



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 <CALL CENTER TYPE> experience. 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. Please respond to all questions in order to continue the survey

The information provided by the phone representative was explained in terms I could understand.

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

The phone representative answered my question on the issue I recently called about.

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

The phone representative treated me with courtesy and respect.

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

The length of time it took to get connected to a phone representative was reasonable.

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

The information provided during the call helped me feel that I have a better understanding of my issue and next steps.

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

I am satisfied with the service I received from the <CALL CENTER TYPE> .

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.

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

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 4 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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Thank you for your feedback. In order to improve VA services we are asking for your help. Please provide additional information below so we can better serve you. Thank you.

“The information provided by the phone representative was explained in terms I could understand.”

You selected Strongly Agree. Please tell us why. Select all that apply.

<input type="checkbox"/> The representative provided explanations I could understand
<input type="checkbox"/> The representative was clear and used an appropriate tone
<input type="checkbox"/> The representative made me feel understood
<input type="checkbox"/> The representative provided the same update as my previous phone calls
<input type="checkbox"/> The representative listened to my concerns

“The phone representative answered my question on the issue I recently called about.”

You selected Strongly Agree. Please tell us why. Select all that apply.

<input type="checkbox"/> The representative explained complicated words or VA terminology in terms I could understand
<input type="checkbox"/> The representative made me feel understood
<input type="checkbox"/> The representative asked me clarifying questions
<input type="checkbox"/> The representative was attentive and listened to me

“The phone representative treated me with courtesy and respect.”

You selected Strongly Agree. Please tell us why. Select all that apply.

<input type="checkbox"/> The representative listened to me
<input type="checkbox"/> The representative had a positive attitude and tone
<input type="checkbox"/> The representative was patient and took time with me
<input type="checkbox"/> The representative recognized my military service

“The length of time it took to get connected to a phone representative was reasonable.”

You selected Strongly Agree. Please tell us why. Select all that apply.

<input type="checkbox"/> The phone system was easy to use. The options were easy to understand
<input type="checkbox"/> I was helped without requiring multiple transfers
<input type="checkbox"/> The call center phone number was easy to locate

Were you provided an estimated completion date for the issue you called about? Please select one option.

<input type="radio"/> 7 days or fewer
<input type="radio"/> Between 8-30 days
<input type="radio"/> Between 31-90 days
<input type="radio"/> Between 91-180 days
<input type="radio"/> Over 180 days
<input type="radio"/> No estimated completion date was provided

“I am satisfied with the service I received from the <CALL CENTER TYPE> .”

You selected Disagree. Please tell us why. Select all that apply.

<input type="checkbox"/> The representative was unhelpful
<input type="checkbox"/> The information provided did not answer my question
<input type="checkbox"/> The process took (or is taking) too long
<input type="checkbox"/> I did not understand my recent decision
<input type="checkbox"/> My payment (or debt) issue is unresolved

Finish

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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 improve your experience with VA services.

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

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 4 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.

EMAIL SUBJECT LINE: VBA Call Center experience survey (4 minutes)

EMAIL PREHEADER: Tell us about your experience with the VBA Call Center.

VA



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Your opinion matters.

Thank you for the opportunity to serve you. Please tell us about your recent experience with the [CALL CENTER TYPE].

Dear <First Name Last Name>,

We care about your experience with VA. Please take this [four-minute survey](#) to let us know how we are doing. 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.

[Unsubscribe from this VA Survey](#) | [Privacy Policy](#)

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EMAIL SUBJECT LINE: Tell us about your recent VBA Call Center experience

EMAIL PREHEADER: Tell us about your experience with the VBA Call Center.

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Your feedback is important to us.

Dear <First Name Last Name>,

VA constantly strives to provide excellent service. Please let us know how we are doing by taking a [four-minute customer survey](#) regarding your recent experience with the [CALL CENTER TYPE]

[Take Our Survey](#)

Thank you,

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EMAIL SUBJECT LINE: "Unmonitored Automated Email: U.S. Department of Veterans Affairs"

OMB Number: 2900-0876
Expiration: 03/31/2023

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