

Question #	Question	Source	Uses	Justification
Factor 1	Benefit Information		Allows us to determine if Veteran experience differs based on informational needs and usage patterns during enrollment for a benefit	Satisfaction with the enrollment experience may be higher or lower dependent upon Veterans' informational needs and usage patterns during their application. The informational needs and usage patterns will be determined in this section. These questions will help us differentiate Veteran satisfaction based on benefit informational needs and usage, identify areas where improvements to the process can occur and prioritize them based on the impact of the Benefit Information factor to overall Veteran satisfaction.
1	How did you FIRST learn about the VR&E benefit programs? <i>(Mark only one) if you are unsure, please indicate the first way you remember learning about the VR&E benefit programs .</i>	Outreach Requirement	Identify usage of available information sources	This will be used to assess Veteran point-of-entry and most frequent source for finding information about VA benefits and to evaluate usage patterns. This information will be used in the context of overall satisfaction with benefit information, including ease of accessing, availability, usefulness, and clarity of information and identifying information sources where any of these attributes has the potential for improvement.
	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. <i>(Specify)</i> _____			
	h. VA medical center			
	i. VA Vet center			
	j. In person at an RO (Regional Office)			
	k. Social media websites (e.g., Facebook, Twitter, etc.)			
	l. Visit from a VA employee			

Question #	Question	Source	Uses	Justification
	m. Other Veterans			
	n. Internet (excluding VA and social media sites)			
	o. Friends or family			
	p. Information came with notification/ratings letter			
	q. Other publications (e.g., Army Times, local newspapers, etc.)			
	r. Other (Specify) _____			
	s. Don't know or not sure			
2	What method(s) do you MOST FREQUENTLY use to obtain general information about VA's Vocational Rehabilitation and Employment (VR&E) benefits or services? (Mark all that apply)	Outreach Requirement	Identify most preferred communication channel for benefits information	This question will assess the optimal channel of communications to help maintain an optimal communication strategy for outreach to Veterans about their benefits.
	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. School			
	q. Other (Specify) _____			
	r. Don't know or not sure			
	s. None of the above			

Question #	Question	Source	Uses	Justification
3	How did the VA provide you information about the application process for your most recent Vocational Rehabilitation and Employment benefit application? (Mark all that apply)	Outreach Requirement	Measure the utilization of methods for providing information about application process	Veterans experience may vary based on where they received information about the application process. This question helps to identify which methods are most effective in communicating information and helps leverage best practices in those methods for communicating via other avenues.
	a. Transition Assistance Program			
	b. Disabled Transition Assistance Program briefings			
	c. Integrated Disability Evaluation System			
	d. Phone			
	e. Mail			
	f. E-mail			
	g. Pamphlets/brochures			
	h. VA website			
	i. VA medical center			
	j. VA Vet center			
	k. In person at a Regional Office			
	l. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify) _____			
	m. Disabled Veterans' Outreach Program			
	n. Other (Specify) _____			
	o. Don't know or not sure			
	p. Did not receive information about application process			
4	How frequently would you like to receive communications (e.g., e-mails, letters, newsletters, etc.) from VA about VR&E benefits or services? (Mark only one)	Outreach Requirement	Measures the frequency of communications received from VA about their benefits	This question will assess the optimal frequency of communications, in addition to the number of communications, to help maintain an optimal communication strategy for outreach to Veterans about their benefits.
	a. Weekly			
	b. Monthly			
	c. Quarterly (every 3 months)			
	d. Semi-annually (twice per year)			
	e. Annually (once per year)			

Question #	Question	Source	Uses	Justification
	f. Never			
	g. Don't know or not sure			
5	How would you like to receive information from VA about applying for VR&E benefits or services? (Mark all that apply)	Outreach Requirement	Assess Veterans' preferred communication methods	This question will help to assess the most desired methods of communication about VA benefits or services and help guide the strategy for information outreach to Veterans.
	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) _____			
	j. Don't know or not sure			
	The following question asks you to rate various aspects of your experience with Vocational Rehabilitation and Employment, using a scale of 1 to 10 where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> .		These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the enrollment for their benefit.	Satisfaction with the benefit information represents one of the main elements of Veterans' experience with the enrollment for their benefit. These items represent key attributes in the enrollment process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different information usage patterns and informational needs during the enrollment for their benefit.
6	Please rate your experience in obtaining information about your VR&E benefit application on the following items:			
	a. Ease of accessing information	VBA Performance Metric		

