

**2003 Survey of Satisfaction with the  
VA EDUCATION BENEFITS CLAIMS PROCESS  
FINAL REPORT**

Prepared for

U.S. DEPARTMENT OF VETERANS AFFAIRS  
VETERANS BENEFITS ADMINISTRATION  
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TABLE A-1

Which of the following best describes your eligibility for education benefits?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	170	260	673	48	85	170	44	51	166	36	65	154	42	59	183
Orphan of the veteran	4	4	5	--	6	3	7	8	8	3	2	4	10	2	8
Child of the veteran	74	79	78	73	72	79	66	82	77	81	78	77	74	92	79
Widow or widower of the veteran	5	6	3	6	8	4	11	4	5	3	6	3	2	2	1
Current or former spouse of the veteran	16	11	14	21	13	14	16	6	10	14	14	16	14	5	13
Other	--	*	NA	--	1	NA	--	--	NA	--	--	NA	--	--	NA
TOTAL	99	100	100	100	100	100	100	100	100	101	100	100	100	101	101
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	193	220	629	58	62	151	41	50	166	47	55	173	47	53	139
Orphan of the veteran	6	6	6	3	2	11	7	6	8	9	9	4	2	6	4
Child of the veteran	74	80	79	76	90	74	71	72	82	70	76	79	83	81	82
Widow or widower of the veteran	8	5	4	9	3	5	7	10	2	6	4	5	11	4	3
Current or former spouse of the veteran	12	8	11	12	5	11	12	10	8	15	11	12	4	8	11
Other	1	1	NA	--	--	NA	2	2	NA	--	--	NA	--	2	NA
TOTAL	101	100	100	100	100	101	99	100	100	100	100	100	100	101	100
<b>All Claims</b>															
<i>Unweighted N</i>	363	480	1302	106	147	321	85	101	332	83	120	327	89	112	322
Orphan of the veteran	5	6	6	3	2	9	7	6	8	3	8	4	3	5	5
Child of the veteran	74	81	79	75	87	75	70	74	81	82	77	78	82	83	81
Widow or widower of the veteran	8	5	4	8	4	5	8	9	2	10	4	5	10	3	3
Current or former spouse of the veteran	12	9	11	14	6	11	13	9	9	6	11	13	6	7	11
Other	*	1	NA	--	*	NA	2	2	NA	--	--	NA	--	2	NA
TOTAL	99	102	100	100	99	100	100	100	100	101	100	100	101	100	100

Question Number: Dependents 1

-- None. \* Less than 0.5%. Sum does not add to 100% due to rounding. NA Not Asked.

**TABLE A-2**  
**Where did you first LEARN about VA's education benefits program?**

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	170	259	666	48	84	166	44	51	164	36	65	152	42	59	184
Letter from VA	14	12	10	13	15	11	14	8	10	17	12	8	12	12	11
VA information pamphlet	21	19	17	29	21	16	23	20	20	14	20	16	19	14	17
Friend or family	61	60	61	56	54	61	52	65	57	67	58	63	67	71	61
Military base or family support center	NA	NA	3	NA	NA	4	NA	NA	3	NA	NA	3	NA	NA	4
Commercial or advertisement	NA	NA	--	NA	NA	--	NA	NA	--	NA	NA	--	NA	NA	--
VA's website on the Internet	1	*	1	--	--	1	--	--	3	3	--	1	--	2	1
Other	5	8	8	4	10	7	11	8	6	--	9	11	7	2	5
TOTAL	MM	99	100	MM	100	100	MM	101	99	MM	99	102	MM	101	99
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	193	220	631	58	62	152	41	51	167	47	54	172	47	53	140
Letter from VA	13	8	9	16	11	10	12	12	8	15	6	9	4	6	6
VA information pamphlet	18	13	14	19	11	17	22	16	11	13	13	15	23	11	12
Friend or family	58	69	65	47	69	58	54	59	66	64	76	66	68	66	68
Military base or family support center	NA	NA	6	NA	NA	7	NA	NA	7	NA	NA	4	NA	NA	6
Commercial or advertisement	NA	NA	--	NA	NA	--	NA	NA	--	NA	NA	--	NA	NA	--
VA's website on the Internet	1	*	1	--	2	1	2	--	1	--	--	1	--	--	1
Other	12	9	6	21	6	7	10	14	6	11	6	5	4	17	8
TOTAL	MM	99	101	MM	99	100	MM	101	99	MM	101	100	MM	100	101

Question Number: Dependents 2

-- None. \* Less than 0.5%. NA Not Asked.

MM Multiple mention prior to 2002

Wording changes and categories added in 2003

**TABLE A-2, continued**  
**Where did you first LEARN about VA's education benefits program?**

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	363	479	1297	106	146	318	85	102	331	83	119	324	89	112	324
Letter from VA	13	9	9	15	12	10	13	11	9	15	7	9	5	7	7
VA information pamphlet	19	14	15	21	13	17	22	16	13	13	14	15	23	12	13
Friend or family	59	68	64	48	66	58	53	60	65	64	73	66	68	67	67
Military base or family support center	NA	NA	5	NA	NA	7	NA	NA	6	NA	NA	4	NA	NA	5
Commercial or advertisement	NA	NA	--	NA	NA	--	NA	NA	--	NA	NA	--	NA	NA	--
VA's website on the Internet	1	*	1	--	1	1	2	--	1	1	--	1	--	*	1
Other	11	9	6	18	7	7	10	13	6	9	6	6	5	15	7
TOTAL	MM	100	100	MM	99	100	MM	100	100	MM	100	101	MM	101	100

Question Number: Dependents 2

-- None. \* Less than 0.5%. NA Not Asked. MM Multiple mention prior to 2002  
 Categories added in 2003

TABLE A-3

Looking back, how much of what you NEEDED TO KNOW did you get from this source?

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	157	261	677	44	86	172	40	51	165	35	65	155	38	59	185
All	6	19	22	8	29	24	5	24	18	5	6	22	8	22	23
Most	28	41	47	24	34	47	35	51	47	24	49	46	32	29	46
Some	41	30	24	42	29	24	42	18	28	42	34	25	36	36	22
Little	23	8	6	22	8	5	18	6	5	28	8	7	23	12	8
None	2	2	1	3	--	1	1	2	2	2	3	--	2	2	1
TOTAL	100	100	100	99	100	101	101	101	100	101	100	100	101	101	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	166	221	635	47	62	154	34	51	168	43	55	172	42	53	141
All	7	18	23	8	13	21	8	29	26	6	16	26	7	17	18
Most	31	42	40	35	42	44	32	35	45	28	42	33	30	47	48
Some	41	32	27	37	34	22	39	27	24	44	35	33	43	26	25
Little	20	9	9	19	11	13	20	8	6	20	7	8	19	9	9
None	1	--	1	1	--	1	*	--	--	2	--	1	1	--	1
TOTAL	100	101	100	100	100	101	99	99	101	100	100	101	100	99	101
<b>All Claims</b>															
<i>Unweighted N</i>	323	482	1312	91	148	326	74	102	333	78	120	327	80	112	326
All	7	18	23	8	16	21	7	28	24	6	15	25	7	18	19
Most	30	42	41	33	40	44	33	38	45	27	43	35	30	44	48
Some	41	31	27	38	33	22	40	26	24	44	34	32	42	28	24
Little	20	9	8	20	11	12	20	7	6	22	7	7	20	10	8
None	1	*	1	1	--	1	*	*	*	2	*	*	1	*	1
TOTAL	99	100	100	100	100	100	100	99	99	101	99	99	100	100	100

Question Number: Dependents 3

-- None. \* Less than 0.5%. Sum does not add to 100% due to rounding.

**TABLE A-4**  
**How accurate was the information you received?**

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	157	261	676	44	86	171	40	51	165	35	65	155	38	59	185
Very accurate	55	53	55	61	62	61	65	59	49	40	42	55	63	53	55
Somewhat accurate	35	39	38	34	34	34	30	31	45	40	48	37	32	37	37
Neither accurate nor inaccurate	5	6	3	2	3	2	--	4	--	11	8	5	3	7	4
Somewhat inaccurate	5	3	1	2	1	1	3	6	1	9	2	1	3	3	2
Very inaccurate	1	1	1	--	--	1	3	--	1	--	2	1	--	--	1
Don't know	NA	NA	1	NA	NA	2	NA	NA	4	NA	NA	--	NA	NA	1
TOTAL	101	102	99	99	100	101	101	100	100	100	102	99	101	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	166	220	638	47	62	155	34	51	168	43	55	174	42	52	141
Very accurate	58	51	57	62	47	57	59	69	59	63	45	55	45	52	57
Somewhat accurate	33	41	35	28	45	32	32	27	36	33	45	36	41	40	34
Neither accurate nor inaccurate	5	4	5	4	5	6	9	4	3	2	4	4	7	6	6
Somewhat inaccurate	3	3	2	6	3	2	--	--	1	2	5	2	2	2	1
Very inaccurate	1	--	1	--	--	1	--	--	1	--	--	1	5	--	1
Don't know	NA	NA	2	NA	NA	3	NA	NA	1	NA	NA	2	NA	NA	1
TOTAL	100	99	102	100	100	101	100	100	101	100	99	100	100	100	100

Question Number: Dependents 4

-- None \* Less than 0.5%. Sum does not add to 100% due to rounding. NA Not asked.  
 Category added in 2003

**TABLE A-4, continued**  
**How accurate was the information you received?**

Base: Survivors and dependents receiving benefits under Chapter 35 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	323	481	1314	80	148	326	91	102	333	74	120	329	78	111	326
Very accurate	58	51	56	62	50	57	60	67	57	59	45	55	48	52	57
Somewhat accurate	33	41	35	29	43	32	32	28	38	34	46	36	39	40	35
Neither accurate nor inaccurate	5	5	4	4	5	5	7	4	2	4	4	4	7	6	5
Somewhat inaccurate	3	3	2	6	3	2	1	1	1	3	5	2	2	2	1
Very inaccurate	1	*	1	--	--	1	1	--	1	--	*	1	4	--	1
Don't know	NA	NA	2	NA	NA	2	NA	NA	1	NA	NA	2	NA	NA	1
TOTAL	100	100	100	101	101	99	101	100	100	100	100	100	100	100	100

Question Number: Dependents 4

-- None \* Less than 0.5%. Sum does not add to 100% due to rounding. NA Not asked.  
 Category added in 2003

**TABLE A-5**  
**Are you currently on active-duty in the U.S. Armed Forces?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1140	933	749	256	183	207	293	252	171	276	252	164	315	246	207
Yes	13	13	12	14	13	14	17	13	12	11	12	10	10	13	17
No	87	87	88	86	87	86	83	87	88	89	88	90	90	87	83
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1203	1205	891	263	279	187	302	304	184	291	302	235	347	320	228
Yes	10	7	7	9	8	6	13	9	6	9	4	8	8	8	6
No	90	93	93	91	92	94	87	91	94	91	96	92	92	92	94
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2343	2138	1,640	519	462	424	595	556	382	567	554	399	662	566	435
Yes	10	8	8	14	9	7	17	10	7	11	5	8	10	9	7
No	90	92	92	86	91	93	83	90	93	89	95	92	90	91	93
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Veterans 1

Sum does not add to 100% due to rounding.

