**OMB Number: 2900–New CVE Verification
Respondent Burden: 3 minutes
Expiration Date: xx/xx/xxxx**

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. The public reporting burden for this collection of information is estimated to average 3 minutes per response, including the time for reviewing instructions, and completing and reviewing the collection of information. No person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Customer satisfaction surveys are used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this survey will lead to improvements in the quality of service delivery by helping to shape the direction and focus of specific,programs and services. Submission of this form is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

**Pre- Application Survey**

1. **How do you evaluate the Verification process information available at VetBiz.gov?**

1 ☐ Poor 2 ☐Fair 3 ☐Good 4 ☐Very Good 5 ☐ Excellent

1. **Which VetBiz resources did you use? (Check all that apply.)**

☐ Verification Assistance Briefs

☐ Frequently Asked Questions (FAQs)

☐ Verification Self-Assessment Tool

☐ Verification Resource Tool

☐ Verification Assistance Counselor Program

☐ **Other.** **Please explain\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **(*If the Verification Assistance Counselor Program was selected.*)** **How would you evaluate the Verification Assistance Counselor Program?**

1 ☐ Poor 2 ☐Fair 3 ☐Good 4 ☐Very Good 5 ☐ Excellent

1. ***(If not good, fair or poor)*** **How can CVE improve its Verification Assistance Counselor Program?**
2. **Did you call the CVE Contact Center during the application process?**

 Yes ☐ No ☐**( Go to Q. 6)**

* 1. **If yes, how helpful was team with resolving your issue(s)?**

 1☐Not helpful 2 ☐Not so helpful 3 ☐Neutral 4 ☐Helpful 5 ☐ Very helpful

 **b. Was your issue(s) resolved over the phone?**

 Yes ☐ **(Go to Q.6)** No ☐

1. **Were you required to provide Clarifying Documents as part of your Verification process?**

☐ Yes No ☐

1. **(If yes) How helpful these Clarifying documents were to provide relevant information to the process?**

1☐Not helpful 2 ☐Not so helpful 3 ☐Neutral 4 ☐Helpful 5 ☐ Very helpful

1. **Was your company selected for the Pre-Determination Findings (PDF) process?**

☐ Yes No ☐

1. **(If yes) How useful was for you to fix items based on the Pre-Determination Findings?**

1☐Not useful 2 ☐Not so useful 3 ☐Neutral 4 ☐Useful 5 ☐ Very Useful

1. **Did you take advantage of the Pre-Decision process? (This process allows you to withdraw your application due to indications that it will be denied.)**

☐ Yes No ☐

1. **How would you evaluate your experience with CVE while applying for the verification program?**

1 ☐ Poor 2 ☐Fair 3 ☐Good 4 ☐Very Good 5 ☐ Excellent

1. **Please provide any comments, feedback or suggestions to improve the CVE Pre-application Verification process.**