Question #	Question	Source	Uses	Justification
	b. Availability of information	VBA Performance Metric		
	c. Clarity of information	VBA Performance Metric		
	d. Usefulness of information	VBA Performance Metric		
	e. Frequency of information received from VA	VBA Performance Metric		
	f. Overall rating of information	VBA Performance Metric		
Factor 2	Contact with VA			
7	During the past 6 months, did you contact anyone from VA about the VR&E benefit application process (excluding any contacts with your Vocational Rehabilitation and Employment counselor)? (Mark only one)	Contact/Resolution Assessment	Assess whether or not contact occurred	This question allows us to assess whether or not someone has had a contact with VA about their benefit recently enough to evaluate their experience with the contact. Individuals who have had recent contact with VA about their benefit may exhibit different levels of satisfaction than those who have not had recent contact. This question allows us to assess the variation between these two groups.
	a. Yes			
	b. No			
	(Ask Q8-13 if Q7 is yes, otherwise go to Q14)			
8	Which of the following best describes the reason for your most recent contact? (Mark only one)	Contact/Resolution Assessment	Evaluate the reason for the call	The reason for calling may contribute to the satisfaction related to the call experience. It is important to understand how satisfaction varies based on the type of call. This information will be used in conjunction with the VBA Call Center Satisfaction Research to analyze methods of contact/resolution.

Question #	Question	Source	Uses	Justification
	a. Resolve a problem			
	b. Ask a question			
	c. Request a change to your records/provide information			
9	Can you briefly describe the nature of your most recent contact? (Mark all that apply)	Contact/ Resolution Assessment	Assess the nature of the call	Understand the specific reason for the call to help identify potential needs of various groups of Veterans and the ability of VA to respond to those needs. This information may assist in developing actionable recommendations for training, information communication, etc. This information will be used in conjunction with the VBA Call Center Satisfaction Research to analyze methods of contact/resolution.
	a. Questions about the application form			
	b. Receive help regarding a paperwork issue			
	c. Receive help regarding a medical issue			
	d. Receive help regarding a training issue			
	e. Receive help regarding an employment issue			
	f. Change your address or direct deposit information			
	g. Report the death of an individual who received VA benefits			
	h. Report a problem with counselor/case manager			
	i. Report a problem with a VA customer service representative			
	j. Ask a general question			
	k. Obtain information about submitting/re-opening a claim			
	l. Other (Specify) _____			
10	Thinking about your most recent contact, how did you contact VA? (Mark only one)	Contact/ Resolution Assessment	Allows us to measure the satisfaction with various methods of communication	Veterans' experiences with contacting VA may differ based on the method they use for contact. This may highlight contact methods that are used most frequently by Veterans and help identify processes VA can use to optimize those communication channels.
	a. Phone			

Question #	Question	Source	Uses	Justification
	b. Fax			
	c. Website			
	d. E-mail			
	e. Mail			
	f. In person			
11	Was your most recent issue resolved? (Mark only one)	Contact/ Resolution Assessment	Allows us to measure issue resolution	Veterans who have their issue resolved upon contacting VA may have different levels of satisfaction than those who do not have their issue resolved. This will allow us to set benchmarks for issue resolution and identify areas where contact can be improved based on the reason or nature of the call. This information will be used in conjunction with the VBA Call Center Satisfaction Research to analyze methods of contact/resolution.
	a. Yes			
	b. No			
	(Ask Q12 if Q11 is No, otherwise go to Q13)			
12	Why wasn't your most recent issue resolved? (Mark all that apply)	Contact/ Resolution Assessment	Allows us to identify the reasons why issues were not resolved	This is important because it allows us to evaluate the reasons why there may be different levels of resolution depending on the nature and or reason for the call and assist in developing actionable courses of action based on study results.
	a. Did not receive all of the information required			
	b. Received incorrect information			
	c. Was referred to the incorrect office/person			
	d. Waiting for follow-up from VA			
	e. Other (Specify)			
	f. Don't know or not sure			
13	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. (Mark only one)			

Question #	Question	Source	Uses	Justification
Factor 3	Benefit Eligibility and Application		Determine if Veteran experience differs based on the level of engagement with VBA during the application process	Satisfaction with the enrollment experience may be higher or lower dependent upon the level of interaction a Veteran has with VBA during the application process. The level of interaction will be determined based on the various experiences a Veteran might have during the application for benefits. These various experiences are represented in this section. These questions will help us differentiate Veteran satisfaction based on the various touch points related to their benefit eligibility and application, identify areas where improvements to the process can occur and prioritize them based on the impact of the Benefit Eligibility and Application Process factor to overall Veteran satisfaction.
14	What is the primary reason you applied/will apply for the VR&E program? <i>(Mark only one)</i>	Respondent Classification	Assess reason for applying for VR&E Benefit	This question will help VA understand the primary reason that Veterans are applying for the VR&E program.
	a. Get any job			
	b. Get a better job			
	c. Further my education			
	d. Get training for a new job			
	e. Get a job that accommodates my disability			
	f. Improve job-seeking skills			
	g. Career counseling			
	h. Other <i>(Specify)</i> _____			
15	Thinking about your most recent VR&E benefit application, what method did you use to apply for your benefit? <i>(Mark only one)</i>	Contact Assessment	Measure the effectiveness of various methods of applying for a benefit	Veteran satisfaction may differ based on the method they used to apply for their benefit. This will help to identify areas where Veterans are experiencing difficulty with the process and potential opportunities for improvement.
	a. Veterans Online Application/eBenefits			
	b. Mail			
	c. In person at a Regional Office			

