) of the cases used in the final analysis. A similar procedure was carried out for each cell in the original sample.

Spanish Language Questionnaires

Both questionnaires used for this project were translated into Spanish. These questionnaires were sent to respondents in Puerto Rico along with the English version. The respondent would be able to select the questionnaire they felt most comfortable using. The cover letters were also translated, but the reminder cards were not.

Table B-5 shows the number of Spanish language questionnaires that were distributed and the number that were returned.

TABLE B-5

Disposition of Spanish Language Questionnaires Sent to Beneficiaries in Puerto Rico				
Form and Benefit	Total Sent	Total Returns	Spanish Returns	Percent Spanish
Form V – Veterans, Active Duty	10	2	1	50%
Form V – Reservists	49	16	10	63%
Form D – Dependents	55	39	27	69%
Total	114	57	38	67%

The results shown in Table B-5 show an increase in the proportion of returned questionnaires from Puerto Rico that were completed using the Spanish version in all categories. Overall last year, 43 of the 77 (56 percent) returned questionnaires were the Spanish version. This proportion increased to 67 percent in the current administration. Significant proportions of reservists (almost three in five) and dependents (two-thirds) completed the Spanish version of the questionnaire. While only one of the two veterans who completed the questionnaire did so in Spanish, it is clear that the Spanish versions fill a need.

Appendix C

Comparison of the Questionnaires

Used in the 2003 and 2004 Administrations

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Comparison of the Questionnaires used in the 2003 and 2004 Administrations

Questions on the Dependent version of the questionnaire begin with the letter D while those on the Veteran/Reservist version begin with the letter V. Underlined blue font indicates that words have been added while ~~struckthrough~~ red font indicates that words have been deleted.

2003 Quest #	Question	2004 Quest #	Question
	PREPARING FOR YOUR EDUCATION BENEFITS		PREPARING FOR YOUR EDUCATION BENEFITS
D1	<p>Which of the following best describes your eligibility for education benefits?</p> <ul style="list-style-type: none"> <input type="radio"/> Orphan of the veteran <input type="radio"/> Child of the veteran <input type="radio"/> Widow or widower of the veteran <input type="radio"/> Current or former spouse of the veteran 	D1	<p>Which of the following best describes your eligibility for education benefits?</p> <ul style="list-style-type: none"> <input type="radio"/> Orphan of the veteran <input type="radio"/> Child of the veteran <input type="radio"/> Widow or widower of the veteran <input type="radio"/> Current or former spouse of the veteran
D2	<p>Where did you first LEARN about VA's education benefits program?</p> <ul style="list-style-type: none"> <input type="radio"/> Letter from VA <input type="radio"/> VA information pamphlet <input type="radio"/> Friend or family <input type="radio"/> Military base or family support center <input type="radio"/> Commercial or advertisement <input type="radio"/> VA's website on the Internet <input type="radio"/> Other 	D2	<p>Where did you first LEARN about VA's education benefits program?</p> <ul style="list-style-type: none"> <input type="radio"/> Letter from VA <input type="radio"/> VA information pamphlet <input type="radio"/> Friend or family <input type="radio"/> Military base or family support center <input type="radio"/> Commercial or advertisement <input type="radio"/> VA's website on the Internet <input type="radio"/> Other
V1	<p>Are you currently on active-duty in the U.S. Armed Forces?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No 	V1	<p>Are you currently on active-duty in the U.S. Armed Forces?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No

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2003 Quest #	Question	2004 Quest #	Question
V2	<p>When did you first LEARN about VA's education benefits program?</p> <ul style="list-style-type: none"> <input type="radio"/> Before recruitment <input type="radio"/> At the time of recruitment <input type="radio"/> Soon after joining <input type="radio"/> Six months or more after joining <input type="radio"/> Shortly before separation <input type="radio"/> At or after separation 	V2	<p>When did you first LEARN about VA's education benefits program?</p> <ul style="list-style-type: none"> <input type="radio"/> Before recruitment <input type="radio"/> At the time of recruitment <input type="radio"/> Soon after joining <input type="radio"/> Six months or more after joining <input type="radio"/> Shortly before separation <input type="radio"/> At or after separation
V3	<p>Where did you first LEARN about VA's education benefits program?</p> <ul style="list-style-type: none"> <input type="radio"/> Commercial or advertisement <input type="radio"/> Recruiter <input type="radio"/> VA information pamphlet <input type="radio"/> Another person in my unit <input type="radio"/> Military base or unit Education Office <input type="radio"/> Friend or family <input type="radio"/> VA's website on the Internet <input type="radio"/> School <input type="radio"/> Other 	V3	<p>Where did you first LEARN about VA's education benefits program?</p> <ul style="list-style-type: none"> <input type="radio"/> Commercial or advertisement <input type="radio"/> Recruiter <input type="radio"/> VA information pamphlet <input type="radio"/> Another person in my unit <input type="radio"/> Military base or unit Education Office <input type="radio"/> Friend or family <input type="radio"/> VA's website on the Internet <input type="radio"/> School <input type="radio"/> Other
D3/V4	<p>Looking back, how much of what you NEEDED TO KNOW did you get from this source?</p> <ul style="list-style-type: none"> <input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None 	D3/V4	<p>Looking back, how much of what you NEEDED TO KNOW did you get from this source?</p> <ul style="list-style-type: none"> <input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None

