



Congressional Response Team Customer Satisfaction Survey

OMB No. 2900-0770

Estimated Burden: 5 minutes

Expiration Date: 08/31/2017

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Privacy Act Statement: This survey is not a collection of personal information; please do not enter any personal information in the open text fields. By voluntarily providing information on www.va.gov/purchasedcare/index.asp, you are consenting to VA's use and disclosure of that information in the manner described in this limited policy. The VA general Web privacy policy is available at www.va.gov/privacy.

Unique Identifier Code (UIC)

Please enter the UIC that is printed under your office name in the email survey invitation (7-8 characters):

The statements and questions in this survey are regarding your experience with the VHA Office of Community Care Congressional Response Team.

Please think about your experiences with the Congressional Response Team.

- Courteous
 - Always
 - Most of the Time
 - Sometimes
 - Rarely
 - Never
- Understand VHA Community Care Programs
 - Always
 - Most of the Time
 - Sometimes
 - Rarely
 - Never
- Know how to take action on my inquiry
 - Always
 - Most of the Time
 - Sometimes
 - Rarely
 - Never
- Empathetic to my specific needs
 - Always
 - Most of the Time
 - Sometimes
 - Rarely
 - Never
- Consistently perform to my expectations
 - Always
 - Most of the Time
 - Sometimes
 - Rarely
 - Never
- Adequately accessible for advice and assistance
 - Always
 - Most of the Time
 - Sometimes
 - Rarely
 - Never
- Keep me informed of conditions and changes that affect me
 - Always
 - Most of the Time
 - Sometimes
 - Rarely
 - Never
- Work with me to ensure I get what I need
 - Always
 - Most of the Time
 - Sometimes
 - Rarely
 - Never
- Policies and procedures for inquiries are easy to understand

Always Most of the Time Sometimes Rarely Never

The next questions are regarding your satisfaction with the response(s) you have received to your inquiry(s) to the Congressional Response Team.

Response to Inquiries:

Complete

Always Most of the Time Sometimes Rarely Never

Consistent

Always Most of the Time Sometimes Rarely Never

Easy to understand

Always Most of the Time Sometimes Rarely Never

Provide enough information to satisfy my needs

Always Most of the Time Sometimes Rarely Never

Received in a timely manner

Always Most of the Time Sometimes Rarely Never

How long on average does it take for you to receive a response to your inquiry(s)?

1-10 days 11-20 days 21-30 days 31-45 days 46-60 days over 60 days NA

The next questions are regarding any problems and complaints you may have encountered with the Congressional Response Team.

Have you experienced a problem or had a complaint with the Congressional Response Team?

Yes No (Please skip to the next section, **Overall Satisfaction**)

Problems and complaints:

Resolved quickly

Always Most of the Time Sometimes Rarely Never

Resolved with minimal effort on my part

Always Most of the Time Sometimes Rarely Never

Congressional Response Team:

Flexible in finding solutions to problems

Always Most of the Time Sometimes Rarely Never

Effectively handle problems or mistakes

Always Most of the Time Sometimes Rarely Never

In which of the following areas did you experience the problem(s)? Mark all that apply

- Completeness of Response
- Ease of Understanding Response
- Other – please specify _____
- Consistency of Response
- Timeliness of Response

Describe the problem(s) and how the problem(s) was resolved. _____

Overall Satisfaction

Overall, how satisfied are you with your interaction with the Congressional Response Team?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

What is the Congressional Response Team doing well? _____

How can the Congressional Response Team improve? _____

Are there any services or outreach currently not being offered by the Congressional Response Team that you feel would be helpful in order for you to better inform your constituents?

Overall Experience with Department of Veterans Affairs (VA)

Now think about your experiences with all the services provided by the VA (which includes healthcare, benefits programs or memorial services).

Please tell us how you feel about the following statements:

I got the service I needed.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

It was easy to get the service I needed.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

I felt like a valued customer.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

I trust VA to fulfill our country's commitment to Veterans.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

END OF SURVEY Thank you for your time!