

Question #	Question	Source	Uses	Justification
Factor 1	Benefit Information		Allows us to determine if Veteran experience differs based on informational needs and usage patterns during enrollment for a benefit	Satisfaction with the enrollment experience may be higher or lower dependent upon Veterans' informational needs and usage patterns during their application. The informational needs and usage patterns will be determined in this section. These questions will help us differentiate Veteran satisfaction based on benefit informational needs and usage, identify areas where improvements to the process can occur and prioritize them based on the impact of the Benefit Information factor to overall Veteran satisfaction.
1	How did you FIRST learn about VA benefit programs? <i>(Mark only one) If you are unsure, please indicate the first way you remember learning about VA benefit programs.</i>	Outreach Requirement	Identify usage of available information sources	This will be used to assess Veteran point-of-entry and most frequent source for finding information about VA benefits and to evaluate usage patterns. This information will be used in the context of overall satisfaction with benefit information, including ease of accessing, availability, usefulness, and clarity of information and identifying information sources where any of these attributes has the potential for improvement.
	a. VA website			
	b. VetSuccess.gov			
	c. eBenefits.va.gov			
	d. Mail (from VA)			
	e. VA phone number (800-827-1000)			
	f. Transition Assistance Program/Disabled Transition Assistance Program briefings			
	g. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. <i>(Specify)</i> _____			
	h. VA medical center			
	i. VA Vet center			
	j. In person at a Regional Office			
	k. Social media websites (e.g., Facebook, Twitter, etc.)			
	l. Visit from a VA employee			
	m. Other Veterans			

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	n. Internet (excluding VA and social media sites)			
	o. Friends or family			
	p. Other publications (e.g., Army Times, local newspapers, etc.)			
	q. Other (Specify) _____			
	r. Don't know or not sure			
2	What method(s) do you MOST FREQUENTLY use to obtain general information about VA's benefits or services? (Mark all that apply)	Outreach Requirement	Identify most preferred communication channel for benefits information	This question will assess the optimal channel of communications to help maintain an optimal communication strategy for outreach to Veterans about their benefits.
	a. Phone			
	b. Mail			
	c. E-mail			
	d. In person at a Regional Office			
	e. Veterans Service Organizations e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify) _____			
	f. Disabled Veterans' Outreach Program			
	g. VA website			
	h. VetSuccess.gov			
	i. eBenefits.va.gov			
	j. Social media websites (e.g., Facebook, Twitter, etc.)			
	k. Other websites (excluding VA or social media sites)			
	l. VA medical center			
	m. VA Vet center			
	n. Friends or family			
	o. Other publications (e.g., Army Times, local newspapers, etc.)			
	p. Other (Specify) _____			
	q. Don't know or not sure			
	r. None of the above			

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3	How frequently would you like to receive communications (e.g., e-mails, letters, newsletters, etc.) about VA benefits or services? (Mark only one)	Outreach Requirement	Measures the frequency of communications received from VA about their benefits	This question will assess the optimal frequency of communications, in addition to the number of communications, to help maintain an optimal communication strategy for outreach to Veterans about their benefits.
	a. Weekly			
	b. Monthly			
	c. Quarterly (every 3 months)			
	d. Semi-annually (twice per year)			
	e. Annually (once per year)			
	f. Never			
	g. Don't know or not sure			
4	How would you like to receive information from VA about applying for VA benefits or services? (Mark all that apply)	Outreach Requirement	Assess Veterans' preferred communication methods	This question will help to assess the most desired methods of communication about VA benefits or services and help guide the strategy for information outreach to Veterans.
	a. Phone			
	b. Mail			
	c. E-mail			
	d. VA website			
	e. Social media websites (e.g., Facebook, Twitter, etc.)			
	f. In person at a Regional Office			
	g. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify) _____			
	h. Other (Specify) _____			
	i. Don't know or not sure			
5	The following question asks you to rate various aspects of your experience with Compensation and Pension using a scale of 1 to 10, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average.			

