



U.S. Department of Veterans Affairs

White House VA Hotline Call Center Email & Survey

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Summary

This copy document provides email and survey copy for 2 distinct surveys measuring customer experience at key stages in the WHHL Call Center. These surveys are triggered within the week after the completion of the following events:

- 1] Dispatch phone survey sent upon completion of a call
- 2] Email survey sent after a case has been closed

Target Audiences

To be included in the survey sample, respondents must be:

1. Veterans who have called the White House VA Hotline Call Center
2. Veterans who have closed cases with the White House VA Hotline Call Center

Experience Drivers

The following annotations represent VE experience drivers and are mapped to each question. They are for reference ONLY. Do not place in Veteran view.

1. EASE
2. EFFECTIVENESS
3. EMOTION
4. TRUST

Notes

1. Text with <carets> in the copy indicates a string from a database.
2. Text with [brackets] indicates notes, comments, options, dummy text or annotates browser behaviors. [or] separates conditionals when there are choices. <NULL> indicates data does not exist.

- 3. Margin comments call out details or issues that may require follow up or a discussion with a designer, developer, or writer.
- 4. **Headings** label and demarcate sections of the experiences and separate surveys.
- 5. All rating scale questions are 5-point RADIO buttons and permit only one response per question and are labeled as follows:

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
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1	2	3	4	5
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WHHL Survey Email Copy

From:] Veterans Experience Office

Subject 3.1] White House VA Hotline survey - 2 minutes

Subject 3.2] White House VA Hotline Case Resolution survey - 2 minutes

Survey Pre-Header

1] Tell us about your White House VA Hotline experience.

2] Tell us about your experience with the resolution of your case created with the White House VA Hotline.

Header



Heading

OMB Number: 2900-0770

Expiration: MM/DD/2018
Estimated Burden: 2 minutes

Your feedback is important for identifying areas that need improvement. Please take two minutes to let us know how we are doing by answering this short survey about

3.1] <your White House VA Hotline experience>.

3.2] <your case that was resolved through the White House VA Hotline>.

[Take Survey]

Thank you,

Veterans Experience Office

Department of Veterans Affairs

Footer

If you wish to share your feedback, please do so by <date>.

Please do not "Reply" to this message. Should you have any problems accessing or completing the survey,

please email vacovesupport@va.gov. You received this email because you provided your email address to VA.

Unsubscribe from this VA Survey | [VA Privacy Policy](#)

Department of Veterans Affairs

Veterans Experience Office (30)

310 Vermont Avenue NW

Washington, DC 20420

WHHL Survey Reminder Email Copy

Sent 1 week after initial email if there is no response]

From:] Veterans Experience Office

Subject 3.1] White House VA Hotline survey reminder – 2 minutes

Subject 3.2] White House VA Hotline Case Resolution survey reminder – 2 minutes

Survey Pre-Header

3.1] Tell us about your White House VA Hotline experience.

3.2] Tell us about your experience with the resolution of your case created with the White House VA Hotline.

Header



Heading

OMB Number: 2900-0770
Expiration: MM/DD/2018
Estimated Burden: 2 minutes

We are waiting for your response about your experience with the White House VA Hotline. Your feedback is important for identifying areas that need improvement.

Please take two minutes to let us know how we are doing by answering this short survey about

3.1] <your White House VA Hotline experience>.

3.2] <your case that was resolved through the White House VA Hotline>.

[Take Survey]

Thank you,
Veterans Experience Office
Department of Veterans Affairs

Footer

If you wish to share your feedback, please do so by <date>.

Please do not “Reply” to this message. Should you have any problems accessing or completing the survey, please email vacovesupport@va.gov. You received this email because you provided your email address to VA.

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Survey Rating Scale Questions

3.1 Dispatch phone survey sent upon completion of a call

<h1> Tell us about your White House VA Hotline experience. </h1>

Please respond to the following statements on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree).

1. It was easy to speak to the White House VA Hotline agent. (*Required) [EASE]
2. The White House VA Hotline agent was responsive to my needs.
(*Required) [EFFECTIVENESS]
3. It felt as if the White House VA Hotline agent I spoke with cared about my needs.
(*Required) [EMOTION]
4. I feel better about my situation after contacting the White House VA Hotline.
(*Required) [EMOTION]
5. I trust the White House VA Hotline to meet my needs. (*Required) [TRUST]

3.2 Email survey sent after a case has been closed

<h1> Tell us about your experience resolving your case with the White House VA Hotline.</h1>

Please respond to the following statements on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree).

1. Resolving my case, from beginning to end, was easy. (*Required) [EASE]
2. My case was resolved in a reasonable amount of time. (*Required) [EASE]
3. VA showed concern and interest in resolving my case. (*Required) [EMOTION]
4. I was satisfied with how I was notified about my case being resolved.
(*Required) [EMOTION]
5. I understand the resolution for my case. (*Required) [EFFECTIVENESS]

6. I feel better about my situation after contacting VA. (*Required) [EMOTION]

7. I trust VA to meet my needs. (*Required) [TRUST]

Open Text Question

[OPTIONAL] Would you like to provide additional feedback about the experience of resolving your case?

Please select from one of the following options.

Please do not include any personally identifiable information, Social Security Number, Veteran ID, or medical information but do provide details about your experience.

Drop down of feedback types]

1. Compliment
2. Concern
3. Recommendation
4. Will not provide feedback

<Multi-line text box is optional>

NOTE: For both Surveys but not available for survey 3.1 if it's a phone dispatch survey]

Please check this box if you would like to volunteer your demographic information to help VA better serve you, otherwise just click "Next" to submit your survey.

[Next]

The Veterans Crisis Line provides free, confidential support for Veterans in crisis and their families and friends. Dial 1 (800) 273-8255 (Press 1), or text 838255 to receive confidential support 24/7. Visit veteranscrisisline.net for more information.

OMB Burden Response Copy

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 one minute to review the instructions and complete this form. 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.

Footer

U.S. Department of Veterans Affairs

Survey Support | [Privacy Policy](#)

Race and Ethnicity Question

<h1> Help VA Improve its Services</h1>

We are working to better understand our customers. The following question is <bold>voluntary. By providing your data, your responses can help us improve VA care and services. Thank you for your participation.

1. Are you Hispanic or Latino?
 - a. Yes
 - b. No
2. What is your race? Select one or more.
 - a. American Indian or Alaska Native
 - b. Asian
 - c. Black or African American
 - d. Native Hawaiian or Other Pacific Islander
 - e. White

Submit]