Question #	Question	Source	Uses	Justification
	d. In person at a Veterans Service Organization, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc.			
	e. VetSuccess.gov			
	f. Other (Specify) _____			
	g. Do not remember filling out an application (SKIP TO Q29)			
	h. Don't know or not sure			
16	Which of the following types of information did you have to provide for your application? (Mark all that apply)	Application Experience Requirement	Determine the type of information provided more than once	It is important to determine the types of information that are generally provided. This question will assist in determining actionable recommendations for improving the Veteran experience related to providing information.
	a. Discharge papers (DD214)			
	b. Service treatment records			
	c. Private medical records			
	d. Disability rating			
	e. Other (Specify) _____			
	f. No additional information was needed			
	g. Don't know or not sure			
17	During the application process, did you have to provide the same information more than once? (Mark only one)	Application Experience Requirement	Allow us to determine if the Veteran had an additional level of engagement with VBA related to having to provide duplicate information	Veteran satisfaction may differ based on whether or not they have to provide duplicate information after submitting their original application. This will help us identify an area of potential improvement based on a comparison of levels of satisfaction between those who did have to submit duplicate information versus those who did not.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q18 if Q17 is Yes, otherwise go to Q20)			

Question #	Question	Source	Uses	Justification
18	How many times did you have to provide the same information? (Open Capture)	Application Experience Requirement	Assess the degree of effort expended in providing duplicate information	Veteran satisfaction may vary dependent on the number of times they have to provide the same information. The process of providing the same information more than once can potentially negatively impact the Veteran experience as a result of frustration that may occur. This question assists in identifying and setting benchmarks for potential areas of improvement.
	a. Number of times _____			
	b. Don't know or not sure			
19	What information did you have to provide more than once? (Mark all that apply)	Application Experience Requirement	Determine the type of information provided more than once	It is important to determine the types of information that are typically provided more than once to develop actionable recommendations related to reducing redundant processes. This question will assist in determining actionable recommendations for improving the Veteran experience related to providing duplicate information.
	a. Discharge papers (DD214)			
	b. Service treatment records			
	c. Private medical records			
	d. Disability rating			
	e. Other (Specify) _____			
	f. Don't know or not sure			
20	Were you updated on the status of your VR&E benefit application without having to ask? (Mark only one)	Application Experience Requirement	Determine if the VA is proactively updated the Veteran on their application status.	Veteran satisfaction may vary based on whether they are being updated by the VA without them having to reach out. This question can be used to measure satisfaction among those who are proactively contacted by the VA.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q9 if Q8 is Yes, otherwise go to Q10)			

Question #	Question	Source	Uses	Justification
21	During your initial evaluation appointment, did the counselor have you participate in any testing? (Mark only one)	Application Experience Requirement	Questions regarding the evaluation process	This question allows us to look at the different steps in the evaluation process and what impact this has on the Veterans overall experience
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q22 if Q21 is Yes, otherwise go to Q23)			
22	Did the counselor explain the following...? (Mark all that apply)	Application Experience Requirement	Questions regarding the evaluation process	Veterans satisfaction with the program may be determined by their relationship with the counselor. Understanding the level or interaction with the counselor and processes that were followed will help in evaluating the Veterans level of engagement with the counselor and the process
	a. Purpose of the test			
	b. Results of the test			
	c. Next steps in the process			
	d. None of the above			
	e. Don't know or not sure			
23	How many appointments did you have with a counselor before an entitlement decision was made? (Open Capture)	Application Experience Requirement	Determine how many appointments the Veteran had with a counselor before an entitlement decision was made	This will help the VA understand how often Veterans are being scheduled for additional entitlement meetings. Together with Q.16, this will help them understand why additional meetings are occurring.
	a. Number of appointments _____			
	b. Don't know or not sure			
	(Ask Q24 if Q23 is 2 or more, otherwise go to Q25)			
24	Why was it necessary for you to have more than one appointment? (Mark all that apply)	Application Experience Requirement	Determine reasons for more than one appointment	Veteran satisfaction can be greater or less depending on how many times they need to interact with the VA prior to receiving their benefit. Together with Q15, we will be able to examine the number of times Veterans are having to have additional meetings and why and if this has either a positive or negative impact on satisfaction with the program