**TABLE A-6**  
**When did you first LEARN about VA's education benefits program?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,142	936	748	256	185	204	294	252	172	277	251	166	315	248	206
Before recruitment	47	43	38	45	39	35	47	44	36	46	41	41	49	50	38
At the time of recruitment	33	34	34	37	35	39	29	35	35	34	37	29	29	29	38
Soon after joining	12	12	15	12	16	14	13	10	14	11	12	16	10	12	13
Six months or more after joining	3	4	5	3	4	4	3	4	5	3	4	5	3	4	3
Shortly before separation	4	4	5	2	3	6	5	5	8	4	4	3	6	3	6
At separation	1	1	NA	--	2	NA	1	2	NA	1	1	NA	2	2	NA
After separation	1	1	NA	1	2	NA	1	1	NA	1	2	NA	1	1	NA
At or after separation	NA	NA	3	NA	NA	1	NA	NA	1	NA	NA	6	NA	NA	2
TOTAL	101	99	100	100	101	99	99	101	99	100	101	100	100	101	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,202	1205	893	265	277	218	300	306	213	290	302	234	347	320	228
Before recruitment	45	46	42	39	40	40	49	44	40	45	48	42	46	52	44
At the time of recruitment	34	32	37	34	32	35	34	34	36	33	30	36	36	33	41
Soon after joining	13	13	14	20	19	14	10	15	17	12	12	15	11	8	9
Six months or more after joining	3	3	3	2	2	4	5	4	5	4	3	2	2	2	2
Shortly before separation	3	4	3	3	5	4	2	2	2	4	5	4	3	3	2
At separation	1	1	NA	2	2	NA	1	1	NA	1	1	NA	1	2	NA
After separation	*	1	NA	1	1	NA	*	1	NA	*	1	NA	--	1	NA
At or after separation	NA	NA	2	NA	NA	3	NA	NA	1	NA	NA	1	NA	NA	3
TOTAL	99	100	101	101	101	100	101	101	101	99	100	100	99	101	101

Question Number: Veterans 2

-- None. \* Less than 0.5%.

NA Not Asked. Sum does not add to 100% due to rounding.

Wording changes in 2003.

**TABLE A-6, continued**  
**When did you first LEARN about VA's education benefits program?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	2,344	2141	1,641	521	462	422	594	558	385	567	553	400	662	568	434
Before recruitment	45	46	41	40	40	39	48	44	39	46	47	42	47	51	43
At the time of recruitment	34	32	36	34	32	35	33	34	36	33	31	35	35	32	40
Soon after joining	13	13	14	18	18	14	11	14	16	12	12	15	11	8	9
Six months or more after joining	3	3	3	2	2	4	4	4	5	4	3	3	3	2	2
Shortly before separation	3	4	3	3	4	4	2	3	3	4	5	3	4	3	3
At separation	1	1	NA	2	2	NA	1	1	NA	1	1	NA	1	2	NA
After separation	1	1	NA	1	1	NA	1	1	NA	*	1	NA	*	1	NA
At or after separation	NA	NA	2	NA	NA	3	NA	NA	1	NA	NA	2	NA	NA	3
TOTAL	100	100	99	100	99	99	100	101	100	100	100	100	101	99	100

Question Number: Veterans 2

\* Less than 0.5%.

NA Not Asked.

Sum does not add to 100% due to rounding.

Word changes and categories added in 2003

**TABLE A-7**  
**Where did you first LEARN about VA's education benefits program?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,143	932	753	256	185	208	295	251	172	277	249	166	315	247	207
Commercial or advertisement	15	13	11	13	10	12	13	14	11	16	14	11	16	16	11
Recruiter	42	44	40	46	45	42	42	42	41	41	43	36	42	45	46
VA Information pamphlet	5	6	3	5	5	3	5	6	4	5	6	4	6	4	1
Another person in my unit	5	6	5	6	5	3	4	5	4	6	6	8	4	6	3
Military base or unit Education Office	15	16	21	13	19	20	18	15	20	15	14	21	16	16	22
Friend or family	14	12	13	14	13	15	14	14	14	13	11	11	13	10	11
VA's website on the Internet	*	*	*	--	--	--	1	*	*	*	*	*	--	1	1
School	NA	NA	5	NA	NA	5	NA	NA	4	NA	NA	5	NA	NA	4
Other	4	3	2	3	2	1	4	4	1	4	4	3	4	3	1
TOTAL	MM	100	100	MM	99	101	MM	100	99	MM	98	99	MM	101	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,204	1200	889	266	273	218	302	304	213	289	303	232	347	320	226
Commercial or advertisement	15	14	13	13	16	9	12	8	16	17	15	13	16	18	12
Recruiter	42	42	42	39	41	44	48	44	41	40	40	40	46	45	43
VA Information pamphlet	6	5	4	5	4	5	6	7	3	8	4	4	4	5	5
Another person in my unit	5	4	3	6	3	4	4	5	5	5	4	2	4	2	4
Military base or unit Education Office	16	16	16	21	19	17	15	17	17	13	16	19	14	14	10
Friend or family	14	15	14	15	14	15	11	15	12	14	17	13	14	13	15
VA's website on the Internet	*	*	1	*	*	2	--	*	1	*	*	1	--	--	--
School	NA	NA	5	NA	NA	4	NA	NA	3	NA	NA	5	NA	NA	7
Other	3	3	2	3	1	1	3	3	2	5	3	3	3	4	4
TOTAL	MM	99	100	MM	98	101	MM	99	100	MM	99	100	MM	101	100

Question Number: Veterans 3

-- None. \* Less than 0.5%. Sum does not add to 100% due to rounding.

NA Not Asked. MM Multiple mention prior to 2002. Word changes and categories added in 2003

**TABLE A-7, continued**  
**Where did you first LEARN about VA's education benefits program?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	2,347	2132	1,642	522	458	426	597	555	385	566	552	398	662	567	433
Commercial or advertisement	15	14	13	13	15	9	13	9	16	17	15	13	16	17	12
Recruiter	42	42	41	40	42	44	47	44	41	40	41	39	45	45	43
VA Information pamphlet	6	5	4	5	4	5	6	7	3	7	5	4	5	5	5
Another person in my unit	5	4	4	6	4	4	4	5	5	5	4	3	4	2	4
Military base or unit Education Office	15	16	17	20	19	17	16	17	17	13	16	19	15	14	11
Friend or family	14	15	14	15	14	15	12	15	12	13	16	13	14	13	15
VA's website on the Internet	*	*	1	*	*	2	*	*	1	*	*	1	--	*	*
School	NA	NA	5	NA	NA	4	NA	NA	3	NA	NA	5	NA	NA	7
Other	4	3	2	3	2	1	3	3	2	5	4	3	3	4	3
TOTAL	MM	99	101	MM	100	101	MM	100	100	MM	101	100	MM	100	100

Question Number: Veterans 3

-- None.

\* Less than 0.5%.

NA Not Asked.

MM Multiple mention prior to 2002.

Sum does not add to 100% due to rounding.

Word changes and categories added in 2003

TABLE A-8

Looking back, how much of what you NEEDED TO KNOW did you get from this source?

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1156	935	754	260	185	209	299	251	172	278	250	166	319	249	207
All	6	6	8	8	6	11	5	5	5	5	8	9	8	4	5
Most	28	32	27	24	27	24	35	32	27	24	35	28	32	31	29
Some	41	41	42	42	41	42	42	44	49	42	37	38	36	41	42
Little	23	21	21	22	24	22	18	18	18	28	19	22	23	24	23
None	2	1	2	3	1	1	1	1	1	2	1	3	2	1	1
TOTAL	100	101	100	99	99	100	101	100	100	101	100	100	101	101	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1231	1201	895	276	276	219	309	304	213	293	301	235	353	320	228
All	7	7	8	8	10	9	8	7	4	6	8	9	7	3	10
Most	31	30	32	35	33	31	32	29	29	28	28	36	30	32	28
Some	41	40	37	37	36	41	39	45	40	44	37	35	43	43	33
Little	20	21	21	19	18	17	20	18	26	20	26	17	19	20	28
None	1	2	2	1	3	2	*	1	1	2	1	3	1	2	2
TOTAL	100	100	100	100	100	100	99	100	100	100	100	100	100	100	101
<b>All Claims</b>															
<i>Unweighted N</i>	2387	2136	1,649	536	461	428	608	555	385	571	551	401	672	569	435
All	7	7	8	8	9	9	7	7	4	6	8	9	7	3	9
Most	30	30	31	33	32	31	33	30	29	27	29	35	30	31	28
Some	41	40	37	38	37	41	40	44	41	44	37	36	42	43	34
Little	20	21	21	20	19	18	20	18	25	22	25	18	20	21	27
None	1	2	2	1	3	2	*	1	1	2	1	3	1	2	2
TOTAL	99	100	99	100	100	101	100	100	100	101	100	101	100	100	100

Question Number: Veterans 4

\* Less than 0.5%. Sum does not add to 100% due to rounding.

**TABLE A-9**  
**How accurate was the information you received?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1154	929	754	260	182	209	299	250	172	277	250	166	318	247	207
Very accurate	25	25	28	29	26	32	28	25	29	20	25	26	28	26	29
Somewhat accurate	58	57	50	57	56	42	55	58	50	62	57	50	54	56	55
Neither accurate nor inaccurate	10	10	10	7	8	9	10	10	12	11	10	11	10	10	6
Somewhat inaccurate	6	7	5	6	8	7	5	6	5	6	6	4	6	6	6
Very inaccurate	1	1	1	1	2	4	2	1	1	1	2	1	2	1	1
Don't know	NA	NA	5	NA	NA	6	NA	NA	3	NA	NA	7	NA	NA	4
TOTAL	100	100	99	100	100	100	100	100	100	100	100	99	100	99	101
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1227	1197	891	275	274	218	309	304	211	293	300	235	350	319	227
Very accurate	29	27	32	29	37	34	32	27	28	27	24	34	31	23	29
Somewhat accurate	54	56	48	57	48	49	51	60	49	55	60	49	51	56	46
Neither accurate nor inaccurate	10	10	9	8	9	10	11	9	11	11	10	7	9	13	13
Somewhat inaccurate	6	5	5	5	3	4	5	4	6	6	6	5	7	6	5
Very inaccurate	1	2	2	1	3	1	1	1	1	2	1	2	2	2	4
Don't know	NA	NA	3	NA	NA	2	NA	NA	5	NA	NA	3	NA	NA	3
TOTAL	100	100	99	100	100	100	100	101	100	101	101	100	100	100	100

Question Number: Veterans 5

Sum does not add to 100% due to rounding. NA Not asked.  
 Category added in 2003.

**TABLE A-9, continued**  
**How accurate was the information you received?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>All Claims</b>															
<i>Unweighted N</i>	2381	2126	1,645	535	456	427	608	554	383	570	550	401	668	566	434
Very accurate	29	27	31	29	35	33	31	26	28	26	24	33	31	23	29
Somewhat accurate	55	56	49	57	49	48	52	60	49	56	59	49	52	56	47
Neither accurate nor inaccurate	10	10	9	8	9	10	11	9	11	11	10	7	9	12	12
Somewhat inaccurate	6	5	5	6	4	5	5	4	6	6	6	5	7	6	5
Very inaccurate	1	1	2	1	3	1	1	1	1	2	1	1	2	2	4
Don't know	NA	NA	4	NA	NA	3	NA	NA	5	NA	NA	4	NA	NA	3
TOTAL	101	99	100	101	100	100	100	100	100	101	100	99	101	99	100

Question Number: Veterans 5

Sum does not add to 100% due to rounding. NA Not asked.  
 Category added in 2003.

