



VHA Women Veterans Call Center Satisfaction Survey

OMB No. 2900-0770

Estimated Burden: 4 minutes

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 4 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.

Women Veterans Call Center Satisfaction Survey

At the end of each call (outgoing and incoming), the contact representative will ask the Veteran if she would like to participate in a survey related to her experience with the Women Veterans Call Center. If so, the Veteran will be transferred to a team leader to conduct the satisfaction survey.

Contact Representative will use the following script to ask the Veteran if she would be interested in taking the survey:

Ms. [Veteran name] we need your help in making sure we are meeting the needs of you and your fellow Veterans. Would you be willing to help us by answering 5 simple questions? It will take less than 5 minutes of your time. Your answers will help us improve our services for you and other Women Veterans.

- *If yes: Thank you for your help, I will transfer you now. Feel free to contact the Women Veterans Call Center at 1-855-829-6636 if you have any concerns or need further assistance.*
- *If no: Feel free to contact the Women Veterans Call Center at 1-855-829-6636 if you have any concerns or need further assistance.*

Team Leader Script:

I understand you have decided to help us in our efforts to serve women Veterans, thank you. The purpose of this survey is to collect information about your experience with the women veterans Call Center. By participating in this survey you will help the VA to improve the quality of care Veterans receive.

Please be assured that all information collected through the survey will be protected and not used to identify you.

The public reporting burden for this collection of information is estimated at 5 minutes per response, including the time for reviewing instructions, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Veterans Affairs, 810 Vermont Avenue Northwest, Washington, DC 20571 **OMB Control Number: 2900-0770**

If you have any questions about this survey, please contact the Director of the Women Veterans Call Center:

Name: Krista Stephenson

Agency: Veterans Health Administration
Women Veterans Call Center
Address: 400 Fort Hill Ave., Canandaigua, NY 14425
Phone Number: 585-393-7947
Email: Krista.Stephenson@va.gov

Consent Statement: Do you agree with the Consent Statement above and voluntarily agree to participate in this survey.

Yes, I voluntarily agree to participate in the survey [CONTINUE]

No, I do not wish to participate in the survey [FILTER OUT] -
Thank you for your time.

Questions:

1. How satisfied were you with your overall experience with the Women Veterans Call Center?

- Extremely Satisfied
- Moderately Satisfied
- Neutral
- Moderately Dissatisfied
- Extremely Dissatisfied
- Don't Know

2. How satisfied were you with the friendliness & courtesy of the call center staff?

- Extremely Satisfied
- Moderately Satisfied
- Neutral
- Moderately Dissatisfied
- Extremely Dissatisfied
- Don't Know

3. How satisfied were you with the information that our representative provided?

- Extremely Satisfied
- Moderately Satisfied
- Neutral
- Moderately Dissatisfied
- Extremely Dissatisfied
- Don't Know

4. I would recommend this call center to another Veteran.

- Strongly Agree

- Agree
- Neutral
- Disagree
- Strongly Disagree
- Don't Know

5. What services/information would you like us to provide that is not currently available?

6. Do you have any additional comments or suggestions?

*Thank you for taking your valuable time to help us improve serving women Veterans.
Have a good day.*