

Question #	Question	Source	Uses	Justification
Factor 1	Pre-Application Process			
1	How did you first learn about the Vocational Rehabilitation and Employment (VR&E) benefit program? <i>(Mark only one) If you are unsure, please indicate the first way you remember learning about the VR&E program.</i>	Outreach Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Veterans who premature attrition the process may be more likely to use particular information sources. These Veterans may have an experience with their information sources that may relate to the reasons for attrition. This identifies a potential touch-point that can potentially be improved to reduce attritions.
	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. Personal visit from a VA employee			
	m. Other Veterans			
	n. Internet (excluding VA and social media sites)			
	o. Friends or family			
	p. Information came with notification/ratings letter			
	q. Other publications (e.g., Army Times, local newspaper, etc.)			
	r. Other (Specify) _____			
	s. Don't know or not sure			

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2	Thinking about the factors you considered when deciding to apply for benefits, which of the following describes your reason(s) for applying to the VR&E program? (Mark all that apply)	Outreach Requirement	Identify initial reasons for applying for the VR&E benefit	This question allows us to assess the drivers of initial benefit applications and assist in guiding the communication strategy. This assists in identifying Veterans' needs.
	a. I had a good experience with the VR&E program in the past			
	b. A family member or friend recommended the VR&E program			
	c. Another Veteran recommended the VR&E program			
	d. VA recommended the VR&E program			
	e. The program is recommended by an independent source (e.g., Veterans Service Organizations (e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America.))			
	f. It is easy to find information about the VR&E program			
	g. VR&E makes it easy to find and obtain suitable employment			
	h. The VR&E program has a good reputation			
	i. The VR&E program offers services I need			
	j. VA makes it easy to apply for the VR&E program			
	k. Don't know or not sure			
Factor 2	Reasons for Applying for VR&E services			
3	Which of the following statements best describes your plans at the beginning of the application process? (Mark only one)	Respondent Classification	Assess initial plans for benefit usage	This question allows us to assess the drivers of benefit usage and potentially identifies the reasons for premature attrition from the application process or program. This assists in identifying Veterans' needs.
	a. I was not planning on participating in the rehabilitation process, but wanted to find out about the rehabilitation services/process			
	b. I was not planning on participating in the rehabilitation process, but wanted to find out which services I qualified for			

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	c. I was considering participating in the rehabilitation process if I liked the services that I qualified for			
	d. I was considering participating in the rehabilitation process if the process was not too time-consuming or complicated			
	e. I definitely planned to participate in the rehabilitation process			
	f. Other (Specify) _____			
	g. Don't know or not sure			
4	Were you prompted to apply to the VR&E program for any of the following reasons? (Mark one per row) yes/no	Respondent Classification	Identify the initial drivers of the benefit application	Veterans may enter the program as a result of different interactions. This helps identify key events that may drive an application to the program and may help improve communications based on Veterans needs.
	Information you received during a Transition Assistance Program/Disabled Transition Assistance Program briefing			
	Information you received in a letter from a VA Regional Office telling you what information you needed to provide and what VA would do			
	Change in your life circumstances (e.g., marriage, divorce, loss of job, severity of disability, etc.)			
	Current employment did not meet your expectations			
	Recommendation or referral			
	Other reasons (Specify)			
	(Ask Q5 if yes to "Change in life circumstances" in Q4, otherwise go to Q6)			
5	Which of the following describes the change in your life circumstances? (Mark all that apply)	Respondent Classification	Assess changes in life circumstances that may drive benefit application	Changes in life circumstances may be a driver for Veterans to apply for the benefits. This question identifies that life circumstances that may be most related to initial application and early attrition from the application process or program.
	a. Marriage			
	b. Divorce			
	c. Death in the family			
	d. Had children			
	e. New job			
	f. Lost job			

