

Veterinary Medicine Loan Repayment Program Process and Shortage Area Feedback Survey

The purposes of this survey are to A) obtain your assessment of the Veterinary Medicine Loan Repayment Program (VMLRP) shortage area you are currently serving and B) gather feedback on VMLRP administrative processes. Your responses will facilitate continuous improvement and evaluation of the VMLRP and help inform State Animal Health Officials (SAHOs) as they develop shortage nominations. Any reporting of information provided in this survey will be in aggregate, so your individual responses will be **anonymous**. Information provided to SAHOs regarding your specific shortage area will be devoid of personally identifiable information. The survey contains 20 questions and should take approximately 20 minutes to complete. Participation in this survey is voluntary. You may opt to skip any question you prefer not to answer.

The VMLRP Staff thanks you for your time and feedback.

A. SHORTAGE SITUATION

SHORTAGE SITUATION ID _____

1. Are more food animal veterinarians needed to meet the current needs in your shortage area?

Please explain why.

2. Do you anticipate a significant change in these needs in the next 3-5 years?

Please explain why.

3. Does the shortage nomination form clearly outline the location and types of services you should provide to mitigate the current shortage?

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B. ADMINISTRATIVE PROCESSES

1. Using a scale from 1 to 5, where 1 is "Poor" and 5 is "Excellent", please rate the following factors with respect to the VMLRP application process. If a question does not apply to you, please put "N/A."

- Clarity and ease of understanding the program guidance documents
- Ease of gathering the information required to fill out the application
- Amount of time required to complete the application
- Ease of submitting the application and supporting documents
- Responsiveness of support from VMLRP staff
- Sufficiency of support from VMLRP staff
- Timeliness of award notification
- Ease of understanding of award terms and conditions

2. Using a scale from 1 to 5, where 1 is "Poor" and 5 is "Excellent", please rate the service and payment verification process on the following statements. If this question does not apply to you, please put "N/A."

- Promptness of receiving the service verification form by email
- Promptness of receiving loan payment
- Responsiveness of support for payment issues
- Promptness of receiving tax payment

3. In the past 12 months, how would you rate the frequency of communications received from VMLRP?

- 4a. In addition to service and payment verifications, would you like to receive other communications (like a newsletter) from VMLRP?

4b. If Yes, how often?

4c. If Yes, please provide suggestions for content:

5. Would you be interested in participating in a voluntary list-serv with other VMLRP award recipients (current and alumni)?

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6. What type of information would you like to see on the VMLRP website that is not currently available?

7. Please think about your overall experience while visiting the VMLRP website in the past 12 months. Using a scale from 1 to 5, where 1 means "Poor" and 5 is "Excellent", please rate:

- ___ Ease of navigation
- ___ Usefulness of the information provided
- ___ Relevance of search results
- ___ Ability to find the information needed

8. Have you contacted VMLRP during the past 12 months?

9. In the past 12 months, through what means have you contacted the VMLRP? (Select all that apply)

Telephone

E-mail

Fax

Other (please specify) _____

10. Please select all the reasons that you contacted the VMLRP in the past 12 months.

General information

Program requirements

Renewal application question

Maternity/paternity/adoption leave

Quarterly service verification

Service log

Payment issues

Payment verification

Update contact information

Update loan information

Request tax information

Other (please specify) _____

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11. Of all the reasons you selected for contacting VMLRP in the past 12 months, what was the reason for your most recent contact?
- General information
 - Program requirements
 - Renewal application question
 - Maternity/paternity/adoption leave
 - Quarterly service verification
 - Service log
 - Payment issues
 - Payment verification
 - Update contact information
 - Update loan information
 - Request tax information
 - Other (please specify) _____
12. For your most recent contact, approximately how long did it take VMLRP to respond to your inquiry?
13. Were you satisfied with the time required to obtain this response?
14. If you could change one thing about any of the processes managed by VMLRP, what would it be?
15. Please provide any other comments about VMLRP processes or recommendations for improvement.

Public reporting for collection of information is estimated to average 20 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information, unless it displays a current valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to NIFA, OEP, 800 9th St. SW, Washington, DC 20024, Attention Policy Section. Do not return the completed form to this address.