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2003 Quest #	Question	2004 Quest #	Question
D4/V5	<p>How accurate was the information you received?</p> <ul style="list-style-type: none"> <input type="radio"/> Very accurate <input type="radio"/> Somewhat accurate <input type="radio"/> Neither accurate nor inaccurate <input type="radio"/> Somewhat inaccurate <input type="radio"/> Very inaccurate <input type="radio"/> Don't know 	D4/V5	<p>How accurate was the information you received?</p> <ul style="list-style-type: none"> <input type="radio"/> Very accurate <input type="radio"/> Somewhat accurate <input type="radio"/> Neither accurate nor inaccurate <input type="radio"/> Somewhat inaccurate <input type="radio"/> Very inaccurate <input type="radio"/> Don't know
V6	<p>For this questionnaire, active duty also includes active duty for training for reserve or guard.</p> <p>When did you begin to PLAN the use of your education benefits?</p> <ul style="list-style-type: none"> <input type="radio"/> Before active-duty service <input type="radio"/> Six months or more before separation from active-duty service <input type="radio"/> Less than six months before separation from active-duty service <input type="radio"/> At separation from active-duty service <input type="radio"/> Less than six months after separation from active-duty service <input type="radio"/> Six months or more after separation from active-duty service 	V6	<p>For this questionnaire, active duty also includes active duty for training for reserve or guard.</p> <p>When did you begin to PLAN the use of your education benefits?</p> <ul style="list-style-type: none"> <input type="radio"/> Before active-duty service <input type="radio"/> Six months or more before separation from active-duty service <input type="radio"/> Less than six months before separation from active-duty service <input type="radio"/> At separation from active-duty service <input type="radio"/> Less than six months after separation from active-duty service <input type="radio"/> Six months or more after separation from active-duty service
V7	<p>Which of the following information sources did you find useful in PLANNING for the use of your education benefits? <i>[Mark all that apply]</i></p> <ul style="list-style-type: none"> <input type="radio"/> VA information pamphlet <input type="radio"/> VA's website on the Internet <input type="radio"/> Military base or unit Education Office <input type="radio"/> Another person in my unit <input type="radio"/> Friend or family <input type="radio"/> School <input type="radio"/> Other 	V7	<p>Which of the following information sources did you find useful in PLANNING for the use of your education benefits? <i>[Mark all that apply]</i></p> <ul style="list-style-type: none"> <input type="radio"/> VA information pamphlet <input type="radio"/> VA's website on the Internet <input type="radio"/> Military base or unit Education Office <input type="radio"/> Another person in my unit <input type="radio"/> Friend or family <input type="radio"/> School <input type="radio"/> Other <input type="radio"/> None of the above

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2003 Quest #	Question	2004 Quest #	Question
V8	<p>While on active-duty, did you attend any briefings or sessions that provided information regarding your education benefits?</p> <p><input type="radio"/> Yes SKIP TO V10</p> <p><input type="radio"/> No</p>	V8	<p>While on active-duty, did you <u>were you offered the opportunity to</u> attend any briefings or sessions that provided information regarding your education benefits?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No SKIP TO V10 12</p>
V9	<p>Why didn't you attend a briefing or session that provided information regarding your education benefits?</p> <p><input type="radio"/> Wasn't interested in using education benefits</p> <p><input type="radio"/> No briefing was offered</p> <p><input type="radio"/> Already knew all I needed to know about VA education benefits</p> <p><input type="radio"/> Didn't have time to attend</p> <p><input type="radio"/> Attended a briefing, but education benefits weren't covered</p> <p><input type="radio"/> Don't recall</p>		<p>DELETE QUESTION</p>
		V9	<p><u>Did you attend any briefings or sessions that provided information regarding your education benefits?</u></p> <p><u><input type="radio"/> Yes SKIP TO V12</u></p> <p><u><input type="radio"/> No</u></p>
V10	<p>Looking back, how much of what you NEEDED TO KNOW did you get from these sessions?</p> <p><input type="radio"/> All</p> <p><input type="radio"/> Most</p> <p><input type="radio"/> Some</p> <p><input type="radio"/> Little</p> <p><input type="radio"/> None</p>	V10	<p>Looking back, how much of what you NEEDED TO KNOW did you get from these sessions?</p> <p><input type="radio"/> All</p> <p><input type="radio"/> Most</p> <p><input type="radio"/> Some</p> <p><input type="radio"/> Little</p> <p><input type="radio"/> None</p>

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2003 Quest #	Question	2004 Quest #	Question
V11	<p>How accurate was the information you received?</p> <p><input type="radio"/> Very accurate <input type="radio"/> Somewhat accurate <input type="radio"/> Neither accurate nor inaccurate <input type="radio"/> Somewhat inaccurate <input type="radio"/> Very inaccurate <input type="radio"/> Don't know</p>	V11	<p>How accurate was the information you received?</p> <p><input type="radio"/> Very accurate <input type="radio"/> Somewhat accurate <input type="radio"/> Neither accurate nor inaccurate <input type="radio"/> Somewhat inaccurate <input type="radio"/> Very inaccurate <input type="radio"/> Don't know</p>
D5/V12	<p>Within the past year, did you receive a VA pamphlet about your education benefits through the mail?</p> <p><input type="radio"/> Yes <input type="radio"/> No SKIP TO D7/V14</p>	D5/V12	<p>Within the past year, did you receive a VA pamphlet about your education benefits through the mail?</p> <p><input type="radio"/> Yes <input type="radio"/> No SKIP TO D7/V14</p>
D6/V13	<p>How much of what you NEEDED TO KNOW did you get from the pamphlet?</p> <p><input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None</p>	D6/V13	<p>How much of what you NEEDED TO KNOW did you get from the pamphlet?</p> <p><input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None</p>
APPLYING FOR BENEFITS		APPLYING FOR BENEFITS	
D7/V14	<p>To whom did you submit your application for education benefits?</p> <p><input type="radio"/> School <input type="radio"/> VA directly by mail or visit <input type="radio"/> VA directly on-line through VA's website <input type="radio"/> Don't recall</p>	D7/V14	<p>To whom did you submit your application for education benefits?</p> <p><input type="radio"/> School <input type="radio"/> VA directly by mail or visit <input type="radio"/> VA directly on-line through VA's website <input type="radio"/> Don't recall</p>