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	g. Moved			
	h. Declared bankruptcy			
	i. Retirement			
	j. Severity of disability			
	k. None of the above			
	(Ask Q6 if yes to "Current job did not meet expectations in Q4, otherwise go to Q7)			
6	In what areas did your current employment not meet your expectations? (Mark all that apply)	Respondent Classification	Assess employment expectations that may drive benefit application	Current job satisfaction may be a driver for Veterans to apply for benefits. This question identifies the specific variables related to current employment that may be drivers for initial application and early attrition from the application process or program.
	a. Experienced problems with supervisors			
	b. Did not utilize my skills/abilities			
	c. Level of pay			
	d. Level of responsibility			
	e. Too many work hours			
	f. Too few work hours			
	g. Poor reliability of pay checks			
	h. Lack of benefits			
	i. Flexibility of work schedule			
	j. Other (Specify)			
Factor 3	Entitlement Evaluation			
7	How soon after you were contacted did you meet with a VR&E representative from VA in person for your initial evaluation appointment? (Open Capture) Please respond using any or all of the following categories	Benefit Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Variation in the duration of time between the initial contact and the initial evaluation appointment may relate to the reasons for attrition.
	a. >30 days			
	b. 31-60			
	c. 60<			
	d. Don't know or not sure			

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	e. Did not meet with a VR&E representative			
	(Ask Q8-Q9 if did not meet with representative in Q7, otherwise go to Q10)			
8	Why did you decide not to attend your initial evaluation appointment with VR&E? (Mark all that apply)	Benefit Experience Requirement	Assess reasons for non-attendance at initial evaluation appointment	Veterans may have different reasons for attritioning the process prior to the initial evaluation appointment. This information will help guide process improvements to prevent attrition by identifying Veterans' needs in the context of experiential variables.
	a. I had a poor experience scheduling the initial appointment			
	b. I had a poor experience with the VR&E representative			
	c. The VR&E program does not offer the services I need			
	d. A family member or friend recommended against the VR&E program			
	e. Another Veteran recommended against the VR&E program			
	f. Issues related to the application process (too time consuming/complicated)			
	g. It is difficult to find information about the VR&E program			
	h. Concerns about my eligibility for the VR&E program			
	i. Other (Specify) _____			
	j. Don't know or not sure			
9	Did your decision not to attend your initial evaluation appointment involve a change in any of the following life circumstances occurring after you submitted your application? (Mark all that apply)	Respondent Classification	Assess changes in life circumstances related to non-attendance of initial evaluation appointment	Veterans may experience a change in life circumstances that relates to another change prior to their application. Changes in life circumstances during the application and evaluation process may relate to the reasons for premature attrition.
	a. Marriage			
	b. Divorce			
	c. Death in the family			
	d. Had children			
	e. New job			
	f. Lost job			
	g. Moved			

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	h. Declared bankruptcy			
	i. Retirement			
	j. Severity of disability			
	k. None of the above			
10	Which of the following statements would you say was the most important to you in your decision to attend the initial evaluation appointment? (Mark only one)	Benefit Experience Requirement	Identify drivers of attendance at the initial evaluation appointment	Veterans may have different reasons for attending the initial evaluation appointment. This information will help guide process improvements to prevent attrition by identifying Veterans' needs in the context of experiential variables.
	a. Receiving a call from your VA Representative to schedule your appointment			
	b. Change in life circumstances (e.g., marriage, divorce, loss of job, severity of disability, etc.)			
	c. Current employment did not meet your expectations			
	d. Recommendation or referral			
	e. Other (Specify) _____			
Factor 4	Entitlement Evaluation Process			
	(Ask Q11-Q14 if met with a representative in Q7, otherwise go to Q15)			
11	During your initial evaluation appointment, did the counselor have you participate in any testing? (Mark only one)	Application Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Variations in the experience with the initial evaluation appointment may be related to the reasons for premature attrition.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q12 if Q11 is Yes, otherwise go to Q13)			

