

Compensation sample population definition: Individuals who have received a decision in the past 30 days (includes those who were found eligible on a new or subsequent claim and those who have been denied and are not appealing the decision)

Pension sample population definition: Individuals who have received a decision in the past 30 days (includes those who were eligible on a new claim, and those who were denied and are not appealing the decision)

### Benefit Information

1. How did you FIRST learn about VA benefit programs? *(Mark only one) If you are unsure, please indicate the first way you remember learning about VA benefit programs.*
  - a. VA website
  - b. VetSuccess.gov
  - c. eBenefits.va.gov
  - d. Mail (from VA)
  - e. VA phone number (800-827-1000)
  - f. Transition Assistance Program/Disabled Transition Assistance Program briefings
  - g. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc.  
*(Specify)* \_\_\_\_\_
  - h. VA medical center
  - i. VA Vet center
  - j. In person at a Regional Office
  - k. Social media websites (e.g., Facebook, Twitter, etc.)
  - l. Visit from a VA employee
  - m. Other Veterans
  - n. Internet (excluding VA and social media sites)
  - o. Friends or family
  - p. Other publications (e.g., Army Times, local newspapers, etc.)
  - q. Other *(Specify)* \_\_\_\_\_
  - r. Don't know or not sure
  
2. What method(s) do you MOST FREQUENTLY use to obtain general information about VA's benefits or services? *(Mark all that apply)*
  - a. Phone
  - b. Mail
  - c. E-mail
  - d. In person at a Regional Office
  - e. Veterans Service Organizations e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. *(Specify)*
  - f. \_\_\_\_\_  
Disabled Veterans' Outreach Program
  - g. VA website

- h. VetSuccess.gov
  - i. eBenefits.va.gov
  - j. Social media websites (e.g., Facebook, Twitter, etc.)
  - k. Other websites (excluding VA or social media sites)
  - l. VA medical center
  - m. VA Vet center
  - n. Friends or family
  - o. Other publications (e.g., Army Times, local newspapers, etc.)
  - p. Other (Specify) \_\_\_\_\_
  - q. Don't know or not sure
  - r. None of the above
3. How frequently would you like to receive communications (e.g., e-mails, letters, newsletters, etc.) about VA benefits or services? (Mark only one)
- a. Weekly
  - b. Monthly
  - c. Quarterly (every 3 months)
  - d. Semi-annually (twice per year)
  - e. Annually (once per year)
  - f. Never
  - g. Don't know or not sure
4. How would you like to receive information from VA about applying for VA benefits or services? (Mark all that apply)
- a. Phone
  - b. Mail
  - c. E-mail
  - d. VA website
  - e. Social media websites (e.g., Facebook, Twitter, etc.)
  - f. In person at a Regional Office
  - g. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify)
  - \_\_\_\_\_
  - h. Other (Specify) \_\_\_\_\_
  - i. Don't know or not sure

The following question asks you to rate various aspects of your experience with Compensation and Pension using a scale of 1 to 10, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

5. When thinking about your most frequently used methods of communication please rate your experience in obtaining information about your benefit application on the following items: (Mark only one per row)
- a. Ease of accessing information
  - b. Availability of information

- c. Clarity of information
- d. Usefulness of information
- e. Frequency of information provided by VA
- f. Overall rating of information

### Contact with VA

6. During the past 6 months, did you contact anyone from VA about the benefit application process? (Mark only one)
- a. Yes
  - b. No

(Ask Q7-Q12 if Q6 is yes, otherwise go to Q13)

7. Which of the following best describes the reason for your most recent contact? (Mark only one)
- a. Resolve a problem
  - b. Ask a question
  - c. Request a change to your records/provide information
8. Can you briefly describe the nature of your most recent contact? (Mark all that apply)
- a. Change your address or direct deposit information
  - b. Report the death of an individual who received VA benefits
  - c. Report that you did not receive your VA check or direct deposit
  - d. Report a problem with a VA customer service representative
  - e. Ask a general question
  - f. Obtain information about submitting/re-opening a claim
  - g. Other (Specify) \_\_\_\_\_
9. Thinking about your most recent contact, how did you contact VA? (Mark only one)
- a. Phone
  - b. Fax
  - c. Website
  - d. E-mail
  - e. Mail
  - f. In person
10. Was your most recent issue resolved? (Mark only one)
- a. Yes
  - b. No

(Ask Q11 if Q10 is No, otherwise go to Q12)

11. Why wasn't your most recent issue resolved?
- Did not receive all of the information required
  - Received incorrect information
  - Was referred to the incorrect office/person
  - Waiting for follow-up from VA
  - Other (Specify) \_\_\_\_\_
  - Don't know or not sure
12. Thinking of your most recent contact with the VA, how would you rate your overall customer service experience with the VA or VA representatives using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

