OMB APPROVAL NO. 2900-0569

U.S. Department of Veterans Affairs
Veterans Benefits Administration

SURVEY OF VETERANS SATISFACTION with the VA VOCATIONAL REHABILITATION AND EMPLOYMENT PROGRAM

Thank you for your help with this important project. This booklet contains questions about your recent experience with VA's Vocational Rehabilitation and Employment (VR&E) Program. Please base your answers only on your most recent experience with this program (Chapter 31).

Please read and answer the following question first.

According to their records, VA shows that you are currently participating in **VA's Vocational Rehabilitation and Employment Program (VR&E),** OR have participated in the past. Is this true?

- ○ No (STOP. You do not have to complete the rest of this questionnaire, but please return the questionnaire in the enclosed postage-paid envelope.)
- ○ Yes (Continue on to next question.)

According to their records, VA shows that you are CURRENTLY in OR HAVE BEEN in the employment services (job search) phase of the program. Is this true?

- ○ No (STOP. You do not have to complete the rest of this questionnaire, but please return the questionnaire in the enclosed postage-paid envelope.)
- ○ Yes (Continue to instructions on the next page of the booklet, complete the rest of the questionnaire as soon as possible, and mail it in the enclosed postage-paid envelope.)

Again, we thank you for helping VA provide better service to veterans.

DO NOT WRITE IN THIS AREA

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INSTRUCTIONS

The survey will take about 15 minutes to complete.

Please read each question carefully and respond by filling in the oval of the response that most closely represents your opinion.

Correct Mark	Incorrect Marks
○ ○ ● ○	✓ ◐ X ◕

- Use pencil or pen. Make heavy dark marks that fill the ovals completely. If you wish to change an answer, erase cleanly (pencil), or put an "X" over the incorrect response (pen).
- Fill in one answer circle for each question unless it tells you to "*mark all that apply*". (See example below)
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

Example:

34. Were you generally able to get the information you needed on the first call or contact?

● 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 or sponsor, and respondent is not required to respond to this collection of information unless it displays a valid OMB Control Number. All responses are voluntary. Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. 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.

Please answer the following questions in reference to your current or most recent experience with the VR&E program. Even if you are not currently participating in the program, please answer based on your most recent experience.

BACKGROUND INFORMATION ABOUT YOUR VOCATIONAL REHABILITATION PROGRAM

1. Did your vocational rehabilitation program include an education/training phase?

- ○ Yes *(GO ON to Q 2)*
- ○ No *(**SKIP** to Q 5)*

2. What type of education/training was this?

- ○ College or university classes
- ○ Technical or vocational training
- ○ On-the-job training

3. Have you completed the education/training phase of your program?

- ○ Yes *(GO ON to Q 4)*
- ○ No *(**SKIP** to Q 5)*

4. How long has it been since you completed the educational/training phase of your vocational rehabilitation program?

- ○ Less than 3 months
- ○ 3 months to 6 months
- ○ More than 6 months to 1 year
- ○ More than 1 year to 18 months
- ○ More than 18 months to 2 years
- ○ More than 2 years to 3 years
- ○ More than 3 years

5. How satisfied are you with the occupational/vocational goal you and your counselor selected during the planning phase of your program?

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

6. Did (Do) you have an employment services specialist or counselor assigned to you during the employment services (job search) phase of your program?

- ○ Yes *(GO ON to Q 7)*
- ○ No *(**SKIP** to Q 39, page 5)*
- ○ Don't know *(**SKIP** to Q 39, page 5)*

7. Who is (was) your primary specialist or counselor assigned during your job search?

- ○ A VA staff specialist *(GO ON to Q 8)*
- ○ A specialist under contract with VA *(GO ON to Q 8)*
- ○ A Disabled Veterans Outreach Program (DVOP) counselor *(**SKIP** to Q 39, page 5)*
- ○ Don't know *(GO ON to Q 8)*

8. Is this the same specialist/counselor who was assigned to you during the training or educational phase of your program?