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	When thinking about your most frequently used methods of communication please rate your experience in obtaining information about your benefit application on the following items: (Mark only one per row)		These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the enrollment for their benefit.	Satisfaction with the benefit information represents one of the main elements of Veterans' experience with the enrollment for their benefit. These items represent key attributes in the enrollment process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different information usage patterns and informational needs during the enrollment for their benefit.
	a. Ease of accessing information	VBA Performance Metric		
	b. Availability of information	VBA Performance Metric		
	c. Clarity of information	VBA Performance Metric		
	d. Usefulness of information	VBA Performance Metric		
	e. Frequency of information provided by VA	VBA Performance Metric		
	f. Overall rating of information	VBA Performance Metric		

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Factor 2	Contact with VA		Determine if Veteran experience differs based on the level of contact and issue resolution during benefit enrollment	Satisfaction with the enrollment experience may be higher or lower dependent upon Veterans' level of contact and issue resolution during and immediately after the enrollment process. The level of contact will be determined in this section. These questions will help us differentiate Veteran satisfaction based on level of contact and issue resolution, identify areas where improvements to the process can occur and prioritize them based on the impact of the Contact factor to overall Veteran satisfaction.
6	During the past 6 months, did you contact anyone from VA about the benefit application process? <i>(Mark only one)</i>	Contact/ Resolution Assessment	Assess whether or not contact occurred	This question allows us to assess whether or not someone has had a contact with VA about their benefit recently enough to evaluate their experience with the contact. Individuals who have had recent contact with VA about their benefit may exhibit different levels of satisfaction than those who have not had recent contact. This question allows us to assess the variation between these two groups.
	a. Yes			
	b. No			
	(Ask Q7-Q12 if Q6 is yes, otherwise go to Q13)			
7	Which of the following best describes the reason for your most recent contact? <i>(Mark only one)</i>	Contact/ Resolution Assessment	Evaluate the reason for the call	The reason for calling may contribute to the satisfaction related to the call experience. It is important to understand how satisfaction varies based on the type of call. This information will be used in conjunction with the VBA Call Center Satisfaction Research to analyze methods of contact/resolution.
	a. Resolve a problem			
	b. Ask a question			
	c. Request a change to your records/provide information			

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8	Can you briefly describe the nature of your most recent contact? (Mark all that apply)	Contact/ Resolution Assessment	Assess the nature of the call	Understand the specific reason for the call to help identify potential needs of various groups of Veterans and the ability of VA to respond to those needs. This information may assist in developing actionable recommendations for training, information communication, etc. This information will be used in conjunction with the VBA Call Center Satisfaction Research to analyze methods of contact/resolution.
	a. Change your address or direct deposit information			
	b. Report the death of an individual who received VA benefits			
	c. Report that you did not receive your VA check or direct deposit			
	d. Report a problem with a VA customer service representative			
	f. Obtain information about submitting/re-opening a claim			
	g. Other (Specify) _____			
9	Thinking about your most recent contact, how did you contact VA? (Mark only one)	Contact/ Resolution Assessment	Allows us to measure the satisfaction with various methods of communication	Veterans' experiences with contacting VA may differ based on the method they use for contact. This may highlight contact methods that are used most frequently by Veterans and help identify processes VA can use to optimize those communication channels.
	a. Phone			
	b. Fax			
	c. Website			
	d. E-mail			
	e. Mail			
	f. In person			

Question #	Question	Source	Uses	Justification
10	Was your most recent issue resolved? (Mark only one)	Contact/ Resolution Assessment	Allows us to measure issue resolution	Veterans who have their issue resolved upon contacting VA may have different levels of satisfaction than those who do not have their issue resolved. This will allow us to set benchmarks for issue resolution and identify areas where contact can be improved based on the reason or nature of the call. This information will be used in conjunction with the VBA Call Center Satisfaction Research to analyze methods of contact/resolution.
	a. Yes			
	b. No			
	(Ask Q11 if Q10 is No, otherwise go to Q12)			
11	Why wasn't your most recent issue resolved? (Mark all that apply)	Contact/ Resolution Assessment	Allows us to identify the reasons why issues were not resolved	This is important because it allows us to evaluate the reasons why there may be different levels of resolution depending on the nature and or reason for the call and assist in developing actionable courses of action based on study results.
	a. Did not receive all of the information required			
	b. Received incorrect information			
	c. Was referred to the incorrect office/person			
	d. Waiting for follow-up from VA			
	e. Other (Specify) _____			
	f. Don't know or not sure			
12	Thinking of your most recent contact with the VA, how would you rate your overall customer service experience with the VA or VA representatives using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. (Mark only one)	VBA Performance Metric	These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the enrollment for their benefit.	Satisfaction with Contacting VA represents one of the main elements of Veterans' experience with the enrollment for their benefit. These items represent key attributes in the ongoing servicing process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different levels of contact during and immediation following the enrollment their benefit.