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2003 Quest #	Question	2004 Quest #	Question
D8/V15	<p>Did you find anything to be difficult or confusing about the application?</p> <p><input type="radio"/> Yes <input type="radio"/> No SKIP TO D10/V17</p>	D8/V15	<p>Did you find anything to be difficult or confusing about the application?</p> <p><input type="radio"/> Yes <input type="radio"/> No SKIP TO D10/V17</p>
D9/V16	<p>What specifically did you find to be difficult or confusing about the application? [Mark all that apply]</p> <p><input type="radio"/> Print size was hard to read <input type="radio"/> It was too long <input type="radio"/> Some questions were not clear <input type="radio"/> Some instructions were confusing <input type="radio"/> Asked for information VA should have already had <input type="radio"/> Asked for information that was hard to supply <input type="radio"/> Not clear why all the information was needed</p>	D9/V16	<p>What specifically did you find to be difficult or confusing about the application? [Mark all that apply]</p> <p><input type="radio"/> Print size was hard to read <input type="radio"/> It was too long <input type="radio"/> Some questions were not clear <input type="radio"/> Some instructions were confusing <input type="radio"/> Asked for information VA should have already had <input type="radio"/> Asked for information that was hard to supply <input type="radio"/> Not clear why all the information was needed</p>
D10/V17	<p>Did VA let you know your application had been received?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	D10/V17	<p>Did VA let you know your application had been received?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>
D11/V18	<p>How completely did VA keep you informed of the status of your application?</p> <p><input type="radio"/> Completely <input type="radio"/> Mostly <input type="radio"/> Somewhat <input type="radio"/> Only a little <input type="radio"/> Not at all <input type="radio"/> Didn't need status information</p>	D11/V18	<p>How completely did VA keep you informed of the status of your application?</p> <p><input type="radio"/> Completely <input type="radio"/> Mostly <input type="radio"/> Somewhat <input type="radio"/> Only a little <input type="radio"/> Not at all <input type="radio"/> Didn't need status information</p>

VA Education Beneficiaries 2004 Customer Satisfaction Study

2003 Quest #	Question	2004 Quest #	Question
D12/V19	<p>How long did it take VA to process your application?</p> <ul style="list-style-type: none"> <input type="radio"/> 1 week <input type="radio"/> 2 weeks <input type="radio"/> 3 weeks <input type="radio"/> 4 weeks <input type="radio"/> 5 weeks <input type="radio"/> 6 weeks <input type="radio"/> 7 weeks <input type="radio"/> 8 weeks <input type="radio"/> 9 weeks <input type="radio"/> 10 weeks or more 	D12/V19	<p>How long did it take VA to process your application?</p> <ul style="list-style-type: none"> <input type="radio"/> 1 week <input type="radio"/> 2 weeks <input type="radio"/> 3 weeks <input type="radio"/> 4 weeks <input type="radio"/> 5 weeks <input type="radio"/> 6 weeks <input type="radio"/> 7 weeks <input type="radio"/> 8 weeks <input type="radio"/> 9 weeks <input type="radio"/> 10 weeks or more
D13/V20	<p>How long do you think is REASONABLE for VA to process your application? Please select one:</p> <ul style="list-style-type: none"> <input type="radio"/> 1 week <input type="radio"/> 2 weeks <input type="radio"/> 3 weeks <input type="radio"/> 4 weeks <input type="radio"/> 5 weeks <input type="radio"/> 6 weeks <input type="radio"/> 7 weeks <input type="radio"/> 8 weeks <input type="radio"/> 9 weeks <input type="radio"/> 10 weeks or more 	D13/V20	<p>How long do you think is REASONABLE for VA to process your application? Please select one:</p> <ul style="list-style-type: none"> <input type="radio"/> 1 week <input type="radio"/> 2 weeks <input type="radio"/> 3 weeks <input type="radio"/> 4 weeks <input type="radio"/> 5 weeks <input type="radio"/> 6 weeks <input type="radio"/> 7 weeks <input type="radio"/> 8 weeks <input type="radio"/> 9 weeks <input type="radio"/> 10 weeks or more
	CONTACTING VA BY TELEPHONE		CONTACTING VA BY TELEPHONE
D14/V21	<p>Did you PHONE VA about your recent education claim?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No SKIP TO D25/V32 	D14/V21	<p>Did you PHONE VA about your recent education claim?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No SKIP TO D25/V32