**TABLE A-10**  
**When did you begin to PLAN the use of your education benefits?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,135	912	715	314	178	198	253	246	167	291	243	152	277	245	198
Before active-duty service	25	20	19	24	20	14	27	18	18	23	17	20	27	25	24
Six months or more before separation from active-duty service	21	21	23	18	23	25	21	20	18	22	20	25	21	19	21
Less than six months before separation from active-duty service	6	5	6	8	3	8	6	5	5	5	6	4	7	7	9
At separation from active-duty service	11	12	12	12	10	13	10	10	15	14	15	11	7	11	8
Less than six months after separation from active-duty service	9	9	13	7	8	8	7	9	10	9	9	16	11	9	15
Six months or more after separation from active-duty service	29	34	28	31	36	32	29	37	34	27	32	24	27	29	23
TOTAL	101	101	101	100	100	100	100	99	100	100	99	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,189	1,189	864	260	271	213	300	299	206	289	300	225	340	319	220
Before active-duty service	23	18	20	19	18	19	24	17	19	22	16	18	27	21	24
Six months or more before separation from active-duty service	20	23	20	23	25	18	19	22	21	18	24	20	23	21	20
Less than six months before separation from active-duty service	8	7	8	7	6	10	10	7	9	8	9	6	9	6	7
At separation from active-duty service	16	14	16	16	14	15	17	14	17	18	14	17	12	15	11
Less than six months after separation from active-duty service	9	11	12	9	9	10	10	13	9	9	11	13	10	10	15
Six months or more after separation from active-duty service	24	27	25	27	29	28	21	26	25	26	26	24	20	27	24
TOTAL	100	100	101	101	101	100	101	99	100	101	100	98	101	100	101

Sum does not add to 100% due to rounding.

Question Number: Veterans 6

**TABLE A-10, continued**  
**When did you begin to PLAN the use of your education benefits?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	2,324	2,101	1,579	513	449	411	591	545	373	566	543	377	654	564	418
Before active-duty service	23	18	20	20	18	19	24	18	19	22	16	19	27	21	24
Six months or more before separation from active-duty service	20	23	20	22	25	19	19	22	20	19	23	21	22	21	20
Less than six months before separation from active-duty service	8	7	8	7	6	9	9	7	9	7	8	6	9	6	7
At separation from active-duty service	15	14	15	15	13	15	15	13	17	17	14	17	11	14	11
Less than six months after separation from active-duty service	9	10	12	9	8	10	10	13	9	9	11	14	10	10	15
Six months or more after separation from active-duty service	25	28	25	28	30	28	23	28	26	26	27	24	21	27	24
TOTAL	100	100	100	101	100	100	100	101	100	100	99	101	100	99	101

Question Number: Veterans 6

Sum does not add to 100% due to rounding.

**TABLE A-11**  
**Which of the following information sources did you find useful in PLANNING**  
**for the use of your education benefits?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>Original Claims</b>															
<i>Unweighted N</i>	747			206			171			164			206		
VA Information pamphlet	32			28			40			29			34		
VA's website on the Internet	29			25			36			27			27		
Military base or unit Education Office	41			44			34			40			46		
Another person in my unit	19			16			19			20			24		
Friend or family	14			11			13			17			13		
School	32			31			27			36			30		
Other	9			7			9			10			10		
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	889			219			212			232			226		
VA Information pamphlet	36			41			38			34			31		
VA's website on the Internet	27			28			26			28			22		
Military base or unit Education Office	43			35			50			44			43		
Another person in my unit	15			14			14			15			18		
Friend or family	12			12			13			10			12		
School	35			41			34			30			41		
Other	8			5			6			11			6		

Question Number: Veterans 7

Multiple mention.

**TABLE A-11, continued**  
**Which of the following information sources did you find useful in PLANNING**  
**for the use of your education benefits?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>All Claims</b>															
<i>Unweighted N</i>			1,636			425			383			396			432
VA Information pamphlet			35			39			38			34			31
VA's website on the Internet			27			28			27			28			22
Military base or unit Education Office			43			36			48			43			44
Another person in my unit			16			14			15			15			19
Friend or family			12			12			13			11			12
School			35			40			33			30			40
Other			8			6			6			11			7

Question Number: Veterans 7

Multiple mention.

**TABLE A-12**  
**While on active-duty, did you attend any briefings or sessions that provided information regarding your education benefits?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,137	925	739	256	184	205	294	247	169	274	248	160	313	246	205
Yes	60	57	67	60	57	66	64	56	72	61	62	65	56	52	68
No	40	43	33	40	43	34	36	44	28	39	38	35	44	48	32
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,202	1,200	877	264	274	216	301	305	210	291	302	230	346	319	221
Yes	61	60	66	62	61	70	60	54	66	62	62	64	59	61	64
No	39	40	34	38	39	30	40	46	34	38	38	36	41	39	36
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,339	2,125	1,616	520	458	421	595	552	379	565	550	390	659	565	426
Yes	61	60	66	62	61	69	61	55	66	62	62	65	59	60	64
No	39	40	34	38	39	31	39	45	34	38	38	35	41	40	36
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Veterans 8

Wording changes in 2003.

**TABLE A-13**  
**Why didn't you attend a briefing or session that provided information regarding your education benefits?**

Base: Did not attend briefing or session - Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	313			93			63			76			81		
Wasn't interested in using education benefits	5			5			6			4			4		
No briefing was offered	58			54			57			62			56		
Already knew all I needed to know about VA education benefits	7			10			7			7			4		
Didn't have time to attend	7			7			7			8			4		
Attended a briefing, but education benefits weren't covered	4			4			4			5			4		
Don't recall	19			19			19			15			28		
<b>TOTAL</b>	<b>100</b>			<b>99</b>			<b>100</b>			<b>101</b>			<b>100</b>		
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	381			90			98			105			88		
Wasn't interested in using education benefits	1			2			1			--			3		
No briefing was offered	60			60			63			61			56		
Already knew all I needed to know about VA education benefits	4			5			7			3			2		
Didn't have time to attend	7			10			2			9			8		
Attended a briefing, but education benefits weren't covered	4			1			5			4			4		
Don't recall	23			21			22			23			27		
<b>TOTAL</b>	<b>99</b>			<b>99</b>			<b>100</b>			<b>100</b>			<b>100</b>		

Question Number: Veterans 9

See next page for notes.

**TABLE A-13, continued**  
**Why didn't you attend a briefing or session that provided information regarding your education benefits?**

Base: Did not attend briefing or session - Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	
<b>All Claims</b>																
<i>Unweighted N</i>			694			183			161			181			169	
Wasn't interested in using education benefits			2			3			1			*			3	
No briefing was offered			60			60			62			61			56	
Already knew all I needed to know about VA education benefits			4			6			7			3			2	
Didn't have time to attend			7			9			3			9			8	
Attended a briefing, but education benefits weren't covered			4			1			5			4			4	
Don't recall			23			21			22			22			27	
<b>TOTAL</b>			100			100			100			99			100	

Question Number: Veterans 9

-- None. \* Less than 0.5%.

Sum does not add to 100% due to rounding.

Added in 2003

TABLE A-14

Looking back, how much of what you NEEDED TO KNOW did you get from these sessions?

Base: Attended a briefing or session - Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	717	520	472	167	104	126	194	136	118	171	154	98	185	126	130
All	14	14	12	10	19	17	16	12	12	12	14	10	18	10	9
Most	47	47	40	43	42	38	44	50	40	53	43	38	42	59	44
Some	28	28	34	34	28	30	28	30	32	23	29	37	30	24	36
Little	8	10	11	7	11	7	8	7	14	10	13	12	7	7	8
None	4	*	4	6	--	8	3	1	2	2	1	3	4	--	3
TOTAL	101	99	101	100	100	100	99	100	100	100	100	100	101	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	763	722	547	173	168	136	191	168	130	185	188	136	214	198	145
All	13	13	11	15	21	9	13	11	9	12	9	14	10	11	9
Most	48	50	49	43	45	51	52	53	42	45	52	52	56	47	46
Some	28	29	28	32	29	28	24	28	33	32	28	26	23	32	29
Little	7	8	9	7	3	8	6	9	11	8	10	6	7	9	13
None	4	1	3	4	1	3	5	--	5	3	1	3	4	1	3
TOTAL	100	101	100	101	99	99	100	101	100	100	100	101	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	1,480	1,242	1,019	340	272	262	385	304	248	356	342	234	399	324	275
All	13	13	11	14	21	10	14	11	9	12	10	13	11	11	9
Most	48	49	48	43	45	49	51	52	42	46	51	50	54	48	45
Some	28	29	29	32	29	29	25	28	33	30	28	27	24	31	30
Little	7	8	9	7	4	8	7	8	11	8	10	7	7	9	12
None	4	1	3	4	1	4	4	*	5	3	1	3	4	1	3
TOTAL	100	100	100	100	100	100	101	99	100	99	100	100	100	100	99

Question Number: Veterans 10

Sum does not add to 100% due to rounding.

\* Less than 0.5%. '-- None.

**TABLE A-15**  
**How accurate was the information you received?**

Base: Attended a briefing or session - Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	725	539	470	166	108	124	197	140	118	173	160	98	189	131	130
Very accurate	40	43	38	40	44	39	39	42	42	40	39	34	41	49	42
Somewhat accurate	50	46	49	51	50	46	49	47	43	51	47	55	47	39	47
Neither accurate nor inaccurate	7	7	6	6	5	5	7	5	8	5	10	4	11	8	5
Somewhat inaccurate	3	3	1	4	1	3	5	5	3	2	2	1	1	3	--
Very inaccurate	1	1	1	--	1	1	1	1	--	1	2	--	1	2	3
Don't know	NA	NA	5	NA	NA	5	NA	NA	4	NA	NA	6	NA	NA	2
TOTAL	101	100	100	101	101	99	101	100	100	99	100	100	101	101	99
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	766	740	543	172	171	135	196	173	130	186	191	134	212	205	144
Very accurate	43	44	48	45	51	49	45	44	40	39	44	51	45	38	46
Somewhat accurate	49	46	40	48	40	40	46	45	48	53	47	38	45	50	37
Neither accurate nor inaccurate	5	7	4	4	7	5	6	9	2	3	5	4	7	8	5
Somewhat inaccurate	3	2	1	4	2	*	2	1	1	3	3	--	2	3	4
Very inaccurate	1	*	2	--	1	3	1	--	1	2	1	1	1	--	2
Don't know	NA	NA	5	NA	NA	2	NA	NA	7	NA	NA	5	NA	NA	6
TOTAL	101	99	100	101	101	99	100	99	99	100	100	99	100	99	100

Question Number: Veterans 11

-- None. \* Less than 0.5%. Sum does not add to 100% due to rounding. NA Not asked.  
 Category added in 2003.

**TABLE A-15, continued**  
**How accurate was the information you received?**

Base: Attended a briefing or session - Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	1,491	1,279	1,013	338	279	259	393	313	248	359	351	232	401	336	274
Very accurate	42	44	46	44	50	48	44	44	40	39	44	49	44	40	45
Somewhat accurate	49	46	41	48	41	41	47	46	47	53	47	40	45	49	38
Neither accurate nor inaccurate	5	7	4	4	7	5	6	9	3	4	6	4	8	8	5
Somewhat inaccurate	3	2	1	4	2	1	2	2	2	3	2	*	2	3	4
Very inaccurate	1	*	2	--	1	3	1	*	1	2	1	1	1	*	2
Don't know	NA	NA	5	NA	NA	2	NA	NA	7	NA	NA	5	NA	NA	6
TOTAL	100	99	99	100	101	100	100	101	100	101	100	99	100	100	100

Question Number: Veterans 11

-- None. \* Less than 0.5%. Sum does not add to 100% due to rounding. NA Not asked.  
 Category added in 2003.

**TABLE A-16**  
**Within the past year, did you receive a VA pamphlet about your education benefits through the mail?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
	2001 %	2002 %	2003 %	Atlanta			Buffalo			Muskogee			St. Louis			
				2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	
<b>Original Claims</b>																
<i>Unweighted N</i>	1,299	1,107	1,403	301	254	369	335	273	334	309	292	315	354	288	385	
Yes	55	89	79	55	87	79	57	93	78	54	89	79	56	89	81	
No	45	11	21	45	13	21	43	7	22	46	11	21	45	11	19	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	101	100	100	
<b>Supplemental Claims</b>																
<i>Unweighted N</i>	1,377	1,326	1,511	317	306	369	340	330	375	333	335	402	387	355	365	
Yes	68	89	86	69	87	86	70	88	82	66	92	88	71	89	84	
No	32	11	14	31	13	14	30	12	18	34	8	12	29	11	16	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
<b>All Claims</b>																
<i>Unweighted N</i>	2,676	2,433	2,914	618	560	738	675	603	709	642	627	717	741	643	750	
Yes	66	89	85	66	87	85	68	89	82	64	91	87	68	89	84	
No	34	11	15	34	13	15	33	11	18	36	9	13	32	11	16	
TOTAL	100	100	100	100	100	100	101	100	100	100	100	100	100	100	100	

Question Number: Dependents 5/Veterans 12

Sum does not add to 100% due to rounding.  
 Wording changes in 2003.