Question #	Question	Source	Uses	Justification
Factor 3	Benefit Eligibility and Application Process		Determine if Veteran experience differs based on the level of engagement with VBA during the application process	Satisfaction with the servicing experience may be higher or lower dependent upon the level of interaction a Veteran has with VBA during the application process. The level of interaction will be determined based on the various experiences a Veteran might have during the application for benefits. Questions focused on these various experiences will help us differentiate Veteran satisfaction based on the various touch points related to their benefit eligibility and application, identify areas where improvements to the process can occur and prioritize them based on the impact of the Benefit Eligibility and Application Process factor to overall Veteran satisfaction.
13	Thinking about your most recent application, did someone from VA (e.g., call center representative, office staff, etc.) provide you with information about the benefit application process?	Application Experience Requirement	Assess receipt of information about application process	Veteran satisfaction with the application process may differ based on whether or not they received information about the application process.
	a. Yes			
	b. No			
	c. Don't know or not sure			
14	Thinking about your most recent benefit application, what method did you use to apply for your benefit? <i>(Mark only one)</i>	2004 C&P Satisfaction Study	Measure the effectiveness of various methods of applying for a benefit	Veteran satisfaction may differ based on the method they used to apply for their benefit. This will help to identify areas where Veterans are experiencing difficulty with the process and potential opportunities for improvement.
	a. Veterans Online Application			
	b. Mail			
	c. In person at a Regional Office			
	d. In person at a Veterans Service Organization e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc.			
	e. Other <i>(Specify)</i> _____			
	f. Don't know or not sure			

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15	After you submitted your application, did you receive a letter from VA notifying you of the receipt of your claim? (Mark only one)	2004 C&P Satisfaction Study	Measure Veterans' receipt of the letter that is sent to upon application submittal	This question will be used to document receipt of the letter that is sent upon application submittal and evaluate how receipt of the document may tie to the Veteran experience.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q16-23 if Q15 is Yes, otherwise go to Q24)			
16	Thinking about the letter, was it clear and easy to understand? (Mark only one)	2004 C&P Satisfaction Study	Allows us to measure the efficacy of the letter in terms of the letter's usability	Veteran satisfaction may differ based on whether they had difficulty understanding the information provided in the standard form letter. Since information in the letter is intended to assist Veterans, this information will also help us understand if the letter is serving the intended purpose.
	a. Not at all clear			
	b. Somewhat clear			
	c. Completely clear			
	d. Don't know or not sure			
	e. I did not read the letter			
17	Did you contact VA to obtain clarification about any of the letters you received? (Mark only one)	2004 C&P Satisfaction Study	Allows us to determine if the Veteran had an additional level of engagement with VBA related to the letter	Veterans who felt the letter was not completely clear may reach out to VBA for clarification. This question will be evaluated based on the Veterans' level of satisfaction to determine whether or not the additional level of contact impacts the Veterans' experience positively or negatively.
	a. Yes			
	b. No			
	c. Don't know or not sure			