VA Education Beneficiaries 2004 Customer Satisfaction Study

2003 Quest #	Question	2004 Quest #	Question
D15/V22	<p>How many times did you phone VA about your recent claim?</p> <ul style="list-style-type: none"> <input type="radio"/> 1 time <input type="radio"/> 2 times <input type="radio"/> 3 times <input type="radio"/> 4 times <input type="radio"/> 5 times or more 	D15/V22	<p>How many times did you phone VA about your recent claim?</p> <ul style="list-style-type: none"> <input type="radio"/> 1 time <input type="radio"/> 2 times <input type="radio"/> 3 times <input type="radio"/> 4 times <input type="radio"/> 5 times or more
D16/V23	<p>Why did you call VA? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Get information before I applied for benefits <input type="radio"/> Apply for education benefits <input type="radio"/> Check on the status of my education claim <input type="radio"/> Change the status of enrollment <input type="radio"/> Verify enrollment to VA <input type="radio"/> Check on my remaining education benefits <input type="radio"/> Check on payment <input type="radio"/> Correct a payment problem <input type="radio"/> Get other information 	D16/V23	<p>Why did you call VA? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Get information before I applied for benefits <input type="radio"/> Apply for education benefits <input type="radio"/> Check on the status of my education claim <input type="radio"/> Change the status of enrollment <input type="radio"/> Verify enrollment to VA <input type="radio"/> Check on my remaining education benefits <input type="radio"/> Check on payment <input type="radio"/> Correct a payment problem <input type="radio"/> Get other information
D17/V24	<p>How easy was it to get through to VA when you called?</p> <ul style="list-style-type: none"> <input type="radio"/> Very easy <input type="radio"/> Somewhat easy <input type="radio"/> Neither easy nor difficult <input type="radio"/> Somewhat difficult <input type="radio"/> Very difficult <input type="radio"/> Never got through <p style="text-align: right;">SKIP TO D25/V32</p>	D17/V24	<p>How easy was it to get through to VA when you called?</p> <ul style="list-style-type: none"> <input type="radio"/> Very easy <input type="radio"/> Somewhat easy <input type="radio"/> Neither easy nor difficult <input type="radio"/> Somewhat difficult <input type="radio"/> Very difficult <input type="radio"/> Never got through <p style="text-align: right;">SKIP TO D25/V32</p>

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2003 Quest #	Question	2004 Quest #	Question
D18/V25	<p>Which of the following happened to you when you called VA? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Got through on the first try <input type="radio"/> Got a busy signal <input type="radio"/> Experienced a reasonable wait time <input type="radio"/> Waited over a minute for call to be answered <input type="radio"/> Hung up, couldn't wait for call to be answered <input type="radio"/> Call disconnected before it was answered <input type="radio"/> Call got misdirected <input type="radio"/> Other, specify <input type="radio"/> None of the above 	D18/V25	<p>Which of the following happened to you when you called VA? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Got through on the first try <input type="radio"/> Got a busy signal <input type="radio"/> Experienced a reasonable wait time <input type="radio"/> Waited over a minute for call to be answered <input type="radio"/> Hung up, couldn't wait for call to be answered <input type="radio"/> Call disconnected before it was answered <input type="radio"/> Call got misdirected <input type="radio"/> Other, specify <input type="radio"/> None of the above
D19/V26	<p>How much of what you NEEDED TO KNOW did you get from your telephone contact with VA?</p> <ul style="list-style-type: none"> <input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None 	D19/V26	<p>How much of what you NEEDED TO KNOW did you get from your telephone contact with VA?</p> <ul style="list-style-type: none"> <input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None
D20/V27	<p>Generally, were you able to get this information on the first call?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No 	D20/V27	<p>Generally, were you able to get this information on the first call?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No
D21/V28	<p>Was your question answered by the automated system or did you speak with a VA employee?</p> <ul style="list-style-type: none"> <input type="radio"/> Automated system SKIP TO D25/V32 <input type="radio"/> VA employee <input type="radio"/> Both 	D21/V28	<p>Was your question answered by the automated system or did you speak with a VA employee?</p> <ul style="list-style-type: none"> <input type="radio"/> Automated system SKIP TO D25/V32 <input type="radio"/> VA employee <input type="radio"/> Both

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2003 Quest #	Question	2004 Quest #	Question
D22/V29	How responsive was the person you talked to? <input type="radio"/> Very responsive <input type="radio"/> Somewhat responsive <input type="radio"/> Neither responsive nor non-responsive <input type="radio"/> Somewhat non-responsive <input type="radio"/> Very non-responsive	D22/V29	How responsive was the person you talked to? <input type="radio"/> Very responsive <input type="radio"/> Somewhat responsive <input type="radio"/> Neither responsive nor non-responsive <input type="radio"/> Somewhat non-responsive <input type="radio"/> Very non-responsive
D23/V30	How courteous was the person you talked to? <input type="radio"/> Very courteous <input type="radio"/> Somewhat courteous <input type="radio"/> Neither courteous nor discourteous <input type="radio"/> Somewhat discourteous <input type="radio"/> Very discourteous	D23/V30	How courteous was the person you talked to? <input type="radio"/> Very courteous <input type="radio"/> Somewhat courteous <input type="radio"/> Neither courteous nor discourteous <input type="radio"/> Somewhat discourteous <input type="radio"/> Very discourteous
D24/V31	Were VA employees able to give you information about your particular education claim on the phone? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Didn't need claim information	D24/V31	Were VA employees able to give you information about your particular education claim on the phone? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Didn't need claim information
	VISITING VA'S WEBSITE AND CONTACTING VA BY INTERNET OR E-MAIL		VISITING VA'S WEBSITE AND CONTACTING VA BY INTERNET OR E-MAIL
D25/V32	Within the past year, did you VISIT VA's Internet website (www.gibill.va.gov) about your education benefits? <input type="radio"/> Yes <input type="radio"/> No SKIP TO D30/V37	D25/V32	Within the past year, did you VISIT VA's Internet website (www.gibill.va.gov) about your education benefits? <input type="radio"/> Yes <input type="radio"/> No SKIP TO D30/V37

