**Veteran Appointment Mobile Application Satisfaction Survey**

**OMB 2900-0770
Estimated Burden: 5 minutes**

**Department of Veterans Affairs**



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***Performance Measure #1.3 – Veteran Satisfaction with Appointment Management***

In comparison to your previous experience requesting appointments with the VA, please rate your satisfaction with the ability to request appointments using either your mobile device or desktop computer.

**Ease of Use**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Not Applicable |
| The application is intuitive and easy to use. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| I was able to get my appointment(s) when needed. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

**Experience**

Please rate your satisfaction with the following aspects of the new appointment request application

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Not Applicable |
| Being able to communicate with VA scheduling staff through the mobile device/internet browser | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| The responsiveness of VA scheduling staff | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Having the option to request different types of appointments (e.g., In person, Phone, Video Conference) | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Ability to create new appointment request(s) | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Ability to see updates on my request status | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Ability to view future VA appointments | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

**Overall Satisfaction with Appointment Management**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Not Applicable |
| Overall, how satisfied are you with the appointment request application? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

*Performance Measure #3.2 – Perception of Application Impact to Care Coordination*

**Perception of Application Impact to Care Coordination**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Not Applicable |
| Compared to the previous process, the appointment request application has improved my ability to schedule my appointments. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Compared to the previous process, the appointment request application has improved my ability to manage my appointments. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| I like the fact that the VA is providing new tools to enhance my ability to schedule VA appointments. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| I would recommend this application to other Veterans. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Please provide any additional comments regarding your experience with the application. | Free Response |