- ○ Yes
- ○ No
- ○ Don't know
- ○ Didn't have training/educational phase

Please answer the following questions in reference to your current or most recent experience with the VR&E program. Even if you are not currently participating in the program, please answer based on your most recent experience.

KNOWLEDGE AND USE OF EMPLOYMENT SERVICES

9. How completely did your counselor explain all the benefits and services available to you during the employment services phase of your program?

- ○ Completely
- ○ Mostly
- ○ Somewhat
- ○ Only a little
- ○ Not at all

10. Have you and your counselor developed a plan (Individualized Employment Assistance Plan) to guide you in your job search?

- ○ Yes
- ○ No, but in the process of developing such a plan
- ○ No
- ○ Don't know

11. Which of the following types of employment services has your counselor provided? *(Mark all that apply.)*

- ○ Resumé preparation or development
- ○ Interview skills
- ○ Help in obtaining licenses or certificates
- ○ Job hunting strategies
- ○ Grooming/personal appearance tips
- ○ Didn't need any of the above from counselor
- ○ None

12. Which of the following potential employment opportunities or referrals has your counselor provided? *(Mark all that apply.)*

- ○ Referrals to state rehabilitation and employment agencies
- ○ Referrals to private employment specialists
- ○ Referrals to potential employers
- ○ Referrals to federal job market
- ○ References to an electronic job bank on the Internet
- ○ Referrals to other sources of assistance
- ○ Direct job placement
- ○ None

13. Other than your counselor, which other sources of employment information have you used? *(Mark all that apply.)*

- ○ VHA (Veterans Health Administration)
- ○ VET Center
- ○ DVOP (Disabled Vets Outreach Program)
- ○ DOD (Department of Defense)
- ○ SBA (Small Business Administration)
- ○ State rehabilitation agencies
- ○ State employment agencies
- ○ Private employment specialists
- ○ Internet job searches
- ○ Newspaper/help-wanted advertisements
- ○ Job fairs
- ○ College/university or school
- ○ Personal/professional contacts
- ○ Federal job listings
- ○ None

Please answer the following questions in reference to your current or most recent experience with the VR&E program. Even if you are not currently participating in the program, please answer based on your most recent experience.

By filling in the appropriate circle, please indicate whether you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree with the following statements regarding your employment services specialist or counselor:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable
14. Your counselor gives you good information and advice.	○	○	○	○	○	○
15. Your counselor is knowledgeable regarding job search methods and techniques.	○	○	○	○	○	○
16. Your counselor is knowledgeable regarding employment markets.	○	○	○	○	○	○
17. Your counselor has provided assistance according to your individual needs.	○	○	○	○	○	○
18. Your counselor understands your vocational goals.	○	○	○	○	○	○
19. Your counselor shows a caring and compassionate attitude toward you.	○	○	○	○	○	○
20. Your counselor listens to your needs and concerns.	○	○	○	○	○	○
21. Your counselor has a communication style that is easy to understand.	○	○	○	○	○	○
22. Your counselor is flexible.	○	○	○	○	○	○
23. Your counselor is resourceful.	○	○	○	○	○	○
24. Your counselor is available when needed.	○	○	○	○	○	○
25. Your counselor is concerned about the quality of your job placement.	○	○	○	○	○	○

Please answer the following questions in reference to your current or most recent experience with the VR&E program. Even if you are not currently participating in the program, please answer based on your most recent experience.

