

## The Coverage and Nonresponse Bias Follow Up Study for Trust in VA Survey

**PRA Statement:** We are asking for this information so that you can provide compliments, comments, or concerns to VA. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 10 minutes to participate. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain).

### Section 1- Introduction and consent form

{Page start}

#### Introduction and informed consent

Hello. My name is \_\_\_\_\_. I'm calling from RTI International on behalf of the Department of Veteran Affairs. We would like to ask you a few questions to better understand your experience with the service you recently received from the VA in the past three months.

We greatly appreciate your help and hope you enjoy completing this short phone survey. Please remember, completing this survey should take only about 10 minutes.

Your personal information will never be connected to the answers you provide, and the collected data will be used only for statistical purposes.

Taking part in this phone survey is entirely voluntary. You can skip any questions you do not wish to answer.

Shall we begin?

Yes

No

{Page end}

## Section 2- Access to Internet, smartphone, and email

1. Do you own a smart phone?

Yes

No {skip Q2}

Don't know {visible to interviewer only, do not read to respondents}

Not applicable {visible to interviewer only, do not read to respondents}

Refusal {visible to interviewer only, do not read to respondents}

2. Do you get on to the Internet and browse websites from your smartphone?

Yes

No

Don't know {visible to interviewer only, do not read to respondents}

Not applicable {visible to interviewer only, do not read to respondents}

Refusal {visible to interviewer only, do not read to respondents}

3. Do you have access to the Internet at home {If Q1 is "Yes", show conditional wording} besides using your smartphone {end of conditional wording}?

Yes

No

Don't know {visible to interviewer only, do not read to respondents}

Not applicable {visible to interviewer only, do not read to respondents}

Refusal {visible to interviewer only, do not read to respondents}

4. Do you have access to the Internet at work {If Q1 is "Yes", show conditional wording} besides using your smartphone {end of conditional wording}?

Yes

No

Don't know {visible to interviewer only, do not read to respondents}

Not applicable {visible to interviewer only, do not read to respondents}

Refusal {visible to interviewer only, do not read to respondents}

{Ask Q5 if Q1 = No and Q3=No and Q4=No; else skip to Q6}

5. Do you get on to the Internet at public libraries, internet café, or other public places?

Yes

No

Don't know {visible to interviewer only, do not read to respondents}

Not applicable {visible to interviewer only, do not read to respondents}

Refusal {visible to interviewer only, do not read to respondents}

6. Do you have an active email address that you have frequently checked in the past three months?

- Yes
- No {Skip to Q8; Not showing Q12}
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

7. How often do you check email? Would you say....

- At least once a day
- Few times a week
- Once a week
- once every other week
- Once a month or less
- Never
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

**Section 3- APG**

Next, I'm going to read you some words and phrases and ask you to rate your agreement on a scale of 1 to 5, where "1" means you strongly disagree and "5" means you strongly agree.

On a scale of 1 to 5, do you agree or disagree the following:

	1	2	3	4	5
8. I trust VA to fulfill our country's commitment to Veterans					
9. I got the service I needed					
10. It was easy to get what I needed					
11. I felt like a valued customer					

**{Don't know/Not applicable/Refusal will be available for all four rating questions; visible to interviewer only, do not read to respondents}**

**Section 4- NRFU**

**{Ask Q12 and Q13 if Q6=Yes}**

12. Have you received email invitations from VA to complete surveys in the past three months?

- Yes
- No
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

13. Have you responded to online surveys administered by VA in the past three months?

- Yes
- No
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

**{Skip the set of Q14 if both Q12 and Q13 = Yes; show Q14 if either Q12 or Q13 = No}**

14. Next, I'm going to read you some reasons that prevent you from answering to the surveys administered by VA in the past three months. Remember, you can say agree or disagree to these reasons as I am reading through them.

**{Randomizing the sequence of 14.1 - 14.6}**

14.1 I do not have time to answer the survey.

- Agree
- Disagree
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

14.2 I am satisfied with the service you received.

- Agree
- Disagree
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

14.3 I am concerned about my privacy

- Agree
- Disagree

- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

14.4 I do not remember the details about the services I received

- Agree
- Disagree
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

14.5 It is difficult for me to go online to answer the survey

- Agree
- Disagree
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

14.6 I do not think this survey will help me to get a better service from VA

- Agree
- Disagree
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

15. If you are willing to participate in future surveys administered by VA, how would you like VA contact you?

**{Randomizing the sequence of 15.1 - 15.6}**

15.1 By phone

- Yes
- No
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

15.2 By texting

- Yes
- No
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

15.3 By email

- Yes

- No
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

15.4 In person

- Yes
- No
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

15.5. By mail

- Yes
- No
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

**Section 5- Demographic characteristics**

16. What is the highest level of schooling you have completed?

- Never attended school
- Kindergarten through Grade 8
- Grades 9 through 11
- Grade 12 or GED
- Some college, Associate's Degree, or Technical Degree
- Bachelor's Degree
- Graduate or professional school after college
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

17. What is your race? Check all that apply.

- White
- Black or African American
- Asian
- American Indian or Alaskan Native
- Native Hawaiian or Pacific Islander
- Other, please specify \_\_\_\_\_
- Don't know {visible to interviewer only, do not read to respondents}
- Not applicable {visible to interviewer only, do not read to respondents}
- Refusal {visible to interviewer only, do not read to respondents}

18. Are you Hispanic or of Latino origin?

Yes

No

Don't know {visible to interviewer only, do not read to respondents}

Not applicable {visible to interviewer only, do not read to respondents}

Refusal {visible to interviewer only, do not read to respondents}

19. In which state do you currently live?

**{dropdown menu showing 50 states for selection}**

Don't know {visible to interviewer only, do not read to respondents}

Not applicable {visible to interviewer only, do not read to respondents}

Refusal {visible to interviewer only, do not read to respondents}

Thank you for your participation, you have completed the survey and we appreciate your time to help us make VA better.