

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://w>

We want to hear about your experience with the Veterans Experience Action Center (VEAC) event. Your answers to these questions directly help us improve our services.

This voluntary survey should take approximately 5 minutes to complete. Please respond to each question that you are asked to complete the survey.

Was this the first time you supported a Veterans Experience Action Center (VEAC) event?

Required

- Yes
- No

What best describes the training and certificate(s) you received prior to hosting this Veterans Experience Action Center (VEAC) event? (select all that apply) Required

(select all that apply)

- Systems Management
- Communications and Marketing
- Data Analysis
- Training Management
- Operations Management
- Project Management

Which training and certificate, received prior to hosting this VEAC event, MOST applied to your participation at the event? (select only one choice) Required

- Systems Management
- Communications and Marketing

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. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to Vets-Experience@va.gov. VA will not disclose your personal information to third parties outside VA without your consent or when immediately responding to an expressed concern or need for immediate information or resources.

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- Data Analysis
- Training Management
- Operations Management
- Project Management

Please respond to the following prompts as you consider the training and certification process you completed regarding the **(LOGIC: Display option selected above)** responsibility.

- It was easy for me to use the recommended templates or tools.

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

- The VEAC Playbook provided all of the information needed for me to perform in my supportive role.

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

- I felt the training prepared me well to complete the tasks of this responsibility in support of the VFCE event.

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

- I trust VFCE to prepare me to meet the needs of customers at VEAC events. **Required**

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

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- I would recommend this training to anyone executing a VEAC event.

Would you like to provide additional feedback regarding your experience helping to support the VEAC event? Required

- Yes
- No

If yes, then please use the text box below to enter details of the additional feedback (max 240

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
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characters).

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