

EMAIL SUBJECT LINE: How Was Your Experience with the Veteran Readiness & Employment (VR&E) Program?

EMAIL PREHEADER: Tell us about your experience with the Veteran Readiness & Employment (VR&E) Program.

VA

U.S. Department
of Veterans Affairs

OMB Number: 2900-0876
Expiration: 03/31/2023
Estimated Burden: 5 minutes

Your opinion matters.

Dear <First Name Last Name>,

We care about you and your success, and would therefore like to understand why you left the Veteran Readiness & Employment (VR&E) Program, also known as Chapter 31. Your responses on this survey will help improve VR&E for others.

[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 988 (Press 1) or 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](#)

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 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. 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.

Privacy Policy [logic: Hyperlink: <https://www.va.gov/privacy-policy/>]

EMAIL SUBJECT LINE: How Was Your Experience with the Veteran Readiness & Employment (VR&E) Program?

EMAIL PREHEADER: Tell us about your experience with the Veteran Readiness & Employment (VR&E) Program.

VA

U.S. Department
of Veterans Affairs

OMB Number: 2900-0876
Expiration: 03/31/2023
Estimated Burden: 5 minutes

Your feedback is important to us.

Dear <First Name Last Name>,

We care about you and your success, and would still like to understand why you left the Veteran Readiness & Employment (VR&E) Program, also known as Chapter 31. Your responses on this survey will help improve VR&E for others.

[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 988 (Press 1) or 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](#)

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 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. 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.

Privacy Policy [logic: Hyperlink: <https://www.va.gov/privacy-policy/>]



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 care about you and your success, and would therefore like to understand why you left the Veteran Readiness & Employment (VR&E) Program, also known as Chapter 31. Your responses on this survey will help improve VR&E for others.

Your responses are confidential.

This survey should take you approximately 5 minute to complete.

What was the main reason you left VR&E? Required

- General life issues [Logic: When selected branch to Q2 and Q15](#)
- Aspects of VR&E [Logic: When selected branch to Q3 through Q15](#)
- Both [Logic: Answer all questions when selected](#)

What were the general life issues that impacted the discontinuation of your VR&E program? Please select all that apply.

- I discontinued my VR&E program based on my health, or the need to care for dependents or family members
- I discontinued my VR&E program based on a job or financial considerations that interfered with VR&E activities/school
- I discontinued my VR&E program because I completed my education or training and chose not to pursue employment or additional services
- VA discontinued my VR&E program
- Other

Did you discover that VR&E was actually different than what you thought it would be? If so, what was the source of that information? Please select all that apply.

- No, VR&E was as I expected it to be
- Transition Assistance Program (TAP) classes
- Word of mouth
- 1-800 information number, VR&E website or printed communications (fact sheets, etc.)
- Other

Please indicate your level of satisfaction with the following aspects of the VR&E Program:

Option to select employment goals or independent living goals.

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

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

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

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"/>

Education/training recommended fit my specific needs.

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

Please indicate your level of satisfaction with the following aspects of your VR&E counselor:

Provided valuable guidance based on my needs.

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

Showed 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"/>

Actively participated in my VR&E experience.

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

Established a good rapport with me.

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

Listened to my concerns.

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

Was prompt in responding to me.

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

Made it clear where I was in the process and what the next step would be.

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. 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. 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.

VA**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

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 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. 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.