CONTACT WITH YOUR COUNSELOR

26. Do you have scheduled in-person meetings with your counselor?

- ○ Yes *(GO ON to Q 27)*
- ○ No *(**SKIP** to Q 31)*

27. Are the number and length of these sessions adequate to meet your counseling needs?

- ○ Yes
- ○ No, too little contact with counselor
- ○ No, too much contact with counselor

28. In general, how much of what you NEEDED TO KNOW did you get from these meetings?

- ○ All
- ○ Most
- ○ Some
- ○ Little
- ○ None

29. How convenient is the LOCATION where these meetings are held?

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

30. In general, how convenient is the TIME scheduled for these meetings?

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

31. Aside from scheduled visits, what is the primary method you use to contact your counselor?

- ○ Phone, 1-800 number
- ○ Phone, long-distance number
- ○ Phone, local number
- ○ Fax
- ○ E-mail (computer)
- ○ Letter
- ○ Unannounced visit
- ○ Did not need additional communication *(**SKIP** to Q 37, page 5)*

32. How responsive was your counselor to your contact through this method?

- ○ Very responsive
- ○ Somewhat responsive
- ○ Neither responsive nor unresponsive
- ○ Somewhat unresponsive
- ○ Very unresponsive

33. In general, how much of what you NEEDED TO KNOW did you get from this method of contact?

- ○ All
- ○ Most
- ○ Some
- ○ Little
- ○ None

34. Were you generally able to get the information you needed on the first call or contact?

- ○ Yes
- ○ No

35. Were you able to access voice mail in order to leave your counselor a message?

- ○ Yes, counselor returned call
- ○ Yes, counselor did not return call
- ○ No, not able to access voice mail
- ○ Never tried

Please answer the following questions in reference to your current or most recent experience with the VR&E program. Even if you are not currently participating in the program, please answer based on your most recent experience.

36. Did your counselor fully address all your questions, concerns, or complaints?

- ○ Yes
- ○ No
- ○ Did not have any

37. Did your counselor provide assistance throughout your job search?

- ○ Yes
- ○ No
- ○ Did not need job search assistance

38. Did your counselor monitor your progress throughout your job search?

- ○ Yes
- ○ No

39. Overall, how satisfied are/were you with the Employment Services (job search) phase of the program?

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

CURRENT EMPLOYMENT STATUS

40. What is your current employment status?

- ○ Currently employed*, not looking for a different job *(GO ON to Q 41)*
- ○ Currently employed*, but looking for a different job *(GO ON to Q 41)*
- ○ Not working but looking for work *(**SKIP** to Q 48, page 6)*
- ○ Not working and not looking for work *(**SKIP** to Q 48, page 6)*

** Includes full-time, part-time, or self-employed*

41. Has the VA's Vocational Rehabilitation Program determined that you are suitably employed?

- ○ Yes
- ○ No
- ○ Don't know

42. How long did it take from the time you completed the educational/training phase of your vocational rehabilitation program until you started your current job?

- ○ Less than 1 month
- ○ 1 month to 2 months
- ○ More than 2 months to 3 months
- ○ More than 3 months to 4 months
- ○ More than 4 months to 5 months
- ○ More than 5 months to 6 months
- ○ More than 6 months to 1 year
- ○ More than 1 year to 18 months
- ○ More than 18 months to 2 years
- ○ More than 2 years to 3 years
- ○ More than 3 years
- ○ Started current job before completing educational/training phase
- ○ Never completed educational/training phase
- ○ Never had educational/training phase

43. How REASONABLE was the length of time it took you to find a job?

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

44. Does this job meet your rehabilitation needs?

- ○ Yes
- ○ No

45. Does this job suit your skills and abilities?

- ○ Yes
- ○ No

46. Does this job match the occupational/ vocational goal you and your counselor selected during the planning phase of your program?

- ○ Yes
- ○ No

47. How helpful was your employment specialist/counselor in helping you find your current job?

- ○ Very helpful
- ○ Somewhat helpful
- ○ Neither helpful nor unhelpful
- ○ Somewhat unhelpful
- ○ Not at all helpful

ACCESS TO THE VR&E PROGRAM

48. Looking back to your contacts with the VR&E program thus far, which methods of contact did you EVER use?
(Mark all that apply.)

