

INSTRUCTIONS

The survey will take about 20 minutes to complete.

Please follow these instructions.

- ◆ Use black or blue **pen** or a number 2 **pencil**.
- ◆ Mark only **one** circle for each question (see the example below), unless it tells you to *“Mark all that apply.”*
- ◆ When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

EXAMPLE:

◆ 1. Are you a veteran of the United States Armed Forces?

Yes

No

Please watch for “SKIP” instructions – they tell you when to skip over a group of questions that you do not need to answer.

OMB Control Number: 2900-0569 Public Reporting Burden Statement

VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses for this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended for the improvement of services within the VA benefits processing system and associated administrative purposes. Failure to furnish the requested information will have no adverse effect on any VA benefit to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the VA benefits processing system and associated administrative purposes. If you have comments regarding this burden estimate or any aspects of this collection of information, call 1-800-827-1000 for mailing information on where to send your comments.

Important: Base your answers only on your experience with the claim identified on the cover.

BACKGROUND INFORMATION ABOUT YOUR CLAIM

1. Did the benefit you applied for require an application form?

- No (SKIP to question 8 on this page)
Yes (Go on to question 2)



2. Did you fill out the application form yourself?

- No, someone else filled it out for me (SKIP to question 7 on this page)
Yes, but someone helped me (Go on to question 3)
Yes, filled it out myself (Go on to question 3)



3. What method did you use to apply?

- Filled out paper application form
Applied on-line by computer

4. How easy was it to fill out the application form?

- Very easy
Somewhat easy
Neither easy nor difficult
Somewhat difficult
Very difficult

5. What, if anything, did you find to be difficult about the application form? (Mark all that apply.)

- Print was hard to read
It was too long
Some questions were not clear
Some instructions were confusing
Nothing especially difficult

6. How long did it take you to fill out the application form?

- Less than 15 minutes
15 minutes to less than 30 minutes
30 minutes to less than 45 minutes
45 minutes to 1 hour
More than 1 hour

7. Did VA let you know that your application had been received?

- Yes
No

8. How completely did VA explain the steps necessary to process your claim?

- Completely
Mostly
Somewhat
Only a little
Not at all

9. How long did VA tell you it would probably take to process your claim? (Mark only one circle below.)

- Less than 2 weeks, 2 weeks, 3 weeks, 4 weeks (1 month), 5 weeks, 6 weeks, 7 weeks, 8 weeks (2 months), 9 weeks, 10 weeks, 11 weeks, 12 weeks (3 months), 4 months, 5 months, 6 months, 7 months, 8 months, 9 months, 10-11 months, 12 months (1 year), More than one year, No estimate given, Don't recall

10. Was this a realistic estimate?

- Yes
No
No estimate given

11. How long do YOU think is reasonable for VA to take to process your claim? (Mark only one circle below.)

- Less than 2 weeks, 2 weeks, 3 weeks, 4 weeks (1 month), 5 weeks, 6 weeks, 7 weeks, 8 weeks (2 months), 9 weeks, 10 weeks, 11 weeks, 12 weeks (3 months), 4 months, 5 months, 6 months, 7 months, 8 months, 9 months, 10-11 months, 12 months (1 year), More than one year, Don't know

(continue to next column)

GO TO THE NEXT PAGE

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SUPPORTING MATERIALS

12. Did VA ask YOU to provide any military service or medical records, civilian records, or any other information to support your claim?

- No (SKIP to question 18 on this page)
 Yes (Go on to question 13)



13. Did VA let you know what military or civilian records were needed from you to support your claim?

- Yes
 No

14. Did VA let you know what military or civilian records were needed from you all at one time?

- Yes
 No

15. In general, how easy was it for you (or your family) to obtain records you needed to support your claim?

- Very easy
 Somewhat easy
 Neither easy nor difficult
 Somewhat difficult
 Very difficult

16. How reasonable were VA's requests for records or other documents?

- Very reasonable
 Somewhat reasonable
 Neither reasonable nor unreasonable
 Somewhat unreasonable
 Very unreasonable

17. Did VA ask you to resubmit any records or documents you (or someone helping you) had already given them?

- Yes
 No

18. Did VA have to obtain any military service or medical records, civilian records, or any other information to support your claim?

- No (SKIP to question 21 on page 3)
 Don't know (SKIP to question 21 on page 3)
 Yes (Go on to question 19)



19. How well was VA able to obtain military or civilian records or other information needed to support your claim?

- Much better than expected
 Better than expected
 Just as expected
 Worse than expected
 Much worse than expected
 Don't know

20. How well was VA able to access information about your claim from other parts of VA, the military, or other government agencies?

