**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 2: Board Hearing**

1. I understood how I could prepare for my appeal’s hearing (for example gathering evidence, requesting legal aid, etc.).
2. I knew what was going to happen the day of the hearing.
3. I received a hearing date in a timely fashion.
4. The Veterans Law Judge (VLJ) who held the hearing listened to me.
5. The Veterans Law Judge (VLJ) explained things to me in a way that was easy to understand.
6. If I needed to, it was clear to me how to submit new evidence following my hearing.
7. I am satisfied with the service I received from the Board of Veterans’ Appeals. \*Formatting based on new A-11 requirements
8. 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
9. In the event you canceled, rescheduled, or did not attend your hearing, please indicate why from the options below. Select all that apply. \*Optional
   1. I had a conflict on the day of my hearing.
   2. I did not receive enough notice of the date/time of my hearing.
   3. I requested a different Board review option (such as direct docket or evidence docket).
   4. My representative advised me to do so.
   5. My representative was not able to attend the hearing with me.
   6. I did not have adequate transportation for the day of the hearing.
   7. There were traffic, illness or weather issues on the day of the hearing.
   8. I forgot about my hearing.
   9. Other (\*with open text box if correct option not listed.)