

Annie Text Messaging Survey

Draft V1 01/27/2023

Working Draft, Pre-Decisional, Deliberative document – Internal VA Use Only

Header:

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 988 (Press 1), or 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: 2/28/2026

Estimated Burden: 5 minutes

Survey Introduction: We want to hear about your experience using Annie. By responding to this survey, you will directly help us improve the program and provide better support to Veterans like you.

Questions:

1. To use Annie, you must first register with the Annie System. This includes providing your mobile phone number and time zone. How did you first register to use Annie? **Required**

- A VHA staff person registered me
- I self-registered
- I am unsure

2. **Registering** to use Annie was easy. **Required**

- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neither Agree nor Disagree
- 4 - Agree
- 5 - Strongly Agree
- 6 – I don't know how I was registered

3. After your registration, you received messages from Annie through this subscription. A VHA staff person can assign a subscription, or you can self-subscribe to one. How did you begin to use this Annie subscription? **Required**

- A VHA staff person assigned it to me
- I self-subscribed
- I am unsure

4. Did a VHA staff person speak with you about the subscription and what to expect before you started receiving messages from Annie? **Required**

- Yes
- No

[Logic: Question will not appear if the respondent selects "I self-subscribed" in the previous question]

5. Getting this Annie Subscription was easy. **Required**

- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neither Agree nor Disagree
- 4 - Agree
- 5 - Strongly Agree
- 6 – I don't know how I subscribed

6. What was your preferred means of communicating with Annie? **Required**

- Text messaging
- Annie App for Veterans (Annie web app)
- Using the Annie App for Veterans (Annie web app) and receiving generic texts notifying me of new messages in the Annie App

7. Receiving and replying to Annie messages was easy. **Required**

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

8. Annie's messages helped me to manage my health better. **Required**

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

9. The number of days the subscription lasted was just right. **Required**

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

10. The number of messages I received from Annie was just right. **Required**

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

11. I would have contacted my VA care team more if I didn't get messages from Annie. **Required**

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

12. I felt more connected to the VA because of Annie's messages. **Required**

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

13. Overall, I am satisfied with the messages I received from Annie. **Required**

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

14. If there were any Annie messages that were not helpful to you, please describe them.

Type in your response

15. How can we improve your experience with Annie?

Type in your response

Footer:

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.