

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** 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/>. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to VACOPaperworkReducAct@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.

OMB Number: 2900-0876
Expiration: 02/28/2026
Estimated Burden: 5 minutes

Help us serve you better.

We want to hear about your experience using Annie. By responding to this voluntary 5 minute survey, you will directly help us improve the program and provide better support to Veterans like you.

Is this the code that was provided to you? **Hidden**

- Yes
- No

[Logic: Question used for variable and will be hidden from the respondent]

How would you rate your level of comfort with technologies such as smartphones and computers?

- o Novice: I have limited experience and require assistance to navigate technology.
- o Between Novice and Intermediate: I have some experience but still need occasional assistance.
- o Intermediate: I am comfortable with basic operations and can solve some problems on my own.
- o Between Intermediate and Advanced: I can handle most tasks and troubleshooting but still seek help for very complex issues.
- o Expert: I am very comfortable with technology and can handle almost all complex tasks and troubleshooting independently

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? (select only one option) **Required**

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

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? (select only one option) **Required**

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

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]

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

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

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

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

How would you rate the number of days the subscription lasted? **Required**

- o Too Many

- Somewhat Too Many
- Just Right
- Somewhat Too Few
- Too Few

How would you describe the number of messages you received from Annie? **Required**

- Too Many
- Somewhat Too Many
- Just Right
- Somewhat Too Few
- Too Few

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

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

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

In which state do you receive medical care? (Dropdown of States)

In which medical center do you receive care?" (Dropdown of Medical Centers)

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

Type in your response

How can we improve your experience with Annie?

Type in your response

Can VA contact you about your experience to learn more about your feedback?

- Yes, VA can contact me about my experience.
- No, I do not want VA to contact me about my experience.

[Logic: Following Questions below will not appear if the respondent selects “No, I do not want VA to contact me about my experience.” in the previous question]

Please provide your name, email, and phone number so our staff can contact you about your experience:

Name _____
Email Address _____
Phone Number _____

Finish

VA Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 2900-0876, and it expires 02/28/2026. Public reporting burden for this collection of information is estimated to average 5 minutes per respondent, per year, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate and any other aspect of this collection of information, including suggestions for reducing the burden, to VA Reports Clearance Officer at VACOPaperworkReduAct@va.gov. Please refer to OMB Control No. 2900-0876 in any correspondence. Do not send your completed VA Form to this email address.

Privacy Notice: 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. Your contact information and response may be referred to the Veterans Crisis Line if an automated review indicates your response may be concerning. The Veterans Crisis Line may contact you for follow up as a result of that referral. 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 collection of information is authorized by 38 USC Section 301.