Question #	Question	Source	Uses	Justification
12	Did the counselor explain the following...? (Mark all that apply)	Application Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Variations in the experience with information provided during the initial evaluation appointment may be related to the reasons for premature attrition. This may help guide process improvements related to the information that is provided to Veterans to prevent early attrition.
	a. Purpose of the test			
	b. Results of the test			
	c. Next steps in the process			
	d. None of the above			
	e. Don't know or not sure			
13	How many appointments did you have with a counselor before an entitlement decision was made? (Open Capture)	Application Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	The number of appointments may influence Veterans' early attrition from the process. This question will help identify breakpoints at which early attrition tends to increase.
	a. Number of appointments _____			
	b. Don't know or not sure			
	(Ask Q14 if Q13 is 2 or more, otherwise go to Q15)			
14	Why was it necessary for you to have more than one appointment? (Mark all that apply)	Application Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	The reasons for multiple appointments may impact Veterans' decision to attrition prior to the completion of the process. This may help identify areas for potential improvements in the process that might prevent early attrition.
	a. To provide additional paperwork/documentation (e.g., medical documents)			
	b. Additional tests			
	c. To follow-up with questions/concerns			
	d. Scheduling conflicts			

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	e. Other (Specify) _____			
	f. Don't know or not sure			
Factor 5	Application and Evaluation Experience			
	The following questions ask you to rate various aspects of your experience with Vocational Rehabilitation and Employment using a scale of 1 to 10, where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> .			
15	Please rate your experience with the VR&E benefit application process on the following items:		Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Satisfaction with the benefit application process represents one of the main elements of Veterans' experience with their benefit involvement. These items will be compared to similar attributes among Veterans who completed the application process or those who are currently involved in the program to assess variation between these groups.
	a. Ease of completing the application	VBA Performance Metric		
	b. Timeliness of eligibility notification	VBA Performance Metric		
	c. Flexibility of application methods	VBA Performance Metric		
	d. Overall rating of application process	VBA Performance Metric		

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16	Using the same 1 to 10 scale, where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> , please rate your experience with Vocational Rehabilitation and Employment counselors during the initial evaluation of your benefit application on the following items:		Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Satisfaction with the VR&E counselors represents one of the main elements of Veterans' experience with their benefit involvement. These items will be compared to similar attributes among Veterans who completed the application process or those who are currently involved in the program to assess variation between these groups.
	a. Promptness of scheduling appointments or returning calls	VBA Performance Metric		
	b. Courtesy of the counselor	VBA Performance Metric		
	c. Knowledge of the counselor	VBA Performance Metric		
	d. Counselor's concern for your needs	VBA Performance Metric		
	e. Timeliness of completing your initial evaluation	VBA Performance Metric		
	f. Overall counselor experience	VBA Performance Metric		
Factor 6	Rehabilitation Program/Plan Selection			
17	Did you sign a rehabilitation plan with your counselor?	Benefit Experience Requirement	Comparison metric against those who signed a rehabilitation plan with a counselor	This identifies a potential touch-point that can potentially be improved to reduce attritions.
	a. Yes			
	b. No			

Question #	Question	Source	Uses	Justification
	c. Don't know or unsure			
	(Ask Q18-Q19 if did not complete a rehabilitation plan in Q17, otherwise go to Q20)			
18	Why did you decide not to complete a rehabilitation plan (rehabilitation option selection) with VR&E? (Mark all that apply)	Benefit Experience Requirement	Assess reasons for non-completion of rehabilitation plan	Veterans may have different reasons for attritioning the process prior to completing a rehabilitation plan. This information will help guide process improvements to prevent attrition by identifying Veterans' needs in the context of experiential variables.
	a. I had a poor experience attempting to get an entitlement decision			
	b. I had a poor experience with the VR&E representative			
	c. The VR&E program does not offer the services I need			
	d. I chose to enroll in the GI Bill Program			
	e. A family member or friend recommended against the VR&E program			
	f. Another Veteran advised against or recommended that I not use the VR&E program			
	g. Issues related to the planning process (too time consuming/complicated)			
	h. Issues related to transportation			
	i. Issues related to a medical condition			
	j. It is difficult to find information about the VR&E program			
	k. Concerns about my eligibility for the VR&E program			
	l. Other (Specify) _____			
	m. Don't know or not sure			
19	Did your decision not to complete a rehabilitation plan involve a change in any of the following life circumstances occurring after you received your entitlement decision? (Mark all that apply)	Respondent Classification	Assess changes in life circumstances related to non-completion of rehabilitation plan	Veterans may experience a change in life circumstances prior to completing a rehabilitation plan that relates to another change prior to their application. Changes in life circumstances during prior to the rehabilitation planning process may relate to the reasons for premature attrition.
	a. Marriage			
	b. Divorce			
	c. Death in the family			
	d. Had children			