- Much better than expected
 Better than expected
 Just as expected
 Worse than expected
 Much worse than expected
 Don't know

(continue to next column)

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MEDICAL EXAM

STATUS OF YOUR CLAIM

21. After filing your claim, were you required to have a medical exam in order to support your claim?

- No (SKIP to question 27 on this page)
Yes (Go on to question 22)



22. Have you had the medical exam?

- No (SKIP to question 27 on this page)
Yes (Go on to question 23)



23. How convenient was the scheduled time for your exam?

- Very convenient
Somewhat convenient
Neither convenient nor inconvenient
Somewhat inconvenient
Very inconvenient

24. Where was the medical exam conducted?

- At a VA facility
At a military facility while on active duty
At any other non-VA or non-military facility

25. How convenient was the location of your medical exam?

- Very convenient
Somewhat convenient
Neither convenient nor inconvenient
Somewhat inconvenient
Very inconvenient

26. Did the exam seem appropriate for your claim?

- Yes
No
Don't know

27. How completely did VA keep you informed of the status of your claim?

- Completely
Mostly
Somewhat
Only a little
Not at all
Didn't need status information

28. Did VA tell you of any delays or problems with your claim that you could help resolve?

- Yes
No
No delays or problems

29. Was a VA person or team specifically assigned to your claim?

- Yes
No
Didn't need person or team assigned
Don't know

30. Did a Veterans Service Organization (for example the VFW, American Legion, or DAV) help you with your claim?

- Yes
No

31. Did a State or county veterans service office help you with your claim?

- Yes
No

(continue to next column)

GO TO THE NEXT PAGE

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PHONE CONTACT

32. Did VA ever contact you by PHONE about your claim?

- Yes
 No
 Don't know

33. Did you ever try to reach VA by PHONE concerning your claim?

- No (SKIP to question 42 on page 5)
 Yes (Go on to question 34)



34. Why did you phone?
 (Mark all that apply.)

- To get information before I filed
 To apply for a benefit
 To check on the status of my claim
 To get an explanation of a VA letter
 To give VA more information
 To return a call from VA
 Unable to go to VA office in person

35. How easy was it to get through to VA on the phone?

- Very easy
 Somewhat easy
 Neither easy nor difficult
 Somewhat difficult
 Very difficult
 Never got through
 (SKIP to question 42 on page 5)

36. Once you got through to VA on the phone, how long did it usually take before you spoke with someone about your claim?
 (Mark only one circle below.)

- | | |
|--|--|
| <input type="radio"/> Less than 1 minute | <input type="radio"/> 8 minutes |
| <input type="radio"/> 1 minute | <input type="radio"/> 9 minutes |
| <input type="radio"/> 2 minutes | <input type="radio"/> 10 minutes |
| <input type="radio"/> 3 minutes | <input type="radio"/> 11-15 minutes |
| <input type="radio"/> 4 minutes | <input type="radio"/> 16-20 minutes |
| <input type="radio"/> 5 minutes | <input type="radio"/> 21-25 minutes |
| <input type="radio"/> 6 minutes | <input type="radio"/> More than 25 minutes |
| <input type="radio"/> 7 minutes | |

(continue to next column)

37. How long do YOU think is reasonable for you to wait before speaking with a VA staff person?
 (Mark only one circle below.)

- | | |
|--|--|
| <input type="radio"/> Less than 1 minute | <input type="radio"/> 8 minutes |
| <input type="radio"/> 1 minute | <input type="radio"/> 9 minutes |
| <input type="radio"/> 2 minutes | <input type="radio"/> 10 minutes |
| <input type="radio"/> 3 minutes | <input type="radio"/> 11-15 minutes |
| <input type="radio"/> 4 minutes | <input type="radio"/> 16-20 minutes |
| <input type="radio"/> 5 minutes | <input type="radio"/> 21-25 minutes |
| <input type="radio"/> 6 minutes | <input type="radio"/> More than 25 minutes |
| <input type="radio"/> 7 minutes | |

38. Overall, how many times did you speak with a VA employee by phone about your claim?

- 1 time
 2 times
 3 times
 4 times
 5 times
 6 times
 7 times
 8 times
 9 times
 10 or more times

39. How courteous were VA employees when they spoke with you on the phone?

- Very courteous
 Somewhat courteous
 Neither courteous nor discourteous
 Somewhat discourteous
 Very discourteous

40. Overall, were VA employees able to give you information about your particular claim?

- Yes
 No
 Didn't need claim information

41. Overall, how much of what you NEEDED TO KNOW did you get from your telephone contact with VA?

- All
 Most
 Some
 Little
 None

Important: Base your answers only on your experience with the claim identified on the cover.

