

**J.D. Power and Associates
BOARD OF VETERANS' APPEALS Call Center Research
Board of Veterans' Appeals**

Invitation Announcement and Survey Questionnaire

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 Board of Veterans' Appeals Call Center on [INSERT DATE FROM SAMPLE] 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 Board of Veterans' Appeals

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

To begin, please tell me which of the following best describes the primary reason for your recent call to the BOARD OF VETERANS' APPEALS Call Center on (DATE FROM SAMPLE)

S2. Was it to:

- 1 Ask a question
- 2 Resolve an issue
- 3 Make an update

S3. Can you briefly describe the nature of your (insert question/issue).

(do not read list – post code from the following)

- 1. Question or issue about a pending appeal
- 2. Question or issue about an appeal that has been decided
- 3. Telephonic updates are not accepted
- 4. Hearing related question or issue

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5. Question or issue in reference to correspondence received from Board of Veterans' Appeals
- 5a. Question or issue in reference to correspondence received from Department of Veterans Affairs
6. To see if your appeal has been received
7. About something else, not previously mentioned
(if Punch 9: Ask: Please specify: _____)

Survey Introduction

Q1. During your recent contact, how many minutes did you wait on the phone from the time you were told you were going to be connected to agent?

[Accept numerical values between 0-300]

Q2. Were you transferred or referred to another person?

1. Yes
2. No
3. Don't Know

Q3. Did you have to provide the same information more than once?

1. Yes
2. No

Q3a. How many times were you asked to provide the same information?

[Accept numerical values between 1-99]

1. Don't Know

Q4. Did you experience any difficulty understanding the representative?

1. Yes
2. No
3. Don't Know

Q5. Prior to the call we are discussing, the call of [INSERT DATE FROM SAMPLE FILE], how many other times did you contact the BOARD OF VETERANS' APPEALS regarding this same issue?

[Accept numerical values between 1-99]

Q6. Was the issue you were calling about resolved?

1. Yes
2. No

Please rate your call experience with the BOARD OF VETERANS' APPEALS 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:

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[Accept numerical values between 1-10]

Q7. Ease of navigating through 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

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

Q13. Timeliness of resolving your question or request

Q14. Your Overall (this could be confused with VSO) experience

Q15. Taking into consideration all aspects of your customer care experience, please rate your overall customer service experience with the BOARD OF VETERANS' APPEALS (USING THE SAME 1 TO 10 POINT SCALE)

Q16. Based on the assistance you received by the BOARD OF VETERANS' APPEALS customer service, how likely are you to inform another Veteran/client to seek assistance by calling the BOARD OF VETERANS' APPEALS?

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

Q17. 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 statement:

“I trust VA to fulfill our country's commitment to veterans.”

- a. Strongly agree
- b. Agree
- c. Neither Agree nor Disagree
- d. Disagree
- e. Strongly disagree

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

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