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2003 Quest #	Question	2004 Quest #	Question
D26/V33	<p>Why did you visit VA's website (www.gibill.va.gov)? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Get information before I applied for benefits <input type="radio"/> Apply for education benefits <input type="radio"/> Verify enrollment to VA [V form only] <input type="radio"/> Send an inquiry to VA <input type="radio"/> Get other information about VA education programs <input type="radio"/> Couldn't get through on a toll-free phone number <input type="radio"/> Download a form <input type="radio"/> See what is available on the website <input type="radio"/> Other, specify 	D26/V33	<p>Why did you visit VA's website (www.gibill.va.gov)? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Get information before I applied for benefits <input type="radio"/> Apply for education benefits <input type="radio"/> Verify enrollment to VA [V form only] <input type="radio"/> Send an inquiry to VA <input type="radio"/> Get other information about VA education programs <input type="radio"/> Couldn't get through on a toll-free phone number <input type="radio"/> Download a form <input type="radio"/> See what is available on the website <input type="radio"/> Other, specify
D27/V34	<p>In general, how much of what you were looking for did you find on VA's website?</p> <ul style="list-style-type: none"> <input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None 	D27/V34	<p>In general, how much of what you were looking for did you find on VA's website?</p> <ul style="list-style-type: none"> <input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None
D28/V35	<p>Did you find anything difficult or confusing about the website?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No SKIP TO D30/V37 	D28/V35	<p>Did you find anything difficult or confusing about the website?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No SKIP TO D30/V37
D29/V36	<p>What specifically did you find difficult or confusing about the website? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> System down or not working <input type="radio"/> Information displayed was hard to read <input type="radio"/> Information displayed was hard to understand <input type="radio"/> Didn't understand where to go to retrieve the information I wanted <input type="radio"/> Website didn't have the information I was looking for <input type="radio"/> It was hard to move about within the website <input type="radio"/> Other, specify 	D29/V36	<p>What specifically did you find difficult or confusing about the website? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> System down or not working <input type="radio"/> Information displayed was hard to read <input type="radio"/> Information displayed was hard to understand <input type="radio"/> Didn't understand where to go to retrieve the information I wanted <input type="radio"/> Website didn't have the information I was looking for <input type="radio"/> It was hard to move about within the website <input type="radio"/> Other, specify

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2003 Quest #	Question	2004 Quest #	Question
D30/V37	<p>Within the past year, did you use the Internet or e-mail to CONTACT VA about your education benefits?</p> <p><input type="radio"/> Yes <input type="radio"/> No SKIP TO D34/V41</p>	D30/V37	<p>Within the past year, did you use the Internet or e-mail to CONTACT VA about your education benefits?</p> <p><input type="radio"/> Yes <input type="radio"/> No SKIP TO D34/V41</p>
D31/V38	<p>Why did you contact VA using the Internet or e-mail? [Mark all that apply]</p> <p><input type="radio"/> Get information before I applied for benefits <input type="radio"/> Check on the status of my education claim <input type="radio"/> Report a change in the status of my enrollment <input type="radio"/> Check on my remaining education benefits <input type="radio"/> Check on payment <input type="radio"/> Correct a payment problem <input type="radio"/> Couldn't get through on a toll-free number <input type="radio"/> Sent an e-mail to get information after visiting the VA website <input type="radio"/> Other inquiry, specify</p>	D31/V38	<p>Why did you contact VA using the Internet or e-mail? [Mark all that apply]</p> <p><input type="radio"/> Get information before I applied for benefits <input type="radio"/> Check on the status of my education claim <input type="radio"/> Report a change in the status of my enrollment <input type="radio"/> Check on my remaining education benefits <input type="radio"/> Check on payment <input type="radio"/> Correct a payment problem <input type="radio"/> Couldn't get through on a toll-free number <input type="radio"/> Sent an e-mail to get information after visiting the VA website <input type="radio"/> Other inquiry, specify</p>
D32/V39	<p>What response did you get to your Internet or e-mail inquiry? [Mark all that apply]</p> <p><input type="radio"/> Received an acknowledgement of my inquiry <input type="radio"/> Received a complete answer to my inquiry <input type="radio"/> Received an answer, but not all the information requested <input type="radio"/> Inquiry was sent to another office <input type="radio"/> Never received an answer from VA SKIP TO D34/V41 <input type="radio"/> Other, specify</p>	D32/V39	<p>What response did you get to your Internet or e-mail inquiry? [Mark all that apply]</p> <p><input type="radio"/> Received an acknowledgement of my inquiry <input type="radio"/> Received a complete answer to my inquiry <input type="radio"/> Received an answer, but not all the information requested <input type="radio"/> Inquiry was sent to another office <input type="radio"/> Never received an answer from VA SKIP TO D34/V41 <input type="radio"/> Other, specify</p>
D33/V40	<p>In general, how much of what you NEEDED TO KNOW did you get from your contact with VA using the Internet or e-mail?</p> <p><input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None</p>	D33/V40	<p>In general, how much of what you NEEDED TO KNOW did you get from your contact with VA using the Internet or e-mail?</p> <p><input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None</p>

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2003 Quest #	Question	2004 Quest #	Question
	OTHER SOURCES OF INFORMATION		OTHER SOURCES OF INFORMATION
D34/V41	<p>Within the past year, did you receive information about your education benefits from any of the following? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> State or county Veterans Service Organizations <input type="radio"/> VA representative on military base [V form only] <input type="radio"/> Reserve unit [V form only] <input type="radio"/> Friends, family, co-workers <input type="radio"/> School <input type="radio"/> Congressional office <input type="radio"/> Other, specify <input type="radio"/> None of the above 	D34/V41	<p>Within the past year, did you receive information about your education benefits from any of the following? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> State or county Veterans Service Organizations <input type="radio"/> VA representative on military base [V form only] <input type="radio"/> Reserve unit [V form only] <input type="radio"/> Friends, family, co-workers <input type="radio"/> School <input type="radio"/> Congressional office <input type="radio"/> Other, specify <input type="radio"/> None of the above
	WRITING TO VA		WRITING TO VA
D35/V42	<p>Did you WRITE to VA about your recent education claim?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No SKIP TO D39/V46 		ENTIRE SECTION DELETED
D36/V43	<p>Why did you write to VA about your education benefits? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Get information before I applied for benefits <input type="radio"/> Apply for education benefits <input type="radio"/> Check on the status of my claim <input type="radio"/> Give VA more information <input type="radio"/> Respond to a VA letter <input type="radio"/> Respond to a phone call from VA <input type="radio"/> Get an explanation of a VA letter <input type="radio"/> Have a permanent record in my file of a phone call or interview <input type="radio"/> Couldn't get through on a toll-free phone number <input type="radio"/> Other, specify 		ENTIRE SECTION DELETED

