

**Veterans Benefits Administration Call Center Satisfaction Research Program
National Call Centers
Survey Response Coding Examples**

OMB Control No: 2900-0744

Examples of responses to be coded for question types. Survey responses are open capture and coded based on the closest option. The survey response options are not read to recipients. These examples are subject to change as described in the supporting statements.

Line Item Response Examples (Yes/No)

1. YES
2. NO
3. WRONG NUMBER/NO ONE BY THAT NAME
4. DID NOT CONTACT THE VA (OR Department of Veterans Affairs) Customer Service
5. Unsure/Unknown

Line Item Response Examples (Call Purpose)

1. To submit a new claim
2. Question or problem about a pending claim (ask S4, do not ask Q6)
3. Question or problem about a claim that is denied (do not ask Q6)
4. To change your address or direct deposit information
5. To report the death of an individual who received VA benefits
7. To ask a general question
9. Question or problem about a payment (over- or under- payment, back payment, non-receipt of payment, etc.)
10. Question or problem about specific benefit (Disability compensation, Post 9/11 GI Bill, health care, home loan, etc.)
11. To report a change in status (add/change dependents, disability status, etc.)
12. To request a document or form
13. To make or change an appointment
14. To follow-up on a prior issue
8. About something else, not previously mentioned
(if Punch 8: Ask: Please specify: _____)

Line Item Response Examples (Timeframes)

1. About a claim that has been pending for less than 6 months
2. About a claim that has been pending for 7-12 months
3. About a claim that has been pending for more than 1 year

Line Item Response Examples (Technology)

- 1) Website was down
- 2) Having trouble navigating the system/website/Could not find any information
- 3) Did not understand information/information was not clear
- 4) Do not have my log-in information
- 5) Do not feel that eBenefits website is safe for my personal information
- 6) Reset/Forgot my password
- 7) Could not upload documentation/difficulty in uploading
- 8) Other (please specify_____)