

J.D. Power and Associates
Veterans Benefits Administration Call Center Research
Education Call Center
Invitation Announcement and Survey Questionnaire
OMB Control Number: 2900-0744
Respondent Burden: 6 minutes
Expiration Date: XX-XX-XXXX

Announcement

May I please speak with [INSERT CUSTOMER NAME FROM SAMPLE]?

Hello, my name is [INSERT INTERVIEWER NAME], and I am calling on behalf of J.D. Power and Associates. We understand that you contacted the Department of Veterans Affairs Call Center on [INSERT DATE FROM SAMPLE] with a question or problem and we would like to obtain your feedback on your customer experience.

S1. The survey will only take about four minutes to complete. Is this a good time for you?

- 1 YES
- 2 NO
- 3 WRONG NUMBER/NO ONE BY THAT NAME
- 4 DID NOT CONTACT THE VA (OR Department of Veterans Affairs) Customer Service

[IF CODE 2 NO ARRANGE CALLBACK; IF 3 OR 4 THANK AND TERMINATE;
OTHERWISE CONTINUE]

[No QS2]

S3. Can you briefly describe the reason for your call on (DATE FROM SAMPLE)?

(DO NOT READ LIST --POST CODE FROM THE FOLLOWING)

- a. To submit a new claim
- b. Question or problem about a pending claim (ask S4, do not ask Q6)
- c. Question or problem about a claim that is denied (ask S4b, do not ask Q6)
- d. To change your address or direct deposit information
- e. To report the death of an individual who received VA benefits
- g. To ask a general question
- i. Question or problem about a payment (over- or under- payment, back payment, non-receipt of payment etc.)
- j. Question or problem about specific benefit (Disability compensation, Post 9/11 GI Bill, health care, home loan, etc.)
- k. To report a change in status (add/change dependents, disability status, active duty status, etc.) or to report a change in enrollment status

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.

- l. To request a document or form / To request a letter (COE/award, debt, develop, financial aid, etc.
- m. To make or change an appointment
- n. To follow-up on a prior issue
- o. To obtain non-claim related information (appeals process information, general education/school information, information on other departments, etc.)
- p. Question about eBenefits, MilConnect, or Education website (GI Bill, Wave, VONAPP)
- q. To request, check status of, or confirm monthly certification
- r. Question or problem about debt (debt amount/explanation, payment arrangements, refund or waiver status/request/dispute, school debt)
- h. About something else, not previously mentioned
(If Punch H: Ask: Please specify: _____)

S4. If claim is pending ask...How long has your claim been pending? (Open Capture)

(DO NOT READ LIST --POST CODE FROM THE FOLLOWING)

- a. About a claim that has been pending for 7 days or less
- b. About a claim that has been pending for 14 days or less (8 to 14 days)
- c. About a claim that has been pending for 30 days or less (15 to 30 days)
- d. About a claim that has been pending for more than 30 days

S4a. For which education benefit were you calling about? (Open Capture)

(DO NOT READ LIST --POST CODE FROM THE FOLLOWING)

- a. Post 9/11 GI Bill (or Ch 33)
- b. Montgomery GI Bill Active Duty (or Ch 30)
- c. Montgomery GI Bill Selected Reserve (or Ch 1606)
- d. Reserve Educational Assistance Program (REAP) (or Ch 1607)
- e. Survivors' & Dependents' Educational Assistance Program (DEA) (or Ch 35)
- f. Veterans' Educational Assistance Program (VEAP) (or Ch 32) and Education Assistance Pilot Program (or Section 903)
- g. Educational Assistance Test Program (or Section 901)
- h. National Call to Service Program
- i. Other

S4b. If calling about a denied claim ask...about how long ago was your claim denied (Open Capture)

Survey

Q1. During the call, did you need (or request) a form mailed or faxed to you?

- 1. Yes
- 2. No

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.

Q1a. <If yes to Q1.> Did the agent offer to email this to you?

1. Yes
2. No

[No Q2-Q3]

Q4. Did you experience any difficulty understanding the information provided by the representative?

