



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**: Dial 988 (Press 1) or 1 (800) 273-8255 (Press 1), text 838255, or visit <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: 5 Minutes

## Help us serve you better.

We want to hear about your experience participating in the Veteran Readiness & Employment (VR&E) Program, also known as Chapter 31. By responding to this survey, you will directly help us improve the program and provide better support to Veterans like you. Your ability to become employed and live independently is important to us!

This survey should take approximately 5 minutes to complete.

### What are the three most important qualities in making a VR&E counselor collaborative and consultative? Select up to three [limit to three selections]

- [Logic: If more than 3 selected, show error message at top of page and inline.]*
- Prompt in responding to me and my requests
  - Knowledgeable about which VR&E services I am eligible and best-suited for
  - Establishes a good rapport with me
  - Listens to my concerns
  - Provides valuable guidance based on my needs

X Error: You may only select up to 3 choices

### What factors might contribute to Veterans in VR&E being unsure about what tools, resources, and services VR&E will provide to them? [select all that apply]

- Lack of clear communication
- Not enough information overall
- Lack of specific options that might be appropriate for a specific Veteran
- Not using written or visual materials to explain options
- Too much information is provided at one time

This feature is important to VR&E:

#### Option to select employment goals or independent living goals

| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A)  |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| 1                 | 2        | 3                          | 4     | 5              | <input type="radio"/> |

This feature is important to VR&E:

#### Option to select a training facility and/or apprenticeships/on-the-job training site

| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A)  |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| 1                 | 2        | 3                          | 4     | 5              | <input type="radio"/> |

This feature is important to VR&E:

#### Training on how to become employed

| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A)  |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| 1                 | 2        | 3                          | 4     | 5              | <input type="radio"/> |

This feature is important to VR&E:

#### Identifying activities to encourage me to reach my employment goals or independent living goals

| Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Not Applicable (N/A)  |
|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| 1                 | 2        | 3                          | 4     | 5              | <input type="radio"/> |

Please indicate your satisfaction with the following:

#### My counselor shows empathy and concern for me as a person

| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | Not Applicable (N/A)  |
|-------------------|--------------|---------|-----------|----------------|-----------------------|
| 1                 | 2            | 3       | 4         | 5              | <input type="radio"/> |

Please indicate your satisfaction with the following:

#### My counselor actively participates in my VR&E experience

| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | Not Applicable (N/A)  |
|-------------------|--------------|---------|-----------|----------------|-----------------------|
| 1                 | 2            | 3       | 4         | 5              | <input type="radio"/> |

Please indicate your satisfaction with the following:

#### My counselor is prompt in responding to me

| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | Not Applicable (N/A)  |
|-------------------|--------------|---------|-----------|----------------|-----------------------|
| 1                 | 2            | 3       | 4         | 5              | <input type="radio"/> |

Please indicate your satisfaction with the following:

#### How frequently my counselor reaches out to me

| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | Not Applicable (N/A)  |
|-------------------|--------------|---------|-----------|----------------|-----------------------|
| 1                 | 2            | 3       | 4         | 5              | <input type="radio"/> |

Please indicate your satisfaction with the following:

#### My counselor makes it clear where I am in the process and what the next step will be

| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | Not Applicable (N/A)  |
|-------------------|--------------|---------|-----------|----------------|-----------------------|
| 1                 | 2            | 3       | 4         | 5              | <input type="radio"/> |

Please indicate your satisfaction with the following:

#### Ease of getting tools and resources

| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | Not Applicable (N/A)  |
|-------------------|--------------|---------|-----------|----------------|-----------------------|
| 1                 | 2            | 3       | 4         | 5              | <input type="radio"/> |

Please indicate your satisfaction with the following:

#### Timeliness of my education and subsistence allowance payments

| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | Not Applicable (N/A)  |
|-------------------|--------------|---------|-----------|----------------|-----------------------|
| 1                 | 2            | 3       | 4         | 5              | <input type="radio"/> |

Please indicate your satisfaction with the following:

#### The education/training I receive fits my specific needs

| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | Not Applicable (N/A)  |
|-------------------|--------------|---------|-----------|----------------|-----------------------|
| 1                 | 2            | 3       | 4         | 5              | <input type="radio"/> |

#### I trust VR&E to help me prepare for, obtain, and maintain suitable employment or achieve independence in daily living. **Required**

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

[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. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. 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 5 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. 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.

[Privacy Policy](#)

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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://va.gov) to explore benefits, resources, and information at VA.

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