

**VA.Gov Trust A-11 Survey**  
**Date: July, 2020**

Question Text	Answer Choices
How do you rate your experience on this page?	Strongly Agree Agree Neutral/Unsure Disagree Strongly Disagree Don't Know
What are you trying to do on VA.gov today?	Apply for a new benefit Check the status of my application or claim Manage my health care or benefits Find information about my VA medical center Get a job at VA Something else (Ask follow up)
Which VA service is this for?	Health Care Disability Education and Training Careers and Employment Pension Housing Assistance Life Insurance Burials and Memorials Records Something Else (Ask follow up)
What were you looking for today?	
Did you find what you were looking for today?	Yes No
What task were you trying to do today?	
Were you able to do your task today?	Yes No
Please tell us whether you agree or disagree with the following statement: I was able to <b>easily</b> do my task.	Strongly Agree Agree Neutral/Unsure Disagree Strongly Disagree Don't Know
Please tell us what would make your task easier to complete.	
Please tell us why your task was easy to complete on VA.gov.	
Please tell us whether you agree or disagree with the following statement: I was <b>confident</b> in completing my task.	Strongly Agree Agree Neutral/Unsure Disagree Strongly Disagree Don't Know
Please tell us what would increase your confidence in completing your task.	
Please tell us why you were confident in completing your task.	
Would you recommend this site to another Veteran?	Yes No