Question #	Question	Source	Uses	Justification
	a. To provide additional paperwork/documentation (e.g., medical documents)			
	b. Additional tests			
	c. To follow up with questions/concerns			
	d. Scheduling conflicts			
	e. Other (Specify) _____			
	f. Don't know or not sure			
25	Was the counselor during the planning phase of your program the same counselor who conducted your initial evaluation? (Mark only one)	Application Experience Requirement	Determine if the Veteran had the same counselor for the planning and initial evaluation	Veterans satisfaction may be influenced by the amount of different counselors they see. This question will enable us to look at satisfaction and the switching of counselors
	a. Yes			
	b. No			
	c. Don't know or not sure			
26	Did your counselor provide you with information about VetSuccess.gov?	Contact Assessment	Determine if the Veteran was informed about VetSuccess.gov	These series of questions (19 -21) are Asking about whether the Veteran is becoming aware of and familiar with VetSuccess.gov. Using these questions, we will be able to determine if their familiarity with and their use of the site is helping to increase their satisfaction with the program.
	a. Yes			
	b. No			
	c. Don't know or not sure			
27	Did you register for VetSuccess.gov?	Contact Assessment	Determine if the Veteran registered for VetSuccess.gov	These series of questions (19 -21) are Asking about whether the Veteran is becoming aware of and familiar with VetSuccess.gov. Using these questions, we will be able to determine if their familiarity with and their use of the site is helping to increase their satisfaction with the program.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q28 if Q20 is No, otherwise go to Q29)			

Question #	Question	Source	Uses	Justification
28	Why didn't you register for VetSuccess.gov?	Contact Assessment	Determine why the Veteran did not register for VetSuccess.gov	These series of questions (19 -21) are Asking about whether the Veteran is becoming aware of and familiar with VetSuccess.gov. This question will see how many Veterans opted not to use the site despite knowing about it.
	a. Not aware of VetSuccess.gov			
	b. Opted not to use VetSuccess.gov			
	c. Other (Specify: _____)			
	d. Don't know or not sure			
	(Ask Q22-Q26 if started the rehabilitation program/plan selection and found entitled, otherwise go to Q27)			
29	Did your final rehabilitation plan include your original vocational training choice? (Mark only one)	Respondent Classification	Determine if the final rehabilitation plan included the original vocational training course	Veterans can desire certain vocational training courses that they may not be qualified for based on medical and other reasons. Satisfaction may differ based on whether they are able to get training in their desired courses. Understanding this will help VA set expectations so that Veterans can have realistic expectations concerning the program.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q29-Q32 if started the rehabilitation plan and found entitled, otherwise go to Q33)			
30	Why didn't your final rehabilitation plan include your original vocational training option? (Mark all that apply)	Respondent Classification	Determine reason final rehabilitation did not include the original vocational training course.	Veterans can desire certain vocational training courses that they may not be qualified for based on medical and other reasons. Satisfaction may differ based on whether they are able to get training in their desired courses. Understanding this will help VA set expectations so that Veterans can have realistic expectations concerning the program.
	a. Missing documentation			
	b. Poor labor market			
	c. Medical reasons			

Question #	Question	Source	Uses	Justification
	d. Another vocational option suited my needs better			
	e. Other (Specify:) _____			
	f. Don't know or not sure			
31	Which of the following options was selected for your plan of vocational rehabilitation? (Mark only one)	Benefit Experience Requirement	Determine which of the vocational rehab training the Veteran was placed in	We will be able to analyze a Veterans' experience with each of the five vocational rehabilitation programs individually as well as over all. This question enables us to parse the data based on these specifications.
	a. Re-Employment (assistance in returning to work with former employer and providing work-adjustment services, job accommodations, and job modifications)			
	b. Rapid Access to Employment (for individuals who already possess the necessary skills to compete for suitable employment opportunities but need additional help with licensures, job readiness preparation, resume development, job searching, etc.)			
	c. Self-Employment (individuals who have limited access to traditional employment, need a more flexible work schedule, or need a more accommodating work environment due to their service-connected disabilities)			
	d. Employment through long-term services (individuals in need of specialized training and/or education to obtain and maintain suitable employment that will not aggravate their service-connected disabilities)			
	e. Independent living (individuals whose disabilities are so severe that they are unable to pursue an employment goal at this time and are given assistance to live more independently and increase their potential to return to work)			
	(Ask Q32 if started one of the five tracks, otherwise go to Q33)			

Question #	Question	Source	Uses	Justification
32	<p>From the time you signed your rehabilitation plan (rehabilitation option selection), how long did it take before you started your program of vocational rehabilitation (e.g., one of the five rehabilitation program options)? <i>(Open Capture)</i> <i>Please respond using any or all of the following categories.</i></p>	Benefit Experience Requirement	Timeliness of starting vocational rehab once rehabilitation plan was signed	Veteran satisfaction may differ based on the amount of time between signing the rehabilitation plan and starting the vocational rehab program. This question allows us to determine benchmarks for timeliness and the breakpoints at which satisfaction begins to decline.
	a. Less than one month			
	b. 1-3 months			
	c. 4-6 months			
	d. More than 6 months			
	e. Don't know or not sure			
	<p>The following questions ask you to rate various aspects of your experience with Vocational Rehabilitation and Employment, using a scale of 1 to 10 where 1 is <u>Unacceptable</u>, 10 is <u>Outstanding</u>, and 5 is <u>Average</u>.</p>		These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the benefit enrollment process.	Satisfaction with benefit eligibility and application process represents one of the main elements of Veterans' experience with the benefit enrollment process. These items represent key attributes in the enrollment process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different levels of engagement with VBA during enrollment for their benefit.
33	Please rate your experience with the VR&E benefit application process on the following items:			
	a. Ease of completing the application	VBA Performance Metric		
	b. Timeliness of eligibility/entitlement notification	VBA Performance Metric		
	c. Flexibility of application methods	VBA Performance Metric		