TABLE A-17

How much of what you NEEDED TO KNOW did you get from the pamphlet?

Base: Received a VA pamphlet in the mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2000 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	762	733	1068	174	163	284	206	201	244	176	189	240	206	180	300
All	19	15	22	21	15	22	19	15	22	19	16	23	16	12	19
Most	46	46	51	46	46	49	45	44	51	46	46	52	48	48	48
Some	26	27	21	27	27	23	23	26	22	27	27	19	27	28	25
Little	5	8	3	5	7	2	9	10	4	4	7	2	4	7	5
None	4	5	3	2	5	4	4	5	1	5	4	4	4	4	3
TOTAL	100	101	100	101	100	100	100	100	100	101	100	100	99	99	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	966	933	1150	225	211	287	241	235	271	220	250	305	280	237	287
All	20	20	25	20	27	27	22	20	22	20	17	27	19	19	21
Most	48	45	40	46	43	44	50	41	45	46	49	38	52	41	37
Some	24	24	22	27	20	20	21	27	20	25	22	21	24	27	29
Little	5	7	7	5	5	6	4	7	8	5	8	8	4	9	7
None	3	5	5	3	5	3	2	5	5	4	4	6	1	6	5
TOTAL	100	101	99	101	100	100	99	100	100	100	100	100	100	102	99
<b>All Claims</b>															
<i>Unweighted N</i>	1,728	1,666	2,218	399	374	571	447	436	515	396	439	545	486	417	587
All	20	19	25	20	25	27	22	19	22	20	17	27	19	18	21
Most	48	45	42	46	43	45	49	42	46	46	49	40	51	42	38
Some	25	24	22	27	21	20	21	27	20	25	23	21	24	27	29
Little	5	7	7	5	5	5	5	7	7	5	7	7	4	8	7
None	3	5	5	3	5	3	3	5	5	4	4	6	2	5	4
TOTAL	101	100	101	101	99	100	100	100	100	100	100	101	100	100	99

Question Number: Dependents 6/Veterans 13

Sum does not add to 100% due to rounding.

**TABLE A-18**  
**To whom did you submit your application for education benefits?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,292	1,172	1,414	298	267	372	330	294	335	310	310	318	354	301	389
School	70	70	70	70	71	71	66	68	60	74	74	77	70	65	66
VA directly	25	NA	NA	25	NA	NA	29	NA	NA	20	NA	NA	25	NA	NA
VA directly by mail or visit	NA	22	20	NA	22	20	NA	21	28	NA	19	15	NA	27	24
VA directly on-line through VA's website	NA	5	5	NA	3	7	NA	6	6	NA	5	4	NA	4	6
Don't recall	6	3	4	5	4	2	4	5	6	6	2	4	6	4	4
TOTAL	101	100	99	100	100	100	99	100	100	100	100	100	101	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,379	1,414	1,519	317	342	370	344	352	377	333	355	4005	385	365	367
School	73	77	78	75	76	78	69	70	74	76	80	81	70	76	77
VA directly	20	NA	NA	21	NA	NA	22	NA	NA	18	NA	NA	20	NA	NA
VA directly by mail or visit	NA	15	14	NA	18	16	NA	17	18	NA	13	12	NA	15	12
VA directly on-line through VA's website	NA	3	4	NA	2	4	NA	6	4	NA	3	4	NA	2	4
Don't recall	7	5	3	4	4	2	9	7	4	6	4	2	10	7	6
TOTAL	100	100	99	100	100	100	100	100	100	100	100	99	100	100	99
<b>All Claims</b>															
<i>Unweighted N</i>	2,671	2,586	2,933	615	609	742	674	646	712	643	665	723	739	666	756
School	73	76	77	74	75	77	69	70	72	76	80	81	69	75	76
VA directly	21	NA	NA	21	NA	NA	24	NA	NA	18	NA	NA	21	NA	NA
VA directly by mail or visit	NA	16	15	NA	18	16	NA	18	19	NA	13	13	NA	17	14
VA directly on-line through VA's website	NA	3	4	NA	2	5	NA	6	4	NA	3	4	NA	2	5
Don't recall	7	5	3	4	4	2	8	7	4	6	4	3	10	6	6
TOTAL	101	100	99	99	99	100	101	101	99	100	100	101	100	100	101

Question Number: Dependents 7/Veterans 14

NA Not Asked. Sum may not add to 100% due to rounding. Wording change in 2003.

**TABLE A-19**  
**Did you find anything to be difficult or confusing about the application?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,104	1,032	1,410	260	239	372	291	265	334	260	270	317	293	258	387
Yes	19	17	16	16	15	19	19	18	14	20	17	13	19	17	24
No	81	83	84	84	85	81	81	82	86	80	83	87	81	83	76
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,024	1,134	1,507	243	271	366	262	286	375	249	292	403	270	285	367
Yes	19	14	14	17	13	13	18	13	13	22	13	14	16	17	17
No	81	86	86	83	87	87	82	87	87	78	87	86	84	83	83
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,128	2,166	2,917	503	510	738	553	551	7090	509	562	720	563	543	750
Yes	19	14	14	17	13	14	18	14	13	22	13	14	17	17	18
No	81	86	86	83	87	86	82	86	87	79	87	86	83	83	82
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 8/Veterans 15

Wording change in 2003.

TABLE A-20

What specifically did you find to be difficult or confusing about the application?

Base: Found something to be difficult or confusing.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	244	179	332	47	37	92	74	49	65	59	48	67	64	45	108
Print size was hard to read	1	3	6	--	--	3	1	1	5	2	3	9	1	9	4
It was too long	16	18	9	12	7	14	11	25	3	22	16	5	16	25	12
Some questions were not clear	58	70	51	61	71	43	50	73	59	64	69	47	55	64	59
Some instructions were confusing	42	53	52	39	52	41	37	60	57	44	49	57	51	51	53
Asked for information VA should have already had	38	34	29	39	29	38	37	40	24	37	31	28	38	36	24
Asked for information that was hard to supply	15	21	17	17	19	14	7	25	16	17	12	23	23	33	11
Not clear why all the information was needed	31	30	29	37	29	31	39	37	27	23	21	29	30	35	28
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	226	164	307	53	36	76	55	39	79	64	38	76	54	51	76
Print size was hard to read	6	5	2	1	3	1	5	--	1	8	7	5	5	7	1
It was too long	16	16	9	7	23	12	18	21	7	22	13	9	14	8	7
Some questions were not clear	59	70	46	55	75	48	60	69	37	58	62	49	63	76	48
Some instructions were confusing	48	58	43	50	53	34	51	52	43	49	65	44	40	58	51
Asked for information VA should have already had	40	39	36	42	42	45	33	36	27	42	34	29	41	47	47
Asked for information that was hard to supply	22	19	19	16	22	5	23	12	20	22	15	23	28	27	23
Not clear why all the information was needed	32	32	20	17	43	14	26	25	17	42	20	17	35	46	34

Question Number: Dependents 9/Veterans 16

See next page for notes.

TABLE A-20, continued

**What specifically did you find to be difficult or confusing about the application?**

Base: Found something to be difficult or confusing.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	470	343	639	100	73	168	129	88	144	123	86	143	118	96	184
Print size was hard to read	5	5	3	1	2	1	4	*	2	7	7	5	5	7	1
It was too long	16	16	9	8	20	12	17	22	6	22	14	8	14	10	8
Some questions were not clear	58	70	47	56	74	47	58	70	40	59	63	49	61	74	49
Some instructions were confusing	47	57	45	48	53	36	48	54	45	48	62	46	42	57	51
Asked for information VA should have already had	40	38	35	41	40	44	34	37	27	41	33	29	41	45	43
Asked for information that was hard to supply	21	19	18	16	22	6	19	16	19	21	14	23	27	28	21
Not clear why all the information was needed	32	32	22	21	40	17	29	28	19	39	20	18	34	44	33

Question Number: Dependents 9/Veterans16

-- None.

\* Less than 0.5%.

Multiple mentions.

**TABLE A-21**  
**Did VA let you know your application had been received?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,301	1,185	1,414	302	270	373	334	296	333	310	313	319	355	306	389
Yes	87	87	87	87	87	85	88	91	87	86	85	88	87	84	90
No	13	13	13	13	13	15	12	9	13	15	15	12	13	16	10
TOTAL	100	100	100	100	100	100	100	100	100	101	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,369	1,404	1,500	319	337	370	335	345	370	331	350	399	384	372	361
Yes	78	78	83	80	78	82	79	81	84	77	79	84	79	74	81
No	22	22	17	21	22	18	21	19	16	23	21	16	21	26	19
TOTAL	100	100	100	101	100	100	100	100	100	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,670	2,589	2,914	621	607	743	669	641	703	641	663	718	739	678	750
Yes	80	79	84	81	80	82	81	83	85	78	80	85	80	75	82
No	20	21	16	19	20	18	19	17	15	22	20	15	20	25	18
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 10/Veterans 17

**TABLE A-22**  
**How completely did VA keep you informed of the status of your application?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>Original Claims</b>															
<i>Unweighted N</i>	1,309	1,192	1,420	303	268	376	337	301	333	313	317	320	356	306	391
Completely	28	27	38	31	27	38	23	28	38	30	27	40	27	24	34
Mostly	31	31	28	30	28	24	33	31	30	32	34	27	29	32	31
Somewhat	18	20	16	15	20	15	18	18	16	19	21	15	22	21	16
Only a little	11	10	8	13	11	11	13	12	6	8	7	8	13	10	10
Not at all	11	11	8	10	14	11	13	9	8	10	11	7	9	10	8
Didn't need status information	1	2	2	1	1	2	1	3	1	2	1	3	*	3	2
TOTAL	100	101	100	100	101	101	101	101	99	101	101	100	100	100	101
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,373	1,417	1,517	318	339	370	338	349	377	331	356	403	386	373	367
Completely	24	26	34	20	26	28	25	28	32	26	27	38	25	23	32
Mostly	29	27	28	29	23	30	26	26	30	30	28	26	31	28	29
Somewhat	21	20	17	21	20	16	23	18	16	18	21	17	21	22	18
Only a little	10	11	7	10	13	9	11	12	10	10	10	4	10	11	10
Not at all	14	13	11	18	15	14	10	14	10	15	12	11	11	13	8
Didn't need status information	2	3	3	2	2	4	4	3	3	1	2	3	3	4	2
TOTAL	100	100	100	100	99	101	99	101	101	100	100	99	101	101	99

Question Number: Dependents 11/Veterans 18

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE A-22, continued**  
**How completely did VA keep you informed of the status of your application?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>All Claims</b>															
<i>Unweighted N</i>	2,682	2,609	2,937	621	607	746	675	650	710	644	673	723	742	679	758
Completely	25	26	34	22	26	29	25	28	33	26	27	39	25	23	33
Mostly	29	27	28	29	24	29	27	27	30	30	29	26	31	29	29
Somewhat	20	20	17	20	20	16	22	18	16	18	21	17	21	22	18
Only a little	10	11	7	10	13	9	12	12	9	9	10	4	10	11	10
Not at all	14	13	10	17	15	13	11	13	10	15	12	10	11	12	8
Didn't need status information	2	2	3	2	2	3	4	3	3	1	2	3	2	4	2
TOTAL	100	99	99	100	100	99	101	101	101	99	101	99	100	101	100

Question Number: Dependents 11/Veterans 18

Sum may not add to 100% due to rounding.