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2003 Quest #	Question	2004 Quest #	Question
D37/V44	<p>How easy was it for you to understand VA's written reply to your letter(s)?</p> <p> <input type="radio"/> Very easy <input type="radio"/> Somewhat easy <input type="radio"/> Neither easy nor difficult <input type="radio"/> Somewhat difficult <input type="radio"/> Very difficult <input type="radio"/> Didn't receive a written reply SKIP TO D39/V46 </p>		<p>ENTIRE SECTION DELETED</p>
D38/V45	<p>How much of what you NEEDED TO KNOW did you get from VA's written reply?</p> <p> <input type="radio"/> All <input type="radio"/> Most <input type="radio"/> Some <input type="radio"/> Little <input type="radio"/> None </p>		<p>ENTIRE SECTION DELETED</p>
VERIFYING ENROLLMENT TO VA		VERIFYING ENROLLMENT TO VA	
V46	<p>Have you used VA's automated phone system [1-877-823-2378] to verify your enrollment for your recent claim?</p> <p> <input type="radio"/> Yes <input type="radio"/> No SKIP TO V49 </p>	V42	<p>Have you used VA's automated phone system [1-877-823-2378] to verify your enrollment for your recent claim?</p> <p> <input type="radio"/> Yes <input type="radio"/> No SKIP TO V49 45 </p>
V47	<p>Did you find anything to be difficult about using VA's automated phone system to verify enrollment?</p> <p> <input type="radio"/> Yes <input type="radio"/> No SKIP TO V49 </p>	V43	<p>Did you find anything to be difficult about using VA's automated phone system to verify enrollment?</p> <p> <input type="radio"/> Yes <input type="radio"/> No SKIP TO V49 45 </p>

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2003 Quest #	Question	2004 Quest #	Question
V48	<p>What specifically did you find to be difficult about verifying your enrollment when you used VA's automated phone system? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Telephone number was frequently busy <input type="radio"/> System didn't have my VA record <input type="radio"/> Call was disconnected before verification completed <input type="radio"/> My PIN didn't work <input type="radio"/> Other, specify 	V44	<p>What specifically did you find to be difficult about verifying your enrollment when you used VA's automated phone system? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Telephone number was frequently busy <input type="radio"/> System didn't have my VA record <input type="radio"/> Call was disconnected before verification completed <input type="radio"/> My PIN didn't work <input type="radio"/> Other, specify
V49	<p>Have you used VA's Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov to verify your enrollment for your recent claim?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No SKIP TO V52 	V45	<p>Have you used VA's Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov to verify your enrollment for your recent claim?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No SKIP TO V54 48
V50	<p>Did you find anything to be difficult about using VA's Web Automated Verification of Enrollment (WAVE) to verify your enrollment?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No SKIP TO V52 	V46	<p>Did you find anything to be difficult about using VA's Web Automated Verification of Enrollment (WAVE) to verify your enrollment?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No SKIP TO V52 48
V51	<p>What specifically did you find to be difficult about using VA's Web Automated Verification of Enrollment (WAVE) to verify your enrollment? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Unable to log-on to verification website <input type="radio"/> Information on VA Internet website form is confusing <input type="radio"/> Information on VA Internet website form is inaccurate <input type="radio"/> System didn't have my record <input type="radio"/> Not sure if Internet verification was completed successfully <input type="radio"/> Couldn't remember my PIN <input type="radio"/> System wouldn't accept my PIN <input type="radio"/> Other, specify 	V47	<p>What specifically did you find to be difficult about using VA's Web Automated Verification of Enrollment (WAVE) to verify your enrollment? [Mark all that apply]</p> <ul style="list-style-type: none"> <input type="radio"/> Unable to log-on to verification website <input type="radio"/> Information on VA Internet website form is confusing <input type="radio"/> Information on VA Internet website form is inaccurate <input type="radio"/> System didn't have my record <input type="radio"/> Not sure if Internet verification was completed successfully <input type="radio"/> Couldn't remember my PIN <input type="radio"/> System wouldn't accept my PIN <input type="radio"/> Other, specify