Question #	Question	Source	Uses	Justification
	d. Overall rating of application process	VBA Performance Metric		
34	Using the same 1 to 10 scale, where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> , please rate your experience with Vocational Rehabilitation and Employment counselors during the initial evaluation of your benefit application on the following items:		These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the benefit enrollment process.	Satisfaction with the Counselors represents one of the main elements of Veterans' experience with the benefit enrollment process. These items represent key attributes in the enrollment process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different levels of engagement with VBA during enrollment for their benefit.
	a. Promptness of scheduling appointments or returning calls	VBA Performance Metric		
	b. Courtesy of the counselor	VBA Performance Metric		
	c. Knowledge of the counselor	VBA Performance Metric		
	d. Counselor's concern for your needs	VBA Performance Metric		
	e. Timeliness of completing your initial evaluation	VBA Performance Metric		
	f. Overall counselor experience	VBA Performance Metric		

Question #	Question	Source	Uses	Justification
35	Why did you give your overall experience with your counselor that rating? (Open Capture)	VBA Performance Metric	Let Veterans explain in their own words why they were less satisfied with their overall experience with the counselor	The open ended question allows us to look at what specifically was the reasoning behind their score and determine if it is specifically related to counseling or something else.
36	If you were previously found not to be entitled to VR&E benefits, why were you found not entitled? (Mark all that apply)	Benefit Eligibility Requirement	Identify reasons for not being found entitled to VR&E benefits	Determine if they were previously denied benefits and why.
	a. Did not meet eligibility requirements			
	b. Found suitable employment			
	c. Exceeded 12-year eligibility period			
	d. Disability rating less than 20%			
	e. No remaining entitlement—used 48 months			
	f. Enrolled in GI Bill Program			
	g. Other (Specify) _____			
	h. Don't know or not sure			
	i. Not applicable			
	f. Not applicable			
Factor 4	Benefit Entitlement			
	As a reminder, your responses will be kept completely confidential and will not affect any current or future benefits you may receive.			
	The following question asks you to rate various aspects of your experience with Vocational Rehabilitation and Employment using a scale of 1 to 10 where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> .		These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the enrollment for their benefit.	Satisfaction with the benefit entitlement represents one of the main elements of Veterans' experience with the enrollment for their benefit. These items represent key attributes in the ongoing servicing process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different levels of engagement with VBA during the enrollment for their benefit.
37	Please rate your Vocational Rehabilitation and Employment benefit on the following items:			

Question #	Question	Source	Uses	Justification
	a. Amount of benefits received	VBA Performance Metric		
	b. Effectiveness of benefit/service in preparing and obtaining suitable employment	VBA Performance Metric		
	c. Timeliness of receiving benefit payment	VBA Performance Metric		
	d. Overall rating of benefit payment	VBA Performance Metric		
	Overall Application Experience			
38	Thinking about ALL aspects of your experience applying for Vocational Rehabilitation and Employment benefits, please rate VA Vocational Rehabilitation and Employment overall, using a scale of 1 to 10 where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> . (Mark only one)	VBA Performance Metric	This item will be used in the development of the index model and will assist in creating an overall satisfaction score at the benefit enrollment level.	All factors will be assessed in the context of the overall satisfaction score to understand the relative importance of each factor on Veterans' overall satisfaction.
	Overall Experience with VA			
39	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 <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> . (Mark only one)	VBA Performance Metric	This item will be used in the development of an index model for VBA overall across benefit lines and benefit status types (enrollment and servicing).	Overall satisfaction with each benefit line at the enrollment and servicing level will be evaluated in the context of the overall experience with VA to understand the relative impact of different experiences across benefit lines.
40	How likely are you to inform other Veterans about your experience with VA benefits or services? (Mark only one)	VBA Performance Metric	Assess Veteran advocacy of VA benefits or services	Veterans with a more positive experience with the benefit line and VA overall may be more likely to positively advocate VA to their peers. This question will help identify changes in advocacy based on changes in the level of satisfaction over time.