**TABLE A-23**  
**How long did it take VA to process your application?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,272	1,136	1,358	294	264	363	329	283	324	304	299	306	345	290	365
1 week	1	2	2	1	2	2	1	3	3	1	1	1	3	5	2
2 weeks	7	10	10	6	9	7	5	8	15	8	11	10	6	11	9
3 weeks	11	11	15	9	12	11	9	8	12	13	12	17	14	13	16
4 weeks	18	20	24	14	17	22	12	23	22	25	20	27	20	20	22
5 weeks	8	9	10	7	10	8	8	10	10	10	8	9	8	8	12
6 weeks	14	16	14	17	15	14	14	17	12	13	16	15	15	16	14
7 weeks	6	3	3	6	5	4	4	4	2	7	2	3	4	3	3
8 weeks	12	12	12	14	11	12	13	11	12	10	17	12	14	8	11
9 weeks	4	2	1	6	3	3	5	2	1	2	1	1	3	2	*
10 or more weeks	19	14	10	22	16	16	29	13	11	12	13	6	13	13	11
TOTAL	100	99	101	102	100	99	100	99	100	101	101	101	100	99	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,280	1,321	1,400	295	326	349	313	312	346	310	331	373	362	352	332
1 week	3	3	2	2	3	1	2	3	*	2	4	4	5	3	2
2 weeks	7	11	16	6	8	10	7	10	11	6	11	23	10	17	14
3 weeks	12	13	15	10	13	11	11	11	12	14	13	17	13	14	17
4 weeks	21	21	23	15	19	22	19	18	24	26	24	22	21	22	23
5 weeks	8	7	8	7	7	9	10	9	6	10	7	8	7	8	7
6 weeks	14	16	13	14	17	12	16	15	20	13	16	10	15	14	14
7 weeks	3	3	3	4	3	3	2	3	3	4	3	2	3	3	3
8 weeks	12	11	9	13	13	13	13	10	9	11	10	6	9	9	12
9 weeks	3	2	2	4	1	4	3	2	1	2	2	2	3	1	1
10 or more weeks	17	13	10	27	15	15	18	20	14	12	11	6	15	9	7
TOTAL	100	100	101	102	99	100	101	101	100	100	101	100	101	100	100

\* Less than 0.5%. Sum may not add to 100% due to rounding.

Question Number: Dependents 12/Veterans 19

**TABLE A-23, continued**  
**How long did it take VA to process your application?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	2,552	2,457	2,758	589	590	712	642	595	670	614	630	679	707	642	697
1 week	2	3	2	2	2	1	1	3	1	2	3	3	5	3	2
2 weeks	7	11	15	6	9	9	7	10	11	7	11	21	9	16	14
3 weeks	12	13	15	10	13	11	10	11	12	14	13	17	13	14	17
4 weeks	20	21	23	15	19	22	17	19	24	26	24	23	21	22	22
5 weeks	8	8	8	7	7	9	10	9	7	10	7	8	7	8	8
6 weeks	14	16	13	15	17	12	15	15	19	13	16	10	15	15	14
7 weeks	4	3	3	4	3	3	2	3	3	5	3	2	3	3	3
8 weeks	12	11	10	13	13	13	13	10	10	11	11	7	10	9	11
9 weeks	3	2	2	4	1	4	4	2	1	2	2	1	3	1	1
10 or more weeks	18	13	10	26	15	15	20	18	13	12	11	6	15	10	8
TOTAL	100	101	101	102	99	99	99	100	101	102	101	98	101	101	100

Question Number: Dependents 12/Veterans 19

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE A-24**  
**How long do you think is REASONABLE for VA to process your application?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,289	1,164	1,408	298	266	372	334	291	333	306	308	318	351	299	385
1 week	4	4	5	3	4	6	4	4	3	4	3	6	5	6	6
2 weeks	23	27	27	20	24	18	19	25	27	26	30	35	26	30	17
3 weeks	18	17	19	14	20	18	19	16	20	19	16	18	18	14	20
4 weeks	39	33	33	43	31	42	40	38	32	38	32	26	35	34	40
5 weeks	4	4	3	4	4	2	4	4	4	4	4	4	2	3	3
6 weeks	8	9	9	12	11	10	9	8	12	6	9	8	9	8	8
7 weeks	1	1	*	1	1	1	1	1	*	*	1	*	1	*	1
8 weeks	4	3	3	3	4	4	4	4	2	5	3	3	4	4	4
9 weeks	*	*	*	--	--	*	--	*	*	--	*	--	*	--	1
10 or more weeks	*	1	*	--	2	1	1	1	*	--	1	*	*	1	1
TOTAL	101	99	99	100	101	102	101	101	100	102	99	100	100	100	101
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,355	1,408	1,500	313	336	369	337	350	373	324	354	399	381	368	359
1 week	7	8	6	7	6	7	7	6	2	8	10	8	8	6	6
2 weeks	28	30	31	23	31	24	26	27	26	35	29	36	26	32	34
3 weeks	18	18	18	17	16	16	20	21	16	17	15	22	18	22	16
4 weeks	33	31	31	38	34	37	34	30	42	28	33	23	36	27	28
5 weeks	4	3	3	4	3	2	5	3	4	4	3	4	3	3	3
6 weeks	7	6	7	9	7	10	6	9	9	6	6	4	6	5	9
7 weeks	*	*	*	--	*	--	*	--	*	*	1	--	--	--	1
8 weeks	2	3	3	2	2	2	1	3	2	2	3	3	2	4	3
9 weeks	*	*	*	--	--	1	--	--	--	1	*	--	*	*	--
10 or more weeks	1	1	*	1	1	*	*	1	*	*	*	1	1	1	1
TOTAL	100	100	99	101	100	99	99	100	101	101	100	101	100	100	101

-- None. \* Less than 0.5%. Sum may not add to 100% due to rounding. Question Number: Dependents 13/Veterans 20

**TABLE A-24, continued**  
**How long do you think is REASONABLE for VA to process your application?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	
<b>All Claims</b>																
<i>Unweighted N</i>	2,644	2,572	2,908	611	602	741	671	641	706	630	662	717	732	667	744	
1 week	7	7	6	6	6	7	6	6	2	7	9	7	7	6	6	
2 weeks	27	29	31	23	30	23	25	26	26	33	29	36	26	31	32	
3 weeks	18	18	19	17	17	17	20	20	16	18	16	22	18	21	16	
4 weeks	34	32	31	39	33	38	35	31	41	30	33	24	36	28	30	
5 weeks	4	3	3	4	4	2	5	3	4	4	3	4	3	3	3	
6 weeks	7	7	7	9	7	10	7	9	9	6	6	4	6	5	8	
7 weeks	*	*	*	*	*	*	*	*	*	*	1	*	*	*	1	
8 weeks	2	3	3	2	2	2	2	3	2	2	3	3	2	4	3	
9 weeks	*	*	*	--	--	1	--	*	*	1	*	--	*	*	*	
10 or more weeks	*	1	*	1	1	*	*	1	*	*	*	1	1	1	1	
TOTAL	99	100	100	101	100	100	100	99	100	101	100	101	99	99	100	

Question Number: Dependents 13/Veterans 20

-- None.

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE A-25**  
**Did you PHONE VA about your recent education claim?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,302	1,190	1,412	303	269	375	333	300	335	310	315	310	356	306	392
Yes	63	58	51	68	63	55	61	56	56	61	56	44	62	58	55
No	37	42	49	32	37	45	39	44	44	39	44	56	38	42	45
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,397	1,417	1,518	321	338	374	344	350	374	338	357	404	394	372	366
Yes	76	74	51	79	75	51	75	69	52	75	78	50	74	70	54
No	24	26	49	21	25	49	26	31	48	26	22	50	26	30	46
TOTAL	100	100	100	100	100	100	101	100	100	101	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,699	2,607	2,930	624	607	749	677	650	709	648	672	714	750	678	758
Yes	73	72	51	77	73	51	72	67	53	72	75	49	72	68	54
No	27	28	49	23	27	49	28	33	47	28	25	51	28	32	46
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 14/Veterans 21

Sum does not add to 100% due to rounding.

Wording changes in 2003. In 2001 Administration they were asked if they ever called VA. The follow-up question asked which number they used most often. The 2002 Administration asked only about the toll-free numbers. The 2003 Administration did not specify number called.

**TABLE A-26**  
**How many times did you phone VA about your recent claim?**

Base: Phoned VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		687	748		165	197		169	185		176	155		177	211
1 time		18	30		19	17		16	33		17	35		20	31
2 times		26	21		23	27		27	21		25	14		29	27
3 times		26	23		26	28		24	21		27	24		23	17
4 times		10	9		10	9		10	8		10	9		9	10
5 times or more		21	17		22	18		22	17		21	18		19	15
TOTAL		101	100		100	99		99	100		100	100		100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		1,032	762		254	192		244	181		278	200		256	189
1 time		12	35		14	35		15	31		10	36		12	37
2 times		21	23		22	18		20	22		20	26		23	24
3 times		24	14		18	16		24	11		26	13		25	16
4 times		8	5		9	1		9	12		9	4		6	6
5 times or more		35	22		37	29		32	23		35	20		34	17
TOTAL		100	99		100	99		100	99		100	99		100	100
<b>All Claims</b>															
<i>Unweighted N</i>		1,719	1,510		419	389		413	366		454	355		433	400
1 time		13	34		15	33		15	31		11	36		13	36
2 times		22	23		22	19		21	22		21	25		23	24
3 times		24	15		19	18		24	13		26	15		25	16
4 times		8	6		9	2		9	12		9	5		7	6
5 times or more		33	21		35	27		30	22		33	20		32	17
TOTAL		100	99		100	99		99	100		100	101		100	99

Question Number: Dependents 15/Veterans 22

Sum does not add to 100% due to rounding. Wording changes in 2003.

**TABLE A-27**  
**Why did you call VA?**

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	775	689	753	197	165	199	196	169	187	185	178	157	197	177	210
Get information before I applied for benefits	30	22	15	30	18	11	28	26	16	31	21	17	30	24	17
Apply for education benefits	23	22	12	21	15	11	23	27	11	23	23	12	27	24	15
Check on the status of my education claim	66	62	55	69	64	74	68	59	53	63	61	45	67	65	55
Change the status of enrollment	8	9	15	8	9	12	7	10	16	7	6	17	12	12	15
Certify attendance	34	NA	NA	32	NA	NA	24	NA	NA	41	NA	NA	34	NA	NA
Verify enrollment to VA	NA	43	43	NA	39	42	NA	46	41	NA	44	40	NA	46	49
Check on my remaining education benefits	14	11	11	19	13	9	10	9	9	14	10	17	13	13	7
Check on payment	45	44	37	49	50	38	39	44	40	46	38	33	47	44	39
Correct a payment problem	18	17	19	22	17	21	18	13	14	17	18	21	16	20	18
Ask about the Work Study Program	3	NA	NA	3	NA	NA	1	NA	NA	3	NA	NA	3	NA	NA
Get other information	27	23	26	26	17	25	29	29	24	27	22	29	26	28	25

Question Number: Dependents 16/Veterans 23

NA Not asked.

Multiple mentions.

