



Health Resource Center (HRC) Satisfaction Survey

OMB No. 2900-0770
Estimated Burden: 3 min
Expiration Date: 9/30/2020

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 3 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 telephone/mail survey will lead to improvements in the quality of service delivery by helping to achieve services. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

Introduction - Thank you for participating in our automated satisfaction survey. We value your feedback. There are just a few questions will take less than 3 minutes.

Question 1 - From the time you initiated the call, how long did you wait before speaking to a live person? Press 1 if you had to wait less than 1 minute; Press 2 if you had to wait between 1 - 2 minutes; or Press 3 if you had to wait over 2 minutes

Question 2 - Was the length of your wait acceptable? Press 1 for yes or 2 for no

Question 3 - Was your issue resolved during this call? Press 1 for yes or 2 for no

Question 4 - How many times have you called about this particular issue? Press 1 through 9 with 9 meaning 9 or more calls about the same issue.

Survey Message - Thinking of your experience with the representative you spoke to during your call, please rate the following on a scale of one to five, with Five being outstanding, Three being average and One being unacceptable,

Rating 1 - how would you rate the knowledge of the representative?

Rating 2- how would you rate the courteousness of the representative?

Rating 3 - how would you rate your overall customer experience with the service representative?

Consider all of your recent experiences with the VA. Please tell us how you feel about the following statements.

"I trust VA to fulfill our country's commitment to Veterans."

- 5 Strongly agree
- 4 Somewhat agree
- 3 Neither Agree nor Disagree
- 2 Somewhat disagree
- 1 Strongly disagree

Consider all your recent experiences with VA (which may have included healthcare, benefits programs, or memorial services.) Please tell us how you feel about the following statements:

"I got the service I needed."

- 5 Strongly agree
- 4 Somewhat agree
- 3 Neither Agree nor Disagree
- 2 Somewhat disagree
- 1 Strongly disagree

“It was easy to get what I needed.”

- 5 Strongly agree
- 4 Somewhat agree
- 3 Neither Agree nor Disagree
- 2 Somewhat disagree
- 1 Strongly disagree

“I felt like a valued customer.”

- 5 Strongly agree
- 4 Somewhat agree
- 3 Neither Agree nor Disagree
- 2 Somewhat disagree
- 1 Strongly disagree

Your opinion is valued and we appreciate your time.