

GovDelivery and Social Media Veteran Questionnaire

Questionnaire Content

Page 1: Include Personal Information

This information will never be used for determining access or eligibility for VA benefits. Information about you helps us ensure we are reaching all segments of the population.

1. Would you like to voluntarily provide your demographic information to help improve VA communications materials?
 - **I volunteer** to provide my demographic information to help improve VA communication materials.
 - **I do not volunteer** to provide my demographic information to help improve VA communication materials.
2. How did you hear about this questionnaire?
 - Facebook
 - Twitter
 - Instagram
 - Veterans Benefits Newsletter (email)
 - Other (please explain) _____

Page 2: Demographic and Education Information

The following section is designed to gather basic information about the individuals who subscribe to the monthly Veterans Benefits Administration (VBA) newsletter and follow VBA on social media. The purpose of this information is to help us determine if VBA is reaching Veterans from a variety of backgrounds.

You are not required to answer any questions found in this section.

3. I am (**select all that apply**):
 - A Veteran.
 - An active-duty service member.
 - A family member of a Veteran or active-duty service member.
 - Other (please specify): _____
 - I prefer not to answer
4. Please indicate in which branch(es) you or your family member currently serve or previously served. **Select all that apply.**
 - U.S. Army
 - U.S. Marine Corps

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- U.S. Navy
- U.S. Air Force
- U.S. Space Force
- U.S. Coast Guard
- National Guard
- Reserve
- I prefer not to answer
- (Optional) Is there any additional information you would like to provide about your or your family member's branch of service? If so, please provide any details you are comfortable sharing. For example, you could say something like, "I served in the Army before joining the National Guard."

5. What is your gender?

- Male
- Female
- Transgender
- Other
- I prefer not to answer

6. What years did **you** serve in the military? **Select all that apply.**

- 1900-1930
- 1931-1940
- 1941-1950
- 1951-1960
- 1961-1970
- 1971-1980
- 1981-1990
- 1991-2000
- 2001-2010
- 2011-Present
- I prefer not to answer
- N/A. I am a family member of a Veteran or service member.

7. How old are you?

- 18-24
- 25-34
- 35-45
- 46-54
- 55-65
- 66 or older
- I prefer not to answer

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8. What is the **highest** level of education you have attained?
- High school diploma or General Equivalency Diploma (GED)
 - Technical or occupational certificate
 - Associate’s degree
 - Some college coursework completed
 - Bachelor’s degree
 - Graduate degree (e.g., master’s, doctoral)
 - None of the above
 - I prefer not to answer

Page 3: Awareness of VA’s Benefits and Services

This section will focus on your awareness of specific **non-health** benefits and services and whether you are receiving enough information about each one.

9. Please indicate whether you would like more information on any of the following **non-health** benefits and services. **Select only one option per row.**

Benefit	<u>I would like more information on this benefit.</u>	<u>I do not need more information on this benefit.</u>
Appeals <i>Allows Veterans to appeal any current or previous claim decision.</i>		
Disability Compensation <i>Provides tax-free monetary benefits to Veterans with disabilities that are the result of a disease or injury that was incurred or aggravated during active military service.</i>		
Education and Training <i>Helps Veterans, Service members, and their qualified family members with needs like paying for college tuition, finding the right school or training program, and getting career counseling.</i>		
Fiduciary <i>Protects Veterans and other beneficiaries who, due to injury, disease, or age, are unable to manage their financial affairs.</i>		
Home Loan Guaranty <i>Helps Veterans, Service members, and eligible surviving spouses buy, build, repair, retain, or adapt a home.</i>		
Life Insurance <i>Provides financial security for the</i>		

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<i>families of Veterans and Service members given the extraordinary risks involved in military service.</i>		
Pension <i>Provides eligible Veterans and their families with supplemental income.</i>		
Transition & Economic Development (TED) <i>Helps Veterans and their families navigate VA benefits and services, use partner resources, and get the support they need.</i>		
Veteran Readiness & Employment benefits (VR&E) <i>Helps Veterans and Service members with job training, employment accommodations, resume development, and job seeking skills coaching.</i>		

10. Please indicate which **non-health** benefits information is important to you. **Select all that apply**

- Background on a benefit or service
- Eligibility criteria
- Information on how to apply for a benefit or service
- Changes to existing benefits packages
- Application deadlines
- Instructions on who to contact for more information
- New VA initiatives
- (Optional) Please tell us if there is any other benefits information that is important to you.

Page 4: Obtaining Information About VA’s Benefits and Services

This section will focus on how you obtain information related to VA’s **non-health** benefits and services such as GI Bill benefits, disability compensation, pension benefits, transition assistance benefits, life insurance benefits, and support for purchasing a home.

11. Please indicate which of the following channels you would use to obtain information about VA’s **non-health** benefits and services and. **Select all that apply.**

- VA website
- VA social media (Twitter, Facebook, YouTube, Instagram, LinkedIn)
- VA newsletters (Veterans Benefits Newsletter, VetResources/VA News)
- VA locations (e.g., regional offices, VA medical facilities)
- Direct mail
- U.S. military organizations (e.g., social media, commanding officers, websites)
- Veterans Service Organization (VSO)
- News outlets

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- Colleagues, family members, or friends
- Printed materials (e.g., brochure, flyer, fact sheet, infographics)
- VA blog (Vantage Point)
- Videos and public service announcements
- Press releases
- eBenefits

12. Please indicate if you follow or are subscribed to the following VA accounts. **Select all that apply.**

- Facebook [@VeteransBenefits](#)
- Twitter [@VAVetBenefits](#)
- Instagram [@vabenefits](#)
- YouTube [@vavetbenefits](#)
- [VetResources/VA News](#)
- [VA Press Releases](#)
- None of the above

13. Have you experienced any challenges that prevent you from getting the information you need about VA's **non-health** benefits and services?

- Yes
- No
- If yes, please explain the challenge you encountered **and** how you think it could have been resolved or improved.

Page 5: Accessing VA's Benefits and Services

This section will focus on your experience accessing **non-health** VA benefits and services.

14. Do you trust VA to give you accurate information about your benefits and services?

- Yes
- No
- (Optional) Please explain why or why not.

15. On a scale from 1 to 5, how would you describe your experience with VA when accessing your **non-health** related benefits and services?

- 1. I **always** have a positive experience with VA.
- 2. I **usually** have a positive experience with VA.
- 3. I **sometimes** have a positive experience with VA.
- 4. I **rarely** have a positive experience with VA.
- 5. I **never** have a positive experience with VA.

16. Can we contact you directly to discuss future communications materials that are produced? If yes, please provide your preferred email address. Your email address will **not** be shared outside of VA and will only be used for purposes related to this questionnaire.

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17. If you are not already subscribed to the **Veterans Benefits Newsletter** and would like to receive more information on VA's benefits and services, please provide your email address here and **our team will add you** to our subscription list. Your email address will **not** be shared outside of VA and will only be added to the Veterans Benefits Newsletter email distribution.

If you are already subscribed **or** would not like to be added to our newsletter distribution, please feel free to skip this question.

Page 6: Paperwork Reduction Act

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid control number from the Office of Management and Budget (OMB). The valid OMB control number for this information collection is 2900-0770, expiration date 11/30/2023. The time required to complete this information collection is estimated to average 10 minutes, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this survey will lead to improvements in the quality of service delivery by helping to improve communication products. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled. Your response will be kept private to the extent provided by law.