

U.S. Department of Veterans Affairs	→ Index scores are on a 100-1000 scale;									
Veterans Benefits Administration	→ All attributes are asked on a 1-10 scale:									
Conducted by J.D. Power and Associates	1 is Unacceptable, 5 is Average and 10 is Outstanding									
Voice of the Veteran Benchmark Study	→ Scores reported are mean (average)									
2012-2013 Benchmark Scorecard										
n=21,534										
Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
Combined Line of Business Index Score	617		645		735		823	701	708	
Sample Size (n=)	3,170	3660	2,204	3529	1,211	1299	1,311	1160	957	2188
Overall Satisfaction Index Score	613	620	621	669	724	746	823	701	688	727
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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%
 	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
Combined Line of Business % Satisfied	51%		53%		74%		88%	N/A	68%	
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%



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- 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
Combined Line of Business Index Score	N/A		N/A		N/A		830	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
Overall Satisfaction Index Score	622	N/A	646	N/A	732	N/A	830	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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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
Combined Line of Business % Satisfied	N/A		N/A		N/A		88%	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;
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- Scores reported are mean (average)



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Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
Combined Line of Business Index Score	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
Overall Satisfaction Index Score	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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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

	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
Combined Line of Business % Satisfied	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)



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Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
Combined Line of Business Index Score	620		666		754		821	N/A		N/A
Sample Size (n=)	7,016	13,487	533	2,459	265	884	684	N/A	N/A	2,262
Overall Satisfaction Index Score	634	605	649	683	717	790	821	N/A	N/A	709
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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%

	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
Combined Line of Business % Satisfied	51%		56%		78%		84%	N/A		N/A
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;
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- Scores reported are mean (average)



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Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
Combined Line of Business Index Score	622		665		770		809	627		698
Sample Size (n=)	9,761	13,487	806	2,459	278	884	1,028	775	1,677	3,636
Overall Satisfaction Index Score	639	605	647	683	749	790	809	627	685	710
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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

	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
Combined Line of Business % Satisfied	51%		56%		79%		84%	48%		65%
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)



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Question	Compensation Enrollment	Compensation Servicing	Pension Enrollment	Pension Servicing	Education Enrollment	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Enrollment	VR&E Servicing
Combined Line of Business Index Score	615		666		N/A		817	N/A	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
Overall Satisfaction Index Score	625	605	649	683	732	N/A	817	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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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

	Compensation Enrollment	Compensation Servicing	Pension Enrollment	Pension Servicing	Education Enrollment	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Enrollment	VR&E Servicing
Combined Line of Business % Satisfied	51%		56%		N/A		87%	N/A	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)



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Question	Compensation Enrollment	Compensation Servicing	Pension Enrollment	Pension Servicing	Education Enrollment	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Enrollment	VR&E Servicing
Combined Line of Business Index Score	617 		666 		759 		818 	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
Overall Satisfaction Index Score	628 	605 	649 	683 	727 	790 	818 	N/A	N/A	709
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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
Combined Line of Business % Satisfied	51%		56%		77%		86%	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)



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Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
Combined Line of Business Index Score	618		666		762		815	627		698
Sample Size (n=)	32,280	13,487	2,750	2,459	1,037	884	3,294	775	1,677	5,898
Overall Satisfaction Index Score	631	605	648	683	733	790	815	627	685	710
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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
Combined Line of Business % Satisfied	51%		56%		78%		85%	48%		65%
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)



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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)
Combined Line of Business Index Score	618		N/A		666		N/A		762	
Sample Size (n=)	32,280	13,487	3,507	N/A	2,750	2,459	313	N/A	1,037	884
Overall Satisfaction Index Score	631	605	648	N/A	648	683	666	N/A	733	790
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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%

	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)
Combined Line of Business % Satisfied	51%		N/A		56%		N/A		78%	
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)



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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)
Combined Line of Business Index Score	618		N/A		666		N/A		762	
Sample Size (n=)	32,280	13,487	9,836	N/A	2,750	2,459	1,009	N/A	1,037	884
Overall Satisfaction Index Score	631	605	646	N/A	648	683	660	N/A	733	790
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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%

	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)
Combined Line of Business % Satisfied	51%		N/A		56%		N/A		78%	
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)



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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)
Combined Line of Business Index Score	618		647		666		692		762	
Sample Size (n=)	32,280	13,487	9,741	16,030	2,750	2,459	1,009	2,164	1,037	884
Overall Satisfaction Index Score	631	605	663	630	648	683	660	716	733	790
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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%

	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)
Combined Line of Business % Satisfied	51%		56%			56%		61%		78%
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)



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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)
Combined Line of Business Index Score	618			653			666		675	762
Sample Size (n=)	32,280	13,487	13,521	16,030	2,750	2,459	1,100	2,164	1,037	884
Overall Satisfaction Index Score	631	605	675	630	648	683	633	716	733	790
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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%
Combined Line of Business % Satisfied	51%			57%		56%		59%		78%
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

- 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 (FY 2014)	Education Servicing (FY 2014)
Combined Line of Business Index Score	618		642		666		690		762	
Sample Size (n=)	32,280	13,487	23,084	16,030	2,750	2,459	1,887	2,164	1,037	884
Overall Satisfaction Index Score	631	605	654	630	648	683	663	716	733	790
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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%

	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 (FY 2014)	Education Servicing (FY 2014)
Combined Line of Business % Satisfied		51%		56%		56%			62%	78%
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

→ 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)



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Question	Compensation Access	Compensation Servicing	Pension Access	Pension Servicing	Education Access	Education Servicing	Loan Guaranty	SAH Grant Process	VR&E Access	VR&E Servicing
Combined Line of Business Index Score	N/A		N/A		N/A		819	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
Overall Satisfaction Index Score	647	N/A	662	N/A	N/A	N/A	819	N/A	N/A	717
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
Benefit Entitlement Index										
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
Benefit Eligibility and Application Index										
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
Benefit Information Index										
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
Customer Service Index										
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
Key Diagnostics:										
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
Combined Line of Business % Satisfied	N/A		N/A		N/A		86%	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

– 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
Combined Line of Business Index Score	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
Overall Satisfaction Index Score	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	6.56	7.09	6.26	7.21	5.53	5.89	
Benefit Entitlement Index																				
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
Benefit Eligibility and Application Index																				
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
Benefit Information Index																				
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
Customer Service Index																				
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
Key Diagnostics:																				
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.