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	e. New job			
	f. Lost job			
	g. Moved			
	h. Declared bankruptcy			
	i. Retirement			
	j. Severity of disability			
	k. None of the above			
	(Ask Q20-38 if completed a rehabilitation plan in Q17, otherwise go to Q39)			
20	Which of the following statements would you say was the most important to you in your decision to complete the rehabilitation plan process? (Mark only one)	Benefit Experience Requirement	Identify drivers of completing the rehabilitation plan	Veterans may have different reasons for completing the rehabilitation plan. This information will help guide process improvements to prevent attrition by identifying Veterans' needs in the context of experiential variables.
	a. Access to an assigned VR&E counselor			
	b. Receiving continuous contact from an assigned VR&E counselor			
	c. Change in life circumstances (e.g., marriage, divorce, loss of job, severity of disability, etc.)			
	d. Current employment did not meet your expectations			
	e. Recommendation or referral			
	f. Other (Specify) _____			
21	Was the counselor during the planning phase of your program the same counselor who conducted your initial evaluation? (Mark only one)	Benefit Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Differences in whether or not the counselor remained the same between the initial evaluation and planning phase may relate to Veterans' engagement with the process and reasons for early attrition.
	a. Yes			
	b. No			
	c. Don't know or not sure			

Question #	Question	Source	Uses	Justification
22	Did your counselor provide you with information about VetSuccess.gov? (Mark only one)	Contact Assessment	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Differences in the information provided by the counselor may related to the reasons for attrition. Veterans' who attrition may have different communication needs. This helps to identify Veterans needs and awareness of VetSuccess.gov.
	a. Yes			
	b. No			
	c. Don't know or not sure			
23	Did you register for VetSuccess.gov? (Mark only one)	Contact Assessment	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	This helps track registration for VetSuccess.gov and provide a point of comparison for registration success between those who remain in the program versus those who attrition early.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q24 if Q23 is No, otherwise go to Q25)			
24	Why didn't you register for VetSuccess.gov? (Mark all that apply)	Contact Assessment	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	This helps assess differences in the reasons why Veterans do not register for VetSuccess.gov between those who remain in the program versus those who attrition early.
	a. Not aware of VetSuccess.gov			
	b. Opted not to use VetSuccess.gov			
	c. Other (Specify:)			
	d. Don't know or not sure			

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25	Did your final rehabilitation plan include your original vocational training choice? (Mark only one)	Respondent Classification	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Veterans who choose to leave the program prior to completion may disproportionately experience that their original vocational training choice was not selected compared to those who remain in the program. This helps to identify Veterans' needs and expectations of the program and can assist in guiding education of Veterans about the program.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q26 if Q25 is No or Don't know, otherwise go to Q27)			
26	Why didn't your final rehabilitation plan include your original vocational training option? (Mark all that apply)	Respondent Classification	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	The reasons why the original training option was not selected may vary between Veterans who leave versus those who remain in the program.
	a. Missing documentation			
	b. Poor labor market			
	c. Medical reasons			
	d. Another vocational option suited my needs better			
	e. Other (Specify:) _____			
	f. Don't know or not sure			
27	Which of the following options was selected for your plan of vocational rehabilitation? (Mark only one)	Benefit Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	There may be higher levels of Veteran engagement with certain programs compared to others. Veterans with a particular rehabilitation plan option may be more or less likely to attrition of the program prior to completion. This will help identify best practices used in particular programs to prevent early attrition.
	a. Re-Employment (assistance in returning to work with former employer and providing work-adjustment services, job accommodations, and job modifications)			

