

Question #	Question	Source	Uses	Justification
Factor 1	<b>Benefit Information</b>		Allows us to determine if Veteran experience differs based on informational needs and usage patterns during the ongoing servicing of a benefit	Satisfaction with the servicing experience may be higher or lower dependent upon Veterans' information needs and usage patterns after their benefit has been awarded. The information 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&amp;E benefit program.</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 a Regional Office			
	k. Social media websites (e.g., Facebook, Twitter, etc.)			
	l. Visit from a VA employee			
	m. Other Veterans			

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	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 VR&E benefits or services? (Mark all that apply)	Outreach Requirement	Identify most preferred communication channel for benefits information	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			
	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. VR&E Office			

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	r. Other (Specify) _____			
	s. Don't know or not sure			
	t. None of the above			
3	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)			
	f. Never			
	g. Don't know or not sure			
4	How would you like to receive information from VA about 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) _____			
	i. 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 Unacceptable, 10 is Outstanding, and 5 is Average.			

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5	Please rate your experience in obtaining information about your VR&E benefit 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 Servicing of their benefit.	Satisfaction with the benefit information represents one of the main elements of Veterans' experience with the ongoing servicing of 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 information usage patterns and informational needs during the ongoing servicing of their benefit.
	a. Ease of accessing information	VBA Performance Metric		
	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 provided by VA	VBA Performance Metric		
	e. Overall rating of information	VBA Performance Metric		
Factor 2	<b>Contact with VA</b>			

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6	During the past 6 months, did you contact anyone from VA about your VR&E benefit, 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 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)	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.
	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)	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. Receive help regarding a paperwork issue			
	b. Receive help regarding a medical issue			
	c. Receive help regarding a training issue			
	d. Receive help regarding an employment issue			
	e. Change your address or direct deposit information			

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	f. Report the death of an individual who received VA benefits			
	g. Report a problem with counselor/case manager			
	h. Report a problem with a VA customer service representative			
	i. Ask a general question			
	j. Obtain information about submitting/re-opening a claim			
	k. Other (Specify) _____			
9	Thinking about your most recent contact, how did you contact the 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. This information will be used in conjunction with the VBA Call Center Satisfaction Research to analyze methods of contact/resolution.
	a. Phone			
	b. Fax			
	c. Website			
	d. E-mail			
	e. Mail			
	f. In person			
10	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 Q11 if Q10 is No, otherwise go to Q12)			

Question #	Question	Source	Uses	Justification
11	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			
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. (Mark only one)	VBA Performance Metric	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 Servicing of their benefit.	Satisfaction with Contacting VA represents one of the main elements of Veterans' experience with the ongoing servicing of 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 contact during the ongoing servicing of their benefit.
Factor 3	<b>Benefit Entitlement</b>		Determine if Veteran experience differs based on the level of engagement with VBA after the beneficiary has begun VR&E training.	Satisfaction with the servicing experience may be higher or lower dependent upon the level of interaction a Veteran has with VBA after they have begun VR&E training. The level of interaction will be determined based on the various experiences a Veteran might have after they are in receipt of a claim. 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 entitlement, identify areas where improvements to the process can occur and prioritize them based on the impact of the Benefit Entitlement factor to overall Veteran satisfaction.

Question #	Question	Source	Uses	Justification
13	Does/did your rehabilitation plan include an education or training phase? (Mark only one)	Benefit Experience Requirement	Identify the components of the rehabilitation plan.	Veteran satisfaction with the benefit servicing experience may differ based on whether or not their rehabilitation plan included an education or training phase. This question will be used to determine variation in the Veteran experience
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q14-15 if Q13 is yes, otherwise go to Q16)			
14	Did the same counselor who developed your rehabilitation plan also provide case management sessions during the education and training phase? (Mark only one)	Benefit Experience Requirement	Determine whether counselors stay with the Veteran during the entire training/education phase.	Veteran satisfaction may differ based on the number of different people they interact with during their training. This question will determine variation in the Veteran experience.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	d. Not applicable			
15	Were you given a time frame from VA for completing the education/training phase of your rehabilitation plan? (Mark only one)	Benefit Experience Requirement	Assess if Veteran understands the duration of the education/training phase of rehabilitation plan	Veteran satisfaction may vary based on their understanding of how long the training/education phase will take. The question measures whether the VA is setting expectations on the training time and how that impacts a Veteran's satisfaction with their VR&E experience.
	a. Yes			
	b. No			
	c. Don't know or not sure			