### Benefit Eligibility and Application Process

13. Thinking about your most recent application, did someone from VA (e.g., call center representative, office staff, etc.) provide you with information about the benefit application process?
- Yes
  - No
  - Don't know or not sure
14. Thinking about your most recent benefit application, what method did you use to apply for your benefit? (Mark only one)
- Veterans Online Application**
  - Mail
  - In person at a Regional Office
  - In person at a Veterans Service Organization e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc.
  - Other (Specify) \_\_\_\_\_
  - Don't know or not sure
15. After you submitted your application, did you receive a letter from VA notifying you that your claim was received?
- Yes
  - No
  - Don't know or unsure

(Ask Q16-23 if Q15 is Yes, otherwise go to Q24)

16. Thinking about the letter, was it clear and easy to understand? (Mark only one)
- Not at all clear
  - Somewhat clear
  - Completely clear

- d. Don't know or not sure
- e. I did not read the letter

17. Did you contact VA to obtain clarification about any of the letters you received?

- a. Yes
- b. No
- c. Don't know or not sure

18. Did you provide VA with the documentation that was requested in the letter(s)?

(Mark only one)

- a. Yes
- b. No
- c. Nothing was requested
- d. Don't know or not sure

(Ask Q19 if Q18 is yes, otherwise go to Q21)

19. How did you submit the documentation to VA that was requested in the letter?

(Mark only one)

- a. Mail
- b. In person at a Regional Office
- c. Through a Veterans Service Organization, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc.
- d. Other (Specify) \_\_\_\_\_
- e. Don't know or not sure

20. What is your preferred method to submit the documentation to VA that was requested in the letter(s)? (Mark only one)

- a. Mail
- b. In person at a Regional Office
- c. Online (ebenefits/ Veterans Online Application)
- d. Through a Veterans Service Organization, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc.
- e. Other (Specify) \_\_\_\_\_
- f. Don't know or not sure

21. Did you receive a subsequent letter for requesting information in support of your claim from VA? (Mark only one)

- a. Yes
- b. No
- c. Don't know or not sure

22. During the application process, did you have to provide the same information more than once? (Mark only one)

- a. Yes
- b. No
- c. Don't know or not sure

(Ask Q23 if Q22 is Yes, otherwise go to Q24)

23. What information did you have to provide more than once? (Mark all that apply)
- a. Discharge papers (DD214)
  - b. Service treatment records
  - c. Private medical records
  - d. Other (Specify) \_\_\_\_\_
  - e. Don't know or not sure

The following question asks you to rate various aspects of your experience with your benefit application using a scale of 1 to 10, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

24. Please rate your experience with the benefit application process on the following items: (Mark only one per row)
- a. Ease of completing the application
  - b. Timeliness of eligibility/entitlement notification
  - c. Flexibility of application methods
  - d. Overall rating of application process

(Ask Q25-Q27 if previously found ineligible for VA benefits, otherwise go to Q21)

25. If you were previously found ineligible for VA benefit payments, did you understand why you were found ineligible? (Mark only one)
- a. Yes
  - b. No
  - c. Don't know or not sure
26. Were you provided information about how to appeal your decision? (Mark only one)
- a. Yes
  - b. No
  - c. Don't know or not sure
27. Using a scale of 1 to 10, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, please rate the clarity of the information you were provided about appealing your decision.

## Benefit Entitlement

The following question asks you to rate various aspects of your experience with your benefit payment using a scale of 1 to 10, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.

28. Please rate your benefit payment on the following items: (Mark only one per row)

- a. Amount of benefit payment
- b. Timeliness of receiving initial benefit payment
- c. Overall rating of your benefit payment

### Overall Application Experience

29. Thinking about ALL aspects of your experience applying for your compensation or pension benefit, please rate VA overall, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. (Mark only one)

### Overall Experience with VA

30. Taking into consideration all of the non-medical benefits (e.g., education, compensation and pension, home loan guaranty, vocational rehabilitation and employment, insurance, etc.) you have applied for or currently receive, please rate your experience with VA overall, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. (Mark only one)

31. How likely are you to inform other Veterans or beneficiaries about your experience VA benefits or services? (Mark only one)

- a. Definitely will not
- b. Probably will not
- c. Probably will
- d. Definitely will

32. Do you have any other comments or concerns about your experience? (Open Capture)

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### Additional Questions

As a reminder, your responses will be kept completely confidential and will not affect any current or future benefits you may receive.

33. How are you currently using or intending to use your benefit payment? (Mark all that apply)

- a. Rent/mortgage payment
- b. Paying bills
- c. Paying down debt
- d. Education expenses

- e. Establishing savings
- f. Other (Specify) \_\_\_\_\_
- g. Prefer not to state
- h. Don't know or not sure

As a reminder, your responses will be kept completely confidential and your email address will not be sent to VA with any responses on this survey.

34. Would you like to provide an e-mail address so VA can contact you with general information about VA benefits and services? (Mark only one)
- a. Yes
  - b. No
  - c. I do not have an e-mail address
  - d. Prefer not to answer

(Ask Q35 if Yes in Q34)

35. Please enter your preferred e-mail address where you would like to be contacted:  
(Open Capture)
- a. E-mail: