

**U.S. Department of Veterans Affairs  
Veterans Benefits Administration**

Conducted by J.D. Power and Associates  
Voice of the Veteran Benchmark Study

**2012-2013 Benchmark Scorecard**

n=21,534

→ Index scores are on a 100-1000 scale;  
→ All attributes are asked on a 1-10 scale:  
1 is Unacceptable, 5 is Average and 10 is Outstanding  
→ Scores reported are mean (average)



Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business Index Score</b>	<b>617</b>		<b>645</b>		<b>735</b>		<b>823</b>	<b>701</b>	<b>708</b>	
Sample Size (n=)	3,170	3660	2,204	3529	1,211	1299	1,311	1160	957	2188
<b>Overall Satisfaction Index Score</b>	<b>613</b>	<b>620</b>	<b>621</b>	<b>669</b>	<b>724</b>	<b>746</b>	<b>823</b>	<b>701</b>	<b>688</b>	<b>727</b>
Overall Experience with VA (All Benefits Received) (mean)	6.68	6.85	6.49	6.83	7.22	7.41	8.09	7.48	6.84	7.29
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.00	6.41	6.12	6.68	7.28	7.61	8.47	6.74	6.80	7.44
Amount of Benefit (Disability Evaluation %) (mean)	5.92	5.94	6.29	5.96	7.83	7.72	8.58	6.97	6.46	7.25
Overall Rating of Benefit Payment (mean)	6.23	6.53	6.48	6.89	7.82	7.92	8.68	7.38	6.51	7.40
Timeliness of Receiving Benefit/Service (mean)	6.07	6.41	6.13	7.28	7.31	7.38	8.57	6.87	6.45	7.32
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.00	N/A	6.07	N/A	7.17	N/A	8.04	6.49	7.12	N/A
Flexibility of Application Methods (mean)	5.97	N/A	5.86	N/A	7.18	N/A	7.91	6.23	6.95	N/A
Timeliness of Eligibility Notification (mean)	5.20	N/A	5.56	N/A	6.73	N/A	7.95	6.13	6.97	N/A
Ease of Completing the Application (mean)	6.38	N/A	6.06	N/A	7.44	N/A	8.02	6.59	7.36	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.42	6.38	6.30	6.54	7.01	6.97	7.73	6.74	6.74	6.91
Frequency of Information Provided by VA (mean)	5.97	5.83	5.76	6.00	6.70	6.66	7.23	6.73	6.20	6.33
Usefulness of Information (mean)	6.52	6.48	6.35	6.54	7.29	7.26	7.84	6.03	6.88	7.17
Clarity of Information (mean)	6.10	6.10	5.94	6.13	6.64	6.66	7.45	6.33	6.49	6.73
Availability of Information (mean)	6.22	6.17	6.06	6.21	7.01	6.87	7.69	6.53	6.59	6.75
Ease of Accessing Information (mean)	6.03	5.97	5.89	6.01	6.66	6.58	7.55	6.52	6.53	6.67
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.81	6.30	6.88	6.72	6.61	6.83	7.71	6.75	6.77	6.87
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	22%	13%	6%	5%	31%	31%	9%	11%	24%	15%
Preferred Method of Contact: E-mail	41%	38%	36%	35%	71%	70%	45%	22%	50%	66%
Preferred Frequency of Communication: Monthly	40%	42%	17%	15%	33%	36%	N/A	32%	43%	44%
Reason for Contact with VA: Ask a Question	45%	41%	50%	41%	53%	50%	63%	66%	58%	48%
Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business % Satisfied</b>	<b>51%</b>		<b>53%</b>		<b>74%</b>		<b>88%</b>	<b>N/A</b>	<b>68%</b>	
Satisfied (7-10)	48%	54%	49%	56%	72%	76%	88%	60%	63%	72%
Dissatisfied (1-6)	52%	46%	51%	44%	23%	24%	12%	40%	37%	28%

**U.S. Department of Veterans Affairs  
Veterans Benefits Administration**

Conducted by J.D. Power and Associates  
Voice of the Veteran Line of Business Tracking Study

**Q1 (September, October, November 2013) Scorecard**  
n = 15,672

- Index scores are on a 100-1000 scale;
- All attributes are asked on a 1-10 scale;
- 1 is Unacceptable, 5 is Average and 10 is Outstanding
- Scores reported are mean (average)



Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business Index Score</b>	N/A		N/A		N/A		<b>830</b>	N/A	N/A	
Sample Size (n=)	13,583	N/A	1,086	N/A	405	N/A	598	N/A	N/A	N/A
<b>Overall Satisfaction Index Score</b>	<b>622</b> ↑	N/A	<b>646</b> ↑	N/A	<b>732</b> ↑	N/A	<b>830</b> ↑	N/A	N/A	N/A
Overall Experience with VA (All Benefits Received) (mean)	6.79	N/A	6.71	N/A	7.17	N/A	8.04	N/A	N/A	N/A
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.17	N/A	6.42	N/A	7.30	N/A	8.37	N/A	N/A	N/A
Amount of Benefit (Disability Evaluation %) (mean)	6.15	N/A	6.59	N/A	7.66	N/A	8.63	N/A	N/A	N/A
Overall Rating of Benefit Payment (mean)	6.35	N/A	6.96	N/A	7.72	N/A	8.67	N/A	N/A	N/A
Timeliness of Receiving Benefit/Service (mean)	6.15	N/A	6.53	N/A	7.66	N/A	8.62	N/A	N/A	N/A
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.04	N/A	6.25	N/A	7.18	N/A	8.21	N/A	N/A	N/A
Flexibility of Application Methods (mean)	6.12	N/A	6.00	N/A	7.09	N/A	8.04	N/A	N/A	N/A
Timeliness of Eligibility Notification (mean)	5.23	N/A	5.68	N/A	6.97	N/A	8.24	N/A	N/A	N/A
Ease of Completing the Application (mean)	6.46	N/A	6.20	N/A	7.19	N/A	8.23	N/A	N/A	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.53	N/A	6.47	N/A	7.18	N/A	7.75	N/A	N/A	N/A
Frequency of Information Provided by VA (mean)	6.07	N/A	5.98	N/A	6.77	N/A	7.25	N/A	N/A	N/A
Usefulness of Information (mean)	6.67	N/A	6.53	N/A	7.33	N/A	8.01	N/A	N/A	N/A
Clarity of Information (mean)	6.24	N/A	6.09	N/A	6.71	N/A	7.61	N/A	N/A	N/A
Availability of Information (mean)	6.38	N/A	6.16	N/A	7.22	N/A	7.85	N/A	N/A	N/A
Ease of Accessing Information (mean)	6.18	N/A	5.96	N/A	6.93	N/A	7.64	N/A	N/A	N/A
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.80	N/A	7.08	N/A	7.14	N/A	7.40	N/A	N/A	N/A
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	26%	N/A	6%	N/A	30%	N/A	15%	N/A	N/A	N/A
Preferred Method of Contact: E-mail	46%	N/A	18%	N/A	71%	N/A	56%	N/A	N/A	N/A
Preferred Frequency of Communication: Monthly	40%	N/A	32%	N/A	34%	N/A	N/A	N/A	N/A	N/A
Reason for Contact with VA: Ask a Question	48%	N/A	47%	N/A	57%	N/A	57%	N/A	N/A	N/A

	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business % Satisfied</b>	N/A		N/A		N/A		<b>88%</b> =	N/A	N/A	
Satisfied (7-10)	50%	N/A	53%	N/A	71%	N/A	88%	N/A	N/A	N/A
Dissatisfied (1-6)	50%	N/A	47%	N/A	29%	N/A	12%	N/A	N/A	N/A

Increase ↑    No Change =    Decrease ↓  
Compared to the Benchmark Study

**U.S. Department of Veterans Affairs**  
**Veterans Benefits Administration**  
 Conducted by J.D. Power and Associates  
 Voice of the Veteran Line of Business Tracking Study  
**Q2 (December, January, February 2014) Scorecard**  
 n= 19,267

– Index scores are on a 100-1000 scale;  
 – All attributes are asked on a 1-10 scale:  
 1 is Unacceptable, 5 is Average and 10 is Outstanding  
 – Scores reported are mean (average)



Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business Index Score</b>	624 ↑		672 ↑		N/A		806 ↓	N/A	N/A	
Sample Size (n=)	1,923	13,487	325	2,459	89	N/A	984	N/A	N/A	N/A
<b>Overall Satisfaction Index Score</b>	642 ↑	605 ↓	660 ↑	683 ↑	734 ↑	N/A	806 ↓	N/A	N/A	N/A
Overall Experience with VA (All Benefits Received) (mean)	6.90	6.71	6.85	7.11	7.58	N/A	8.07	N/A	N/A	N/A
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.40	6.11	6.65	6.87	7.19	N/A	8.34	N/A	N/A	N/A
Amount of Benefit (Disability Evaluation %) (mean)	6.38	6.00	6.53	6.06	7.37	N/A	8.37	N/A	N/A	N/A
Overall Rating of Benefit Payment (mean)	6.58	6.42	7.06	7.02	7.49	N/A	8.47	N/A	N/A	N/A
Timeliness of Receiving Benefit/Service (mean)	6.35	5.80	6.61	7.53	7.55	N/A	8.37	N/A	N/A	N/A
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.28	N/A	6.48	N/A	7.25	N/A	8.05	N/A	N/A	N/A
Flexibility of Application Methods (mean)	6.28	N/A	6.21	N/A	7.32	N/A	7.87	N/A	N/A	N/A
Timeliness of Eligibility Notification (mean)	5.47	N/A	5.97	N/A	7.05	N/A	7.92	N/A	N/A	N/A
Ease of Completing the Application (mean)	6.65	N/A	6.29	N/A	7.50	N/A	7.97	N/A	N/A	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.69	6.12	6.63	6.69	7.25	N/A	7.84	N/A	N/A	N/A
Frequency of Information Provided by VA (mean)	6.30	5.64	6.22	6.22	6.82	N/A	7.40	N/A	N/A	N/A
Usefulness of Information (mean)	6.86	6.31	6.56	6.70	7.55	N/A	7.94	N/A	N/A	N/A
Clarity of Information (mean)	6.38	5.87	6.17	6.30	6.67	N/A	7.58	N/A	N/A	N/A
Availability of Information (mean)	6.53	5.98	6.26	6.37	7.09	N/A	7.79	N/A	N/A	N/A
Ease of Accessing Information (mean)	6.29	5.81	6.15	6.23	6.93	N/A	7.69	N/A	N/A	N/A
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.99	6.24	7.79	7.03	7.58	N/A	7.81	N/A	N/A	N/A
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	28%	23%	7%	5%	29%	N/A	8%	N/A	N/A	N/A
Preferred Method of Contact: E-mail	49%	46%	19%	13%	70%	N/A	41%	N/A	N/A	N/A
Preferred Frequency of Communication: Monthly	41%	41%	28%	35%	36%	N/A	N/A	N/A	N/A	N/A
Reason for Contact with VA: Ask a Question	N/A	41%	53%	43%	60%	N/A	63%	N/A	N/A	N/A

Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business % Satisfied</b>	52% ↑		58% ↑		N/A		86% ↓	N/A	N/A	
Satisfied (7-10)	53%	50%	57%	58%	71%	N/A	86%	N/A	N/A	N/A
Dissatisfied (1-6)	47%	50%	43%	42%	29%	N/A	14%	N/A	N/A	N/A

Increase ↑    No Change =    Decrease ↓  
 Compared to Q1 LOB Tracking Results

**U.S. Department of Veterans Affairs**

**Veterans Benefits Administration**

Conducted by J.D. Power and Associates

Voice of the Veteran Line of Business Tracking Study

Q3 (March, April, May 2014) Scorecard

n= 11,644

→ Index scores are on a 100-1000 scale;  
 → All attributes are asked on a 1-10 scale:  
 1 is Unacceptable, 5 is Average and 10 is Outstanding  
 → Scores reported are mean (average)



Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business Index Score</b>	<b>620</b> ↓		<b>666</b> ↓		<b>754</b> ↑		<b>821</b> ↑	<b>N/A</b>	<b>N/A</b>	
Sample Size (n=)	7,016	13,487	533	2,459	265	884	684	N/A	N/A	2,262
<b>Overall Satisfaction Index Score</b>	<b>634</b> ↓	605	<b>649</b> ↓	683	<b>717</b> ↓	<b>790</b> ↑	<b>821</b> ↑	N/A	N/A	<b>709</b> ↓
Overall Experience with VA (All Benefits Received) (mean)	6.75	6.71	6.51	7.11	7.10	7.67	8.05	N/A	N/A	7.09
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.29	6.11	6.42	6.87	7.27	8.02	8.41	N/A	N/A	7.28
Amount of Benefit (Disability Evaluation %) (mean)	6.23	6.00	6.64	6.06	7.44	7.80	8.48	N/A	N/A	7.33
Overall Rating of Benefit Payment (mean)	6.49	6.42	6.79	7.02	7.48	8.29	8.61	N/A	N/A	7.40
Timeliness of Receiving Benefit/Service (mean)	6.37	5.80	6.31	7.53	7.31	8.19	8.53	N/A	N/A	7.48
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.22	N/A	6.33	N/A	7.20	N/A	8.16	N/A	N/A	N/A
Flexibility of Application Methods (mean)	6.21	N/A	5.95	N/A	6.95	N/A	8.01	N/A	N/A	N/A
Timeliness of Eligibility Notification (mean)	5.47	N/A	5.85	N/A	7.08	N/A	8.13	N/A	N/A	N/A
Ease of Completing the Application (mean)	6.55	N/A	6.26	N/A	7.20	N/A	8.13	N/A	N/A	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.55	6.12	6.48	6.69	6.96	7.52	7.75	N/A	N/A	6.70
Frequency of Information Provided by VA (mean)	6.14	5.64	5.97	6.22	6.55	7.07	7.23	N/A	N/A	6.16
Usefulness of Information (mean)	6.69	6.31	6.62	6.70	7.11	7.54	7.84	N/A	N/A	6.88
Clarity of Information (mean)	6.24	5.87	6.15	6.30	6.38	7.07	7.53	N/A	N/A	6.47
Availability of Information (mean)	6.38	5.98	6.19	6.37	7.00	7.33	7.70	N/A	N/A	6.55
Ease of Accessing Information (mean)	6.19	5.81	6.05	6.23	6.60	7.19	7.66	N/A	N/A	6.44
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.99	6.24	7.39	7.03	6.97	7.77	7.80	N/A	N/A	6.68
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	25%	23%	7%	5%	33%	23%	8%	N/A	N/A	14%
Preferred Method of Contact: E-mail	43%	46%	19%	13%	71%	71%	46%	N/A	N/A	63%
Preferred Frequency of Communication: Monthly	39%	41%	30%	35%	32%	37%	N/A	N/A	N/A	39%
Reason for Contact with VA: Ask a Question	49%	41%	51%	43%	61%	56%	63%	N/A	N/A	44%

Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business % Satisfied</b>	<b>51%</b> ↓		<b>56%</b> ↓		<b>78%</b> ↑		<b>84%</b> ↓	<b>N/A</b>	<b>N/A</b>	
Satisfied (7-10)	52%	50%	53%	58%	73%	82%	84%	N/A	N/A	69%
Dissatisfied (1-6)	48%	50%	47%	42%	27%	18%	16%	N/A	N/A	31%

Increase ↑    No Change =    Decrease ↓  
 Compared to Q2 LOB Tracking Results; except Education Servicing and VR&E Servicing which is compared to the Benchmark (or the last time fielded)

**U.S. Department of Veterans Affairs**  
**Veterans Benefits Administration**  
 Conducted by J.D. Power and Associates  
 Voice of the Veteran Line of Business Tracking Study  
 Q4 (June, July, August 2014) Scorecard  
 n= 17,961

→ Index scores are on a 100-1000 scale;  
 → All attributes are asked on a 1-10 scale:  
 1 is Unacceptable, 5 is Average and 10 is Outstanding  
 → Scores reported are mean (average)



Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business Index Score</b>	<b>622</b> ↑		<b>665</b> ↓		<b>770</b> ↑		<b>809</b> ↓	<b>627</b> ↓	<b>698</b> ↓	
Sample Size (n=)	9,761	13,487	806	2,459	278	884	1,028	775	1,677	3,636
<b>Overall Satisfaction Index Score</b>	<b>639</b> ↑	<b>605</b>	<b>647</b> ↓	<b>683</b>	<b>749</b> ↑	<b>790</b>	<b>809</b> ↓	<b>627</b> ↓	<b>685</b> ↓	<b>710</b> ↑
Overall Experience with VA (All Benefits Received) (mean)	6.81	6.71	6.53	7.11	7.32	7.67	7.86	6.75	6.56	7.09
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.34	6.11	6.40	6.87	7.45	8.02	8.24	5.88	6.59	7.23
Amount of Benefit (Disability Evaluation %) (mean)	6.16	6.00	6.51	6.06	7.66	7.80	8.33	6.51	6.61	7.32
Overall Rating of Benefit Payment (mean)	6.52	6.42	6.81	7.02	7.86	8.29	8.45	6.29	6.61	7.42
Timeliness of Receiving Benefit/Service (mean)	6.56	5.80	6.52	7.53	7.41	8.19	8.36	5.67	6.85	7.42
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.34	N/A	6.34	N/A	7.51	N/A	8.05	5.97	7.05	N/A
Flexibility of Application Methods (mean)	6.27	N/A	5.93	N/A	7.40	N/A	7.85	5.67	6.92	N/A
Timeliness of Eligibility Notification (mean)	5.61	N/A	5.90	N/A	7.25	N/A	8.02	5.62	6.94	N/A
Ease of Completing the Application (mean)	6.62	N/A	6.17	N/A	7.52	N/A	7.94	6.32	7.25	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.55	6.12	6.45	6.69	7.48	7.52	7.58	6.10	6.62	6.62
Frequency of Information Provided by VA (mean)	6.08	5.64	5.95	6.22	6.98	7.07	7.14	6.09	6.10	6.02
Usefulness of Information (mean)	6.70	6.31	6.50	6.70	7.66	7.54	7.67	5.45	6.76	6.88
Clarity of Information (mean)	6.25	5.87	6.04	6.30	7.04	7.07	7.33	5.73	6.41	6.48
Availability of Information (mean)	6.40	5.98	6.21	6.37	7.53	7.33	7.59	5.98	6.54	6.48
Ease of Accessing Information (mean)	6.22	5.81	6.11	6.23	7.15	7.19	7.43	5.98	6.49	6.45
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	7.07	6.24	7.37	7.03	7.60	7.77	7.75	6.09	6.57	6.66
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	25%	23%	7%	5%	37%	23%	12%	15%	27%	14%
Preferred Method of Contact: E-mail	44%	46%	16%	13%	79%	71%	45%	39%	58%	65%
Preferred Frequency of Communication: Monthly	40%	41%	32%	35%	31%	37%	N/A	27%	40%	39%
Reason for Contact with VA: Ask a Question	50%	41%	52%	43%	61%	56%	70%	58%	47%	N/A

Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business % Satisfied</b>	<b>51%</b> ==		<b>56%</b> ==		<b>79%</b> ↑		<b>84%</b> ==	<b>48%</b> ↓	<b>65%</b> ↓	
Satisfied (7-10)	52%	50%	53%	58%	76%	82%	84%	48%	60%	69%
Dissatisfied (1-6)	48%	50%	47%	42%	24%	18%	16%	52%	40%	31%

**U.S. Department of Veterans Affairs**

**Veterans Benefits Administration**

Conducted by J.D. Power and Associates

Voice of the Veteran Line of Business Tracking Study

**Q1 - Q2 Cumulative Scorecard**

n= 34,939

- Index scores are on a 100-1000 scale;
- All attributes are asked on a 1-10 scale:  
1 is Unacceptable, 5 is Average and 10 is Outstanding
- Scores reported are mean (average)



Question	Compensation Enrollment	Compensation Servicing	Pension Enrollment	Pension Servicing	Education Enrollment	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Enrollment	VR&E Servicing
<b>Combined Line of Business Index Score</b>	<b>615</b> ↓		<b>666</b> ↑		N/A		<b>817</b> ↓	N/A	N/A	
Sample Size (n=)	15,506	13,487	1,411	2,459	494	N/A	1,582	N/A	N/A	N/A
<b>Overall Satisfaction Index Score</b>	<b>625</b> ↑	<b>605</b> ↓	<b>649</b> ↑	<b>683</b> ↑	<b>732</b> ↑	N/A	<b>817</b> ↓	N/A	N/A	N/A
Overall Experience with VA (All Benefits Received) (mean)	6.80	6.71	6.74	7.11	7.25	N/A	8.06	N/A	N/A	N/A
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.20	6.11	6.47	6.87	7.28	N/A	8.35	N/A	N/A	N/A
Amount of Benefit (Disability Evaluation %) (mean)	6.18	6.00	6.58	6.06	7.61	N/A	8.47	N/A	N/A	N/A
Overall Rating of Benefit Payment (mean)	6.38	6.42	6.99	7.02	7.68	N/A	8.55	N/A	N/A	N/A
Timeliness of Receiving Benefit/Service (mean)	6.17	5.80	6.55	7.53	7.64	N/A	8.46	N/A	N/A	N/A
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.07	N/A	6.30	N/A	7.19	N/A	8.11	N/A	N/A	N/A
Flexibility of Application Methods (mean)	6.14	N/A	6.05	N/A	7.13	N/A	7.93	N/A	N/A	N/A
Timeliness of Eligibility Notification (mean)	5.26	N/A	5.75	N/A	6.99	N/A	8.05	N/A	N/A	N/A
Ease of Completing the Application (mean)	6.48	N/A	6.22	N/A	7.24	N/A	8.07	N/A	N/A	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.55	6.12	6.51	6.69	7.19	N/A	7.81	N/A	N/A	N/A
Frequency of Information Provided by VA (mean)	6.10	5.64	6.04	6.22	6.77	N/A	7.35	N/A	N/A	N/A
Usefulness of Information (mean)	6.70	6.31	6.53	6.70	7.37	N/A	7.97	N/A	N/A	N/A
Clarity of Information (mean)	6.26	5.87	6.10	6.30	6.70	N/A	7.59	N/A	N/A	N/A
Availability of Information (mean)	6.40	5.98	6.18	6.37	7.20	N/A	7.81	N/A	N/A	N/A
Ease of Accessing Information (mean)	6.19	5.81	6.00	6.23	6.93	N/A	7.67	N/A	N/A	N/A
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.83	6.24	7.23	7.03	7.21	N/A	7.58	N/A	N/A	N/A
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	26%	23%	6%	5%	30%	N/A	11%	N/A	N/A	N/A
Preferred Method of Contact: E-mail	47%	46%	18%	13%	71%	N/A	47%	N/A	N/A	N/A
Preferred Frequency of Communication: Monthly	40%	41%	31%	35%	34%	N/A	N/A	N/A	N/A	N/A
Reason for Contact with VA: Ask a Question	48%	41%	48%	43%	57%	N/A	60%	N/A	N/A	N/A

Question	Compensation Enrollment	Compensation Servicing	Pension Enrollment	Pension Servicing	Education Enrollment	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Enrollment	VR&E Servicing
<b>Combined Line of Business % Satisfied</b>	<b>51%</b> =		<b>56%</b> ↑		N/A		<b>87%</b> ↓	N/A	N/A	
Satisfied (7-10)	51%	50%	54%	58%	71%	N/A	87%	N/A	N/A	N/A
Dissatisfied (1-6)	49%	50%	46%	42%	29%	N/A	13%	N/A	N/A	N/A

Increase ↑    No Change =    Decrease ↓  
Compared to the Benchmark Study



**U.S. Department of Veterans Affairs**

**Veterans Benefits Administration**

Conducted by J.D. Power and Associates

Voice of the Veteran Line of Business Tracking Study

**Q1 - Q3 Cumulative Scorecard**

n= 46,583

- Index scores are on a 100-1000 scale;
- All attributes are asked on a 1-10 scale;
- 1 is Unacceptable, 5 is Average and 10 is Outstanding
- Scores reported are mean (average)



Question	Compensation Enrollment	Compensation Servicing	Pension Enrollment	Pension Servicing	Education Enrollment	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Enrollment	VR&E Servicing
<b>Combined Line of Business Index Score</b>	<b>617</b> ↑		<b>666</b> =		<b>759</b> ↑		<b>818</b> ↑	N/A	N/A	
Sample Size (n=)	22,522	13,487	1,944	2,459	759	884	2,266	N/A	N/A	2,262
<b>Overall Satisfaction Index Score</b>	<b>628</b> ↑	<b>605</b> =	<b>645</b> =	<b>683</b> =	<b>727</b> ↓	<b>790</b> ↑	<b>818</b> ↑	N/A	N/A	<b>709</b> ↓
Overall Experience with VA (All Benefits Received) (mean)	6.79	6.71	6.68	7.11	7.19	7.67	8.06	N/A	N/A	7.09
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.23	6.11	6.46	6.87	7.28	8.02	8.37	N/A	N/A	7.28
Amount of Benefit (Disability Evaluation %) (mean)	6.19	6.00	6.59	6.06	7.55	7.80	8.47	N/A	N/A	7.33
Overall Rating of Benefit Payment (mean)	6.41	6.42	6.93	7.02	7.61	8.29	8.57	N/A	N/A	7.40
Timeliness of Receiving Benefit/Service (mean)	6.23	5.80	6.49	7.53	7.53	8.19	8.48	N/A	N/A	7.48
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.12	N/A	6.31	N/A	7.20	N/A	8.13	N/A	N/A	N/A
Flexibility of Application Methods (mean)	6.16	N/A	6.02	N/A	7.07	N/A	7.96	N/A	N/A	N/A
Timeliness of Eligibility Notification (mean)	5.33	N/A	5.78	N/A	7.02	N/A	8.07	N/A	N/A	N/A
Ease of Completing the Application (mean)	6.50	N/A	6.23	N/A	7.23	N/A	8.09	N/A	N/A	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.55	6.12	6.50	6.69	7.11	7.52	7.79	N/A	N/A	6.70
Frequency of Information Provided by VA (mean)	6.11	5.64	6.02	6.22	6.70	7.07	7.31	N/A	N/A	6.16
Usefulness of Information (mean)	6.69	6.31	6.56	6.70	7.28	7.54	7.93	N/A	N/A	6.88
Clarity of Information (mean)	6.25	5.87	6.12	6.30	6.59	7.07	7.57	N/A	N/A	6.47
Availability of Information (mean)	6.39	5.98	6.19	6.37	7.13	7.33	7.80	N/A	N/A	6.55
Ease of Accessing Information (mean)	6.19	5.81	6.02	6.23	6.81	7.19	7.67	N/A	N/A	6.44
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.88	6.24	7.28	7.03	7.13	7.77	7.65	N/A	N/A	6.68
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	26%	23%	7%	5%	31%	23%	10%	N/A	N/A	14%
Preferred Method of Contact: E-mail	45%	46%	19%	13%	71%	71%	47%	N/A	N/A	63%
Preferred Frequency of Communication: Monthly	40%	41%	31%	35%	33%	37%	N/A	N/A	N/A	39%
Reason for Contact with VA: Ask a Question	48%	41%	49%	43%	58%	56%	61%	N/A	N/A	44%

	Compensation Enrollment	Compensation Servicing	Pension Enrollment	Pension Servicing	Education Enrollment	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Enrollment	VR&E Servicing
<b>Combined Line of Business % Satisfied</b>	<b>51%</b> =		<b>56%</b> =		<b>77%</b> ↑		<b>86%</b> ↓	N/A	N/A	
Satisfied (7-10)	51%	50%	54%	58%	72%	82%	86%	N/A	N/A	69%
Dissatisfied (1-6)	49%	50%	46%	42%	28%	18%	14%	N/A	N/A	31%

Increase ↑ No Change = Decrease ↓  
Compared to Q2 cumulative LOB Tracking Results

**U.S. Department of Veterans Affairs**  
**Veterans Benefits Administration**  
 Conducted by J.D. Power and Associates  
 Voice of the Veteran Line of Business Tracking Study  
**FY 14 Scorecard**  
 n= 64,541

→ Index scores are on a 100-1000 scale;  
 → All attributes are asked on a 1-10 scale:  
 1 is Unacceptable, 5 is Average and 10 is Outstanding  
 → Scores reported are mean (average)



Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business Index Score</b>	<b>618</b> ↑		<b>666</b> =		<b>762</b> ↑		<b>815</b> ↓	<b>627</b> ↓	<b>698</b> ↓	
Sample Size (n=)	32,280	13,487	2,750	2,459	1,037	884	3,294	775	1,677	5,898
<b>Overall Satisfaction Index Score</b>	<b>631</b> ↑	<b>605</b> =	<b>648</b> =	<b>683</b> =	<b>733</b> ↑	<b>790</b> ↑	<b>815</b> ↓	<b>627</b> ↓	<b>685</b> ↓	<b>710</b> ↑
Overall Experience with VA (All Benefits Received) (mean)	6.80	6.71	6.64	7.11	7.23	7.67	8.00	6.75	6.56	7.09
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.26	6.11	6.44	6.87	7.32	8.02	8.33	5.88	6.59	7.25
Amount of Benefit (Disability Evaluation %) (mean)	6.18	6.00	6.57	6.06	7.58	7.80	8.43	6.51	6.61	7.32
Overall Rating of Benefit Payment (mean)	6.45	6.42	6.90	7.02	7.68	8.29	8.53	6.29	6.61	7.41
Timeliness of Receiving Benefit/Service (mean)	6.33	5.80	6.49	7.53	7.50	8.19	8.44	5.67	6.85	7.44
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.19	N/A	6.32	N/A	7.28	N/A	8.10	5.97	7.05	N/A
Flexibility of Application Methods (mean)	6.19	N/A	5.99	N/A	7.15	N/A	7.92	5.67	6.92	N/A
Timeliness of Eligibility Notification (mean)	5.41	N/A	5.81	N/A	7.08	N/A	8.06	5.62	6.94	N/A
Ease of Completing the Application (mean)	6.54	N/A	6.21	N/A	7.31	N/A	8.04	6.32	7.25	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.55	6.12	6.49	6.69	7.21	7.52	7.72	6.10	6.62	6.65
Frequency of Information Provided by VA (mean)	7.10	5.64	6.00	6.22	6.78	7.07	7.26	6.09	6.10	6.07
Usefulness of Information (mean)	6.70	6.31	6.54	6.70	7.38	7.54	7.85	5.45	6.76	6.88
Clarity of Information (mean)	6.25	5.87	6.09	6.30	6.71	7.07	7.50	5.73	6.41	6.47
Availability of Information (mean)	6.39	5.98	6.19	6.37	7.24	7.33	7.73	5.98	6.54	6.51
Ease of Accessing Information (mean)	6.20	5.81	6.04	6.23	6.90	7.19	7.60	5.98	6.49	6.45
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.94	6.24	7.32	7.03	7.28	7.77	7.69	6.09	6.57	6.66
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	25%	23%	7%	5%	33%	23%	11%	15%	27%	14%
Preferred Method of Contact: E-mail	45%	46%	18%	13%	73%	71%	46%	39%	58%	64%
Preferred Frequency of Communication: Monthly	40%	41%	31%	35%	33%	37%	N/A	27%	40%	39%
Reason for Contact with VA: Ask a Question	49%	41%	50%	43%	59%	56%	64%	58%	47%	44%

	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business % Satisfied</b>	<b>51%</b> =		<b>56%</b> =		<b>78%</b> ↑		<b>85%</b> ↓	<b>48%</b> ↓	<b>65%</b> ↓	
Satisfied (7-10)	51%	50%	53%	58%	73%	82%	85%	48%	60%	69%
Dissatisfied (1-6)	49%	50%	47%	42%	27%	18%	15%	52%	40%	31%

Increase ↑ No Change = Decrease ↓  
 Compared to Q3 cumulative LOB Tracking Results



**U.S. Department of Veterans Affairs**  
**Veterans Benefits Administration**

Conducted by J.D. Power and Associates  
 Voice of the Veteran Line of Business Tracking Study  
**Q1 2015 Scorecard**  
 n= 5,256

→ Index scores are on a 100-1000 scale;  
 → All attributes are asked on a 1-10 scale:  
 1 is Unacceptable, 5 is Average and 10 is Outstanding  
 → Scores reported are mean (average)



Question	Compensation Access (FY 2014)	Compensation Servicing (FY 2014)	Compensation Access (Q1 2015)	Compensation Servicing (FY 2015)	Pension Access (FY 2014)	Pension Servicing (FY 2014)	Pension Access (Q1 2015)	Pension Servicing (FY 2015)	Education Access (FY 2014)	Education Servicing (FY 2014)
<b>Combined Line of Business Index Score</b>	<b>618</b>		<b>N/A</b>		<b>666</b>		<b>N/A</b>		<b>762</b>	
Sample Size (n=)	32,280	13,487	3,507	N/A	2,750	2,459	313	N/A	1,037	884
<b>Overall Satisfaction Index Score</b>	<b>631</b>	<b>605</b>	<b>648</b> ↑	<b>N/A</b>	<b>648</b>	<b>683</b>	<b>666</b> ↑	<b>N/A</b>	<b>733</b>	<b>790</b>
Overall Experience with VA (All Benefits Received) (mean)	6.80	6.71	6.93	N/A	6.64	7.11	6.99	N/A	7.23	7.67
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.26	6.11	6.48	N/A	6.44	6.87	6.73	N/A	7.32	8.02
Amount of Benefit (Disability Evaluation %) (mean)	6.18	6.00	6.15	N/A	6.57	6.06	6.81	N/A	7.58	7.80
Overall Rating of Benefit Payment (mean)	6.45	6.42	6.62	N/A	6.90	7.02	7.08	N/A	7.68	8.29
Timeliness of Receiving Benefit/Service (mean)	6.33	5.80	6.77	N/A	6.49	7.53	6.75	N/A	7.50	8.19
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.19	N/A	6.45	N/A	6.32	N/A	6.41	N/A	7.28	N/A
Flexibility of Application Methods (mean)	6.19	N/A	6.37	N/A	5.99	N/A	6.14	N/A	7.15	N/A
Timeliness of Eligibility Notification (mean)	5.41	N/A	5.77	N/A	5.81	N/A	6.00	N/A	7.08	N/A
Ease of Completing the Application (mean)	6.54	N/A	6.68	N/A	6.21	N/A	6.29	N/A	7.31	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.55	6.12	6.58	N/A	6.49	6.69	6.69	N/A	7.21	7.52
Frequency of Information Provided by VA (mean)	7.10	5.64	6.16	N/A	6.00	6.22	6.15	N/A	6.78	7.07
Usefulness of Information (mean)	6.70	6.31	6.71	N/A	6.54	6.70	6.82	N/A	7.38	7.54
Clarity of Information (mean)	6.25	5.87	6.28	N/A	6.09	6.30	6.21	N/A	6.71	7.07
Availability of Information (mean)	6.39	5.98	6.42	N/A	6.19	6.37	6.39	N/A	7.24	7.33
Ease of Accessing Information (mean)	6.20	5.81	6.23	N/A	6.04	6.23	6.24	N/A	6.90	7.19
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.94	6.24	7.11	N/A	7.32	7.03	7.22	N/A	7.28	7.77
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	25%	23%	3%	N/A	7%	5%	1%	N/A	33%	23%
Preferred Method of Contact: E-mail	45%	46%	43%	N/A	18%	13%	18%	N/A	73%	71%
Preferred Frequency of Communication: Monthly	40%	41%	40%	N/A	31%	35%	31%	N/A	33%	37%
Reason for Contact with VA: Ask a Question	49%	41%	50%	N/A	50%	43%	56%	N/A	59%	56%

Question	Compensation Access (FY 2014)	Compensation Servicing (FY 2014)	Compensation Access (Q1 2015)	Compensation Servicing (FY 2015)	Pension Access (FY 2014)	Pension Servicing (FY 2014)	Pension Access (Q1 2015)	Pension Servicing (FY 2015)	Education Access (FY 2014)	Education Servicing (FY 2014)
<b>Combined Line of Business % Satisfied</b>	<b>51%</b>		<b>N/A</b>		<b>56%</b>		<b>N/A</b>		<b>78%</b>	
Satisfied (7-10)	51%	50%	55%	N/A	53%	58%	60%	N/A	73%	82%
Dissatisfied (1-6)	49%	50%	45%	N/A	47%	42%	40%	N/A	27%	18%

Increase ↑ No Change = Decrease ↓  
 Compared to FY 2014 cumulative LOB Tracking Results

**U.S. Department of Veterans Affairs**

**Veterans Benefits Administration**

Conducted by J.D. Power and Associates

Voice of the Veteran Line of Business Tracking Study

**Q2 2015 Scorecard**

n= 14,718

→ Index scores are on a 100-1000 scale;  
 → All attributes are asked on a 1-10 scale:  
 1 is Unacceptable, 5 is Average and 10 is Outstanding  
 → Scores reported are mean (average)



Question	Compensation Access (FY 2014)	Compensation Servicing (FY 2014)	Compensation Access (Q2 2015)	Compensation Servicing (FY 2015)	Pension Access (FY 2014)	Pension Servicing (FY 2014)	Pension Access (Q2 2015)	Pension Servicing (FY 2015)	Education Access (FY 2014)	Education Servicing (FY 2014)
<b>Combined Line of Business Index Score</b>	<b>618</b>		<b>N/A</b>		<b>666</b>		<b>N/A</b>		<b>762</b>	
Sample Size (n=)	32,280	13,487	9,836	N/A	2,750	2,459	1,009	N/A	1,037	884
<b>Overall Satisfaction Index Score</b>	<b>631</b>	<b>605</b>	<b>646</b> ↓	<b>N/A</b>	<b>648</b>	<b>683</b>	<b>660</b> ↓	<b>N/A</b>	<b>733</b>	<b>790</b>
Overall Experience with VA (All Benefits Received) (mean)	6.80	6.71	6.86	N/A	6.64	7.11	6.91	N/A	7.23	7.67
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.26	6.11	6.51	N/A	6.44	6.87	6.65	N/A	7.32	8.02
Amount of Benefit (Disability Evaluation %) (mean)	6.18	6.00	6.29	N/A	6.57	6.06	6.82	N/A	7.58	7.80
Overall Rating of Benefit Payment (mean)	6.45	6.42	6.67	N/A	6.90	7.02	7.00	N/A	7.68	8.29
Timeliness of Receiving Benefit/Service (mean)	6.33	5.80	6.77	N/A	6.49	7.53	6.64	N/A	7.50	8.19
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.19	N/A	6.40	N/A	6.32	N/A	6.37	N/A	7.28	N/A
Flexibility of Application Methods (mean)	6.19	N/A	6.33	N/A	5.99	N/A	6.04	N/A	7.15	N/A
Timeliness of Eligibility Notification (mean)	5.41	N/A	5.76	N/A	5.81	N/A	5.93	N/A	7.08	N/A
Ease of Completing the Application (mean)	6.54	N/A	6.65	N/A	6.21	N/A	6.19	N/A	7.31	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.55	6.12	6.58	N/A	6.49	6.69	6.65	N/A	7.21	7.52
Frequency of Information Provided by VA (mean)	7.10	5.64	6.11	N/A	6.00	6.22	6.10	N/A	6.78	7.07
Usefulness of Information (mean)	6.70	6.31	6.71	N/A	6.54	6.70	6.67	N/A	7.38	7.54
Clarity of Information (mean)	6.25	5.87	6.27	N/A	6.09	6.30	6.24	N/A	6.71	7.07
Availability of Information (mean)	6.39	5.98	6.43	N/A	6.19	6.37	6.34	N/A	7.24	7.33
Ease of Accessing Information (mean)	6.20	5.81	6.28	N/A	6.04	6.23	6.17	N/A	6.90	7.19
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.94	6.24	6.94	N/A	7.32	7.03	7.31	N/A	7.28	7.77
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	25%	23%	3%	N/A	7%	5%	0%	N/A	33%	23%
Preferred Method of Contact: E-mail	45%	46%	47%	N/A	18%	13%	21%	N/A	73%	71%
Preferred Frequency of Communication: Monthly	40%	41%	41%	N/A	31%	35%	31%	N/A	33%	37%
Reason for Contact with VA: Ask a Question	49%	41%	49%	N/A	50%	43%	51%	N/A	59%	56%

Question	Compensation Access (FY 2014)	Compensation Servicing (FY 2014)	Compensation Access (Q2 2015)	Compensation Servicing (FY 2015)	Pension Access (FY 2014)	Pension Servicing (FY 2014)	Pension Access (Q2 2015)	Pension Servicing (FY 2015)	Education Access (FY 2014)	Education Servicing (FY 2014)
<b>Combined Line of Business % Satisfied</b>	<b>51%</b>		<b>N/A</b>		<b>56%</b>		<b>N/A</b>		<b>78%</b>	
Satisfied (7-10)	51%	50%	56%	N/A	53%	58%	56%	N/A	73%	82%
Dissatisfied (1-6)	49%	50%	44%	N/A	47%	42%	44%	N/A	27%	18%

Increase ↑ No Change = Decrease ↓  
 Compared to Q1 2015 LOB Tracking Results

**U.S. Department of Veterans Affairs**  
**Veterans Benefits Administration**  
 Conducted by J.D. Power and Associates  
 Voice of the Veteran Line of Business Tracking Study  
**Q2 2015 Scorecard**  
 n= 32,877

→ Index scores are on a 100-1000 scale;  
 → All attributes are asked on a 1-10 scale:  
 1 is Unacceptable, 5 is Average and 10 is Outstanding  
 → Scores reported are mean (average)



Question	Compensation Access (FY 2014)	Compensation Servicing (FY 2014)	Compensation Access (Q3 2015)	Compensation Servicing (FY 2015)	Pension Access (FY 2014)	Pension Servicing (FY 2014)	Pension Access (Q3 2015)	Pension Servicing (FY 2015)	Education Access (FY 2014)	Education Servicing (FY 2014)
<b>Combined Line of Business Index Score</b>	<b>618</b>		<b>647</b> ↑		<b>666</b>		<b>692</b> ↑		<b>762</b>	
Sample Size (n=)	32,280	13,487	9,741	16,030	2,750	2,459	1,009	2,164	1,037	884
<b>Overall Satisfaction Index Score</b>	<b>631</b>	<b>605</b>	<b>663</b> ↑	<b>630</b> ↑	<b>648</b>	<b>683</b>	<b>660</b>	<b>716</b> ↑	<b>733</b>	<b>790</b>
Overall Experience with VA (All Benefits Received) (mean)	6.80	6.71	7.02	6.82	6.64	7.11	6.91	7.33	7.23	7.67
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.26	6.11	6.67	6.43	6.44	6.87	6.65	7.21	7.32	8.02
Amount of Benefit (Disability Evaluation %) (mean)	6.18	6.00	6.37	6.17	6.57	6.06	6.82	6.42	7.58	7.80
Overall Rating of Benefit Payment (mean)	6.45	6.42	6.82	6.74	6.90	7.02	7.00	7.42	7.68	8.29
Timeliness of Receiving Benefit/Service (mean)	6.33	5.80	6.94	6.62	6.49	7.53	6.64	7.87	7.50	8.19
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.19	N/A	6.59	N/A	6.32	N/A	6.37	N/A	7.28	N/A
Flexibility of Application Methods (mean)	6.19	N/A	6.51	N/A	5.99	N/A	6.04	N/A	7.15	N/A
Timeliness of Eligibility Notification (mean)	5.41	N/A	6.02	N/A	5.81	N/A	5.93	N/A	7.08	N/A
Ease of Completing the Application (mean)	6.54	N/A	6.77	N/A	6.21	N/A	6.19	N/A	7.31	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.55	6.12	6.72	6.24	6.49	6.69	6.65	6.90	7.21	7.52
Frequency of Information Provided by VA (mean)	7.10	5.64	6.29	5.81	6.00	6.22	6.10	6.41	6.78	7.07
Usefulness of Information (mean)	6.70	6.31	6.86	6.38	6.54	6.70	6.67	6.84	7.38	7.54
Clarity of Information (mean)	6.25	5.87	6.38	5.97	6.09	6.30	6.24	6.49	6.71	7.07
Availability of Information (mean)	6.39	5.98	6.55	6.10	6.19	6.37	6.34	6.58	7.24	7.33
Ease of Accessing Information (mean)	6.20	5.81	6.39	5.92	6.04	6.23	6.17	6.41	6.90	7.19
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.94	6.24	7.17	6.34	7.32	7.03	7.31	7.38	7.28	7.77
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	25%	23%	30%	22%	7%	5%	5%	3%	33%	23%
Preferred Method of Contact: E-mail	45%	46%	47%	42%	18%	13%	21%	17%	73%	71%
Preferred Frequency of Communication: Monthly	40%	41%	40%	38%	31%	35%	31%	27%	33%	37%
Reason for Contact with VA: Ask a Question	49%	41%	48%	40%	50%	43%	51%	44%	59%	56%

Question	Compensation Access (FY 2014)	Compensation Servicing (FY 2014)	Compensation Access (Q3 2015)	Compensation Servicing (FY 2015)	Pension Access (FY 2014)	Pension Servicing (FY 2014)	Pension Access (Q3 2015)	Pension Servicing (FY 2015)	Education Access (FY 2014)	Education Servicing (FY 2014)
<b>Combined Line of Business % Satisfied</b>	<b>51%</b>		<b>56%</b> ↑		<b>56%</b>		<b>61%</b> ↑		<b>78%</b>	
Satisfied (7-10)	51%	50%	58%	54%	53%	58%	56%	65%	73%	82%
Dissatisfied (1-6)	49%	50%	42%	46%	47%	42%	44%	35%	27%	18%

Increase ↑      No Change ⇐      Decrease ↓  
 Compared to Q2 2015 LOB Tracking Results

**U.S. Department of Veterans Affairs**

**Veterans Benefits Administration**

Conducted by J.D. Power and Associates

Voice of the Veteran Line of Business Tracking Study

**Q4 2015 Scorecard**

n= 39,524

→ Index scores are on a 100-1000 scale;  
 → All attributes are asked on a 1-10 scale:  
 1 is Unacceptable, 5 is Average and 10 is Outstanding  
 → Scores reported are mean (average)



Question	Compensation Access (FY 2014)	Compensation Servicing (FY 2014)	Compensation Access (Q4 2015)	Compensation Servicing (FY 2015)	Pension Access (FY 2014)	Pension Servicing (FY 2014)	Pension Access (Q4 2015)	Pension Servicing (FY 2015)	Education Access (FY 2014)	Education Servicing (FY 2014)
<b>Combined Line of Business Index Score</b>	<b>618</b>		<b>653</b> ↑		<b>666</b>		<b>675</b> ↑		<b>762</b>	
Sample Size (n=)	32,280	13,487	13,521	16,030	2,750	2,459	1,100	2,164	1,037	884
<b>Overall Satisfaction Index Score</b>	<b>631</b>	<b>605</b>	<b>675</b> ↑	<b>630</b> ↑	<b>648</b>	<b>683</b>	<b>633</b> ↓	<b>716</b> ↑	<b>733</b>	<b>790</b>
Overall Experience with VA (All Benefits Received) (mean)	6.80	6.71	7.10	6.82	6.64	7.11	6.56	7.33	7.23	7.67
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.26	6.11	6.79	6.43	6.44	6.87	6.32	7.21	7.32	8.02
Amount of Benefit (Disability Evaluation %) (mean)	6.18	6.00	6.44	6.17	6.57	6.06	6.53	6.42	7.58	7.80
Overall Rating of Benefit Payment (mean)	6.45	6.42	6.93	6.74	6.90	7.02	6.57	7.42	7.68	8.29
Timeliness of Receiving Benefit/Service (mean)	6.33	5.80	7.08	6.62	6.49	7.53	6.24	7.87	7.50	8.19
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.19	N/A	6.78	N/A	6.32	N/A	6.23	N/A	7.28	N/A
Flexibility of Application Methods (mean)	6.19	N/A	6.58	N/A	5.99	N/A	5.98	N/A	7.15	N/A
Timeliness of Eligibility Notification (mean)	5.41	N/A	6.19	N/A	5.81	N/A	5.80	N/A	7.08	N/A
Ease of Completing the Application (mean)	6.54	N/A	6.90	N/A	6.21	N/A	6.19	N/A	7.31	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.55	6.12	6.81	6.24	6.49	6.69	6.38	6.90	7.21	7.52
Frequency of Information Provided by VA (mean)	7.10	5.64	6.35	5.81	6.00	6.22	5.79	6.41	6.78	7.07
Usefulness of Information (mean)	6.70	6.31	6.89	6.38	6.54	6.70	6.41	6.84	7.38	7.54
Clarity of Information (mean)	6.25	5.87	6.41	5.97	6.09	6.30	5.97	6.49	6.71	7.07
Availability of Information (mean)	6.39	5.98	6.59	6.10	6.19	6.37	6.07	6.58	7.24	7.33
Ease of Accessing Information (mean)	6.20	5.81	6.42	5.92	6.04	6.23	5.93	6.41	6.90	7.19
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.94	6.24	7.38	6.34	7.32	7.03	7.12	7.38	7.28	7.77
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	25%	23%	29%	22%	7%	5%	6%	3%	33%	23%
Preferred Method of Contact: E-mail	45%	46%	43%	42%	18%	13%	23%	17%	73%	71%
Preferred Frequency of Communication: Monthly	40%	41%	39%	38%	31%	35%	33%	27%	33%	37%
Reason for Contact with VA: Ask a Question	49%	41%	50%	40%	50%	43%	47%	44%	59%	56%