VISITING A VA REGIONAL OFFICE

42. Did you ever VISIT a Federal (not a State or county) VA office regarding your claim?

- No (SKIP to question 51 on page 6)
Yes (Go on to question 43)



43. Why did you visit the Federal VA office? (Mark all that apply.)

- To get information before I filed
To apply for a benefit
To check on the status of my claim
To give VA more information
VA asked me to come to the office
Unable to get through by phone
To get an explanation of a VA letter

44. How convenient was it for you to get to the VA office?

- Very convenient
Somewhat convenient
Neither convenient nor inconvenient
Somewhat inconvenient
Very inconvenient

45. Once you signed in at the office, how long did you usually have to wait to have an interview with a VA staff person?

- 5 minutes or less
6-10 minutes
11-15 minutes
16-20 minutes
21-25 minutes
26-30 minutes
More than 30 minutes
Did not have to wait

46. How long do YOU think is reasonable for you to wait before having an interview with a VA staff person?

- 5 minutes or less
6-10 minutes
11-15 minutes
16-20 minutes
21-25 minutes
26-30 minutes
More than 30 minutes

47. Overall, how many times did you visit a VA office about your claim?

- 1 time
2 times
3 times
4 times
5 times
6 times
7 times
8 times
9 times
10 or more times

48. How courteous were the VA employees you met with when you visited the office?

- Very courteous
Somewhat courteous
Neither courteous nor discourteous
Somewhat discourteous
Very discourteous

49. Overall, were VA employees able to give you information about your particular claim?

- Yes
No
Never spoke with a VA staff person
Didn't need claim information

50. Overall, how much of what you NEEDED TO KNOW did you get from your visit to the VA office?

- All
Most
Some
Little
None

(continue to next column)

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CORRESPONDENCE

51. Did you ever WRITE to VA about your claim?

- No (SKIP to question 60 on page 7)
 Yes (Go on to question 52)



52. Why did you write to VA about your claim? (Mark all that apply.)

- To get information before I filed
 To apply for a benefit
 To check on the status of my claim
 To give VA more information
 To respond to a VA letter
 To respond to a phone call from VA
 To get an explanation of a VA letter
 To have a permanent record in my file of a phone call or interview

53. Overall, how many times did you write to VA about your claim?

- 1 time
 2 times
 3 times
 4 times
 5 times
 6 times
 7 times
 8 times
 9 times
 10 or more times

54. Did you expect VA to send you a written reply to (any of) your letter(s)?

- Yes
 No

55. Did you receive a written reply from VA to (any of) your letter(s)?

- No (SKIP to question 60 on page 7)
 Don't know (SKIP to question 60 on page 7)
 Yes (Go on to question 56)



56. Overall, how long from when you sent a letter did it take for VA to answer or respond to it?

- 5 days or less
 6-10 days
 11-15 days
 16-21 days
 22-29 days
 30-60 days
 More than 60 days

57. How long do YOU think is reasonable for VA to take to answer your letter(s)?

- 5 days or less
 6-10 days
 11-15 days
 16-21 days
 22-29 days
 30-60 days
 More than 60 days

58. How easy was it for you to understand VA's written reply to your letter(s)?

- Very easy
 Somewhat easy
 Neither easy nor difficult
 Somewhat difficult
 Very difficult

59. Overall, how much of what you NEEDED TO KNOW did you get in the reply you received from VA?

- All
 Most
 Some
 Little
 None

(continue to next column)

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THE DECISION ON YOUR CLAIM

60. What is the current status of your claim?

- Granted at a rating or amount greater than expected
○ Granted at a rating or amount equal to expected
○ Granted at a rating or amount lower than expected
○ Denied
○ Still pending (SKIP to question 72 on page 8)
○ Don't know (SKIP to question 72 on page 8)

61. How long did it take to get a decision on your claim?

- Less than 2 weeks ○ 4 months
○ 2 weeks ○ 5 months
○ 3 weeks ○ 6 months
○ 4 weeks (1 month) ○ 7 months
○ 5 weeks ○ 8 months
○ 6 weeks ○ 9 months
○ 7 weeks ○ 10-11 months
○ 8 weeks (2 months) ○ 12 months (1 year)
○ 9 weeks ○ More than 1 year
○ 10 weeks ○ Don't recall
○ 11 weeks
○ 12 weeks (3 months)

62. Given what you know about your claim, how reasonable was the length of time it took VA to arrive at a decision about your claim?