Question #	Question	Source	Uses	Justification
	a. Definitely will not			
	b. Probably will not			
	c. Probably will			
	d. Definitely will			
41	Would you like to provide an e-mail address so VA can contact you with general information about VA benefits and services? <i>(Mark only one)</i>	Contact Assessment	Opt-in for future contact by VA	Consent to contact respondent with more information on benefits and programs
	a. Yes			
	b. No			
	c. I do not have an e-mail address			
	d. Prefer not to answer			
	(Ask Q42 if Q41 is yes)			
42	Please enter your preferred e-mail address where you would like to be contacted: <i>(Open Capture)</i>	Contact Assessment	Email contact information	Send additional information from VA to veterans - i.e. eBenefits information
	a. E-mail:			
	About You			
	<i>Questions below will only be asked by respondents completing the online survey, these questions will not be included in the paper (mail) version.</i>			The following questions target information requested by VBA Leadership and Education and VR&E Services. It is important to assess this information to better understand to better understand how it may impact Veteran engagement with benefits as well as further understand intent related to education.
43	Are you currently enrolled in a 2- year college (e.g., community college), 4- year college (e.g., university), Postgraduate program, Technical or trade school, Flight school or On the Job training program?	Mandate from VA Secretary Shinseki	Assess the course workload	Veterans with heavier course loads may have different needs than those with lighter course loads. This helps assess Veterans' needs.
	a. Yes			
	b. No			
	(Ask Q44-62 if Q43 is yes, otherwise go to Q64)			
44	Are you a ...	Mandate from VA Secretary Shinseki	Assess the course workload	Veterans with heavier course loads may have different needs than those with lighter course loads. This helps assess Veterans' needs.

Question #	Question	Source	Uses	Justification
	a. Part- time student			
	b. Full- time student			
	c. Not currently enrolled			
	d. Don't know or not sure			
45	(Online only) What is the format of the program you are enrolled in? (Mark only one)	Mandate from VA Secretary Shinseki	Measure the type of programs formats where the benefit is being used	Veteran satisfaction with ongoing benefit servicing and their needs may differ based upon the format of the program they are enrolled in. This helps identify Veterans' educational needs.
	a. Traditional (classes in classroom/school facility)			
	b. Online (classes on the Internet)			
	c. Mixed (classroom and online)			
46	(Online only) What type of degree/training program are you currently pursuing? (Mark only one)	2004 VA Survey of Veterans and Servicemembers Satisfaction with the VA Education Benefits Claims Process Survey	Measure the type of degree/training program	There may be variation in Veterans' needs based on the type of degree/training they are pursuing. This helps identify Veterans' educational needs.
	a. On-the-job training or apprenticeship			
	b. Certificate/license			
	c. Associate degree			
	d. Bachelors degree			
	e. Masters degree			
	f. Doctorate			

Question #	Question	Source	Uses	Justification
47	(Online only) What type of academic institution or training facility are you enrolled in? (Mark only one)	2004 VA Survey of Veterans and Servicemembers Satisfaction with the VA Education Benefits Claims Process Survey	Assess the type of academic institution or training facility	Veterans' needs may differ based on the type of academic institution or training facility where they are enrolled. This helps identify Veterans' educational needs.
	a. 2-year college (e.g., community college)			
	b. 4-year college (e.g., university)			
	c. Postgraduate program			
	d. Technical or trade school			
	e. Flight school			
	f. Job training site			
	g. Other (Specify) _____			
	(Ask Q48 if enrolled in a 2-year college in Q47, otherwise go to Q49)			
48	(Online only) Do you plan on attending a 4-year college in the future? (Mark only one)	Mandate from VA Secretary Shinseki	Assess Veterans academic goals	Veterans' experience and needs may differ dependent upon their academic plan. This helps identify Veterans' educational needs.
	a. Yes			
	b. No			
	c. Prefer not to state			

Question #	Question	Source	Uses	Justification
49	(Online only) Prior to the current program, what was the last year of school you completed? (Mark only one)	2004 VA Survey of Veterans and Servicemembers Satisfaction with the VA Education Benefits Claims Process Survey	Assess current academic progress	There may be variation in Veterans' experience with the ongoing benefit servicing based upon their historical level of education. This helps identify Veterans' educational needs.
	a. High school graduate or equivalent			
	b. Trade/technical school			
	c. Some college (2-year program)			
	d. Some college (4-year program)			
	e. 2-year college degree			
	f. 4-year college degree			
	g. Some graduate courses			
	h. Advanced degree			
	i. Prefer not to answer			
50	(Online only) Why did you select your current school/training facility? (Mark all that apply)	Mandate from VA Secretary Shinseki	Determine the reasons for Veterans' school/facility selections	Understand the specific reasons for selecting a school or training facility to help identify the potential needs of various groups of Veterans and the ability of VA to assist with those educational needs.
	a. Lower tuition/program costs			
	b. Good counselors			
	c. Convenient location			
	d. Easy initial application process			
	e. Convenient course/program enrollment process			
	f. Variety of course/training offerings			
	g. Variety of available student support			
	h. School specialization in subject of interest			