- ○ In-person visit
- ○ Phone, 1-800 number
- ○ Phone, long-distance number
- ○ Phone, local number
- ○ Fax
- ○ Internet, e-mail, or website
- ○ Letter
- ○ None

49. In general, how easy was it for you to obtain information from the VR&E program?

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

50. Which method of contact with the VR&E program would you prefer, if you could get the same degree of service?
(Mark only one.)

- ○ Local in-person visit
- ○ Phone, 1-800 number
- ○ Phone, long-distance number
- ○ Phone, local number
- ○ Fax
- ○ Internet, e-mail, or website
- ○ Letter

CURRENT STATUS IN THE VR&E PROGRAM

51. How would you best describe your current status with regard to the VA VR&E program:

- ○ VA requested I interrupt program
  (GO ON to Q 52)
- ○ VA requested I withdraw from program
  (GO ON to Q 52)
- ○ I voluntarily interrupted program
  *(**SKIP** to Q 53, page 7)*
- ○ I voluntarily withdrew from program
  *(**SKIP** to Q 53, page 7)*
- ○ I am currently pursuing program
  *(**SKIP** to Q 55, page 7)*
- ○ I have completed the program
  *(**SKIP** to Q 55, page 7)*

52. Did VA tell you the reasons why you were interrupted or withdrawn from the VR&E employment services program?

- ○ Yes
- ○ No
- ○ Don't know

Please answer the following questions in reference to your current or most recent experience with the VR&E program. Even if you are not currently participating in the program, please answer based on your most recent experience.

53. Why did you interrupt or withdraw from the VR&E employment services program? *(Mark all that apply.)*

- ○ Medical problems
- ○ Disability
- ○ Financial difficulties
- ○ VA requested that I interrupt or withdraw from program
- ○ Found job on my own
- ○ Too much red tape
- ○ Employment services were not helpful
- ○ Moved/planning to move
- ○ Family responsibilities/difficulties
- ○ Program did not meet my needs
- ○ Problems with counselor

54. Do you plan to complete your rehabilitation program now or at some later date?

- ○ Yes
- ○ No
- ○ Not sure

OVERALL IMPRESSIONS

55. Thus far, how well has the VA's VR&E program met your expectations?

- ○ Much better than expected
- ○ Better than expected
- ○ Just as expected
- ○ Worse than expected
- ○ Much worse than expected

56. Overall, did the VR&E program meet your rehabilitation needs?

- ○ Yes
- ○ No

57. Have your CAREER goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?

- ○ Raised
- ○ Lowered
- ○ Unaffected

58. Are your career goals more realistic as a result of the program?

- ○ Yes
- ○ No
- ○ Don't know

59. At this time, would you say that your career goals have been met?

- ○ Yes
- ○ No
- ○ Don't know

60. Overall, how satisfied are you with VA's VR&E program?

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

61. Which of the following VR&E services were the most helpful? *(Mark all that apply.)*

- ○ Evaluation, testing and planning your rehabilitation program
- ○ Payment of tuition, fees, books, supplies and/or monthly subsistence
- ○ Personal contact with counselor(s)
- ○ Identification of medical and other rehabilitation issues
- ○ Education/training
- ○ Help in finding a job
- ○ None

62. Which of the following VR&E services did you need the most? *(Mark all that apply.)*

- ○ Evaluation, testing and planning your rehabilitation program
- ○ Payment of tuition, fees, books, supplies and/or monthly subsistence
- ○ Personal contact with counselor(s)
- ○ Identification of medical and other rehabilitation issues
- ○ Education/training
- ○ Help in finding a job
- ○ None

63. Would you recommend this program to other disabled veterans?

- ○ Yes
- ○ No

This column intentionally left blank.
Go on to Question 64, page 9.

64. Do you have any additional comments concerning how VA could improve its Vocational Rehabilitation Program? (To maintain confidentiality, please do not include your name, address, social security number, or any other identifying information.)

Thank you for taking the time to complete the survey. Your answers are very important to us. Please place the questionnaire in the enclosed postage-paid envelope and return it to:

Questar
P.O. Box 64672
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