

OMB 2900-0770
Estimated Burden 4 min.
EXP Date: XX/XX/XXXX



Women Veterans Call Center Satisfaction Survey

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Estimated Burden 4 min.
EXP DATE: XX/XX/XXXX

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 form will average 4 minutes. This includes the time it will take to read instructions, gather facts and fill out the form. The Participant Feedback Form will be used to gauge customer perceptions of VA Caregiver training services and program satisfaction. The results of this feedback will lead to improvement in the quality of service delivery by helping to shape the direction and focus of specific programs or services. Completion of this form is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

Women Veterans Call Center Draft Satisfaction Survey

At the end of each call (outgoing and incoming), the contact representative will ask the Veteran if she would like to participate in a survey related to her experience with the Women Veterans Call Center. If so, the Veteran will be transferred to a team leader to conduct the satisfaction survey.

Contact Representative will use the following script to ask the Veteran if she would be interested in taking the survey:

Ms. [Veteran name] we need your help in making sure we are meeting the needs of you and your fellow Veterans. Would you be willing to help us by answering 5 simple questions? It will take less than 5 minutes of your time. Your answers will help us improve our services for you and other Women Veterans.

- *If yes: Thank you for your help, I will transfer you now. Feel free to contact the Women Veterans Call Center at 1-855-829-6636 if you have any concerns or need further assistance.*
- *If no: Feel free to contact the Women Veterans Call Center at 1-855-829-6636 if you have any concerns or need further assistance.*

Team Leader script:

I understand you have decided to help us in our efforts to serve women Veterans, thank you. *I have 6 simple questions that will take approximately four minutes to answer.*

Questions:

- 1. How satisfied were you with your overall experience with the Women Veterans Call Center?**
 - Extremely Satisfied
 - Moderately Satisfied
 - Neutral
 - Moderately Dissatisfied
 - Extremely Dissatisfied
 - Don't Know

