

Veterans Benefits Administration
Non-Substantial Change Request
Voice of the Veteran Line of Business Satisfaction Study
OMB Control Number 2900-0782
November 19, 2015

Justification

The United States Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA) seeks a Non-Substantial Change to the Voice of the Veteran Customer Satisfaction Research Program survey instruments – OMB Control Number 2900-0782, which was approved by OMB on September 27, 2013. This change will support the life of the program and is considered a non-substantial change as burden hours are not affected. In accordance with Memorandum for the President’s Management Council dated January 2006, it is noted in the Office of Information and Regulatory Affairs, Office of Management and Budget guidance, that a high response rate increases the likelihood that the survey results reflect the views and characteristics of the target population. Therefore, VBA further seeks a change to: 1. simplify the survey instruments to support business and process needs, and 2. incorporate the Agency Performance Goals (APG) questions. There is no increase in burden hours expected with this change

The study will identify process improvement initiatives across all lines of business being measured – Compensation, Pension, Loan Guaranty (LGY), Specialty Adapted Housing Grants (SAH), Education (EDU), and Vocational Rehabilitation & Employment (VR&E)– and VBA would like to continuously measure the effectiveness of those process changes. VBA has standardized VA brand and customer experience questions to track the Agency Performance Goals (APG). The instrument collection (IC) has been updated with the APG questions. Additionally, the IC was refined to remove questions that are already tracked within VBA systems. The changes are explained below:

Compensation

In the VOV Compensation Access survey, the total number of questions in the survey has been reduced from 35 to 25. The response option lists were consolidated when possible. The section of questions titled “Contact with VA” was deleted. The APG questions were added. Finally, the Additional Questions section was deleted (i.e., “Would you like to provide an e-mail address...” and “How are you currently using your benefit payment.”). In the VOV Compensation Servicing survey, the total number of questions in the survey has been reduced from 31 to 22. The response option lists were consolidated when possible. The section of questions titled “Contact with VA” was deleted. The APG questions were added. Finally, the Additional Questions section was deleted (i.e., “Would you like to provide an e-mail address...” and “How are you currently using your benefit payment.”).

Pension

In the VOV Pension Access survey, the total number of questions in the survey has been reduced from 35 to 26. The response option lists were consolidated when possible. The section of questions titled “Contact with VA” was deleted. The APG questions were added. Finally, the Additional Questions section was deleted (i.e., “Would you like to provide an e-mail address...”).

In the VOV Pension Servicing survey, the total number of questions in the survey has been reduced from 30 to 21. The response option lists were consolidated when possible. The section of questions titled “Contact with VA” was deleted. Question 14, “Have you submitted a claim for an Aid and Attendance or Housebound benefit in the past 6 months?”, was deleted from the survey. The APG questions were added. Finally, the Additional Questions section was deleted (i.e., “Would you like to provide an e-mail address...”).

Education

In the VOV Education Access survey, the total number of questions in the survey has been reduced from 33 to 26 (67 questions including online only to 54 questions including online only). The response options lists were consolidated when possible. The section of questions titled “Contact with VA” was deleted. The APG questions were added. Several questions were removed from the online portion of the survey in the About You section since these items can be collected in the data files. 3 new questions were added regarding the “VA GI Bill Feedback System” in the About You section.

In the VOV Education Servicing survey, the total number of questions in the survey has been reduced from 26 to 17 (60 questions including online only to 45 questions including online only). The response options lists were consolidated when possible. The section of questions titled “Contact with VA” was deleted. The APG questions were added. Several questions were removed from the online portion of the survey in the About You section since these items can be collected in the data files. Three new questions were added regarding the “VA GI Bill Feedback System” in the About You section. Two questions from the Benefit Entitlement section were removed (Q14: “What type of program are you currently using your education benefit for?” And Q15: “What is the format of the program you are currently in?”).

Loan Guaranty

In the VOV Loan Guaranty Home Loan Process survey, the total number of questions in the survey has been reduced from 57 to 36. The response options lists were consolidated when possible. The section of questions titled “Contact with VA” was deleted. The APG questions were added. Several questions were removed from the Benefit Information and About You sections.

In the VOV Specially Adapted Housing Grant Process survey, the total number of questions in the survey has been reduced from 57 to 36. The response options lists were consolidated when possible. The section of questions titled “Contact with VA” was deleted. The APG questions were added.

VR&E

In the VR&E Access survey, the total number of questions in the survey has been reduced from 51 to 41 (73 questions including online only to 64 questions including online only). The response options lists were consolidated when possible. The section of questions titled “Contact with VA” was deleted. The APG questions were added. Two questions were deleted from the Benefit Eligibility and Application Process section. The Additional Questions regarding providing an email address was deleted (i.e., “Would you like to provide an e-mail address...”).

In the VR&E Servicing survey, the total number of questions in the survey has been reduced from 45 to 39 (68 questions including online only to 62 questions including online only). The response options lists were consolidated when possible. The section of questions titled “Contact with VA” was deleted. The APG questions were added. Two new questions were added regarding the “tele-counseling” initiative. The Additional Questions regarding providing an email address was deleted (i.e., “Would you like to provide an e-mail address...”).

In the VR&E Non-Participant survey, the total number of questions in the survey has been reduced from 44 to 41. The response options lists were consolidated when possible. The APG questions were added. Question three was deleted, “Which of the following statements BEST describes your plans at the beginning of the application process”. New response options were added to several questions based on popular “Other” responses. Question 14 “Why was it necessary for you to have more than one appointment?” and question 41 “How likely are you to reapply for the VR&E program in the future” were deleted. The Additional Questions regarding providing an email address was deleted (i.e., “Would you like to provide an e-mail address...”).