

WHITE PAPER JUSTIFICATION
NON-SUBSTANTIVE CHANGE REQUEST

OMB Control Number 2900-0876

Clearance for A-11 Section 280 Improving Customer Experience Information Collection

Date Submitted: MARCH 21, 2025

Summary of request: Veteran Experience Office is requesting a change request to revise questions to align with E.O. 14168 *Defending Women From Gender Ideology Extremism and Restoring Biological Truth to the Federal Government*.

Description of Changes Requested: This request updates sex questions used multiple VSignals Customer experience surveys in accordance with EO 14168. VEO does not believe the burden of any of the surveys will be impacted by the changes outlined below.

Please check the boxes below if your request includes:

- ✓ Revision of existing questions
- ✓ Deletion of existing questions

Description of Changes

Form	Type of Change	Question/Item	Requested Change
AMA Established NOD Survey	Question Revision	How do you describe your gender? Male, Female, Non-Binary / Third Gender, & Prefer not to say	What is your sex? Female, Male
Board Decision Survey	Question Revision	How do you describe your gender? Male, Female, Non-Binary / Third Gender, & Prefer not to say	What is your sex? Female, Male
Board Hearing Survey	Question Revision	How do you describe your gender? Male, Female, Non-Binary / Third Gender, & Prefer not to say	What is your sex? Female, Male
Legacy Established Appeal	Question Revision	How do you describe your gender? Male, Female, Non-Binary / Third Gender, & Prefer not to say	What is your sex? Female, Male
ECCC-Member Services Contact Center Experience Survey	Question Revision	How do you describe your gender? Male, Female, Non-Binary / Third Gender, & Prefer not to say	What is your sex? Female, Male

Form	Type of Change	Question/Item	Requested Change
VFCE Peer-to-Peer Survey (Participant)	Question Revision	How do you describe your gender? Male, Female, Non-Binary / Third Gender, & Prefer not to say	What is your sex? Female, Male
VA-Wide Trust Survey	Question Revision	How do you describe your gender? Male, Female, Transgender Man, Transgender Woman, Non-Binary / Third Gender, Prefer not to say, & Other [Text Input]	What is your sex? Female, Male
Veteran Experience Action Event Survey (Exit)	Question Revision	What is your gender? Female, Male, Transgender Female, Transgender Male, Non-Binary/Third Gender, Choose Not to Respond, & Other	What is your sex? Female, Male
ECCC OSDBU Contact Center Experience Survey	Question Revision	How do you describe your gender? Male, Female, Transgender Man, Transgender Woman, Non-Binary / Third Gender, Prefer not to say, & Other	What is your sex? Female, Male
VBA Customer Outreach Survey	Question Revision	How would you describe your gender identity? Male, Female, Transgender Man, Transgender Woman, Non-Binary/Third Gender, Prefer not to say	What is your sex? Female, Male
VRRAP Experience Surveys 180 Day	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
VRRAP Experience Surveys 30 Day	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male

Form	Type of Change	Question/Item	Requested Change
VRRAP Experience Surveys 60 Day	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
VRRAP Experience Surveys 90 Day	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
VRRAP Experience Surveys After Employment	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Clinical Call Center Provider Survey	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Clinical Call Center Survey	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
RCS Vet Centers Client Counselor Relationship Survey	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
RCS Vet Centers Client Intake Survey	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Office of Community Care Contact Center Experience Survey	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Geriatrics and Extended Care Access Survey	Question Revision	How do you describe your (your veteran describe their) gender? Male, Female, Non-Binary / Third Gender Prefer not to say	What is your sex? Female, Male

Form	Type of Change	Question/Item	Requested Change
Telehealth Home or Mobile Appointment Survey – CVT	Question Revision	How do you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
RCS Vet Centers Initial Engagement Survey	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Telehealth Remote Patient Monitoring – Home Telehealth Continuing Patient	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Same Day Service Survey (phone or online, in-person, provider initiated)	Question Revision	How would you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Telehealth Appointment Scheduling Survey - CVT	Question Revision	How do you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Telehealth Store & Forward at Home or Mobile Appointment Survey	Question Revision	How do you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Telehealth Store & Forward at the Clinic Appointment Survey	Question Revision	How do you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Telehealth Store & Forward Result Survey	Question Revision	How do you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
RCS Vet Centers Unengaged and Reengaged Clients Survey	Question Revision	How do you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male

Form	Type of Change	Question/Item	Requested Change
VA Liaison Customer Experience Survey	Question Revision	How do you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Telehealth VAMC or CBOC Appointment Survey - CVT	Question Revision	How do you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
Outpatient Veteran Safety Survey	Question Revision	How do you describe your gender? Male, Female, Non-Binary/ Third Gender Prefer not to say	What is your sex? Female, Male
MyHealtheVet Survey	Question Revision	What is your gender? Male, Female	What is your sex? Female, Male
Ensuring Awareness of Benefits and Services of NCA Survey	Question Revision	How would you describe your gender? Male, Female, Non-Binary / Third Gender Choose not to answer Other [Text Input]	What is your sex? Female, Male
RCS Awareness Survey	Question Revision	Do you self-identify as...A woman, A man, Transgender, Nonbinary, Genderfluid I prefer not to answer Other [Text Input]	What is your sex? Female, Male
VHA Community Living Centers Survey	Question Revision	How would you describe your gender? Please select all that apply. Male, Female, Transgender Man Transgender Woman Non-Binary / Third Gender, Prefer not to say, Other [Text Input]	What is your sex? Female, Male
VA Wide Trust Survey	Question Deletion	Which sexual orientation do you most identify with? Please select all that apply. Heterosexual or, Straight, Gay, Lesbian, Bisexual, Queer, Prefer not to say, & Other [Text Input]	Deletion

Form	Type of Change	Question/Item	Requested Change
ECCC OSDBU Contact Center Experience Survey	Question Deletion	Which sexual orientation do you most identify with? Please select all that apply. Heterosexual or Straight, Gay, Lesbian, Queer, Prefer not to say Other	Deletion
Ensuring Awareness of Benefits and Services of NCA Survey	Question Deletion	Which sexual orientation do you most identify with? Heterosexual/Straight, Gay, Lesbian, Bisexual Queer, & Other [Text Input]	Deletion
RCS Awareness Survey	Question Deletion	Do you self-identify as...Gay or lesbian, Bisexual, Pansexual, Asexual, I prefer not to answer, Other [Text Input]	Deletion

Deactivated Surveys Under 2900-0876. Below are surveys which included wording impacted by E.O. 14168 *Defending Women From Gender Ideology Extremism and Restoring Biological Truth to the Federal Government*, but are no longer in use.

Form	Type of Change	Question/Item	Requested Change
Compassionate Contact Corps Survey - Volunteer	N/A, Deactivated Survey	How would you describe your gender identity? [select only one choice] Male, Female, Transgender Woman, Transgender Man, Non-Binary/Third Gender, Prefer Not to say	N/A, Deactivated Survey
Compassionate Contact Corps Survey - Veteran	N/A, Deactivated Survey	How would you describe your gender identity? [select only one choice] Male, Female, Transgender Woman, Transgender Man, Non-Binary/Third Gender, Prefer Not to say	N/A, Deactivated Survey

Form	Type of Change	Question/Item	Requested Change
COVID-19 Acceptance Survey	N/A, Deactivated Survey	How do you describe your gender? Male, Female, Non Binary / Third Gender, Prefer Not to say	N/A, Deactivated Survey
COVID-19 Post Vaccination Survey	N/A, Deactivated Survey	How do you describe your gender? Male, Female, Non Binary / Third Gender, Prefer Not to say	N/A, Deactivated Survey
General Covid-19 Survey	N/A, Deactivated Survey	How do you describe your gender? Male, Female, Non Binary / Third Gender, Prefer Not to say	N/A, Deactivated Survey
Post In-Person Covid-19 Survey	N/A, Deactivated Survey	How do you describe your gender? Male, Female, Non Binary / Third Gender, Prefer Not to say	N/A, Deactivated Survey
Telehealth COVID-19 Survey	N/A, Deactivated Survey	How do you describe your gender? Male, Female, Non Binary / Third Gender, Prefer Not to say	N/A, Deactivated Survey
VA Mission Statement	N/A, Deactivated Survey	How do you describe your gender? Male, Female, Non Binary / Third Gender, Prefer Not to say	N/A, Deactivated Survey
PACT ACT Outreach	N/A, Deactivated Survey	What is your gender identity? Male, Female, Transgender Man, Transgender Woman, Non-Binary / Third Gender, Prefer not to say, Other [Text Input]	N/A, Deactivated Survey