

Awardee Feedback Survey

National Institute of Food and Agriculture
USDA

Survey of Animal Health Officials Completing VMLRP Veterinarian Shortage Nomination Form
OMB No. 0524-0050

Form Approved For Use through XX/XX/XXXX

The purposes of this survey are to A) obtain your assessment of the Veterinary Medicine Loan Repayment Program (VMLRP) shortage area you are currently serving and B) gather feedback on VMLRP administrative processes. Your responses will facilitate continuous improvement and evaluation of the VMLRP and help inform State Animal Health Officials (SAHOs) as they develop shortage nominations. All your individual responses will be **confidential** to the program. Information provided from these surveys regarding your specific shortage area will be aggregated with other responses. The survey contains 13 questions and should take approximately 20 minutes to complete. Participation in this survey is voluntary. You may opt to skip any question you prefer not to answer. The following questions refer to the shortage situation you are working in, the services provided by VMLRP staff, communications with program staff, and the information provided on the VMLRP website. The VMLRP Staff thanks you for your time and feedback.

Public reporting for collection of information is estimated to average 15 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information, unless it displays a current valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to NIFA, OGF, 2312 East Bannister Road, Mail Stop 10,000, Kansas City, MO 64131, Attention Policy Section. Do not return the completed form to this address.

* Required

Shortage Situation

1. Shortage Situation Identification Code *

The shortage nomination was included in your award package.

2. Thinking about your shortage area, and including yourself, does the area need fewer, the same or more food animal veterinarians to meet the current needs?

Fewer

Same

More

3. Describe specifics to your shortage area.

4. Thinking about your shortage area, do you anticipate any changes in the needs within the shortage area in the next 3-5 years? Examples may be changes in number of farms, species served, etc.

Yes

No

5. Describe specifics to your shortage area.

6. Thinking about the nomination form that you referenced to develop your application to the VMLRP, did the nomination form clearly outline the locations and types of services you are providing to mitigate the shortage?

Yes

No

7. Describe how it may have been improved.

9. Have you contacted the VMLRP during the past 12 months?

Yes

No

10. Please select all the reasons that you contacted the VMLRP in the past 12 months.

General information

Program requirements

Renewal application question

Maternity/paternity/adoption leave

Quarterly service verification

Service log

Payment issues

Payment verification

Update contact information

Update loan information

Request tax information

Other

11. How would you rate the quality of the information you received from the VMRLP in the communications that occurred over the past 12 months?

- Excellent – were able to resolve all my questions or concerns
- Good – were able to resolve many of my questions or concerns
- Fair – were able to resolve some of my questions or concerns
- Poor – Did not address them
- Did not require communications with VMLRP in the last 12 months

12. Of all the reasons you selected for contacting VMLRP in the past 12 months, what was the reason for your most recent contact?

- General information
- Program requirements
- Renewal application question
- Maternity/paternity/adoption leave
- Quarterly service verification
- Service log
- Payment issues
- Payment verification
- Update contact information
- Update loan information
- Request tax information
- Other

13. For your most recent contact, approximately how long did it take VMLRP to respond to your inquiry?

- Responded in less than 24 hours
- Responded between 24-48 hours
- Responded between 48 hours – 1 week from my initial inquiry
- Took longer than a week to respond
- I did not receive a response to my inquiry

14. Thinking about the VMLRP website, rate your overall experience while visiting the website in the past 12 months. Using a scale from 1 to 5, where 1 means "Poor" and 5 is "Excellent", please rate:

	5	4	3	2	1
Ease of navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of the information provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of search results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to find the information needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Again, thinking about the VMLRP website (The Veterinary Medicine Loan Repayment Program) what type of information would you like to see on the site that is not currently available?

16. If you could change one thing about any of the processes managed by VMLRP, what would it be? Please describe.

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17. VMLRP appreciates any comments on impacts of the program, processes, and improvements. Please provide any other comments you would like VMLRP to consider regarding impacts, processes, or recommendations for improvement.

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