**TABLE A-27, continued**  
**Why did you call VA?**

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,012	1,039	779	246	254	196	237	245	188	245	280	202	284	260	193
Get information before I applied for benefits	21	17	9	19	15	16	19	17	10	26	18	7	18	17	7
Apply for education benefits	20	19	10	17	15	13	21	19	12	22	21	9	19	21	9
Check on the status of my education claim	71	66	51	76	68	56	68	67	56	67	64	49	72	64	45
Change the status of enrollment	18	16	13	17	18	14	14	17	13	19	15	12	21	17	12
Certify attendance	46	NA	NA	43	NA	NA	38	NA	NA	54	NA	NA	43	NA	NA
Verify enrollment to VA	NA	54	51	NA	55	54	NA	51	47	NA	55	46	NA	51	60
Check on my remaining education benefits	32	25	20	32	25	18	31	22	18	34	25	25	30	27	13
Check on payment	55	46	29	59	47	35	56	47	29	49	46	25	59	43	31
Correct a payment problem	30	27	20	33	29	23	25	23	21	31	26	17	31	29	22
Ask about Work Study Program	4	NA	NA	4	NA	NA	4	NA	NA	5	NA	NA	2	NA	NA
Get other information	28	23	19	29	23	19	28	23	20	31	22	20	23	23	18

Question Number: Dependents 16/Veterans 23

NA Not Asked.  
 Multiple mentions.

**TABLE A-27, continued**  
**Why did you call VA?**

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	1,787	1,728	1,532	443	419	395	433	414	375	430	458	359	481	437	403
Get information before I applied for benefits	23	17	10	21	15	15	20	18	11	27	19	8	19	17	9
Apply for education benefits	20	19	11	18	15	12	21	20	12	22	21	10	20	21	9
Check on the status of my education claim	70	65	51	75	68	58	68	66	55	67	64	49	72	64	46
Change the status of enrollment	18	16	13	15	17	13	13	16	14	17	14	13	20	17	12
Certify attendance	44	NA	NA	42	NA	NA	36	NA	NA	52	NA	NA	42	NA	NA
Verify enrollment to VA	NA	52	50	NA	53	52	NA	50	46	NA	54	45	NA	50	59
Check on my remaining education benefits	29	23	19	30	24	17	27	20	17	31	23	24	28	25	12
Check on payment	54	45	30	58	48	35	53	46	30	49	45	26	57	43	32
Correct a payment problem	28	26	20	31	27	22	24	21	20	29	25	18	29	28	22
Ask about Work Study Program	4	NA	NA	4	NA	NA	3	NA	NA	4	NA	NA	2	NA	NA
Get other information	28	23	20	28	22	20	28	24	21	30	22	21	23	25	19

Question Number: Dependents 16/Veterans 23

NA Not Asked.  
 Multiple mentions.

**TABLE A-28**  
**How easy was it to get through to VA when you called?**

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	766	685	755	196	164	200	192	168	187	182	178	157	196	175	211
Very easy	16	22	30	15	22	15	11	21	27	21	23	40	15	22	30
Somewhat easy	29	32	28	26	28	27	18	31	32	37	31	27	30	40	29
Neither easy nor difficult	14	18	12	11	21	16	11	18	11	16	17	9	18	15	12
Somewhat difficult	16	16	14	20	17	21	20	17	15	10	16	9	16	14	16
Very difficult	20	11	13	25	11	19	32	13	12	12	10	10	15	9	11
Never got through	5	2	4	4	2	3	8	1	3	4	3	5	5	1	2
TOTAL	100	99	101	101	101	101	100	101	100	100	100	100	99	101	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	995	1,037	777	237	255	194	233	245	189	242	278	201	283	259	193
Very easy	13	18	27	12	16	22	8	16	25	15	21	26	16	15	38
Somewhat easy	28	29	31	22	28	30	23	25	29	32	29	33	33	33	30
Neither easy nor difficult	13	16	13	10	16	17	13	16	9	17	16	16	11	16	8
Somewhat difficult	23	23	18	24	22	18	22	26	22	23	23	16	21	22	16
Very difficult	21	13	11	29	17	12	29	15	16	12	10	9	18	13	8
Never got through	2	1	*	2	2	1	5	1	--	2	*	*	1	2	--
TOTAL	100	100	100	99	101	100	100	99	101	101	99	100	100	101	100

Question Number: Dependents 17/Veterans 24

-- None

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE A-28, continued**  
**How easy was it to get through to VA when you called?**

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	1,761	1,722	1,532	433	419	394	425	413	376	424	456	358	479	434	404
Very easy	14	18	28	13	17	21	9	17	25	16	21	27	16	16	37
Somewhat easy	28	29	30	23	28	29	22	26	29	33	29	32	33	34	30
Neither easy nor difficult	13	16	13	10	17	17	12	16	9	17	16	15	12	16	8
Somewhat difficult	22	22	17	23	21	19	22	25	21	21	23	16	21	21	16
Very difficult	21	13	11	29	16	13	29	15	15	12	10	9	18	12	8
Never got through	3	1	1	3	2	1	6	1	1	2	1	1	1	1	*
TOTAL	101	99	100	101	101	100	100	100	100	101	100	100	101	100	99

Question Number: Dependents 17/Veterans 24

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE A-29**  
**Which of the following happened to you when you called VA?**

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	746	672	733	192	160	194	181	166	182	180	172	151	193	174	206
Frequently busy	34	22	NA	40	22	NA	44	26	NA	25	20	NA	28	19	NA
Got through on first try	NA	NA	34	NA	NA	19	NA	NA	30	NA	NA	45	NA	NA	39
Got a busy signal	NA	NA	12	NA	NA	16	NA	NA	17	NA	NA	7	NA	NA	10
Experienced a reasonable wait time	NA	NA	37	NA	NA	40	NA	NA	41	NA	NA	37	NA	NA	29
Waited over a minute for call to be answered	58	67	27	57	67	39	53	61	26	63	56	23	57	58	23
Hung up, couldn't wait for call to be answered	NA	NA	12	NA	NA	19	NA	NA	13	NA	NA	7	NA	NA	13
Call disconnected before it was answered	18	8	8	20	8	10	29	14	12	11	8	4	14	9	6
Call got misdirected	12	11	11	12	11	12	14	13	9	10	9	10	14	11	11
Other	11	9	11	11	9	13	10	8	13	10	10	7	14	17	13
None of the above	16	21	2	17	21	--	12	22	4	17	25	1	17	28	1

Question Number: Dependents 18/Veterans 25

Multiple mentions.

NA Not Asked

--None.

Wording changes and categories added in 2003.

**TABLE A-29, continued**  
**Which of the following happened to you when you called VA?**

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	998	1,022	766	240	251	191	231	240	186	244	276	196	283	255	193
Frequently busy	41	35	NA	48	42	NA	49	39	NA	35	33	NA	37	30	NA
Got through on first try	NA	NA	34	NA	NA	23	NA	NA	29	NA	NA	34	NA	NA	52
Got a busy signal	NA	NA	13	NA	NA	20	NA	NA	18	NA	NA	11	NA	NA	4
Experienced a reasonable wait time	NA	NA	36	NA	NA	37	NA	NA	31	NA	NA	42	NA	NA	27
Waited over a minute for call to be answered	65	66	31	67	67	38	59	68	41	65	65	24	68	67	26
Hung up, couldn't wait for call to be answered	NA	NA	13	NA	NA	18	NA	NA	20	NA	NA	10	NA	NA	8
Call disconnected before it was answered	21	17	8	26	18	10	18	19	10	20	18	6	20	12	5
Call got misdirected	14	10	10	16	11	12	13	9	6	13	9	11	14	13	11
Other	12	9	9	16	8	13	11	8	11	12	9	7	8	10	5
None of the above	13	17	1	9	16	*	11	13	2	15	19	2	15	16	*

Question Number: Dependents 18/Veterans 25

Multiple mentions.

NA Not Asked

\*Less than 0.5%.

Wording changes and categories added in 2003.

**TABLE A-29, continued**  
**Which of the following happened to you when you called VA?**

Base: Called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	1,744	1,694	1,499	432	411	385	412	406	368	424	448	347	476	429	399
Frequently busy	40	34	NA	46	39	NA	48	37	NA	34	31	NA	36	28	NA
Got through on first try	NA	NA	34	NA	NA	23	NA	NA	29	NA	NA	35	NA	NA	50
Got a busy signal	NA	NA	13	NA	NA	20	NA	NA	18	NA	NA	10	NA	NA	5
Experienced a reasonable wait time	NA	NA	36	NA	NA	38	NA	NA	33	NA	NA	42	NA	NA	27
Waited over a minute for call to be answered	64	65	30	65	67	38	58	67	39	65	64	24	66	66	26
Hung up, couldn't wait for call to be answered	NA	NA	13	NA	NA	18	NA	NA	19	NA	NA	10	NA	NA	9
Call disconnected before it was answered	20	16	8	25	16	10	20	18	11	18	17	6	19	12	5
Call got misdirected	14	10	10	15	11	12	13	10	6	12	9	11	14	13	11
Other	12	9	9	15	8	13	11	8	12	12	9	7	9	11	6
None of the above	13	17	1	11	17	*	11	14	2	15	20	2	15	17	*

Question Number: Dependents 18/Veterans 25

Multiple mentions.

NA Not Asked

\*Less than 0.5%.

Wording changes and categories added in 2003.

**TABLE A-30**  
**How much of what you NEEDED TO KNOW did you get from your telephone contact with VA?**

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	742	674	731	192	161	193	179	166	182	179	171	149	192	176	207
All	34	34	45	36	36	44	26	34	49	36	32	41	37	34	49
Most	37	34	32	31	34	33	38	37	30	40	30	33	35	37	29
Some	16	19	14	17	20	15	19	15	16	13	22	16	16	19	9
Little	9	10	6	11	10	6	12	10	3	8	11	6	8	9	9
None	5	3	3	6	1	2	6	4	3	3	5	3	5	2	4
TOTAL	101	100	100	101	101	100	101	100	101	100	100	99	101	101	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	995	1,025	771	238	251	192	229	241	187	245	277	198	283	256	194
All	33	36	49	33	34	42	32	34	50	32	38	54	35	35	47
Most	39	37	32	36	37	32	40	38	32	42	36	31	37	40	32
Some	17	18	14	15	17	18	19	20	16	16	18	12	19	16	14
Little	9	7	3	13	8	5	8	6	1	8	6	2	7	8	4
None	3	2	2	4	3	3	2	2	1	2	2	1	2	2	3
TOTAL	101	100	100	101	99	100	101	100	100	100	100	100	100	101	100

Question Number: Dependents 19/Veterans 26

Wording changes in 2003.

Sum may not add to 100% due to rounding.

**TABLE A-30, continued**  
**How much of what you NEEDED TO KNOW did you get from your telephone contact with VA?**

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	1,737	1,699	1,502	430	412	385	408	407	369	424	448	347	475	432	401
All	33	36	49	34	34	42	31	34	50	32	37	53	35	35	47
Most	39	37	32	35	37	32	40	38	31	42	36	31	37	39	32
Some	17	18	14	15	18	17	19	19	16	16	18	13	18	16	13
Little	9	7	3	12	8	5	8	7	1	8	7	3	7	8	5
None	3	2	2	4	3	3	3	2	1	2	2	1	3	2	3
TOTAL	101	100	100	100	100	99	101	100	99	100	100	101	100	100	100

Question Number: Dependents 19/Veterans 26

Wording changes in 2003.

Sum may not add to 100% due to rounding.

**TABLE A-31**  
**Generally, were you able to get this information on the first call?**

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	738	671	726	191	160	194	178	165	178	178	170	148	191	176	206
Yes	61	67	72	52	68	65	46	67	76	72	65	73	69	68	73
No	39	33	28	48	32	35	54	33	24	28	35	27	31	32	27
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	991	1,023	770	238	252	192	229	240	186	242	276	198	282	255	194
Yes	66	70	75	57	70	77	62	68	65	72	72	78	70	70	78
No	34	30	25	43	30	23	38	32	35	28	28	22	31	30	22
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	101	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	1,729	1,694	1,496	429	412	386	407	405	364	420	446	346	473	431	400
Yes	65	70	75	56	70	75	59	68	66	72	71	78	70	70	77
No	35	30	25	44	30	25	41	32	34	28	29	22	31	30	23
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	101	100	100

Question Number: Dependents 20/Veterans 27

Sum does not add to 100% due to rounding.  
 Wording changes in 2003.

