

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 3: Decision Letter

1. I received my Board of Veterans' Appeals' decision in a timely manner.
2. It was easy for me to understand the Board of Veterans' Appeals' decision.
3. I understood why the Board of Veterans' Appeals' decision was made.
4. I felt the evidence submitted in my appeal was fairly evaluated.
5. The information in the Board of Veterans' Appeals' decision entitled, "Your Rights to Appeal Our Decision" clearly explained my options.
6. I am satisfied with the service I received from the Board of Veterans' Appeals.
*Formatting based on new A-11 requirements
7. 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