Question #	Question	Source	Uses	Justification
	b. Rapid Access to Employment (for individuals who already possess the necessary skills to compete for suitable employment opportunities but need additional help with licensures, job readiness preparation, resume development, job searching, etc.)			
	c. Self-Employment (individuals who have limited access to traditional employment, need a more flexible work schedule, or need a more accommodating work environment due to their service-connected disabilities)			
	d. Employment through long term services (in need of specialized training and/or education to obtain and maintain suitable employment that will not aggravate their service-connected disabilities)			
	e. Independent living (individuals whose disabilities are so severe that they are unable to pursue an employment goal at this time and are given assistance to live more independently and increase their potential to return to work)			
Factor 6	Rehabilitation Experience			
28	From the time you signed your rehabilitation plan, how long did it take before you started your program of vocational rehabilitation (e.g., one of the five rehabilitation program options)? (Open Capture) Please respond using any or all of the following categories	Benefit Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	The duration between finalizing and starting a rehabilitation plan may influence Veterans decisions to premature attrition from the application process. This will identify the breakpoints at which engagement can be optimized.
	a. Days (0-99 days) _____			
	b. Weeks (0-99 weeks) _____			
	c. Months (0-99 months) _____			
	d. Don't know or not sure			
	e. Did not begin one of the five rehabilitation tracks			

Question #	Question	Source	Uses	Justification
29	Did the same counselor who developed your rehabilitation plan also provide case management sessions during the education and training phase? (Mark only one)	Benefit Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Differences in whether or not the counselor remained the same between the rehabilitation planning and case management phase may relate to Veterans' engagement with the process and reasons for early attrition.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	d. Not applicable			
30	Were you given a time frame from VA for completing the education/training phase of your rehabilitation plan (rehabilitation option selection)? (Mark only one)	Benefit Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Veterans who were provided information related to the timeframe of the education/training phase may have different levels of attrition than those who were not provided the same information.
	a. Yes			
	b. No			
	c. Don't know or not sure			
	(Ask Q31 if Q30 is yes, otherwise go to Q32)			
31	Which of the following types of counseling or referrals has your counselor provided? (Mark all that apply)	Benefit Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	The number and types of counseling or referrals provided to the Veteran may impact their attrition.
	a. Education/training enrollment assistance			
	b. Career counseling			
	c. Personal counseling			
	d. Financial counseling			
	e. Problem-solving techniques			

Question #	Question	Source	Uses	Justification
	f. Referrals to potential employers (e.g., government, private, etc.)			
	g. Referrals to employment agencies or job banks			
	h. Referrals to health providers (e.g., medical, dental, optical)			
	i. Referrals to other counseling programs			
	j. Referrals to Veterans Service Organizations (e.g., American Legion)			
	k. None of the above			
	The following question asks you to rate various aspects of your experience with Vocational Rehabilitation and Employment (VR&E) 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>Please answer the following question based on your best ability to recall your experience with your VR&E counselor(s).</i>			
32	Please rate your experience with VR&E counselors on the following items:		Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Satisfaction with the VR&E counselors represents one of the main elements of Veterans' experience with their benefit involvement. These items will be compared to similar attributes among Veterans who completed the process or those who are currently involved in the program to assess variation between these groups.
	a. Promptness of scheduling appointments or returning calls	VBA Performance Metric		
	b. Courtesy of the counselor	VBA Performance Metric		
	c. Knowledge of the counselor	VBA Performance Metric		
	d. Counselor's concern for your needs	VBA Performance Metric		

Question #	Question	Source	Uses	Justification
	e. Timeliness of completing your initial evaluation	VBA Performance Metric		
	f. Overall counselor experience	VBA Performance Metric		
33	Which of the following benefits did you receive as part of your rehabilitation plan ? (Mark all that apply)	Respondent Classification	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	The number and types of benefits provided to the Veteran may impact their attrition.
	a. Tuition			
	b. Subsistence allowance			
	c. Books			
	d. Supplies			
	e. Computer equipment/software			
	f. Health services (e.g., medical, dental, optical)			
	g. Tutoring			
	h. Loans			
	i. None of the above			
34	Which of the following types of employment services did you receive as part of your rehabilitation plan? (Mark all that apply)	Respondent Classification	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	The number and types of employment services provided to the Veteran may impact their attrition.
	a. Resume preparation			
	b. Interview skills			
	c. Obtaining licenses/certifications			
	d. Job hunting strategies			
	e. Grooming/personal appearance tips			