Question #	Question	Source	Uses	Justification
16	How many times in the past 6 months has a counseling appointment been cancelled or rescheduled by your counselor? (Open Capture)	Benefit Experience Requirement	Assess if appointments are cancelled or rescheduled	Veteran satisfaction may differ based on the number of times an appointment is rescheduled or cancelled.
	a. Never been cancelled or rescheduled			
	b. Number of times (0-99) _____			
	c. Don't know or not sure			
	(Ask Q17 if Q16 is 1 or more, otherwise go to Q18)			
17	If your counseling appointment was cancelled or rescheduled at least once, were you scheduled for a new appointment without having to ask? (Mark only one)	Benefit Experience Requirement	Assess if cancelled appointments are being scheduled without a Veteran having to make that request.	This question is used to determine if there is variation in Veteran satisfaction based on whether or not cancelled appointments are rescheduled without needing to request it.
	a. Yes			
	b. No			
	c. Don't know or not sure			
18	Which of the following types of counseling or referrals has your counselor provided? (Mark all that apply)	Benefit Experience Requirement	Determine the breadth of counseling that counselors are providing Veterans	This question will allow us to evaluate what impacts Veteran satisfaction with the program or counselor.
	a. Education/training enrollment assistance			
	b. Career counseling			
	c. Personal counseling			
	d. Financial counseling			
	e. Problem-solving techniques			
	f. Referrals to potential employers (e.g., government, private, etc.)			
	g. Referrals to employment agencies or job banks			
	h. Referrals to health providers (e.g., medical, dental, optical)			
	i. Referrals to other counseling programs			
	j. Referrals to Veterans Service Organizations (e.g., American Legion)			
	k. None of the above			

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	<p>The following question asks you to rate various aspects of your experience with Vocational Rehabilitation and Employment (VR&amp;E), 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>		<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 Servicing of their benefit.</p>	<p>Satisfaction with the benefit counselors represents one of the main elements of Veterans' experience with the ongoing process of their benefit. These items represent key attributes of 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 ongoing servicing of their benefit. A Veteran's interaction with the counselor will be determined in this section.</p>
	<p><i>Please answer the following question based on your best ability to recall your experience with your VR&amp;E counselor(s).</i></p>			
19	<p>Please rate your experience with VR&amp;E counselors on the following items:</p>			
	<p>a. Promptness of scheduling appointments or returning calls</p>	<p>VBA Performance Metric</p>		
	<p>b. Courtesy of the counselor</p>	<p>VBA Performance Metric</p>		
	<p>c. Knowledge of the counselor</p>	<p>VBA Performance Metric</p>		
	<p>d. Counselor's concern for your needs</p>	<p>VBA Performance Metric</p>		
	<p>e. Timeliness of completing your initial evaluation</p>	<p>VBA Performance Metric</p>		
	<p>f. Overall counselor experience</p>	<p>VBA Performance Metric</p>		

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20	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.
21	Which of the following benefits did you or will you receive as part of your rehabilitation plan ? (Mark all that apply)	Benefit Experience Requirement	Identify the benefits that the Veteran will receive.	Satisfaction with the servicing experience may be higher or lower based on the total benefits that the Veteran receives. We can determine if the type or scope of benefit has an impact on the overall satisfaction of the Veteran with their VR&E experience
	a. Tuition			
	b. Subsistence allowance			
	c. Books			
	d. Supplies			
	e. Computer equipment/software			
	f. Health services (e.g., medical, dental, optical)			
	g. Tutoring			
	h. Loans			
	i. None of the above			
22	Which of the following types of employment services did/will you receive as part of your rehabilitation plan? (Mark all that apply)	Benefit Experience Requirement	Identify the service that the Veteran will receive.	We can determine how the different services has an impact on the overall satisfaction of the Veteran with their VR&E experience
	a. Resume preparation			
	b. Interview skills			
	c. Obtaining licenses/certifications			
	d. Job hunting strategies			
	e. Grooming/personal appearance tips			
	f. Information interview with potential employers			
	g. Job placement assistance			
	h. None of the above			

