

EMAIL SUBJECT LINE: VA Solid Start Survey (5 minutes)

EMAIL PREHEADER: Tell us about your experience with VA Solid Start.



U.S. Department
of Veterans Affairs

OMB Number: 2900-0876
Expiration: 2/28/2026
Estimated Burden: 5 minutes

Your opinion matters.

Dear <First Name Last Name>,

We want to hear about your experience with VA Solid Start, which calls new Veterans over their first year of separation from the service to help connect them with VA services and benefits. By responding to this survey, you will directly help us improve the services we provide to new Veterans like you. VA wants to provide you with the best services to ease your transition into civilian life!

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: We still want to hear about your experience with VA Solid Start (5 minutes)

EMAIL PREHEADER: Tell us about your experience with VA Solid Start.



U.S. Department
of Veterans Affairs

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Your feedback is important to us.

Dear <First Name Last Name>,

We care about your experience. Please take this [5 minute survey](#) to let us know about your experience with VA Solid Start.

Take Our Survey

Thank you,

Veterans Experience Office
Department of Veterans Affairs

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Help us serve you better.

We want to hear about your experience with VA Solid Start, which calls new Veterans over their first year of separation from the service to help connect them with VA services and benefits. By responding to this survey, you will directly help us improve the services we provide to new Veterans like you. VA wants to provide you with the best services to ease your transition into civilian life!

This survey will take about 5 minutes to complete.

The following questions are about your **most recent call** with VA Solid Start.

Where did you get information about VA benefits and services, other than from VA Solid Start? (select all that apply)

- ☐ Friends/family/peers
- ☐ Transition Assistance Program (TAP)
- ☐ VA web sites
- ☐ Veteran Service Organization (VSO), State or other Federal Agency
- ☐ I didn't have any information before VA Solid Start called

Logic: If "I didn't have any information before VA Solid Start called" is selected with any other option, display the following error:
X Error: I didn't have any information before VA Solid Start called cannot be selected with other selections made.

What would make your calls with VA Solid Start a more positive experience? (select all that apply)

- ☐ An option to schedule the call at a specific time/date
- ☐ Having the call 3-6 months after my release from active duty
- ☐ Having the call 6-9 months after my release from active duty
- ☐ Option for online, virtual, or text communication
- ☐ Subject or reason for the call

I was glad to have the chance to talk with the Solid Start Representative.

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

The Solid Start Representative treated me with respect.

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

I felt that I had a choice of what I talked about with the Solid Start Representative.

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

The Solid Start Representative explained things in a way that was easy to understand.

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

The Solid Start Representative did a good job explaining the deadlines for applying for benefits.

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

The Solid Start Representative did a good job explaining what I need to do to access VA services and benefits.

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

As a result of the information provided by VA Solid Start, I feel comfortable accessing VA services and benefits on my own.

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

As a result of the information provided by VA Solid Start, I applied for or plan to apply for VA benefits.

- ☐ Yes
- ☐ No
- ☐ Not Sure
- ☐ Working with VA Solid Start did not change my plans to apply for benefits

The amount of time the Solid Start Representative spent with me was:

- ☐ Much longer than I needed
- ☐ Longer than I needed
- ☐ Just right for me
- ☐ Shorter than I needed
- ☐ Much shorter than I needed

The following questions are about **VA Solid Start overall**.

VA Solid Start provided useful information to me.

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

I think VA Solid Start is a great way for new Veterans to learn about VA services and benefits.

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

Overall, I am satisfied with the service I received from VA Solid Start.

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

I trust VA Solid Start to provide the information I need about VA services and benefits.

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

Required

Finish

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VA



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

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