- Very reasonable
○ Somewhat reasonable
○ Neither reasonable nor unreasonable
○ Somewhat unreasonable
○ Very unreasonable

63. Did you receive a letter from VA notifying you that your claim had been granted or denied?

- No (SKIP to question 72 on page 8)
○ Yes (Go on to question 64)



64. Did the letter clearly explain all the reasons for the decision?

- Yes
○ No

65. Did the letter explain the decision in a way you could understand?

- Yes
○ No

66. After you received your decision letter, did you contact VA to discuss it?

- Yes
○ No

67. Did the VA contact you to discuss their decision?

- Yes
○ No

68. How fair was VA's evaluation of your claim?

- Very fair
○ Somewhat fair
○ Neither fair nor unfair
○ Somewhat unfair
○ Very unfair

69. How satisfied were you with VA's decision regarding your claim?

- Very satisfied
○ Somewhat satisfied
○ Neither satisfied nor dissatisfied
○ Somewhat dissatisfied
○ Very dissatisfied

70. Was the appeal process clearly explained?

- Yes
○ No
○ No appeal process needed

71. Have you appealed the decision on this claim?

- Yes
○ No

(continue to next column)

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OVERALL IMPRESSIONS

72. Overall, how helpful were VA employees?

- Very helpful
- Generally helpful
- Moderately helpful
- Somewhat helpful
- Not at all helpful

73. Overall, did the claims process reflect the courtesy, compassion, and respect due to a veteran of the United States, or their spouse or child?

- Yes
- No

74. Did you have to contact VA more than once about the SAME question or problem related to your claim?

- Yes
- No
- Never contacted VA

75. Did VA fully address all your questions, concerns, or complaints?

- Yes
- No
- Did not have any

76. Regardless of the outcome, how satisfied are you with the way VA has handled your claim?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

77. Do you feel that VA has treated you as an individual, not just a claim to be processed?

- Yes, an individual
- No
- Don't know

78. If you could get EQUAL high-quality service from each method of contacting VA, which one would you prefer?

- Phone
- Mail
- In person at a VA office
- Computer

79. Overall, how would you rate your knowledge of VA benefits for which you might be entitled?

- Excellent
- Very good
- Good
- Fair
- Poor

80. Does VA keep you informed of the full range of VA benefits and services available?

- Yes
- No
- Don't need information

81. Did VA employees ever tell you about OTHER benefits you might be eligible to receive?

- Yes
- No

(continue to next column)

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GENERAL INFORMATION

82. What is your sex?

- Male
- Female

83. Mark the circle of the category which includes your current age.

- 18 to 24 years old
- 25 to 34 years old
- 35 to 44 years old
- 45 to 54 years old
- 55 to 64 years old
- 65 to 74 years old
- 75 years old or older

84. What is the highest grade of school you completed?

- Less than high school
- Some high school
- High school graduate or equivalent
- Some college or technical school
- College graduate or higher

85. Do you have access to the Internet?

- Yes
- No

86. Relative to the claim discussed in this questionnaire, you are...?

- The veteran
- The spouse of the veteran
- The widow/widower of the veteran
- The son or daughter of the veteran
- The custodian of the veteran, the veteran's spouse, widow, widower, or child

Answer question 87 only if you said "The veteran" in question 86. Otherwise, SKIP to question 88 on page 10.

87. During which of these periods did you serve in the military? (Mark all that apply.)

- Before World War I**
(before April 6, 1917)
- World War I**
(April 6, 1917-November 11, 1918)
- Between World War I and World War II**
(November 12, 1918-December 6, 1941)
- World War II**
(December 7, 1941-July 25, 1947)
- Between World War II and Korean Conflict**
(July 26, 1947-June 26, 1950)
- Korean Conflict**
(June 27, 1950-January 31, 1955)
- Between Korean Conflict and Vietnam Era**
(February 1, 1955-August 4, 1964)
- Vietnam Era**
(August 5, 1964-May 7, 1975)
- Between Vietnam Era and Gulf War Era**
(May 8, 1975-August 1, 1990)
- Gulf War Era**
(August 2, 1990-present)

