

<Call Center Name>

VA Pharmacy line

VA RN Triage line

VA Scheduling and General Inquiries line

VA Telehealth Provider

<agent>

Clinical Contact Center Professional

VA Telehealth Provider



U.S. Department
of Veterans Affairs

The VA provides free, confidential support 24/7 for Veterans and their family and friends. If you are in crisis, contact the **Veterans Crisis Line** by dialing 1 (800) 273-8255 (Press 1), or texting 838255, or visiting <https://www.veteranscrisisline.net>. If you are homeless or at risk of homelessness, contact the **National Call Center for Homeless Veterans (NCCHV)** by dialing 1 (877) 424-3838 or visiting <https://www.va.gov/HOMELESS/>.

OMB Number: 2900-0876
Expiration: 03/31/2023
Estimated Burden: 4 minutes

Help us serve you better

We want to hear about your recent interaction with [the VA call center or a VA agent]. By indicating how much you agree or disagree with the statements below, you directly help us improve VA services.

This survey should take you approximately 4 minutes to complete.

I waited a reasonable amount of time to speak to a [agent]. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

It was easy to reach the right person about my need. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The [agent] took a reasonable amount of time to address my need. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I understood the information provided by the [agent]. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The [agent] I interacted with was helpful. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The issue that I contacted the [Contact Center Name] about on [date/today] was resolved. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I am satisfied with the service I received from [Call Center Name]. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I trust VA to fulfill our country's commitment to Veterans. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Would you like to provide additional feedback with a concern, compliment, or recommendation about your interaction with the <Call Center Name>?

Please select from one of the following options.

Select your response ▼

[Insert Logic]

Use the text box below to provide details about your experience. Please do not include any personally identifiable information, Social Security Number, Veteran ID, or medical information.

0/400

Can VA contact you about your feedback? Required

- Yes, VA can contact me about my experience.
- No, I do not want VA to contact me about my experience.

Would you like to volunteer your demographic information to help VA better serve you?

- Yes
- No

Next

By filling out this survey, you are authorizing VA database access to retrieve Veteran contact information to follow up with you accordingly for purposes of service recovery, potential crisis, or to learn more about feedback you have shared regarding your experience with VA. VA may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 3 minutes to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law.



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Help us serve you better

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This survey should take you approximately 4 minutes to complete.

I am satisfied with the care I received during this interaction / appointment over the phone. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

It was easy to reach the right person about my need. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The issue that I contacted the VA Telehealth Provider about on [Month DD, YYYY] was addressed. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I understood the information provided by the VA Telehealth Provider. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

After my virtual visit, I knew what I needed to do next. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I waited a reasonable amount of time to speak to a VA Telehealth Provider. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The VA Telehealth Provider took a reasonable amount of time to address my need. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I trust VA to fulfill our country's commitment to Veterans. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

If you sought a telehealth appointment at VA, tell us the main reason why. Required

- I did not want to go to VA in-person because of COVID-19 concerns.
- I was given the option to have a telehealth appointment because it would meet my care needs.
- Other

Would you like to provide additional feedback with a concern, compliment, or recommendation about your interaction with the <Call Center Name>?

Please select from one of the following options.

Select your response	▼
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[Insert Logic]

Use the text box below to provide details about your experience. Please do not include any personally identifiable information, Social Security Number, Veteran ID, or medical information.

0/400

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- Yes, VA can contact me about my experience.
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Help VA improve its services.

We are working to better understand our customers. The following questions are voluntary. By providing your data, your responses can help us improve VA care and services. Thank you for your participation.

Are you Hispanic or Latino?

- Yes
- No

How would you describe your race? Please select all that apply.

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

How would you describe your gender?

- Male
- Female
- Non-Binary/ Third Gender
- Prefer not to say

Finish

By filling out this survey, you are authorizing VA database access to retrieve Veteran contact information to follow up with you accordingly for purposes of service recovery, potential crisis, or to learn more about feedback you have shared regarding your experience with VA. VA may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 3 minutes to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law.

<ECCC-Clinical>

<V5> DRAFT <06/16/20>

Working Draft, Pre-Decisional, Deliberative document - Internal VA Use Only

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Thank you for choosing VA.

The U.S. Department of Veterans Affairs uses these surveys to collect your feedback in order to continuously to improve your experience with VA services.

Please visit [VA.gov](https://va.gov) to explore benefits, resources, and information at VA.

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[Privacy Policy](#)

EMAIL SUBJECT LINE: [Call Center Name] Experience Survey

EMAIL PREHEADER: Tell us about your interaction with the [Call Center Name]

VA



**U.S. Department
of Veterans Affairs**

OMB Number: 2900-0876
Expiration: 03/31/2023
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Your opinion matters

Dear <First Name Last Name>,

We care about your experience with VA. Please take this 4 minute survey to let us know about your interaction on [Month DD, YYYY] with the [Call Center Name]. The more information you share with us, the better we can serve you.

[Take Our Survey](#)

Thank you,

Veterans Experience Office

Department of Veterans Affairs

Whether you're just getting out of the service or you've been a civilian for years, the [VA Welcome Kit](#) can help guide you to the benefits and services you've earned.

The Veterans Crisis Line provides free, confidential support for Veterans and their families and friends in crisis. Dial 1 (800) 273-8255 (Press 1), or text 838255 to receive confidential support 24/7 (System of Records Notice VA158VA10NC5). Visit <https://www.veteranscrisisline.net> for more information.

Additionally, the National Call Center for Homeless Veterans (NCCHV) provides free, confidential support for Veterans and their family members and friends who are homeless or at risk of homelessness. Veterans can either call or chat online with the National Call Center for Homeless Veterans where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week. Dial 1 (877) 424-3838 or visit <https://www.va.gov/HOMELESS/> to receive confidential support.

Please do not reply to this email - it is unmonitored.

If you wish to share your feedback, please do so by <Month DD, YYYY at TT:TT>.

You received this email because you provided your email address to VA. If you would like to opt out from receiving future surveys, please click below.

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EMAIL SUBJECT LINE: [Call Center Name] Experience Survey**EMAIL PREHEADER:** We still want to hear about your interaction with the [Call Center Name]**VA****U.S. Department
of Veterans Affairs**OMB Number: 2900-0876
Expiration: 03/31/2023
Estimated Burden: 4 minutes

Your feedback is important to us

Dear John Smith,

VA still wants to hear about your interaction on [Month DD, YYYY] with the [Call Center Name]. Please let us know how we are doing by taking a 4 minute survey regarding your experience.

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EMAIL SUBJECT LINE: [Call Center Name] Experience Survey

EMAIL PREHEADER: Tell us about your interaction with the [Call Center Name]

VA



**U.S. Department
of Veterans Affairs**

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Your opinion matters

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