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23	Were you given a time frame from VA for completing your VR&E rehabilitation plan ? <i>(Mark only one)</i>	Benefit Experience Requirement	Determines if VA is setting the Veterans expectations regarding the length of the rehabilitation plan	Setting expectations could be an important factor in contributing to Veteran satisfaction. This question allows us to look at their overall satisfaction with the program when expectations are set versus when they are not. This may be an area where a best practice can be determined.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q24 if Q23 is yes, otherwise go to Q25)			
24	How long was/is the time frame for completing your VR&E rehabilitation plan ? <i>(Open Capture) Please respond using any or all of the following categories</i>	Benefit Experience Requirement	Identify the amount of time it will take to complete the program.	Veteran satisfaction may differ based on the time it takes to complete the problem.
	a. Months (0-99 months) _____			
	b. Years (0-99 years) _____			
	c. Don't know or not sure			
25	Were the amount of services you received as part of your VR&E program more than, less than, or what you expected? <i>(Mark only one)</i>	Benefit Experience Requirement	Identify to what degree Veteran's satisfaction with the program are being met	Veteran satisfaction with the amount of services they are receiving may impact their overall satisfaction with the program. This question will allow us to see how much impact this has on their overall satisfaction and help the VA establish guidelines for setting expectations.
	c. Less than			
	b. What I expected			
	a. More than			
	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 Servicing of their benefit.	Satisfaction with the overall benefit represents one of the main elements of Veterans' experience with the ongoing service of 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 ongoing servicing of their benefit.

Question #	Question	Source	Uses	Justification
26	Please rate your VR&E benefit entitlement (e.g., training and counseling) on the following items:			
	a. Amount of benefits	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		
	<b>Overall Experience with Benefit Program</b>			
27	Thinking about ALL aspects of your experience with Vocational Rehabilitation and Employment benefits, please rate 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 the index model and will assist in creating an overall satisfaction score at the benefit servicing 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.
	<b>Overall Experience with VA</b>			
28	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.

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29	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.
	a. Definitely will not			
	b. Probably will not			
	c. Probably will			
	d. Definitely will			
	<b>About You</b>			
30	What is your current status in the Vocational Rehabilitation and Employment program? (Mark only one)	Respondent Classification	Assess where the Veteran is in the program	Looking at these questions together with their overall experience with the program will help VA understand at what point in the program Veterans satisfaction may be eroding and perhaps the reasons why.
	a. Completed program			
	b. Currently participating in program			
	c. VA initiated interruption in program			
	d. VA initiated withdrawal from program			
	e. Voluntary interruption in program			
	f. Voluntary withdrawal from program			
	g. Prefer not to answer			
	(Ask Q31 if Q30 is voluntary interruption or withdrawal, otherwise go to Q32)			
31	Why did you interrupt or withdraw from your rehabilitation program? (Mark all that apply)	Respondent Classification	Identify why the Veteran withdrew from the program	Looking at the reasons for withdrawing may help VR&E better understand why Veterans are not completing the program.
	a. Medical difficulties			
	b. Financial difficulties			
	c. Family responsibilities			
	d. Found a job prior to program completion			
	e. Transportation difficulties			
	f. Program did not meet needs			
	g. Program requirements were too difficult			

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	h. VA requested interruption/withdrawal			
	i. Problems with counselor			
	j. Lost interest			
	k. Summer/semester break			
	l. To pursue another education benefit (CH33, State Vocational Rehabilitation, etc.)			
	m. Other (Specify) _____			
	n. Don't know or not sure			
32	Do you plan to complete your rehabilitation program now or in the future? (Mark only one)	Respondent Classification	Assess whether Veteran plans to continue program	Understanding if the Veteran plans to complete their training in conjunction with why they left will help the VA know where they can best put together plans to assist the Veteran to get as much as possible out of the program.
	a. Yes			
	b. No			
	c. Don't know			
	d. Prefer not to state			
33	At any point during the VR&E program, did you register for VetSuccess.gov? (Mark only one)	Contact Assessment	Assess if Veteran has registered for VetSuccess.gov	Identify if those who have registered for VetSuccess.gov are having a better experience with the overall program.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q34 if Q33 No, otherwise go to Q35)			
34	Why didn't you register for VetSuccess.gov? (Mark all that apply)	Contact Assessment	Identify reasons the Veteran has not registered for VetSuccess.gov	Veterans may not be aware of VetSuccess.gov and what information they can get from the site. This question can help to better understand why Veterans may not be taking advantage of VetSuccess.gov.
	a. Not aware of VetSuccess.gov			
	b. Opted not to use VetSuccess.gov			
	c. Other (Specify: )			
	d. Don't know or not sure			