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2003 Quest #	Question	2004 Quest #	Question
V52	<p>Have you phoned 1-888-GI-BILL-1 (1-888-442-4551) and spoken to a counselor to verify your enrollment for your recent claim?</p> <p><input type="radio"/> Yes <input type="radio"/> No SKIP TO V54</p>	V48	<p>Have you phoned 1-888-GI-BILL-1 (1-888-442-4551) and spoken to a counselor to verify your enrollment for your recent claim?</p> <p><input type="radio"/> Yes <input type="radio"/> No SKIP TO V54 50</p>
V53	<p>Why did you speak to a counselor to verify your enrollment? [Mark all that apply]</p> <p><input type="radio"/> Experienced difficulty with telephone verification when I called 1-877-823-2378 <input type="radio"/> Experienced difficulty with Internet verification on VA's website <input type="radio"/> System didn't have my record <input type="radio"/> My PIN didn't work <input type="radio"/> Don't have access to the Internet <input type="radio"/> In general, rather speak to a person <input type="radio"/> Believe I'll get paid faster <input type="radio"/> Don't trust automated systems <input type="radio"/> Not sure if automated verification was completed successfully <input type="radio"/> Other, specify</p>	V49	<p>Why did you speak to a counselor to verify your enrollment? [Mark all that apply]</p> <p><input type="radio"/> Experienced difficulty with telephone verification when I called 1-877-823-2378 <input type="radio"/> Experienced difficulty with Internet verification on VA's website <input type="radio"/> System didn't have my record <input type="radio"/> My PIN didn't work <input type="radio"/> Don't have access to the Internet <input type="radio"/> In general, rather speak to a person <input type="radio"/> Believe I'll get paid faster <input type="radio"/> Don't trust automated systems <input type="radio"/> Not sure if automated verification was completed successfully <input type="radio"/> Other, specify</p>
V54	<p>Which method did you use most often when verifying your enrollment?</p> <p><input type="radio"/> Phone VA's automated phone system at 1-877-823-2378 <input type="radio"/> The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov <input type="radio"/> Speak to a counselor at 1-888-GI-BILL-1 (1-888-442-4551)</p>	V50	<p>Which method did you use most often when verifying your enrollment?</p> <p><input type="radio"/> Phone VA's automated phone system at 1-877-823-2378 <input type="radio"/> The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov <input type="radio"/> Speak to a counselor at 1-888-GI-BILL-1 (1-888-442-4551)</p>
V55	<p>Which method did you PREFER to use when verifying your enrollment?</p> <p><input type="radio"/> Phone VA's automated phone system at 1-877-823-2378 <input type="radio"/> The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov <input type="radio"/> Speak to a counselor at 1-888-GI-BILL-1 (1-888-442-4551)</p>		<p>DELETED</p>

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2003 Quest #	Question	2004 Quest #	Question
	RECEIVING YOUR BENEFIT PAYMENTS		RECEIVING YOUR BENEFIT PAYMENTS
D39/V56	<p>From the time your application was submitted to VA, how long did it take to get your first check?</p> <p> <input type="radio"/> 1 week <input type="radio"/> 2 weeks <input type="radio"/> 3 weeks <input type="radio"/> 4 weeks <input type="radio"/> 5 weeks <input type="radio"/> 6 weeks <input type="radio"/> 7 weeks <input type="radio"/> 8 weeks <input type="radio"/> 9 weeks <input type="radio"/> 10 weeks <input type="radio"/> 11 weeks <input type="radio"/> 12 weeks <input type="radio"/> 13 weeks or more </p>	D35/V51	<p>From the time your application was submitted to VA, how long did it take to get your first check?</p> <p> <input type="radio"/> 1 week <input type="radio"/> 2 weeks <input type="radio"/> 3 weeks <input type="radio"/> 4 weeks <input type="radio"/> 5 weeks <input type="radio"/> 6 weeks <input type="radio"/> 7 weeks <input type="radio"/> 8 weeks <input type="radio"/> 9 weeks <input type="radio"/> 10 weeks <input type="radio"/> 11 weeks <input type="radio"/> 12 weeks <input type="radio"/> 13 weeks or more </p>
D40/V57	<p>From the time your application was submitted to VA, how long do you think is REASONABLE for you to receive your first check?</p> <p> <input type="radio"/> 1 week <input type="radio"/> 2 weeks <input type="radio"/> 3 weeks <input type="radio"/> 4 weeks <input type="radio"/> 5 weeks <input type="radio"/> 6 weeks <input type="radio"/> 7 weeks <input type="radio"/> 8 weeks <input type="radio"/> 9 weeks <input type="radio"/> 10 weeks <input type="radio"/> 11 weeks <input type="radio"/> 12 weeks <input type="radio"/> 13 weeks or more </p>	D36/V52	<p>From the time your application was submitted to VA, how long do you think is REASONABLE for you to receive your first check?</p> <p> <input type="radio"/> 1 week <input type="radio"/> 2 weeks <input type="radio"/> 3 weeks <input type="radio"/> 4 weeks <input type="radio"/> 5 weeks <input type="radio"/> 6 weeks <input type="radio"/> 7 weeks <input type="radio"/> 8 weeks <input type="radio"/> 9 weeks <input type="radio"/> 10 weeks <input type="radio"/> 11 weeks <input type="radio"/> 12 weeks <input type="radio"/> 13 weeks or more </p>

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2003 Quest #	Question	2004 Quest #	Question
D41/V58	<p>Did you find anything to be difficult about the benefit payment process?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No SKIP TO D43/V59</p> <p><input type="radio"/> Don't know SKIP TO D43/V59</p>	D37/V53	<p>Did you find anything to be difficult about the benefit payment process?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No SKIP TO D43 39/V59 55</p> <p><input type="radio"/> Don't know SKIP TO D43 39/V59 55</p>
D42/V59	<p>What specifically did you find to be difficult about the benefit payment process? [Mark all that apply]</p> <p><input type="radio"/> Payments didn't arrive when needed</p> <p><input type="radio"/> Payments didn't arrive at the same time each month</p> <p><input type="radio"/> Have had to contact VA (in addition to enrollment verification) to get payment</p> <p><input type="radio"/> No explanation of the amount</p> <p><input type="radio"/> No access to direct deposit</p> <p><input type="radio"/> Problem with direct deposit</p>	D38/V54	<p>What specifically did you find to be difficult about the benefit payment process? [Mark all that apply]</p> <p><input type="radio"/> Payments didn't arrive when needed</p> <p><input type="radio"/> Payments didn't arrive at the same time each month</p> <p><input type="radio"/> Have had to contact VA (in addition to enrollment verification) to get payment</p> <p><input type="radio"/> No explanation of the amount</p> <p><input type="radio"/> No access to direct deposit</p> <p><input type="radio"/> Problem with direct deposit</p>
D43/V60	<p>Have you received an inaccurate payment on your recent claim?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No SKIP TO D45/V62</p>	D39/V55	<p>Have you received an inaccurate payment on your recent claim?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No SKIP TO D45 41/V62 57</p>
D44/V61	<p>Was the inaccuracy resolved in a timely manner?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	D40/V56	<p>Was the inaccuracy resolved in a timely manner?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
D45/V62	<p>For your recent claim, have you had to borrow or pay out-of-pocket expenses in order to enroll or stay in school because VA didn't complete your paperwork on time?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	D41/V57	<p>For your recent claim, have you had to borrow or pay out-of-pocket expenses in order to enroll or stay in school because VA didn't complete your paperwork on time?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>