Question #	Question	Source	Uses	Justification
18	Did you provide VA with the documentation that was requested in the letter? (Mark only one)	Application Experience Requirement	Allow us to determine if the Veteran had an additional level of engagement with VBA related to having to provide additional information	Veteran satisfaction may differ based on whether or not they have to provide additional information as a supplement to their original application. This will help us identify an area of potential improvement based on a comparison of levels of satisfaction between those who did have to submit additional information versus those who did not.
	a. Yes			
	b. No			
	c. Nothing was requested			
	d. Don't know or not sure			
	(Ask Q19 if Q18 is yes, otherwise go to Q21)			
19	How did you submit the documentation to VA that was requested in the letter? (Mark only one)	Application Experience Requirement	Measure the effectiveness of various methods of submitting additional information	Among those who submitted an application for benefits, Veteran satisfaction may differ based on the method they used to submit additional information. This will help to identify areas where Veterans are experiencing difficulty with the process and potential opportunities for improvement.
	a. Mail			
	b. In person at a Regional Office			
	c. In person at a Veterans Service Organization, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc.			
	d. Other (Specify) _____			
	e. Don't know or not sure			
20	What is your preferred method to submit the documentation to VA that was requested in the letter?	Contact Assessment	Identify most preferred communication channel for requested documentation	This question will help to assess the most desired methods of communication about VA benefits or services and help guide the strategy for information outreach to Veterans.
	a. Mail			
	b. In person at a Regional Office			
	c. Online (ebenefits/ Veterans Online Application)			

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	d. In person at a Veterans Service Organization, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc.			
	e. Other (Specify) _____			
	f. Don't know or not sure			
21	Did you receive a subsequent letter requesting information in support of your claim from VA? (Mark only one)	Application Experience Requirement	Allow us to determine if the Veteran had an additional level of engagement with VBA in support of a claim	Veteran satisfaction may differ based on whether or not they received a letter requesting additional information in support of a claim. This will help us identify an area of potential improvement based on a comparison of levels of satisfaction between those who received a letter requesting additional information in support of a claim versus those who did not.
	a. Yes			
	b. No			
	c. Don't know or not sure			
22	During the application process, did you have to provide the same information more than once? (Mark only one)	2004 C&P Satisfaction Study	Allow us to determine if the Veteran had an additional level of engagement with VBA related to having to provide duplicate information	Veteran satisfaction may differ based on whether or not they have to provide duplicate information after submitting their original application. This will help us identify an area of potential improvement based on a comparison of levels of satisfaction between those who did have to submit duplicate information versus those who did not.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q23 if Q22 is Yes, otherwise go to Q24)			
23	What information did you have to provide more than once? (Mark all that apply)	Application Experience Requirement	Determine the type of information provided more than once	It is important to determine the types of information that are typically provided more than once to develop actionable recommendations related to reducing redundant processes. This question will assist in determining actionable recommendations for improving the Veteran experience related to providing duplicate information.
	a. Discharge papers (DD214)			
	b. Service treatment records			

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	c. Private medical records			
	d. Other (Specify) _____			
	e. Don't know or not sure			
24	The following question asks you to rate various aspects of your experience with your benefit application using a scale of 1 to 10, where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> .		These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the benefit enrollment process.	Satisfaction with benefit eligibility and application process represents one of the main elements of Veterans' experience with the benefit enrollment process. These items represent key attributes in the enrollment process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different levels of engagement with VBA during enrollment for their benefit.
	Please rate your experience with the benefit application process on the following items:	VBA Performance Metric		
	a. Ease of completing the application	VBA Performance Metric		
	b. Timeliness of eligibility/entitlement notification	VBA Performance Metric		
	c. Flexibility of application methods	VBA Performance Metric		
	d. Overall rating of application process	VBA Performance Metric		
	(Ask Q25-Q27 if previously found ineligible for VA benefits, otherwise go to Q21)			

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25	If you were previously found ineligible for VA benefit payments, did you understand why were you found ineligible? (Mark only one)	Benefit Eligibility Requirement	Measures the level of understanding of the appeal decision	Veterans who understood the decision may be more satisfied with the process overall than those who did not understand the decision. This allows us to measure whether or not Veterans' understand the information they are given and potentially identifies an area where the Veteran experience can be improved.
	a. Yes			
	b. No			
	c. Don't know or not sure			
26	Were you provided information about how to appeal your entitlement decision? (Mark only one)	Benefit Experience Requirement	Measures Veteran receipt of information and awareness of the appeals process	Veterans who have received information about how to appeal may be more satisfied with the process than those who have not received this information.
	a. Yes			
	b. No			
	c. Don't know or not sure			
27	Using a scale of 1 to 10, where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> , please rate the clarity of the information you were provided about appealing your entitlement decision.	VBA Performance Metric	Assesses the clarity of information provided about appealing the entitlement decision	This question will be combined with Q18 to assess variations in satisfaction based on the clarity of information Veterans receive. This is a question that will assist in determining a potential area for improving the Veteran experience.
Factor 4	Benefit Entitlement			
28	The following question asks you to rate various aspects of your experience with your benefit payment using a scale of 1 to 10, where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> .			