Question #	Question	Source	Uses	Justification
	f. Information interview with potential employers			
	g. Job placement assistance			
	h. None of the above			
35	Were the amount of services you received as part of your VR&E program less than, more than, or what you expected? (Mark only one)	Benefit Experience Requirement	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Meeting Veterans' expectations of the entitlements may be related to Veteran attrition. This may help identify areas where additional information can be communication to prevent attrition.
	a. Less than			
	b. What I expected			
	c. More than			
	The following question asks you to rate various aspects of your experience with Vocational Rehabilitation and Employment using a scale of 1 to 10, where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> .			
36	Please rate your VR&E benefit entitlement (e.g., training and counseling) on the following items:		Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Satisfaction with the VR&E benefit entitlement represents one of the main elements of Veterans' experience with their benefit involvement. These items will be compared to similar attributes among Veterans who completed the process or those who are currently involved in the program to assess variation between these groups.
	a. Amount of benefits or services	VBA Performance Metric		
	b. Effectiveness of benefit/service in preparing and obtaining suitable employment	VBA Performance Metric		
	c. Timeliness of receiving benefit payment	VBA Performance Metric		

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	d. Overall rating of benefit payment/entitlement	VBA Performance Metric		
37	Why did you decide not to complete your rehabilitation through the VR&E program? (Mark all that apply)	Benefit Experience Requirement	Assess reasons for non-completion of rehabilitation program	Veterans may have different reasons for attriting prior to completing a rehabilitation program. This information will help guide process improvements to prevent attrition by identifying Veterans' needs in the context of experiential variables.
	a. I had a poor experience developing my rehabilitation plan (rehabilitation option selection)			
	b. I had a poor experience with the VR&E representative			
	c. The VR&E program does not offer the services I need			
	d. A family member or friend recommended against the VR&E program			
	e. Another Veteran recommended against the VR&E program			
	f. Issues related to the program requirements (too time consuming/complicated)			
	g. Issues related to transportation			
	h. Issues related to a medical condition			
	i. It is difficult to find information about the VR&E program			
	j. Concerns about my eligibility for a specific track within the VR&E program			
	k. Other (Specify) _____			
	l. Don't know or not sure			
38	Did your decision not to complete your rehabilitation through the VR&E program involve a change in any of the following life circumstances occurring after you completed your rehabilitation plan? (Mark all that apply)	Respondent Classification	Assess changes in life circumstances related to non-completion of rehabilitation program	Veterans may experience a change in life circumstances prior to completing a rehabilitation program that relates to another change prior to their application. Changes in life circumstances prior to completing the rehabilitation program may relate to the reasons for premature attrition.
	a. Marriage			
	b. Divorce			
	c. Death in the family			
	d. Had children			

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	e. New job			
	f. Lost job			
	g. Moved			
	h. Declared bankruptcy			
	i. Retirement			
	j. Severity of disability			
	k. None of the above			
	Overall Experience with Benefit Program			
39	Thinking about ALL aspects of your experience with Vocational Rehabilitation and Employment benefits, 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> . (Mark only one)	VBA Performance Metric	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Overall satisfaction with the benefit program will be compared between Veterans who attrite and those who remain in the program to determine if there are differences in satisfaction and the related experience that may lead to attrition.
	Overall Experience with VA			
40	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	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Overall satisfaction with VA will be compared between Veterans who attrite and those who remain in the program to determine if there are differences in satisfaction and the related experience that may lead to attrition.
41	How likely are you to reapply for the VR&E program in the future? (Mark only one)	VBA Performance Metric	Intent to reapply in the future	There may be differences in the experiences and needs of Veterans who intend to reapply in the future versus those who do not. This will help identify areas that can be improved to reinforce Veteran participation in the program.
	a. Definitely will not			
	b. Probably will not			
	c. Probably will			
	d. Definitely will			

Question #	Question	Source	Uses	Justification
	About You			
42	Are you currently employed? (Mark only one)	Respondent Classification	Comparison metric against those who completed the enrollment process or those who are currently involved with the program	Veterans may have different levels of attrition based upon their employment status.
	e. Yes			
	f. No			
	g. Prefer not to state			
43	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.
44	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 Q74 if Yes in Q73)			
45	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:			