**TABLE A-32**  
**Was your question answered by the automated system or did you speak with a VA employee?**

Base: Got through to VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	725	667	718	189	158	189	175	164	176	175	169	148	186	176	205
Automated system	10	15	19	14	14	17	9	15	18	8	17	21	8	14	18
VA employee	54	53	53	50	55	54	54	56	55	54	47	51	59	55	53
Both	36	32	28	36	31	29	37	29	27	38	37	28	33	31	29
TOTAL	100	100	100	100	100	100	100	100	100	100	101	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	971	1,019	762	231	249	191	224	241	184	237	275	196	279	254	191
Automated system	8	14	19	5	14	21	8	15	17	8	14	17	11	12	23
VA employee	45	51	52	47	49	56	49	52	49	41	52	53	46	51	49
Both	47	35	29	48	37	22	43	33	35	51	34	30	43	37	28
TOTAL	100	100	100	100	100	99	100	100	101	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	1,696	1,680	1,480	420	407	380	399	405	360	412	444	344	465	430	396
Automated system	8	14	19	7	14	21	8	15	17	8	14	17	11	13	23
VA employee	46	51	52	47	50	56	50	53	49	43	51	53	48	51	49
Both	45	35	29	46	36	23	42	32	34	49	35	30	42	37	28
TOTAL	99	100	100	100	100	100	100	100	100	100	100	100	101	101	100

Question Number: Dependents 21/Veterans 28

Sum does not add to 100% due to rounding.  
 Wording changes in 2003.

**TABLE A-33**  
**How responsive was the person you talked to?**

Base: Interacted with a person when called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	676	576	618	170	141	164	164	142	155	164	143	122	178	150	177
Very responsive	60	61	65	54	64	58	56	58	71	67	63	65	60	59	64
Somewhat responsive	29	29	27	34	27	31	27	34	27	27	26	28	29	32	21
Neither responsive nor non-responsive	5	5	5	3	4	4	9	5	1	1	7	6	7	5	7
Somewhat non-responsive	4	3	2	6	2	1	6	4	1	4	4	1	2	2	5
Very non-responsive	2	1	2	3	3	5	2	--	*	1	*	--	2	2	3
TOTAL	100	99	101	100	100	99	100	101	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	991	884	665	226	217	168	213	205	164	227	239	176	253	223	157
Very responsive	56	58	63	53	54	63	55	50	56	59	61	65	53	61	64
Somewhat responsive	33	33	27	35	34	23	33	38	35	33	31	28	33	31	22
Neither responsive nor non-responsive	5	4	5	3	4	5	7	7	7	4	3	2	8	4	7
Somewhat non-responsive	4	4	4	8	6	6	3	4	2	3	3	4	4	3	4
Very non-responsive	2	2	2	1	2	4	2	1	*	1	2	2	3	1	3
TOTAL	100	101	101	100	100	101	100	100	100	100	100	101	101	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	1,595	1,460	1,283	396	358	332	377	347	319	291	382	298	431	373	334
Very responsive	56	58	63	53	56	62	55	51	58	60	61	65	54	61	64
Somewhat responsive	33	32	27	35	33	24	32	38	34	32	30	28	32	31	22
Neither responsive nor non-responsive	5	4	5	3	4	5	7	7	6	3	4	2	8	4	7
Somewhat non-responsive	4	4	4	7	6	5	4	4	2	3	3	4	3	3	4
Very non-responsive	2	1	2	2	2	4	2	*	*	1	2	1	3	1	3
TOTAL	100	99	101	100	101	100	100	100	100	99	100	100	100	100	100

Question Number: Dependents 22/Veterans 29

-- None. Sum may not add to 100% due to rounding. \*Less than 0.5%.

**TABLE A-34**  
**How courteous was the person you talked to?**

Base: Interacted with a person when called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	667	576	622	169	141	166	165	142	154	164	142	124	179	151	178
Very courteous	60	65	65	54	62	57	61	68	70	64	65	67	61	66	66
Somewhat courteous	27	24	25	34	28	28	22	25	25	25	22	28	29	24	17
Neither courteous nor discourteous	8	7	6	8	5	6	13	6	4	5	9	4	7	6	9
Somewhat discourteous	3	2	3	2	2	7	2	1	*	5	4	1	3	2	5
Very discourteous	2	2	1	3	4	3	2	--	*	1	*	*	1	3	3
TOTAL	100	100	100	101	101	101	100	100	99	100	100	100	101	101	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	927	886	670	230	217	167	214	206	166	229	239	180	254	224	157
Very courteous	56	59	65	51	55	53	62	52	68	55	65	69	56	59	63
Somewhat courteous	32	28	23	33	30	32	27	33	23	35	24	18	29	29	23
Neither courteous nor discourteous	7	7	7	8	10	10	6	9	6	6	5	6	11	6	5
Somewhat discourteous	4	4	2	7	5	1	4	6	1	3	4	2	3	4	3
Very discourteous	1	2	4	1	1	4	1	1	2	1	2	4	2	2	5
TOTAL	100	100	101	100	101	100	100	101	100	100	100	99	101	100	99
<b>All Claims</b>															
<i>Unweighted N</i>	1,604	1,462	1,292	399	358	333	379	348	320	393	381	304	433	375	335
Very courteous	56	60	65	51	56	53	62	54	69	56	65	69	56	60	64
Somewhat courteous	31	28	23	34	30	31	26	32	23	34	24	19	29	29	22
Neither courteous nor discourteous	7	7	7	8	9	10	7	9	6	5	5	6	10	6	6
Somewhat discourteous	4	4	2	6	4	2	4	5	1	3	4	2	3	3	3
Very discourteous	1	2	4	1	1	4	2	*	1	1	2	4	1	2	5
TOTAL	99	101	101	100	100	100	101	100	100	99	100	100	99	100	100

Question Number: Dependents 23/Veterans 30

-- None. \* Less than 0.5%. Sum may not add to 100% due to rounding.

**TABLE A-35**  
**Were VA employees able to give you information about your particular education claim on the phone?**

Base: Interacted with a person when called VA about recent claim.

	All RPOs			REGIONAL PROCESSING OFFICE											
	2001 %	2002 %	2003 %	Atlanta			Buffalo			Muskogee			St. Louis		
				2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	672	576	618	170	141	162	163	142	153	161	142	125	178	151	178
Yes	80	83	84	76	88	89	81	81	91	82	84	77	81	78	78
No	12	10	11	16	5	7	13	8	7	9	12	12	9	13	19
Didn't need claim information	8	8	5	8	7	4	6	12	1	9	4	11	10	9	3
TOTAL	100	101	100	100	100	100	100	101	99	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	922	883	670	229	217	168	214	205	165	227	238	179	252	223	158
Yes	88	88	87	81	86	86	87	89	94	87	88	85	87	91	87
No	10	7	6	15	9	4	10	6	3	9	7	7	7	6	9
Didn't need claim information	4	5	7	3	5	10	4	5	3	4	5	8	6	3	5
TOTAL	100	100	100	99	100	100	101	100	100	100	100	100	100	100	101
<b>All Claims</b>															
<i>Unweighted N</i>	1,594	1,459	1,288	399	358	330	377	347	318	388	380	304	430	374	336
Yes	85	88	87	81	86	86	86	88	94	86	88	84	86	90	86
No	10	7	6	15	9	5	10	6	3	9	7	7	7	6	10
Didn't need claim information	5	5	7	5	6	9	4	6	3	5	5	9	6	4	5
TOTAL	100	100	100	101	101	100	100	100	100	100	100	100	99	100	101

Question Number: Dependents 24/Veterans 31

-- None.

Sum may not add to 100% due to rounding.

**TABLE A-36**  
**Within the past year, did you VISIT VA's Internet website [www.gibill.va.gov]**  
**about your education benefits?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
	2001	2002	2003	Atlanta			Buffalo			Muskogee			St. Louis			
				2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	
%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
<b>Original Claims</b>																
<i>Unweighted N</i>	1,306	1,196	1,421	303	271	377	339	301	335	309	317	318	355	307	391	
Yes	32	47	57	32	43	58	35	48	55	32	46	58	29	52	56	
No	68	53	43	69	57	42	65	52	45	68	54	42	71	48	44	
TOTAL	100	100	100	101	100	100	100	100	100	100	100	100	100	100	100	
<b>Supplemental Claims</b>																
<i>Unweighted N</i>	1,400	1,425	1,513	322	338	369	344	354	376	339	359	402	395	374	366	
Yes	36	60	65	39	55	64	41	62	72	33	61	64	34	62	60	
No	64	40	35	61	45	36	59	38	28	67	39	36	66	38	40	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
<b>All Claims</b>																
<i>Unweighted N</i>	2,706	2,621	2,934	625	609	746	683	655	711	648	676	720	750	681	757	
Yes	36	58	64	38	53	64	40	59	70	33	59	63	34	61	60	
No	64	42	36	62	47	36	60	41	30	67	41	37	66	39	40	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	

Question Number: Dependents 25/Veterans 32

Sum does not add to 100% due to rounding.  
Wording changes in 2003.

**TABLE A-37**  
**Why did you visit VA's website [www.gibill.va.gov]?**

Base: Visited VA's website.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	415	533	664	100	106	185	115	136	160	99	138	143	101	153	176
Get information before I applied for benefits	41	29	27	36	29	28	36	30	41	49	28	17	36	27	35
Apply for education benefits	12	17	18	7	12	23	12	21	28	14	18	9	15	16	21
Certify attendance	34	NA	NA	28	NA	NA	33	NA	NA	36	NA	NA	42	NA	NA
Verify enrollment to VA	NA	68	66	NA	67	59	NA	72	60	NA	62	74	NA	74	61
Send an inquiry to VA	15	12	16	16	13	17	18	12	13	11	14	16	17	8	18
Get other information about VA education programs	43	30	36	45	32	40	34	30	28	46	31	35	45	27	40
Couldn't get through on a toll-free phone number	14	10	6	17	12	11	20	12	4	11	7	4	6	8	8
Download a form	NA	15	13	NA	15	18	NA	17	15	NA	14	9	NA	13	16
See what is available on the website	NA	47	40	NA	46	42	NA	45	42	NA	46	39	NA	50	39
Other	12	5	4	11	3	3	15	7	5	10	7	3	12	5	5

Question Number: Dependents 26/Veterans 33

NA Not Asked  
 Multiple mentions.

**TABLE A-37, continued**  
**Why did you visit VA's website [www.gibill.va.gov]?**

Base: Visited VA's website.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	520	834	775	126	181	185	146	214	197	110	211	214	138	228	179
Get information before I applied for benefits	21	18	15	19	19	14	28	22	12	23	17	16	14	17	16
Apply for education benefits	10	13	12	15	12	11	7	18	7	8	13	15	8	12	12
Certify attendance	49	NA	NA	48	NA	NA	49	NA	NA	51	NA	NA	50	NA	NA
Verify enrollment to VA	NA	77	74	NA	73	74	NA	79	74	NA	76	73	NA	81	76
Send an inquiry to VA	20	13	13	23	12	12	24	16	19	18	13	12	14	11	10
Get other information about VA education programs	44	29	33	43	34	28	39	28	33	51	27	37	39	27	29
Couldn't get through on a toll-free phone number	17	13	5	21	13	5	21	15	5	12	13	4	15	12	5
Download a form	NA	14	10	NA	11	11	NA	18	5	NA	12	11	NA	15	10
See what is available on the website	NA	43	39	NA	45	37	NA	41	38	NA	42	43	NA	43	37
Other	13	6	4	13	6	8	11	6	3	11	7	3	17	6	3

Question Number: Dependents 26/Veterans 33

NA Not Asked  
 Multiple mentions.

