**BVA Survey Questions for Review
Version 7 // Last edited August 28th, 2018**

# **Survey Question Rating Scale**These surveys will use a 5-point scale for each statement with 1 being Strongly Disagree and 5 being Strongly Agree.

**Survey 1: Filing your NOD**

1. The language used to describe each of the 3 Board of Veterans’ Appeals’ review options was easy to understand as described in the Notice of Disagreement (NOD) form. \*Optional (for AMA appellants only)
2. I clearly understood the difference between the 3 Board of Veterans’ Appeals’ review options. \*Optional (for AMA appellants only)
3. I felt confident that I selected the correct review option. \*Optional (for AMA appellants only)
4. I clearly understood how to file my Notice of Disagreement (NOD). (AMA)
	1. I clearly understood how to file an appeal to the Board of Veterans’ Appeals. (Legacy)
5. I received the response to my Notice of Disagreement (NOD) in a timely fashion.
	1. I received a response to filing my appeal from the Board of Veterans’ Appeals in a timely fashion. (Legacy)
6. The Notice of Disagreement (NOD) notification letter explained things in a way that was easy for me to understand. (AMA)
	1. The notification letter from the Board of Veterans’ Appeals explained things in a way that was easy for me to understand. (Legacy)
7. Please explain why you did or did not choose to request a hearing with the Board of Veterans’ Appeals. (AMA and Legacy) (Open text box)
8. I am satisfied with the service I received from the Board of Veterans’ Appeals. \*Formatting based on new A-11 requirements
9. I trust the Board of Veterans’ Appeals to fulfill our country’s commitment to Veterans and their families. \*Formatting based on new A-11 requirements
10. Please explain why you chose to appeal to the Board of Veterans’ Appeals, rather than filing a supplemental claim (or higher-level review with VBA) with your local VA Regional Benefits Office. (AMA only)
	* In addition to the open text box:
* I wanted to have my case decided by a Veterans Law Judge.
* I wanted to present testimony in person.
* I believed the Board was the faster option.
* The AOJ made a mistake in my case.
* I have already been denied at the AOJ.
* My representative recommended I choose the Board.
* Other(\*with open text box if correct option not listed.)