

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)
 - a. 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.
 - a. 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)
 - a. 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)
 - o 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.)