

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**
 - a. I had a conflict on the day of my hearing.
 - b. I did not receive enough notice of the date/time of my hearing.
 - c. I requested a different Board review option (such as direct docket or evidence docket).
 - d. My representative advised me to do so.
 - e. My representative was not able to attend the hearing with me.
 - f. I did not have adequate transportation for the day of the hearing.
 - g. There were traffic, illness or weather issues on the day of the hearing.
 - h. I forgot about my hearing.
 - i. Other (***with open text box if correct option not listed.**)