

**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]

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] with a question or problem and we would like to obtain your feedback on your customer experience.

S1. The survey will only take about four 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 NO, ARRANGE CALLBACK; IF 3 OR 4 THANK AND TERMINATE; OTHERWISE CONTINUE]

To begin, please tell me which of the following best describes the primary reason 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)

1. To submit a new claim
2. Question or problem about a pending claim (ask S4, do not ask Q6)
3. Question or problem about a claim that is denied (do not ask Q6)
4. To change your address or direct deposit information
5. To report the death of an individual who received VA benefits
6. To report that you did not receive your VA check or direct deposit
7. To ask a general question

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.

9. Question or problem about a payment (over- or under- payment, back payment, etc.)
10. Question or problem about specific benefit (Disability compensation, Post 9/11 GI Bill, health care, home loan, etc.)
11. To report a change in status (add/change dependents, disability status, etc.)
12. To request a document or form
13. To make or change an appointment
14. To follow-up on a prior issue
8. About something else, not previously mentioned
(if 8: Ask: Please specify: _____)

S4. (National Call Center/National Pension Call Center) If claim is pending ask...How long has your claim been pending? (Open Capture)

(Do not read list post code from the following)

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

S4. (Education Call Center) If claim is pending ask...How long has your claim been pending? (Open Capture)

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

1. About a claim that has been pending for less than 30 days
2. About a claim that has been pending for 1-3 months
3. About a claim that has been pending for more than 3 months

[NO QS4a in the NCC Survey]

S4a. (National Pension Call Center) For which benefit were you calling about?

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

1. Disability Pension
2. Death Pension
3. Disability Compensation
4. Special Monthly Pension Benefits
5. Housebound Benefits
6. Burial Benefits
7. Dependency and Indemnity Compensation (DIC)
8. Accrued Benefits
9. Other

S4a. (Education Call Center) For which education benefit were you calling about?
(Open Capture)

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.

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

1. Post 9/11 GI Bill
2. Montgomery GI Bill Active Duty
3. Montgomery GI Bill Selected Reserve
4. Reserve Educational Assistance Program (REAP)
5. Survivors' & Dependents' Educational Assistance Program (DEA)
6. Veterans' Educational Assistance Program (VEAP)
7. Educational Assistance Test Program (Section 901)
8. National Call to Service Program
9. Other

S4b. If calling about a denied claim ask...About how long ago was your claim denied
(Open capture)

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.

Survey Introduction

Q1. During your recent contact, how many minutes did you wait on the phone before speaking to a live person? (Open Capture)

[Accept numerical values between 0-300]

Q2. Were you transferred or referred to another person?

1. Yes
2. No

Q3. Did you have to provide the same information more than once?

1. Yes
2. No

Q4. Did you experience any difficulty understanding the representative?

1. Yes
2. No

Q5. How many times did you contact the VA regarding this issue?

[Accept numerical values between 1-99]

Q6. Was your most recent issue resolved? (Skip if answered B or C to S3)

1. Yes
2. 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. 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

Q15: Now, thinking about 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.

.

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.

Q16. 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.

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.