

OMB Control Number 2900-004
Respondent Burden: 15 minutes

Respondent Statement: Public Reporting Burden: VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Failure to furnish the requested information will have no adverse affect on any VA benefits to which you may be entitled. If you have comments regarding this burden estimate or any aspects of this collection of information, call 1-800-827-1000 for mailing information on where to send your comments.

Privacy Act Statement: The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the VA benefits processing system and for associated purposes.

**J.D. Power and Associates
Internal Call Center Certification Research
Veterans Benefits Administration**

Invitation Announcement and Survey Questionnaire

Announcement

May I please speak with [INSERT CUSTOMER NAME FROM SAMPLE]

Hello, my name is [INSERT INTERVIEWER NAME], and I am calling on behalf of J.D. Power and Associates. We understand that you contacted the Department of Veterans Affairs Call Center on [INSERT DATE FROM SAMPLE] with a question or problem and we would like to obtain your feedback on your customer experience.

S1. The survey will only take a few minutes to complete. Is this a good time for you?

- 1 YES
- 2 NO
- 3 WRONG NUMBER/NO ONE BY THAT NAME
- 4 DID NOT CONTACT THE VA (OR Department of Veterans Affairs) Customer Service

[IF CODE 2 NO ARRANGE CALLBACK; IF 3 OR 4 THANK AND TERMINATE;
OTHERWISE CONTINUE]

The survey is fully automated. What I'll do is transfer you into it but before I do so, please tell me what your primary reason was for your recent call to the VA call center on (INSERT DATE).

S2) Was it to:

- 1 Ask a question

- 2 Resolve a problem
- 3 Make a change

S3. Can you briefly describe the nature of your (insert question/problem change).

(do not read list --post code from the following)

- a. To submit a new claim
- b. Question or problem about a pending claim (ask S3)
- c. Question or problem about a claim that is denied (ask S3a)
- d. To change your address or direct deposit information
- e. To report the death of an individual who received VA benefits
- f. To report that you did not receive your VA check or direct deposit
- g. To ask a general question
- h. About something else, not previously mentioned

S4 If claim is pending ask...how long has your claim been pending?

Open capture—post code into the following categories

- a. About a claim that has been pending for less than 6 months
- b. About a claim that has been pending for 7-12 months
- c. About a claim that has been pending for more than 1 year

S3a. If calling about a denied claim ask...

About how long ago was your claim denied (Open capture)

Now I'm going to transfer you into the automated survey, and after a few moments, you'll hear instructions on how to answer each question using the keypad on your phone, and then the questions about your experience will begin

S4: Before starting, would answering the survey questions using your phone's keypad present any difficulty for you?

- 1 YES
- 2 NO

[IF S2 = 2 OPERATOR TRANSFERS RESPONDENT INTO IVR-HOSTED SURVEY BY SAYING:]If you'll hold on for a moment, I'll transfer you now.

[Operator uses blind transfer to connect respondent with survey.]

[IF S2 = 1 OPERATOR WILL ASK QUESTIONS AND RECORD ANSWERS FOR THE ENTIRE SURVEY BEGINNING WITH SURVEY INTRODUCTION BELOW.]

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Survey Introduction

Hello. We are conducting research with J.D. Power and Associates to score the customer service you received on your recent call to the Department of Veterans Affairs. We appreciate your time to answer this four-minute survey. For each of the questions, please respond by pressing the numbers on your telephone keypad. You may have a question repeated by pressing the star key.

Q1. During your recent contact, how many minutes did you wait on the phone before speaking to a live person? If you waited less than 1 minute, please press 0. [Accept numerical values between 0 – 300].

Q2. Were you transferred or referred to another person?
Press ONE for “yes” or TWO for “no”.

Q3. Did you have to provide the same information more than once?
Press ONE for “yes” or TWO for “no”.

Q4. Did you experience any difficulty understanding the representative?
Press ONE for “yes” or TWO for “no”.

Q5. How many times did you contact the VA regarding this issue?
Please enter the number of times you have called about this particular issue. [Accept numerical values between 1-99]

Q6. Was your most recent issue resolved?
Press ONE for “yes” or TWO for “no”.

Please rate your call experience with the VA on the following items using a 1 to 10 scale where 1 is Unacceptable, 10 is Outstanding and 5 is Average. Enter a TEN by pressing a ONE and then a ZERO. You may use any number between ONE and TEN to rate your experience. Please rate:

[Accept numerical values between 1-10]

Q7. Ease of navigating through the phone system

Q8. Promptness in speaking to a person

Q9. Representative's concern for your needs

Q10. Knowledge of the representative

Q11. Courtesy of the representative

Q12. The usefulness of information provided for your problem, question or request

Q13. Timeliness of resolving your problem, question or request

Q14. Your Overall service representative experience

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Q15: Now, thinking all of the services and benefits you receive, please rate your overall experience with the Department of Veterans Affairs. USING THE SAME 1 TO 10 POINT SCALE

Q17. Based on the benefits administered by VA and the service you received, how likely are you to inform another veteran/client to seek assistance by calling the VA?

1. Definitely Will Not
2. Probably Will Not
3. Probably Will
4. Definitely Will

Thank you very much for your time. Your feedback will help us provide the best service possible for our nations' veterans. Good-bye.

Programming notes:

(if 1 only is pressed) "We recorded one which is the lowest score. If this is correct press one. Press two if you need to reenter your answer"

(invalid) "I'm sorry but the answer you've given is not a valid response for this question. I will repeat the question for you."

(no input) "I'm sorry I did not detect a touch tone response. I will repeat the question for you."

(error message) "We did not receive a valid response after asking the question 3 times. We have to assume that your touchtone signal is not coming through clearly at this time. We are sorry that we must discontinue the survey at this time. Thank you"

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