VA Education Beneficiaries 2004 Customer Satisfaction Study

2003 Quest #	Question	2004 Quest #	Question
D46/V63	<p>For your recent claim, have you had to delay enrollment because VA didn't complete your paperwork on time?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	D42/V58	<p>For your recent claim, have you had to delay enrollment because VA didn't complete your paperwork on time?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>
OVERALL IMPRESSIONS		OVERALL IMPRESSIONS	
D47/V64	<p>All things considered, how satisfied are you with the way VA has handled your education benefits claim?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied</p>	D43/V59	<p>All things considered, how satisfied are you with the way VA has handled your education benefits claim?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very dissatisfied</p>
D48/V65	<p>Do you plan to use all of your benefits for this education program?</p> <p><input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not sure</p>	D44/V60	<p>Do you plan to use all of your benefits for this education program?</p> <p><input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not sure</p>
GENERAL INFORMATION		GENERAL INFORMATION	
D49/V66	<p>What is your gender?</p> <p><input type="radio"/> Male <input type="radio"/> Female</p>	D45/V61	<p>What is your gender?</p> <p><input type="radio"/> Male <input type="radio"/> Female</p>

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D50/V67	What is your current age? <input type="radio"/> 19 years old or younger <input type="radio"/> 20 to 24 years old <input type="radio"/> 25 to 29 years old <input type="radio"/> 30 to 34 years old <input type="radio"/> 35 to 39 years old <input type="radio"/> 40 to 49 years old <input type="radio"/> 50 years old or older	D46/V62	What is your current age? <input type="radio"/> 19 years old or younger <input type="radio"/> 20 to 24 years old <input type="radio"/> 25 to 29 years old <input type="radio"/> 30 to 34 years old <input type="radio"/> 35 to 39 years old <input type="radio"/> 40 to 49 years old <input type="radio"/> 50 years old or older
D51/V68	What is your current marital status? <input type="radio"/> Never been married <input type="radio"/> Married <input type="radio"/> Separated <input type="radio"/> Divorced <input type="radio"/> Widowed	D47/V63	What is your current marital status? <input type="radio"/> Never been married <input type="radio"/> Married <input type="radio"/> Separated <input type="radio"/> Divorced <input type="radio"/> Widowed
D52/V69	Aside from the classes you are currently taking, what is the highest level of education you have completed? <input type="radio"/> High school graduate or GED <input type="radio"/> Some college <input type="radio"/> College graduate <input type="radio"/> Some graduate work <input type="radio"/> Graduate or professional degree	D48/V64	Aside from the classes you are currently taking, what is the highest level of education you have completed? <input type="radio"/> High school graduate or GED <input type="radio"/> Some college <input type="radio"/> College graduate <input type="radio"/> Some graduate work <input type="radio"/> Graduate or professional degree
D53/V70	In what type of education program are you currently enrolled? <input type="radio"/> On-the-job training or apprenticeship program <input type="radio"/> Certificate/license program <input type="radio"/> Two-year academic college program <input type="radio"/> Four-year academic college program <input type="radio"/> Post-graduate degree program	D49/V65	In what type of education program are you currently enrolled? <input type="radio"/> On-the-job training or apprenticeship program <input type="radio"/> Certificate/license program <input type="radio"/> Two-year academic college program <input type="radio"/> Four-year academic college program <input type="radio"/> Post-graduate degree program

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D54/V71	<p>Do you have access to the Internet?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No SKIP TO D56/V73</p>	D50/V66	<p>Do you have access to the Internet?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No SKIP TO D56 V73 52/V73 68</p>
D55/V72	<p>Where do you have access to the Internet? [Mark all that apply]</p> <p><input type="radio"/> At home</p> <p><input type="radio"/> At my place of work</p> <p><input type="radio"/> At school</p> <p><input type="radio"/> At a friend's or relative's home</p> <p><input type="radio"/> At a commercial establishment</p> <p><input type="radio"/> At a public library</p> <p><input type="radio"/> At military base or reserve unit</p> <p><input type="radio"/> Other, specify</p>	D51/V67	<p>Where do you have access to the Internet? [Mark all that apply]</p> <p><input type="radio"/> At home</p> <p><input type="radio"/> At my place of work</p> <p><input type="radio"/> At school</p> <p><input type="radio"/> At a friend's or relative's home</p> <p><input type="radio"/> At a commercial establishment</p> <p><input type="radio"/> At a public library</p> <p><input type="radio"/> At military base or reserve unit</p> <p><input type="radio"/> Other, specify</p>
	COMMENTS		COMMENTS
D56/V73	<p>Do you have any additional comments concerning how VA could improve the way education benefits are handled? (To maintain confidentiality, please do not include your name, address, claim number, or any other identifying information.) If you have specific concerns about your claim, please contact VA by e-mail through VA's Internet website [www.gibill.va.gov] or by phone at 1-888-GI-BILL-1 [1-888-442-4551].</p>	D52/V68	<p>Do you have any additional comments concerning how VA could improve the way education benefits are handled?(To maintain confidentiality, please do not include your name, address, claim number, or any other identifying information.) If you have specific concerns about your claim, please contact VA by e-mail through VA's Internet website [www.gibill.va.gov] or by phone at 1-888-GI-BILL-1 [1-888-442-4551].</p>