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	Please rate your benefit payment on the following items: <i>(Mark only one per row)</i>		These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the enrollment for their benefit.	Satisfaction with the benefit entitlement represents one of the main elements of Veterans' experience with the enrollment for their benefit. These items represent key attributes in the ongoing servicing process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different levels of engagement with VBA during the enrollment for their benefit.
	a. Amount of benefit payment	VBA Performance Metric		
	b. Timeliness of receiving initial benefit payment	VBA Performance Metric		
	c. Overall rating of benefit payment	VBA Performance Metric		
	Overall Application Experience			
29	Thinking about ALL aspects of your experience applying for your compensation or pension benefit, please rate VA overall, using a scale of 1 to 10 where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> . <i>(Mark only one)</i>	VBA Performance Metric	This item will be used in the development of the index model and will assist in creating an overall satisfaction score at the benefit enrollment level.	All factors will be assessed in the context of the overall satisfaction score to understand the relative importance of each factor on Veterans' overall satisfaction.
	Overall Experience with VA			

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30	Taking into consideration all of the non-medical benefits (e.g., education, compensation and pension, home loan guaranty, vocational rehabilitation and employment, insurance, etc.) you have applied for or currently receive, please rate your experience with VA overall, using a scale of 1 to 10 where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> . (Mark only one)	VBA Performance Metric	This item will be used in the development of an index model for VBA overall across benefit lines and benefit status types (enrollment and servicing).	Overall satisfaction with each benefit line at the enrollment and servicing level will be evaluated in the context of the overall experience with VA to understand the relative impact of different experiences across benefit lines.
31	How likely are you to inform other Veterans or beneficiaries about your experience with VA benefits or services? (Mark only one)	VBA Performance Metric	Assess Veteran advocacy of VA benefits or services	Veterans with a more positive experience with the benefit line and VA overall may be more likely to positively advocate VA to their peers. This question will help identify changes in advocacy based on changes in the level of satisfaction over time.
	a. Definitely will not			
	b. Probably will not			
	c. Probably will			
	d. Definitely will			
32	Do you have any other comments or concerns about your experience? (Open Capture)	Benefit Experience Requirement	Allow Veterans' the opportunity to provide additional information related to their experience	Veterans' may have additional information related to their experience that will help understand and interpret their overall experience. This may include elements of the experience that are not easily captured in quantitative form.
	Additional Questions			
	As a reminder, your responses will be kept completely confidential and will not affect any current or future benefits you may receive.			
33	How are you currently using or intending to use your benefit payment? (Mark all that apply)	Socio-Economic Differentiator for Congress/VA Leadership	Assess the usage of the benefit payment	Veterans who have different experiences in the enrollment for their benefit may have different levels of satisfaction or exhibit different needs based on how they are using their benefit payment. For example, someone who is using their benefit payment for savings may be less impacted than someone who is using it for a rent/mortgage payment. This helps assess Veterans' needs.
	a. Rent/mortgage payment			

Question #	Question	Source	Uses	Justification
	b. Paying bills			
	c. Paying down debt			
	d. Education expenses			
	e. Establishing savings			
	f. Other (Specify) _____			
	g. Prefer not to state			
	h. Don't know or not sure			
34	Would you like to provide an e-mail address so VA can contact you with general information about VA benefits and services? (Mark only one)	Contact Assessment	Opt-in for future contact by VA	Consent to contact respondent with more information on benefits and programs
	a. Yes			
	b. No			
	c. I do not have an e-mail address			
	d. Prefer not to answer			
	(Ask Q45 if Yes in Q44)			
35	Please enter your preferred e-mail address where you would like to be contacted: (Open Capture)	Contact Assessment	Email contact information	Send additional information from VA to veterans - i.e. eBenefits information
	a. E-mail:			