Question #	Question	Source	Uses	Justification
	i. Reputation of school/training facility			
	j. Reputation of instructors			
	k. Past experience			
	l. Recommendation from friends/relatives			
	m. Availability of online classes			
	n. Flexibility of course/training scheduling			
	o. Financial aid			
	p. Other (Specify) _____			
51	(Online only) When did you first enter into your current degree/training program? (Open Capture)	Mandate from VA Secretary Shinseki	Assess current academic progress	There may be variation in Veterans' experience with the ongoing benefit servicing based upon their progress in their current program. This helps identify Veterans' educational needs.
	a. Please enter the month and year: mm ____ yy _____			
	b. Prefer not to answer			
52	(Online only) How many years have you completed in your current degree/training program? (Open Capture)	Mandate from VA Secretary Shinseki	Assess current academic progress	There may be variation in Veterans' experience with the ongoing benefit servicing based upon their progress in their current program. This helps identify Veterans' educational needs.
	a. Number of years _____			
	b. Prefer not to answer			
53	(Online only) Why did you select your current degree/training program? (Mark all that apply)	Mandate from VA Secretary Shinseki	Determine the reasons for Veterans' program selections	Understand the specific reasons for selecting a program to help identify the potential needs of various groups of Veterans and the ability of VA to assist with those educational needs.
	a. Preparation for career			
	b. Salary/wages in associated careers			
	c. Status/esteem associated with type of degree/program			
	d. Personal growth/development			
	e. Interested in subject matter			
	f. Number of course requirements			
	g. Preparation for advanced degree			
	h. Ease of completion requirements			
	i. Reputation of instructors			
	j. Recommendation from friends/relatives			

Question #	Question	Source	Uses	Justification
	k. Availability of online classes			
	l. Flexibility of course/training scheduling			
	m. Other (Specify) _____			
54	(Online only) Have you ever taken any time off from your current degree/training program? (Mark only one)	Mandate from VA Secretary Shinseki	Assess historical engagement with current program	There may be variation in Veterans' experiences with the ongoing benefit servicing if they've taken time off from their current program. This may lead to a longer program duration. It is important to understand whether or not this impacts the Veteran experience during the ongoing servicing of the benefit and identify potential educational needs.
	a. Yes			
	b. No			
	c. Prefer not to answer			
	(Ask Q55-56 if Q54 is yes, otherwise go to Q57)			
55	(Online only) How much time have you taken off from your current degree/training program? (Open Capture) Please respond using any or all of the following categories.	Mandate from VA Secretary Shinseki	Assess degree of impact of time off to duration of program tenure	Veterans with longer durations away from their current program may have different levels of satisfaction with the ongoing servicing of their benefit than those who are away from their program for shorter periods of time. This information will help determine if there are variations in the needs of these Veterans.
	a. Days (0-99 days) _____			
	b. Months (0-99 months) _____			
	c. Years (0-99 years) _____			
	d. Don't know or not sure			
56	(Online only) Why did you take time off? (Open Capture)	Mandate from VA Secretary Shinseki	Assess the reasons for time off from program	Veterans may have multiple reasons for taking time off from their program. It is important to understand the various reasons why Veterans take the time off to explore how VA can best serve their educational needs.
57	(Online only) Have you been called to active duty at any point during your current degree/training program? (Mark only one)	Mandate from VA Secretary Shinseki	Measure interruptions to program as a result of call to active duty	Veterans who have been called to active duty may have a different experience with the ongoing servicing of their benefit versus those who have not been called to active duty. This helps to assess the needs of those Veterans.

Question #	Question	Source	Uses	Justification
	a. Yes			
	b. No			
	c. Prefer not to answer			
	(Ask Q58 if Q57 is yes, otherwise go to Q59)			
58	(Online only) How long was your call to active duty? (Open Capture)	Mandate from VA Secretary Shinseki	Measure interruptions to program as a result of call to active duty	Veterans who have been called to active duty may have a different experience with the ongoing servicing of their benefit versus those who have not been called to active duty. This helps to assess the needs of those Veterans.
	a. Months (0-99 months) _____			
	b. Don't know or not sure			
59	(Online only) Have you ever been on academic probation or had less than satisfactory standing with your school/training program? (Mark only one)	Mandate from VA Secretary Shinseki	Assess academic performance history	Veterans who have experienced an academic probation may have different needs than Veterans who have not been on academic probation. This helps identify Veterans' educational needs.
	a. Yes			
	b. No			
	c. Prefer not to answer			
60	(Online only) Do you plan to obtain a degree or completion certificate in your current field of study/training? (Mark only one)	Mandate from VA Secretary Shinseki	Assess Veterans academic goals	Veterans' experience and needs may differ dependent upon their academic plan. This helps identify Veterans' educational needs.
	a. Yes, from the degree/training program at my current school/facility			
	b. Yes, from a degree/training program at another school/facility			
	c. No			
	d. Prefer not to answer			
	(Ask Q61-62 if Q60 is yes, otherwise go to Q63)			
61	(Online only) When do you expect to complete or graduate with a degree or completion certificate in your current field of study/training? (Open Capture)	Mandate from VA Secretary Shinseki	Assess current academic progress	There may be variation in Veterans' experience with the ongoing benefit servicing based upon their progress in their current program. This helps identify Veterans' educational needs.
	a. Please enter the month and year: mm ____ yy _____			
	b. Prefer not to answer			