[IF RESPONDENT IS UNSURE, CODE ANSWER AS "NO"]

1. Yes
2. No

Q5. How many times did you contact the VA regarding this issue? (Open Capture)

[ACCEPT NUMERICAL VALUES BETWEEN 1-99. IF RESPONDENT IS UNSURE, CLARIFY: **We are talking about how many times you contacted the VA concerning issues from your most recent call.**]

Q6. Was your most recent issue resolved? (Skip if answered B or C to S3)

[IF RESPONDENT IS UNSURE, CODE ANSWER AS "NO"]

1. Yes
2. No

Please rate your call experience with the VA on the following items using a 1 to 10 scale where 1 is Unacceptable, 10 is Outstanding and 5 is Average. You may use any number between ONE and TEN to rate your experience. Please rate:

[ACCEPT NUMERICAL VALUES BETWEEN 1-10. IF SOMEONE SAYS MORE THAN ONE NUMBER (E.G. 7 OR 8), PLEASE HAVE THEM PICK ONE NUMBER. IF SOMEONE SAYS THEY ARE NOT SURE OR SOMETHING DOES NOT APPLY TO THEM, PLEASE SAY, "I'm not able to enter that response to this question. What number should I put in to best reflect your answer to <READ ATTRIBUTE AGAIN?>"]

Q7. Ease of navigating through the phone system

[IF RESPONDENT IS CONFUSED WITH THE TERM "NAVIGATION", CLARIFY: **When we say navigating, we mean use of the phone system.**]

Q8. Promptness in speaking to a person

Q9. Representative's concern for your needs

Q10. Knowledge of the representative

Q11. Courtesy of the representative

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.

Q12. The usefulness of information provided for your problem, question or request

Q13. Timeliness of resolving your problem, question or request

Q14. Your Overall Service Experience on <Insert Date>

Question 14T addition if Call Center is being monitored this month (rotating question):

Q14T. What is the primary reason that you rated your overall service experience a (enter #)? (Open Capture)

Q15: Now, thinking about the Department of Veterans Affairs and all of the services and benefits you receive, please rate your overall experience-USING THE SAME 1 TO 10 POINT SCALE.

Q16. Based on the benefits administered by VA and the service you received, how likely are you to inform another veteran to seek assistance by calling the VA?

1. Definitely Will Not
2. Probably Will Not
3. Probably Will
4. Definitely Will

[Do not read Question 17 until directed; program is not yet implemented.]

Q17. Are you aware that you can contact VA via online chat?

1. Yes
2. No

[ASK Q18-19 IF CALLER HAS AN EBENEFITS ACCOUNT INDICATOR IN SAMPLE FILE]

Q18. Did you attempt to access eBenefits for information regarding your claim, question or request before calling VA?

Q18a. <If yes to Q18.> Why did you have to call VA to get information? (open capture)

(DO NOT READ LIST --POST CODE FROM THE FOLLOWING)

- 1) Website was down
- 2) Having trouble navigating the system/website/Could not find any information
- 3) Did not understand information/information was not clear
- 4) Do not have my log-in information
- 5) Do not feel that website is secure/safe for my personal information
- 6) Reset/Forgot my password
- 7) Could not upload documentation/difficulty in uploading
- 8) Other (key in response)

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.

Please rate your-call experience with VA on the following item using a 1 to 10 scale where 1 is Unacceptable, 10 is Outstanding and 5 is Average. You may use any number between ONE and TEN to rate your experience. Please rate:

[ACCEPT NUMERICAL VALUES BETWEEN 1-10. IF SOMEONE SAYS MORE THAN ONE NUMBER (E.G. 7 OR 8), PLEASE HAVE THEM PICK ONE NUMBER. IF SOMEONE SAYS THEY ARE NOT SURE OR SOMETHING DOES NOT APPLY TO THEM, PLEASE SAY, "I'm not able to enter that response to this question. What number should I put in to best reflect your answer to <READ ATTRIBUTE AGAIN>?]

Q19. Please rate your overall experience using eBenefits.

[No Q20]

[ASK Q21. IF CALLER DOES NOT HAVE EBENEFITS ACCOUNT INDICATOR IN SAMPLE FILE]

Q21. Did the representative provide you with information on how to sign up for eBenefits?

1. Yes
2. No

Q21a. <If Yes to Q21.> Did the representative offer to transfer you to a contact specialist to sign up for an eBenefits account?-

1. Yes
2. No

Q21b. <If No to Q21.> Would you like VA to contact you with more information on how to sign up for an eBenefits account?

1. Yes
2. No

Q22. Did you attempt to research the GI Bill website for additional information regarding your question or request before calling VA?

1. Yes
2. No

Q22a. <If yes to Q22.> Why were you unable find an answer to your question or request on the GI Bill website? (open capture)

(DO NOT READ LIST --POST CODE FROM THE FOLLOWING)

- 1) Website was down
- 2) Difficulty navigating website
- 3) Could not find information

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.

- 4) Do not have my log-in information
- 5) Do not feel that website is secure/safe for my personal information
- 6) Other

Thank you very much for your time. Your feedback will help us provide the best service possible for our nations' veterans. Good-bye.

This is a proprietary business document of J.D. Power and Associates.
NOT FOR ANY USE OTHER THAN FOR EXECUTION OF PHONE SURVEYS
ON BEHALF OF J.D. POWER AND ASSOCIATES.