

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. 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.

This voluntary survey should take approximately 3 minutes to complete.

1. I easily found what I needed in my after-visit summary. **Required**
 - 1 Strongly Disagree
 - 2 Disagree
 - 3 Neither Disagree or Agree
 - 4 Agree
 - 5 Strongly Agree

2. I am satisfied with the time it took to review my after-visit summary. **Required**
 - 1 Strongly Disagree
 - 2 Disagree
 - 3 Neither Disagree or Agree
 - 4 Agree
 - 5 Strongly Agree

3. I found the terminology easy to understand. **Required**

- o 1 Strongly Disagree
- o 2 Disagree
- o 3 Neither Disagree or Agree
- o 4 Agree
- o 5 Strongly Agree

4. I found the information was accurate on my after-visit summary. **Required**

- o 1 Strongly Disagree
- o 2 Disagree
- o 3 Neither Disagree or Agree
- o 4 Agree
- o 5 Strongly Agree

5. Please select your age range:

- o Under 20 years old
- o 20-29 years old
- o 30-39 years old
- o 40-49 years old
- o 50-59 years old
- o 60-69 years old
- o Over 70 years old

6. How can we make this experience better? In the box below, please tell us what you would like to change or add to make this experience more useful and enjoyable.

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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7. How did this interaction (AVS) change your trust in Veteran Affairs? **Required**
- Decreased my trust
 - Somewhat decreased my trust
 - Neither increased nor decreased my trust
 - Somewhat increased my trust
 - Increased my trust
8. How much do you trust Veteran Affairs to fulfill our country's commitment to Veterans?
Required
- High level of distrust
 - Modest level of distrust
 - Neither trust or distrust
 - Modest level of trust
 - High level of trust

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 of 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.

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