

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: VHA Outpatient Survey 2018
IA#: 20805 A0
Date: 10/11/2018

SURVEY TYPE: Relationship (Tab 4)

Survey Q#	Type#	Type Topic
Intro	Custom	Introduction
Q1	5	Product/Information/Service Provided
Q2	Custom	Respondent Background/Experience
Q3	5	Product/Information/Service Provided
Q4	2	Customer Service
Q5	2	Customer Service
Q6	2	Customer Service
Q7	2	Customer Service
Q10	5	Product/Information/Service Provided
Q11	7	Satisfaction (ACSI Index)
Q12	7	Satisfaction (ACSI Index)
Q13	7	Satisfaction (ACSI Index)
Q14	Custom	Complaint Handling
Q14c	6	Complaint Handling
Q14d	6	Complaint Handling
Q15	8	Future Behaviors
Q16	8	Future Behaviors
Q17	Custom	Respondent Background/Experience
Q18	Custom	Respondent Background/Experience
Q20	Custom	Respondent Background/Experience
QD1	Custom	Demographics
QD2	Custom	Demographics
QD3	Custom	Demographics
QD4	Custom	Demographics
QD5	Custom	Demographics
QD6	Custom	Demographics