Question #	Question	Source	Uses	Justification
62	(Online only) Do you plan to continue your enrollment as a full-time student until you complete or graduate your degree/training program? (Mark only one)	Mandate from VA Secretary Shinseki	Assess Veterans academic goals	Veterans' experience and needs may differ dependent upon their academic plan. This helps identify Veterans' educational needs.
	a. Yes			
	b. No			
	c. Prefer not to answer			
63	(Online only) Which of the following services are available from your current school/training facility? (Mark all that apply)	Mandate from VA Secretary Shinseki	Assess services that are currently available to Veterans through their school	This question will help assess the services that are currently available to Veterans through their school and identify any gaps between services that are desired and those that are available.
	a. Academic counseling			
	b. Tutoring			
	c. Financial counseling			
	d. Dependent care services (e.g., babysitting, elder care)			
	e. Employment counseling			
	f. Financial aid			
	g. Technology assistance (e.g., internet access, computer, etc.)			
	h. Other (Specify) _____			
	i. Don't know			
64	(Online only) What concerns, if any, do you have about achieving your educational goals? (Mark all that apply)	Mandate from VA Secretary Shinseki	Identify Veterans concerns related to academic achievement	Understand Veterans concerns and identify areas where VA can potentially provide additional assistance. This helps identify Veterans' educational needs.
	a. Academic requirements			
	b. Difficulty of subject matter			
	c. Financial requirements			
	d. Family obligations			
	e. Employment obligations			
	f. Course scheduling			
	g. Time commitment (i.e., amount of time required)			
	h. Availability of technology (e.g., access to internet/computer)			
	i. Other (Specify) _____			

Question #	Question	Source	Uses	Justification
	j. Do not have concerns			
65	(Online only) Which of the following services would you like or expect in order to achieve your educational goals? (Mark all that apply)	Mandate from VA Secretary Shinseki	Assess Veterans' desired services	This question will help to assess the most desired services and help guide the strategy for providing assistance to Veterans.
	a. Academic counseling			
	b. Tutoring			
	c. Financial counseling			
	d. Dependent care services (e.g., babysitting, elder care)			
	e. Employment counseling			
	f. Financial aid			
	g. Technology assistance (e.g., internet access, computer, etc.)			
	h. Other (Specify) _____			
	i. Don't know			
66	(Online only) What are your personal career goals? (Mark all that apply)	Mandate from VA Secretary Shinseki	Asses Veterans' career goals	This question will help assess the Veterans' goals and identify if the program is in-line with goals and identify any gaps between goals and program.
	a. Obtain financial security			
	b. Achieve work-life balance			
	c. Become an independent business owner			
	d. Become a manager			
	e. Become an executive			
	f. Work internationally			
	g. Contribute to society			
	h. Work in a specialized field (e.g., technology, medicine, etc.)			
	i. Other (Specify) _____			
67	Are you currently employed? (Mark only one)	Socio-Economic Differentiator for Congress/VA Leadership	Assess employment status	Veterans may have different levels of satisfaction based on their employment status.

Question #	Question	Source	Uses	Justification
	a. Yes			
	b. No			
	c. Prefer not to state			
	(Ask Q68-69 if currently employed, otherwise go to Q70)			
68	(Online only) How many hours do you currently work in a typical week? (Open Capture)	Socio-Economic Differentiator for Congress/VA Leadership	Measure Veterans' level of employment	Veterans who are employed full-time may have different needs and levels of satisfaction than those who are employed less than full-time. This information helps assess Veterans' needs.
	a. Hours (0-40 hours) _____			
	b. Don't know or not sure			
69	(Online only) Are you currently employed in a field related to your current degree/training program? (Mark only one)	Socio-Economic Differentiator for Congress/VA Leadership	Measure relationship between current program and current employment	There may be variation in the needs and satisfaction of Veterans who are pursuing a course of study in their current field versus those who may be pursuing a course of study unrelated to their current employment.
	a. Yes			
	b. No			
	c. Prefer not to answer			
70	(Online only) Are you pursuing employment in your current field of study? (Mark only one)	Socio-Economic Differentiator for Congress/VA Leadership	Measure relationship between current program and current employment	There may be variation in the needs and satisfaction of Veterans who are pursuing a course of study in their current field versus those who may be pursuing a course of study unrelated to their current employment.
	a. Yes			
	b. No			
	c. Prefer not to answer			
	(Ask Q71 if Q70 is yes, otherwise go to Q72)			
71	(Online only) Upon completion of your current degree/training program, what will be your primary method of obtaining employment information?	Benefit Experience Requirement	Assess Veterans' employment information sources	This question will help to assess the most utilized information sources for employment and help guide the strategy for information outreach to Veterans.

Question #	Question	Source	Uses	Justification
	a. VA counselor			
	b. Recommendations of friends/family			
	c. Student career/employment center			
	d. Local or state job services			
	e. Federal job services			
	f. Newspaper			
	g. Online job site			
	h. Private employment agency			
	i. Other (Specify) _____			
	j. Don't know			
72	Do you have any other comments or concerns about your experience? (Open Capture)	Benefit Experience Requirement	Allow Veterans' the opportunity to provide additional information related to their experience	Veterans' may have additional information related to their experience that will help understand and interpret their overall experience. This may include elements of the experience that are not easily captured in quantitative form.