

# 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/>. 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](mailto: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.

OMB Number: 2900-0876

Estimated Burden 3 minutes

## Help us serve you better.

Thank you for visiting our site. Please take a few minutes to complete a short survey and tell us how we're doing and what we can do better. Your responses will be confidential. There is no personal information collected about you. Your feedback will help us make sure you have a great experience.

1. Were you able to complete your task today?
  - a. Yes
  - b. No
2. Please rate your experience with this site today.
  - a. Very bad
  - b. Somewhat bad
  - c. Neither good nor bad
  - d. Somewhat good
  - e. Very good
3. Why did you select that rating?
  - a. Open text
4. What is your overall satisfaction with this site?
  - a. Not at all satisfied
  - b. Dissatisfied
  - c. Neither Satisfied or Dissatisfied
  - d. Satisfied
  - e. Very Satisfied

5. How did this interaction change your trust in Veteran Affairs?
  - a. Decreased my trust
  - b. Somewhat decreased my trust
  - c. Neither increased nor decreased my trust
  - d. Somewhat increased my trust
  - e. Increased my trust
6. How much do you trust Veteran Affairs to fulfill our country's commitment to Veterans?
  - a. High level of distrust
  - b. Modest level of distrust
  - c. Neither trust or distrust
  - d. Somewhat increased my trust
  - e. Increased my trust
7. Please rate how understandable this site's information is.
  - a. 1 = Poor
  - b. 2
  - c. 3
  - d. 4
  - e. 5 = Excellent
8. Please rate how well the site's information provides answers to your questions.
  - a. 1 = Poor
  - b. 2
  - c. 3
  - d. 4
  - e. 5 = Excellent
9. Please rate how completely the page content loads on this site.
  - a. 1 = Poor
  - b. 2
  - c. 3
  - d. 4
  - e. 5 = Excellent
10. How frequently do you visit this website?
  - a. First time
  - b. Daily or more than once a day
  - c. About once a week
  - d. About once a month
  - e. About every 6 months
  - f. Less than every 6 months
  - g. Not sure/ do not recall
11. What is your age range?
  - a. Under 20
  - b. 20-29

- c. 30-39
  - d. 40-49
  - e. 50-59
  - f. 60-69
  - g. 70-79
  - h. 80 or older
12. What is your gender?
- a. Male
  - b. Female
  - c. Transgender Male
  - d. Transgender Female
  - e. Non-Binary
  - f. Prefer not to say
13. In which state do you receive medical care?
- a. Dropdown list
14. Which Medical Center in \_\_\_\_ did you visit?
- a. Dropdown list
15. This website provides articles on topics of interest to Veterans. What topics are you most interested in for upcoming articles?

*Please don't enter personal information into the text box. This includes your name, address, Social Security Number, medical information or anything else that someone could use to identify you.*

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**Finish**

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 3 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](#)