



# Customer Satisfaction Survey on VA Research Communication (VA Research Currents)

OMB 2900-0770  
Estimated burden: 3 minutes  
Expiration Date xx/xx/xxxx

**The Paperwork Reduction Act of 1995:** This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average three (3) minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this telephone/mail survey will lead to improvements in the quality of service delivery by helping to achieve services. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

## ***VA Research Currents* reader survey**

VA research improves VA health care and Veterans' lives. Our job in VA Research Communications is to keep Veterans and the public informed about this vital work. By completing this survey, you will help us in that effort. This survey is anonymous: It does not ask for your name. You may skip any question you do not wish to answer, but we hope you will answer as many as possible so that we can do a better job of keeping Veterans and the public informed.

**To select an answer, place an X in the box next to your choice [X].**

**1. Have you received the publication *VA Research Currents* by mail or looked through a copy at a VA facility? Please select all that apply.**

I have received *VA Research Currents* in the mail at home or at work.

I have looked through *VA Research Currents* at a VA facility one or more times before today.

This is the first time I have looked through an issue of *VA Research Currents*.

**2. When you receive *VA Research Currents* by mail or when you look through an issue at a VA facility, how often do you read one or more articles?**

This is the first issue I've seen.

I **usually** read one or more articles.

I **sometimes** read one or more articles.

I **rarely** read one or more articles.

I **never** read one or more articles.

**3. Which of the following recent issues of *VA Research Currents* have you looked through? Please select all that apply.**

Spring 2015 (This issue)

Winter 2014/2015 (Cover story: *Pressure points*)

Fall 2014 (Cover story: *One-two punch for Alzheimer's?*)

Other (Please specify \_\_\_\_\_)

**4. Please tell us your impressions of *VA Research Currents* by marking [X] one box in each row to indicate your opinion. Selecting the middle box (4) means you think *VA Research Currents* is about average regarding that feature.**

	<div style="text-align: center;"> <i>About Average</i>  ↓ </div>							
Boring	1	2	3	4	5	6	7	Interesting
Difficult to Read	1	2	3	4	5	6	7	Easy to Read
Poorly designed	1	2	3	4	5	6	7	Attractively designed
Poorly written	1	2	3	4	5	6	7	Well-written
Poor-quality photos	1	2	3	4	5	6	7	Good-quality photos
Not relevant	1	2	3	4	5	6	7	Relevant
Hard to understand	1	2	3	4	5	6	7	Easy to understand
Not informative	1	2	3	4	5	6	7	Informative
Poor use of taxpayer money	1	2	3	4	5	6	7	Good use of taxpayer money

**5. *VA Research Currents* has:**

Too many pages

About the right number of pages

Not enough pages

I have no opinion on this question

**6. *VA Research Currents* is mailed out every three months. This is:**

Too frequent

About the right frequency

Not frequent enough

I have no opinion on this question

*Next, please tell us a little about your background so that we can better serve our readers.*

**7. Are you a VA staff member?**

Yes

No

**8. Are you a Veteran?**

Yes → Please continue with Question 8a.

No → Please skip to Question 9.

**8a. Do you currently belong to a Veterans Service Organization (VSO)? Please select all that apply.**

I do not *currently* belong to any VSO.

American Legion

AMVETS

Disabled American Veterans

Veterans of Foreign Wars

Vietnam Veterans of America

Other (please specify) \_\_\_\_\_

**8b. Which branch of the military have you served in (active duty, guard, or reserve)? Please select all that apply.**

Army

Navy

Air Force

Marines

Coast Guard

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**8c. How many years in total have you served in the military?**

1 – 5

6 – 10

11 – 15

16 or more

**8d. During which era(s) did you serve? Please select all that apply.**

World War II

Korean War

Vietnam War

Gulf War

OEF/OIF/OND

Other

**9. Do you work in research?**

Yes, inside VA

Yes, outside VA

No, I do not work in research

**10. Do you work in the health field?**

Yes, inside VA

Yes, outside VA

No, I do not work in the health field

**11. What is your gender?**

Male

Female

Prefer not to respond

**12. What is your age?**

Under 18

18-35

36-54

55 or older

**13. What is the highest educational level you have attained?**

Less than high school or GED

High school diploma or GED

Vocational or other training after high school

Associate's (2-year) or bachelor's (4-year) degree

Graduate/advanced degree

**14. What is your race? You may select more than one.**

White

Black or African-American

Asian

Native Hawaiian or other Pacific Islander

American Indian or Alaska Native

Other

**15. Are you of Hispanic or Latino origin or descent?**

Yes, Hispanic or Latino

No, not Hispanic or Latino

**16. What language do you speak most often at home?**

English

Spanish

Other (please specify): \_\_\_\_\_

*Finally, we would like to give you an opportunity to tell us your opinion of VA Research Currents in your own words, if you wish.*

**17. What do you like about VA Research Currents?**

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**18. What do you dislike about VA Research Currents?**

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**19. Do you have any suggestions to improve VA Research Currents?**

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Please place your completed survey in the envelope provided and put it in the mail—the postage has already been paid. You may also give the envelope with your survey inside to a VA staff member and ask him or her to place it in the mail.

**Thank you for completing this survey and helping us do a better job of serving Veterans!**

If you would like to receive *Research Currents*, you may fill out the separate card attached to this survey. If you would like to view *Research Currents* online, visit [www.research.va.gov/currents](http://www.research.va.gov/currents). If you are a VA staff member who is interested in receiving print copies of VA *Research Currents* for a patient or client area at your facility, please email [varesearchcurrents@va.gov](mailto:varesearchcurrents@va.gov) with your request.

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**[TO BE INCLUDED ON SEPARATE TEAR-OFF CARD, IN ADDITION TO SURVEY]**

*VA Research Currents* is produced by the Office of Research and Development of the Department of Veterans Affairs. The newsletter provides Veterans and other stakeholders of VA research with news about research results, new initiatives, major awards, and other matters of interest. The newsletter is updated frequently on the website and produced in print four times per year.

To be added to the print or email mailing list for *VA Research Currents*, or to receive bulk copies for distribution at a VA medical center or clinic, email **varesearchcurrents@va.gov** or call **443-759-3456**, or **fill out this card, tear it off**, and place it in the mail—the postage has already been paid. You may also give the card to a VA staff member and ask him or her to place it in the mail.

[GRAPHICS ON CARD: VA and ORD seal/logos; thumbnail of recent *VA Research Currents* front cover, on angle with drop shadow]

**1.** If you are *not* currently on our mailing list but would like to receive *VA Research Currents*, please enter your information here:

**NAME** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

**EMAIL** \_\_\_\_\_

**PHONE** \_\_\_\_\_

*Check one or both boxes:*

Mail me a print copy (you will receive one every three months)

Email me a link to your online edition (you will receive an email once every three months)

2. If you already receive *VA Research Currents* but would like to be *removed* from our mailing list, please enter your information here:

**NAME** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

**EMAIL** \_\_\_\_\_

*Check one or both boxes:*

Please remove me from your regular mailing list.

Please remove me from your email list.

3. If you are a VA staff member who is interested in receiving print copies of *VA Research Currents* for a patient or client area at your facility, please email your request to [varesearchcurrents@va.gov](mailto:varesearchcurrents@va.gov), or fill in #1 above and indicate how many copies you would like.

**--THANK YOU--**