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### 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

**2. 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 \_\_\_\_\_

**3. (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

**4. (If not good, fair or poor) How can CVE improve its Verification Assistance Counselor Program?**

**5. Did you call the CVE Contact Center during the application process?**

Yes                       No  ( Go to Q. 6)

**a. 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

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

Yes                      No

**7. (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

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

Yes                      No

**9. (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

**10. 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

**11. 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

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

13. Now think about your experiences with **all the services** provided by the Department of Veterans Affairs (which include healthcare, benefits programs, or memorial services). Please tell us how you feel about the following statements:

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neither Agree nor Disagree</i>	<i>Agree</i>	<i>Strongly agree</i>
<b>I got the service I needed.</b>					

<b>It was easy to get the service I needed.</b>					
<b>I felt like a valued customer.</b>					
<b>I trust VA to fulfill our country's commitment to Veterans.</b>					