

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 1 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. If desired, you can call 1-844-MyVA311 (1-844-698-2311) to get information on where to send comments or suggestions about this form.

WHITE HOUSE HOME ONLINE SURVEY

Closed-Case: Email survey sent after a case has been closed

Strongly Disagree 1 2 3 4 5 Strongly Agree
 ○ ○ ○ ○ ○

OMB: 2900-0770
Expiration: 09/30/2020
Respondent Burden: 1 minute

1. Resolving my case, from beginning to end, was easy. (Ease)
2. My case was resolved in a reasonable amount of time. (Ease)
3. VA showed concern and interest in resolving my case. (Emotion)
4. I was satisfied with how I was notified about my case being resolved. (Emotion)
5. I understand the resolution for my case. (Effectiveness).
6. I feel better about my situation after contacting VA. (Emotion)
7. I trust VA to meet my needs. (Trust)

Open Text Question (not available for Phone Survey)

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]

- Compliment