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35	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?	Contact Assessment	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' needs.
	a. Yes			
	b. No			
				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 how it may impact Veteran engagement with benefits as well as further understand intent related to education.
36	Are you a ... (Mark only one)	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. Part- time student			
	b. Full- time student			
	c. Not currently enrolled			
	d. Don't know or not sure			
	(Ask Q37-55 if Q36 is a or b, otherwise go to 56)			
37	(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)			



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38	(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			
39	(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			

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	g. Other (Specify) _____			
	(Ask Q40 if enrolled in a 2-year college in Q39, otherwise go to Q41)			
40	(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			
41	(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			
42	(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			

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	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			
	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) _____			
43	(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			
44	(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			
45	(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			

Question #	Question	Source	Uses	Justification
	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			
	k. Availability of online classes			
	l. Flexibility of course/training scheduling			
	m. Other (Specify) _____			
46	(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 Q47-Q48 if Q46 is yes, otherwise go to Q49)			
47	(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			

Question #	Question	Source	Uses	Justification
48	(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.
49	(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.
	a. Yes			
	b. No			
	c. Prefer not to answer			
	(Ask Q50 if Q49 is yes, otherwise go to Q51)			
50	(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			
51	(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			
52	(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			

Question #	Question	Source	Uses	Justification
	(Ask Q53 if Q52 is yes, otherwise go to Q54)			
53	(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			
54	(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			
55	(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			
56	(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			

Question #	Question	Source	Uses	Justification
	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) _____			
	j. Do not have concerns			
57	(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			
58	(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			

Question #	Question	Source	Uses	Justification
	h. Work in a specialized field (e.g., technology, medicine, etc.)			
	i. Other (Specify) _____			
59	Are you currently employed? (Mark only one)	Socio-Economic Differentiator for Congress/VA Leadership	Assess marital status	Veterans may have different levels of satisfaction based on their marital status.
	a. Yes			
	b. No			
	c. Prefer not to state			
	(Ask Q60 if Q56 is Yes, otherwise go to Q64)			
60	Which of the following were the three most important resources in obtaining your current job? (Mark top three)	Benefit Experience Requirement	Identify most important resources that Veterans are using to obtain employment	This question will identify what resource is being used more often by Veterans in their job hunt. They can then evaluate if the programs they support are being successful.
	a. VR&E Counselor/Contract Counselor			
	b. Employment Coordinator			
	c. VetSuccess.gov			
	d. Newspaper			
	e. Online job site			
	f. Recommendations of friends/family			
	g. School			
	h. Other (Specify: )			
	i. None of the above			
61	Relative to when you began to receive Vocational Rehabilitation and Employment services, when did you obtain employment? (Mark only one)	Respondent Classification	Identify at what point in the program Veterans are securing employment	Veterans may have different levels of satisfaction based on when they obtained employment.
	a. Prior to program completion			
	b. After program completion			
	c. Don't know or not sure			



Question #	Question	Source	Uses	Justification
62	(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			
63	(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			
64	(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 Q65 if Q64 is yes, otherwise go to Q66)			
65	(Online only) Upon completion of your current degree/training program, what will be your primary method of obtaining employment information?	New question/ 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.
	a. VA counselor			
	b. Recommendations of friends/family			
	c. Student career/employment center			
	d. Local or state job services			
	e. Federal job services			

Question #	Question	Source	Uses	Justification
	f. Newspaper			
	g. Online job site			
	h. Private employment agency			
	i. Other (Specify) _____			
	j. Don't know			
66	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.
67	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)	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 Q68 if Yes in Q67)			
68	Please enter your preferred e-mail address where you would like to be contacted: (Open Capture)	Contact Assessment	Email contact information	Send additional information from VA to veterans - i.e. eBenefits information
	a. E-mail:			