

Board of Veterans' Appeals Appellant Satisfaction Phone Survey

The Paperwork Reduction Act of 1995: This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 5 minutes. This includes the time it will take to follow instructions, gather the necessary facts, and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this Phone Survey will lead to improvements in the quality of service delivery by helping to achieve improved BVA appellant services. Participation in this survey is voluntary, and failure to respond will have no impact on benefits you may currently be receiving.

Section Name	Section Title	Level	Order Group	Order
Screener	Introduction	1		
Questionnaire	Survey	1		
E-mail Capture	E-mail Capture	1		

SECTION 1 - INTRODUCTION

May I please speak with **[PROG: INSERT CUSTOMER NAME FROM SAMPLE]**?

Hello, I am calling on behalf of the Board of Veterans' Appeals. My name is **[PROG: INSERT INTERVIEWER NAME]** with J.D. Power and Associates, an independent market research company. As part of an effort to improve service, the Board of Veterans' Appeals has asked J.D. Power and Associates to conduct a customer satisfaction survey of Veterans who have recently received a decision on their appeal. Please know that the information you provide on this survey is private, to the extent permitted by law, will not be linked to you, and will NOT affect your current or future benefits.

We understand that you have submitted an appeal to the Board of Veterans' Appeals on **[PROG: INSERT DATE FROM SAMPLE]**. The Board of Veterans' Appeals is interested in feedback about your customer experience.

B1. The survey will only take about five minutes to complete. Is this a good time for you? **[PROG: SINGLE RESPONSE, FORCED]**

- 1 Yes
- 2 No **[PROG: ARRANGE CALLBACK]**
- 3 Wrong number/No one by that name **[PROG: TERMINATE]**
- 4 Did not submit an appeal **[PROG: TERMINATE]**
- 5 I do not wish to participate **[PROG: TERMINATE]**
- 6 I have not received a decision **[PROG: TERMINATE]**

SECTION 2 – SURVEY

Q10. Did you receive an initial letter from the Board of Veterans' Appeals notifying you that your appeal was received by the Board? **[PROG: SINGLE RESPONSE, FORCED]**

- 1 Yes
- 0 No
- 99 Don't now or not sure

[PROG: IF Q10=1]

Q10a. Thinking about the initial Board of Veterans' Appeals notification letter, was the purpose of the letter clear and easy to understand? **[PROG: SINGLE RESPONSE, FORCED]**

(Mark only one)

- 1 Not at all clear
- 2 Somewhat clear
- 3 Completely clear
- 99 Don't know or not sure
- 96 I did not read the letter

Q11. Which of the following online resources do you use to check the status of your appeal? **[PROG: MULTIPLE RESOURCE, FORCED, ROTATE 1 AND 2]**

- 1 eBenefits
- 2 Vets.gov
- 3 Other **[SPECIFY, FIXED]**
- 4 I do not use any online resources to check the status of my appeal **[MUTALLY EXCLUSIVE RESPONSE, FIXED]**

Q12. In the past 3 months (excluding any contact with your local VA field office), did you contact anyone at the Board of Veterans' Appeals about the appeal process? **[PROG: SINGLE RESPONSE, FORCED]**

- 1 Yes
- 0 No

[PROG: IF Q12=1]

Q13. Which of the following best describes the reason for your most recent contact? **[PROG: SINGLE RESPONSE, FORCED]**

- 1 Resolve an issue
- 2 Ask a question
- 3 Request a change to your contact information
- 4 Provide additional evidence/arguments in support of your appeal

[PROG: IF Q12=1]

Q14. Was your most recent issue resolved to your satisfaction? **[PROG: SINGLE RESPONSE, FORCED]**

1 Yes

0 No

Now, thinking about your appeal decision, how much do you agree with the following statement:

Q15. "The Board's decision was clear and understandable (whether I agree with it or not)." Would you say you would...

1 Strongly Disagree

2 Disagree

3 Neutral

4 Agree

5 Strongly Agree

Q16. Next, please rate your experience with the Board of Veterans' Appeals on the following items using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average:

a. Communications and information about your appeal. Please consider the ease of accessing information, availability, clarity, usefulness, and frequency of information.

b. Veteran websites for appeal status. Please consider the ease of navigating the website, usefulness, clarity and timeliness of online information. **[PROG: IF Q11/4]**

c. Customer service provided by the Board of Veterans' Appeals. Please consider your experience with the Board's Call Center, mail correspondence, or in-person customer service. **[PROG: IF Q12=1]**

Q17. Thinking about ALL aspects of your experience with your appeal process, please rate the Board of Veterans' Appeals overall, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. **[PROG: NUMERIC, RANGE 1-10, FORCED]**

Q18. Can you please tell us why you gave that rating? **[PROG: TEXT, 1000 CHARACTERS, FORCED]**

Thank you. The Board of Veterans' Appeals is really interested in your feedback and would like to receive more details on your experience.

SECTION 3 – E-MAIL CAPTURE

E1. Do you have an e-mail address where we can send you a more in-depth survey? The survey should take less than 10 minutes to complete. **[PROG: SINGLE RESPONSE, FORCED]**

1 Yes **[PROG: SPECIFY, READ BACK THE EMAIL RESPONSE SLOWLY]**

0 No

[PROG: IF E1= 1]

You should receive your e-mail survey within a week. Thank you so much for taking the time to talk to me. Have a good evening (day).

[PROG: IF E1=0]

Thank you so much for taking the time to talk to me. Have a good evening (day).