

## Welcome to My Survey

**The Department of Veterans Affairs is developing a mobile application that is intended to provide Veterans, caregivers and family members a repository of information about VA facilities. Some of the proposed features include but are not limited to VA facility's map, phone numbers, shuttle service information and frequently asked questions (FAQs).**

**The design team for the VA InfoApp would like your feedback on what features should be prioritized and what if any features that are not currently planned should also be included with the application and why.**

**The following questions will ask you to rate the value of certain proposed features and some of their characteristics. Just answer each question from your gut, there are no wrong answers. Please make use of the comment boxes to add additional comments and suggestions. You will also be presented with an opportunity to suggest and rate any features that you would like to see that were not mentioned.**

### Veterans Affairs Information Application (VA InfoApp)

**The following list of features represent what is intended for inclusion in the VA InfoApp. Please rate each item based on how valuable you feel the named feature would be to you. Please do so a scale from Extremely Valuable to Not Valuable.**

\* 1. Please rate how valuable each the following features of the VA InfoApp.

	Extremely Valuable	Valuable	Somewhat Valuable	Not Valuable	Not Applicable (N/A)
Facilities Map					
VA Phone Directory					
Shuttle Service Information/Availability					
Frequently Asked Questions (FAQ)					
Individual Facility Pages (specific facilities' information)					
Text to Speech Instructions					
Common VA branded look and feel (i.e. looks like other VA apps/websites)					
Feedback Forms (to provide feedback on the app from within the app)					
Search Capabilities					

Comments or suggestions:

For this next set of questions I would like you to rate the value of characteristics of the features in the first question.

\* 2. Please rate the value of each the following proposed characteristics of the "Facilities Map."

	Extremely Valuable	Valuable	Somewhat Valuable	Not Valuable	Not Applicable (N/A)
Select from a list of states to get to a list of facilities.					
Zoom-in on a map to go to a VA Medical Center.					
Zip Code Search					
GPS Location of VA Facilities					
Directions to VA facilities					
Ability to search for and display information about VA facilities in a map view.					
Ability to automatically locate facilities within a user defines area.					
Satellite View of Map					

\* 3. Please rate the value of each the following proposed characteristics of the "VA Phone Directory."

	Extremely Valuable	Valuable	Somewhat Valuable	Not Valuable	Not Applicable (N/A)
Dial in app capabilities (dials when users selects number).					
Provide access to VA phone directory.					
Staff directory with search for specialists.					
Provide the ability to display direct phone numbers for clinics and departments such as primary care, pharmacy, lab, etc.					
Satellite View of Map					

Comments or suggestions:

\* 4. Please rate the value of each the following proposed characteristics of the "Shuttle Service Information."

Extremely Valuable      Valuable      Somewhat Valuable      Not Valuable      Not Applicable (N/A)

Phone number listed so that Veterans can request transportation to and from VA facilities on their phones.					
--	--	--	--	--	--

Information on shuttle services to and from VA facilities (e.g., availability of transportation, maps to and from shuttle services).

Information on shuttle services to and from VA facilities.					
--	--	--	--	--	--

Information on available parking at VA facilities as well as location, price and type of parking available.

Comments or suggestions:

\* 5. Please rate the value of each the following proposed characteristics of the "Individual Facility Pages."

	Extremely Valuable	Valuable	Somewhat Valuable	Not Applicable (N/A)
Information on hours various services within VA are open/available.				
Ability to display "more" resource specific department and clinic data elements: department and clinic direct phone extensions, hours of operation, titles, names, email addresses.				
Advertisements for classes				
Information about events				
Contact information updates				

Comments or suggestions:

\* 6. Please rate the value of each the following proposed characteristics of the "Feedback Forms."

	Extremely Valuable	Valuable	Somewhat Valuable	Not Valuable	Not Applicable (N/A)
Evaluation form for users to provide feedback on current app functionality.					

Provide the ability for users to provide feedback to VA, e.g. to notify VA about incorrect resource data.

Comments or suggestions:

7. Please suggest any feature you would like to see included in the VA InfoApp.

[FIRST] Suggestion	<input type="text"/>
[SECOND] Suggestion	<input type="text"/>
[THIRD] Suggestion	<input type="text"/>
[FORTH] Suggestion	<input type="text"/>
[FIFTH] Suggestion	<input type="text"/>

8. Please rate the value of your suggestion(s) if applicable.

	Extremely Valuable	Valuable	Somewhat Valuable	Not Valuable
[FIRST] Suggestion				
[SECOND] Suggestion				
[THIRD] Suggestion				
[FORTH] Suggestion				
[FIFTH] Suggestion				

Other (please specify)

9. What would make you more likely to use an InfoApp?

\* 10. Do you have any other comments, questions or concerns?

Yes

No

Please enter comments, questions or concerns.