Question	Compensation Access (FY 2014)	Compensation Servicing (FY 2014)	Compensation Access (Q4 2015)	Compensation Servicing (FY 2015)	Pension Access (FY 2014)	Pension Servicing (FY 2014)	Pension Access (Q4 2015)	Pension Servicing (FY 2015)	Education Access (FY 2014)	Education Servicing (FY 2014)
<b>Combined Line of Business % Satisfied</b>	<b>51%</b>		<b>57%</b> ↑		<b>56%</b>		<b>59%</b> ↑		<b>78%</b>	
Satisfied (7-10)	51%	50%	60%	54%	53%	58%	53%	65%	73%	82%
Dissatisfied (1-6)	49%	50%	40%	46%	47%	42%	47%	35%	27%	18%

Increase ↑ No Change = Decrease ↓  
 Compared to Q3 2015 LOB Tracking Results

**U.S. Department of Veterans Affairs  
Veterans Benefits Administration**

Conducted by J.D. Power and Associates  
Voice of the Veteran Line of Business Tracking Study  
**Q2 2015 Scorecard**  
n= 52,407

- Index scores are on a 100-1000 scale;
- All attributes are asked on a 1-10 scale:  
1 is Unacceptable, 5 is Average and 10 is Outstanding
- Scores reported are mean (average)



Question	Compensation Access (FY 2014)	Compensation Servicing (FY 2014)	Compensation Access (FYTD 2015)	Compensation Servicing (FY 2015)	Pension Access (FY 2014)	Pension Servicing (FY 2014)	Pension Access (FYTD 2015)	Pension Servicing (FY 2015)	Education Access 2014	Education Servicing (FY 2014)
<b>Combined Line of Business Index Score</b>	<b>618</b>		<b>642 ↑</b>		<b>666</b>		<b>690 ↑</b>		<b>762</b>	
Sample Size (n=)	32,280	13,487	23,084	16,030	2,750	2,459	1,887	2,164	1,037	884
<b>Overall Satisfaction Index Score</b>	<b>631</b>	<b>605</b>	<b>654 ↑</b>	<b>630 ↑</b>	<b>648 ↑</b>	<b>683</b>	<b>663 ↑</b>	<b>716 ↑</b>	<b>733</b>	<b>790</b>
Overall Experience with VA (All Benefits Received) (mean)	6.80	6.71	6.94	6.82	6.64	7.11	6.98	7.33	7.23	7.67
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.26	6.11	6.57	6.43	6.44	6.87	6.69	7.21	7.32	8.02
Amount of Benefit (Disability Evaluation %) (mean)	6.18	6.00	6.31	6.17	6.57	6.06	6.85	6.42	7.58	7.80
Overall Rating of Benefit Payment (mean)	6.45	6.42	6.72	6.74	6.90	7.02	7.06	7.42	7.68	8.29
Timeliness of Receiving Benefit/Service (mean)	6.33	5.80	6.85	6.62	6.49	7.53	6.69	7.87	7.50	8.19
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.19	N/A	6.49	N/A	6.32	N/A	6.42	N/A	7.28	N/A
Flexibility of Application Methods (mean)	6.19	N/A	6.41	N/A	5.99	N/A	6.08	N/A	7.15	N/A
Timeliness of Eligibility Notification (mean)	5.41	N/A	5.87	N/A	5.81	N/A	5.95	N/A	7.08	N/A
Ease of Completing the Application (mean)	6.54	N/A	6.70	N/A	6.21	N/A	6.24	N/A	7.31	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.55	6.12	6.64	6.24	6.49	6.69	6.67	6.90	7.21	7.52
Frequency of Information Provided by VA (mean)	7.10	5.64	6.20	5.81	6.00	6.22	6.11	6.41	6.78	7.07
Usefulness of Information (mean)	6.70	6.31	6.77	6.38	6.54	6.70	6.67	6.84	7.38	7.54
Clarity of Information (mean)	6.25	5.87	6.32	5.97	6.09	6.30	6.25	6.49	6.71	7.07
Availability of Information (mean)	6.39	5.98	6.48	6.10	6.19	6.37	6.34	6.58	7.24	7.33
Ease of Accessing Information (mean)	6.20	5.81	6.32	5.92	6.04	6.23	6.20	6.41	6.90	7.19
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.94	6.24	7.07	6.34	7.32	7.03	7.33	7.38	7.28	7.77
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	25%	23%	30%	22%	7%	5%	5%	3%	33%	23%
Preferred Method of Contact: E-mail	45%	46%	47%	42%	18%	13%	20%	17%	73%	71%
Preferred Frequency of Communication: Monthly	40%	41%	40%	38%	31%	35%	31%	27%	33%	37%
Reason for Contact with VA: Ask a Question	49%	41%	49%	40%	50%	43%	52%	44%	59%	56%

Question	Compensation Access (FY 2014)	Compensation Servicing (FY 2014)	Compensation Access (FYTD 2015)	Compensation Servicing (FYTD 2015)	Pension Access (FY 2014)	Pension Servicing (FY 2014)	Pension Access (FYTD 2015)	Pension Servicing (FYTD 2015)	Education Access 2014	Education Servicing (FY 2014)
<b>Combined Line of Business % Satisfied</b>	<b>51%</b>		<b>56% ↑</b>		<b>56%</b>		<b>62% ↑</b>		<b>78%</b>	
Satisfied (7-10)	51%	50%	57%	54%	53%	58%	59%	65%	73%	82%
Dissatisfied (1-6)	49%	50%	43%	46%	47%	42%	41%	35%	27%	18%

Increase ↑ No Change = Decrease ↓  
Compared to FY 2014 LOB Tracking Results

**U.S. Department of Veterans Affairs**  
**Veterans Benefits Administration**  
 Conducted by J.D. Power and Associates  
 Voice of the Veteran Line of Business Tracking Study  
**FYTD (Q1-Q2) Scorecard**  
 n= 19,974

– Index scores are on a 100-1000 scale;  
 – All attributes are asked on a 1-10 scale:  
 1 is Unacceptable, 5 is Average and 10 is Outstanding  
 – Scores reported are mean (average)



Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business Index Score</b>	N/A		N/A		N/A		<b>819</b> ↑	N/A	N/A	
Sample Size (n=)	13,343	N/A	1,322	N/A	N/A	N/A	1,330	N/A	N/A	3,979
<b>Overall Satisfaction Index Score</b>	<b>647</b> ↑	N/A	<b>662</b> ↑	N/A	N/A	N/A	<b>819</b> ↑	N/A	N/A	<b>717</b> ↑
Overall Experience with VA (All Benefits Received) (mean)	6.88	N/A	6.93	N/A	N/A	N/A	8.03	N/A	N/A	7.20
<b>Benefit Entitlement Index</b>										
Overall Experience with Benefit (mean)	6.50	N/A	6.67	N/A	N/A	N/A	8.36	N/A	N/A	7.30
Amount of Benefit (Disability Evaluation %) (mean)	6.26	N/A	6.82	N/A	N/A	N/A	8.46	N/A	N/A	7.38
Overall Rating of Benefit Payment (mean)	6.66	N/A	7.02	N/A	N/A	N/A	8.56	N/A	N/A	7.44
Timeliness of Receiving Benefit/Service (mean)	6.77	N/A	6.66	N/A	N/A	N/A	8.45	N/A	N/A	7.48
<b>Benefit Eligibility and Application Index</b>										
Overall Rating of Application Process (mean)	6.41	N/A	6.38	N/A	N/A	N/A	8.06	N/A	N/A	N/A
Flexibility of Application Methods (mean)	6.34	N/A	6.07	N/A	N/A	N/A	7.92	N/A	N/A	N/A
Timeliness of Eligibility Notification (mean)	5.76	N/A	5.95	N/A	N/A	N/A	7.92	N/A	N/A	N/A
Ease of Completing the Application (mean)	6.66	N/A	6.21	N/A	N/A	N/A	8.00	N/A	N/A	N/A
<b>Benefit Information Index</b>										
Overall Rating of Information (mean)	6.58	N/A	6.66	N/A	N/A	N/A	7.80	N/A	N/A	6.72
Frequency of Information Provided by VA (mean)	6.12	N/A	6.11	N/A	N/A	N/A	7.31	N/A	N/A	6.15
Usefulness of Information (mean)	6.71	N/A	6.70	N/A	N/A	N/A	7.92	N/A	N/A	6.94
Clarity of Information (mean)	6.28	N/A	6.23	N/A	N/A	N/A	7.55	N/A	N/A	6.53
Availability of Information (mean)	6.43	N/A	6.35	N/A	N/A	N/A	7.80	N/A	N/A	6.61
Ease of Accessing Information (mean)	6.26	N/A	6.19	N/A	N/A	N/A	7.69	N/A	N/A	6.57
<b>Customer Service Index</b>										
Overall Customer Service Rating (mean)	6.99	N/A	7.29	N/A	N/A	N/A	7.92	N/A	N/A	6.76
<b>Key Diagnostics:</b>										
Most Frequent Information Source: E-Benefits.va.gov	30%	N/A	5%	N/A	N/A	N/A	14%	N/A	N/A	27%
Preferred Method of Contact: E-mail	46%	N/A	20%	N/A	N/A	N/A	45%	N/A	N/A	65%
Preferred Frequency of Communication: Monthly	40%	N/A	31%	N/A	N/A	N/A	N/A	N/A	N/A	40%
Reason for Contact with VA: Ask a Question	49%	N/A	52%	N/A	N/A	N/A	70%	N/A	N/A	42%

Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
<b>Combined Line of Business % Satisfied</b>	N/A		N/A		N/A		<b>86%</b> ==	N/A	N/A	
Satisfied (7-10)	56%	N/A	57%	N/A	N/A	N/A	86%	N/A	N/A	69%
Dissatisfied (1-6)	44%	N/A	43%	N/A	N/A	N/A	14%	N/A	N/A	31%

Increase ↑      No Change ==      Decrease ↓  
 Compared to FY 2014 LOB Tracking Results



**U.S. Department of Veterans Affairs**  
**Veterans Benefits Administration**  
 Conducted by J.D. Power and Associates  
 Voice of the Veteran Line of Business Tracking Study

**FY 2015 Scorecard**  
 n=73,134

-- Index scores are on a 100-1000 scale;  
 -- All attributes are asked on a 1-10 scale;  
 1 is Unacceptable, 5 is Average and 10 is Outstanding  
 -- Scores reported are mean (average)



Question	Compensation				Pension				Education				Loan Guaranty		Vocational Rehabilitation & Employment					
	FY14		FY15		FY14		FY15		FY14		FY15		FY14	FY15	FY14		FY15		FY14	FY15
	Access	Servicing	Access	Servicing	Access	Servicing	Access	Servicing	Access	Servicing	Access	Servicing	Home Loan	Home Loan	Access	Servicing	Access	Servicing	Non-Participant	Non-Participant
<b>Combined Line of Business Index Score</b>	618		646 ↑		666		684 ↑		762		754 ↓		815	819 ↑	698		658 ↓		569	582 ↑
Sample Size (n=)	32,280	13,487	36,605	16,030	2,750	2,459	2,987	2,164	1,037	884	821	603	3,294	3,821	1,677	5,898	1,106	8,643	373	354
<b>Overall Satisfaction Index Score</b>	631	605	662 ↑	630 ↑	648	683	652 ↑	716 ↑	733	790	718 ↓	790 =	815	819 ↑	685	710	600 ↓	715 ↑	569	582 ↑
Overall Experience with VA (All Benefits Received)	6.80	6.71	7.00	6.82	6.64	7.11	6.83	7.33	7.23	7.67	7.10	7.78	8.02	8.02	6.56	7.09	6.26	7.21	5.53	5.89
<b>Benefit Entitlement Index</b>																				
Overall Experience with Benefit (mean)	6.26	6.11	6.65	6.43	6.44	6.87	6.56	7.21	7.32	8.02	7.17	7.97	8.33	8.38	6.59	7.25	5.78	7.31	4.99	5.15
Amount of Benefit (Disability Evaluation %) (mean)	6.18	6.00	6.35	6.17	6.57	6.06	6.74	6.42	7.58	7.80	7.31	7.66	8.43	8.44	6.61	7.32	5.56	7.43	5.99	6.51
Overall Rating of Benefit Payment (mean)	6.45	6.42	6.80	6.74	6.90	7.02	6.89	7.42	7.68	8.29	7.55	8.19	8.53	8.55	6.61	7.41	5.23	7.46	6.09	6.12
Timeliness of Receiving Benefit/Service (mean)	6.33	5.80	6.93	6.62	6.49	7.53	6.53	7.87	7.50	8.19	7.18	8.28	8.44	8.41	6.85	7.44	5.60	7.45	6.19	6.47
<b>Benefit Eligibility and Application Index</b>																				
Overall Rating of Application Process (mean)	6.19	N/A	6.60	N/A	6.32	N/A	6.35	N/A	7.28	N/A	7.17	N/A	8.10	8.06	7.05	N/A	6.26	N/A	5.89	6.15
Flexibility of Application Methods (mean)	6.19	N/A	6.47	N/A	5.99	N/A	6.05	N/A	7.15	N/A	7.04	N/A	7.92	7.90	6.92	N/A	6.20	N/A	5.80	5.85
Timeliness of Eligibility Notification (mean)	5.41	N/A	5.99	N/A	5.81	N/A	5.89	N/A	7.08	N/A	7.05	N/A	8.06	7.89	6.94	N/A	6.29	N/A	5.69	5.71
Ease of Completing the Application (mean)	6.54	N/A	6.78	N/A	6.21	N/A	6.22	N/A	7.31	N/A	7.19	N/A	8.04	8.00	7.25	N/A	6.65	N/A	6.31	6.22
<b>Benefit Information Index</b>																				
Overall Rating of Information (mean)	6.55	6.12	6.70	6.24	6.49	6.69	6.57	6.90	7.21	7.52	7.10	7.36	7.72	7.85	6.62	6.65	6.05	6.74	N/A	N/A
Frequency of Information Provided by VA (mean)	7.10	5.64	6.25	5.81	6.00	6.22	6.00	6.41	6.78	7.07	6.68	6.89	7.26	7.33	6.10	6.07	5.63	6.19	N/A	N/A
Usefulness of Information (mean)	6.70	6.31	6.81	6.38	6.54	6.70	6.58	6.84	7.38	7.54	7.27	7.55	7.85	7.93	6.76	6.88	6.20	6.95	N/A	N/A
Clarity of Information (mean)	6.25	5.87	6.35	5.97	6.09	6.30	6.15	6.49	6.71	7.07	6.68	6.94	7.50	7.62	6.41	6.47	5.87	6.54	N/A	N/A
Availability of Information (mean)	6.39	5.98	6.52	6.10	6.19	6.37	6.24	6.58	7.24	7.33	7.02	7.28	7.73	7.81	6.54	6.51	6.09	6.62	N/A	N/A
Ease of Accessing Information (mean)	6.20	5.81	6.36	5.92	6.04	6.23	6.10	6.41	6.90	7.19	6.73	7.15	7.60	7.67	6.49	6.45	6.01	6.57	N/A	N/A
<b>Customer Service Index</b>																				
Overall Customer Service Rating (mean)	6.94	6.24	7.19	6.34	7.32	7.03	7.25	7.38	7.28	7.77	7.12	7.56	7.69	7.99	6.57	6.66	6.21	6.76	N/A	N/A
<b>Key Diagnostics:</b>																				
Most Frequent Information Source: E-Benefits.va.gov	25%	23%	30%	22%	7%	5%	5%	3%	33%	23%	48%	45%	11%	13%	27%	14%	37%	28%	N/A	N/A
Preferred Method of Contact: E-mail	45%	46%	45%	42%	18%	13%	21%	17%	73%	71%	72%	68%	46%	43%	58%	64%	61%	65%	N/A	N/A
Preferred Frequency of Communication: Monthly	40%	41%	40%	38%	31%	35%	32%	27%	33%	37%	34%	37%	N/A	N/A	40%	39%	38%	40%	N/A	N/A
Reason for Contact with VA: Ask a Question	49%	41%	49%	40%	50%	43%	50%	44%	59%	56%	65%	56%	64%	68%	47%	44%	51%	42%	N/A	N/A

Increase ↑ No Change = Decrease ↓  
 Compared to FY 2014 LOB Tracking Results

Preliminary results of the Veterans Benefits Administration (VBA) Customer Satisfaction surveys are being reported pending validation of these results in accordance with the Office of Management and Budget, "Standards and Guidelines for Statistical Surveys."

Every VBA Program has a distinct mission, specific processes, Congressional mandates and technologies. Surveys were developed to measure the effectiveness of processes within a program. Survey results between VBA programs cannot be compared.