**TABLE A-37, continued**  
**Why did you visit VA's website [www.gibill.va.gov]?**

Base: Visited VA's website.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	935	1,367	1,439	226	287	370	261	350	357	209	349	357	239	381	355
Get information before I applied for benefits	24	20	16	21	20	16	30	23	15	27	18	17	17	18	18
Apply for education benefits	10	14	12	13	12	12	8	19	10	9	13	14	10	12	13
Certify attendance	47	NA	NA	45	NA	NA	46	NA	NA	49	NA	NA	47	NA	NA
Verify enrollment to VA	NA	76	73	NA	72	72	NA	78	73	NA	75	73	NA	80	74
Send an inquiry to VA	19	13	13	22	12	12	23	15	19	17	13	12	19	11	11
Get other information about VA education programs	44	29	33	43	34	30	38	28	32	50	27	37	44	27	31
Couldn't get through on a toll-free phone number	16	13	5	20	13	6	21	15	5	12	12	4	16	12	6
Download a form	NA	14	10	NA	11	12	NA	18	6	NA	12	11	NA	14	11
See what is available on the website	NA	43	40	NA	45	38	NA	42	38	NA	42	42	NA	44	37
Other	13	6	4	12	6	8	12	6	3	11	7	3	13	6	3

Question Number: Dependents 26/Veterans 33

NA Not Asked  
 Multiple mentions.

TABLE A-38

In general, how much of what you were looking for did you find on VA's website?

Base: Visited VA's website.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	421	529	669	101	106	186	120	134	163	99	135	142	101	154	178
All	18	25	36	19	20	35	19	29	38	15	28	35	19	23	36
Most	34	39	43	29	38	41	33	40	42	38	41	48	32	35	36
Some	28	23	12	31	24	13	24	21	13	28	21	10	30	29	16
Little	13	9	5	9	15	4	13	7	5	15	4	5	11	9	8
None	8	4	3	12	3	7	11	3	2	3	5	2	9	4	4
TOTAL	101	100	99	100	100	100	100	100	100	99	99	100	101	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	514	836	785	123	181	188	144	217	198	111	211	215	136	227	184
All	19	29	35	20	31	38	18	30	37	16	30	34	23	26	35
Most	34	38	45	32	37	43	34	41	42	37	37	49	34	40	44
Some	28	21	14	25	18	13	32	21	14	31	22	12	24	20	17
Little	12	7	3	13	6	3	11	5	6	11	6	2	14	11	2
None	6	5	2	11	6	3	5	4	1	5	6	2	5	3	3
TOTAL	99	100	99	101	98	100	100	101	100	100	101	99	100	100	101
<b>All Claims</b>															
<i>Unweighted N</i>	935	1,365	1,454	224	287	374	264	351	361	210	346	357	237	381	362
All	19	29	35	20	30	37	18	30	37	16	30	34	22	26	35
Most	34	38	45	31	37	42	34	40	42	37	37	49	34	39	43
Some	28	21	13	26	19	13	31	21	14	30	22	12	24	21	16
Little	12	7	3	13	8	3	11	5	5	12	6	3	14	11	3
None	7	5	2	11	6	4	6	4	2	5	6	2	6	3	3
TOTAL	100	100	98	101	100	99	100	100	100	100	101	100	100	100	100

Sum may not add to 100% due to rounding.

Question Number: Dependents 27/Veterans 34

Wording change in 2003.

**TABLE A-39**  
**Did you find anything difficult or confusing about the website?**

Base: Visited VA's website.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>Original Claims</b>															
<i>Unweighted N</i>	418	529	667	100	103	185	117	134	164	99	137	140	102	152	178
Yes	23	21	15	16	28	17	24	18	17	23	21	9	30	18	26
No	77	79	85	84	72	83	16	82	83	77	79	91	70	82	74
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	515	831	780	124	181	189	144	213	197	110	211	216	137	226	178
Yes	24	19	13	26	19	10	27	21	17	24	18	13	16	22	14
No	77	81	87	74	81	90	73	79	83	76	82	87	84	78	86
TOTAL	101	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	933	1,360	1,447	224	287	374	261	347	361	209	348	356	239	378	356
Yes	24	20	13	25	20	11	26	20	17	24	18	12	18	21	15
No	77	80	87	75	80	89	74	80	83	76	82	88	82	79	85
TOTAL	101	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 28/Veterans 35

Sum does not add to 100% due to rounding.

**TABLE A-40**  
**What specifically did you find difficult or confusing about the website?**

Base: Found something to be difficult or confusing.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	110	107	162	21	29	42	34	23	43	23	28	26	32	27	51
System down or not working	NA	15	10	NA	13	9	NA	9	11	NA	22	3	NA	14	22
Information displayed was hard to read	5	2	5	--	2	7	5	--	6	9	4	3	3	2	5
Information displayed was hard to understand	20	28	17	18	20	14	15	47	37	26	27	3	22	18	21
Didn't understand where to go to retrieve the information I wanted	48	52	30	66	44	52	33	51	67	52	53	57	41	64	65
Website didn't have the information I was looking for	36	36	33	28	30	31	32	55	26	39	24	46	45	44	23
It was hard to move about within the website	24	26	12	5	20	15	25	31	17	35	29	--	26	23	22
Other	13	23	19	16	32	16	18	31	20	4	18	26	18	7	10
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	138	170	158	41	36	34	42	47	40	29	37	44	26	50	40
System down or not working	NA	19	14	NA	17	3	NA	10	24	NA	24	17	NA	23	3
Information displayed was hard to read	4	6	5	5	14	7	--	5	12	7	5	2	--	2	2
Information displayed was hard to understand	17	18	19	10	17	19	17	17	27	25	11	16	19	30	15
Didn't understand where to go to retrieve the information I wanted	38	61	48	36	59	64	26	74	40	44	58	42	47	53	58
Website didn't have the information I was looking for	41	31	32	40	24	31	45	48	29	46	19	29	27	38	41
It was hard to move about within the website	27	22	21	35	18	17	22	20	15	28	22	26	15	26	21
Other	36	21	22	40	23	35	36	6	26	31	27	15	39	22	23

Notes on next page

Question Number: Dependents 29/Veterans 36

**TABLE A-40, continued**  
**What specifically did you find difficult or confusing about the website?**

Base: Found something to be difficult or confusing.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	248	277	320	62	65	76	76	70	83	52	65	70	58	77	91
System down or not working	NA	19	13	NA	17	4	NA	10	22	NA	24	15	NA	22	6
Information displayed was hard to read	4	6	5	5	12	7	1	4	11	7	5	2	1	2	3
Information displayed was hard to understand	18	19	19	11	18	18	16	21	28	25	13	15	19	29	16
Didn't understand where to go to retrieve the information I wanted	39	60	50	39	57	62	27	71	43	46	58	44	45	54	59
Website didn't have the information I was looking for	40	32	32	39	25	31	43	49	28	45	20	31	31	38	38
It was hard to move about within the website	26	22	20	32	19	17	22	21	15	29	23	23	17	26	21
Other	33	21	22	38	25	32	33	9	25	27	26	16	34	21	21

Question Number: Dependents 29/Veterans 36

-- None  
 NA Not Asked  
 Multiple mentions.  
 Slight wording changes in 2003.

**TABLE A-41**  
**Within the past year, did you use the Internet or e-mail to CONTACT VA**  
**about your education benefits?**

Base: All beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,295	1,176	1,409	300	265	374	334	296	331	307	312	316	354	303	388
Yes	11	20	25	13	20	25	15	18	21	7	19	29	11	22	24
No	89	80	75	87	80	75	85	82	79	93	81	71	89	78	76
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,383	1,415	1,508	320	334	369	340	352	374	334	356	401	389	373	364
Yes	14	22	26	17	20	29	17	25	31	11	21	25	12	25	22
No	86	78	74	83	80	71	83	75	69	89	79	75	88	75	78
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,678	2,591	2,917	620	599	743	674	648	705	641	668	717	743	676	752
Yes	13	22	26	16	20	28	17	24	29	10	21	25	12	25	23
No	87	78	74	84	80	72	84	76	71	90	79	75	88	75	77
TOTAL	100	100	100	100	100	100	101	100	100	100	100	100	100	100	100

Question Number: Dependents 30/Veterans 37

Sum may not add to 100% due to rounding.  
Wording changes in 2003.

**TABLE A-42**  
**Why did you contact VA using the Internet or e-mail?**

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	159	222	258	41	47	70	54	54	57	25	57	54	39	64	77
Get information before I applied for benefits	26	19	12	24	18	19	29	23	23	28	18	2	22	19	19
Apply for education benefits	13	NA	NA	7	NA	NA	15	NA	NA	16	NA	NA	13	NA	NA
Check on the status of my education claim	36	52	60	41	48	48	35	51	60	32	57	69	34	53	52
Report a change in the status of my enrollment	6	20	26	3	29	21	8	17	21	8	20	28	7	11	31
Certify attendance	21	NA	NA	17	NA	NA	19	NA	NA	20	NA	NA	29	NA	NA
Check on my remaining education benefits	10	22	22	10	27	18	3	13	10	12	19	30	21	29	18
Check on payment	25	40	39	29	29	38	22	42	39	28	45	41	19	46	35
Correct a payment problem	10	10	10	12	2	12	11	13	1	8	14	15	8	10	3
Ask about Work Study Program	2	NA	NA	2	NA	NA	1	NA	NA	--	NA	NA	3	NA	NA
Couldn't get through on a toll-free number	15	9	6	14	17	3	24	11	16	4	4	3	13	5	7
Sent an e-mail to get information after visiting the VA website	19	12	11	17	16	15	17	13	5	20	8	11	25	12	10
Other inquiry	11	10	9	6	11	16	9	13	10	24	4	5	5	14	9

Question Number: Dependents 31/Veterans 38

-- None.

NA Not Asked

Multiple mentions.

**TABLE A-42, continued**  
**Why did you contact VA using the Internet or e-mail?**

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	220	317	316	61	65	82	64	88	79	43	71	85	52	93	70
Get information before I applied for benefits	14	13	7	13	15	2	10	9	11	19	16	5	13	11	12
Apply for education benefits	11	NA	NA	15	NA	NA	7	NA	NA	9	NA	NA	10	NA	NA
Check on the status of my education claim	42	50	50	50	47	53	30	57	45	41	49	53	42	46	43
Report a change in the status of my enrollment	10	23	30	15	28	27	13	26	27	5	19	31	10	23	33
Certify attendance	40	NA	NA	39	NA	NA	28	NA	NA	49	NA	NA	41	NA	NA
Check on my remaining education benefits	19	25	34	18	25	31	10	22	22	25	26	39	25	24	41
Check on payment	35	38	35	36	46	40	29	47	22	39	30	39	35	34	33
Correct a payment problem	13	11	16	13	15	11	17	13	18	9	7	21	14	11	11
Ask about Work Study Program	2	NA	NA	2	NA	NA	4	NA	NA	2	NA	NA	2	NA	NA
Couldn't get through on a toll-free number	15	13	4	13	24	5	24	17	3	7	7	4	17	11	5
Sent an e-mail to get information after visiting the VA website	17	11	12	10	11	12	22	15	20	16	11	8	23	9	10
Other inquiry	16	9	11	13	3	17	20	8	8	16	13	11	15	12	6

Question Number: Dependents 31/Veterans 38

NA Not Asked  
 Multiple mentions.

**TABLE A-42, continued**  
**Why did you contact VA using the Internet or e-mail?**

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	379	539	574	102	112	152	118	142	136	68	128	139	91	157	147
Get information before I applied for benefits	16	14	8	15	15	4	13	11	13	20	16	5	14	12	13
Apply for education benefits	11	NA	NA	14	NA	NA	8	NA	NA	10	NA	NA	10	NA	NA
Check on the status of my education claim	41	50	51	49	47	53	31	56	46	40	50	56	41	47	44
Report a change in the status of my enrollment	10	23	29	13	28	26	12	25	27	5	20	31	9	21	33
Certify attendance	37	NA	NA	36	NA	NA	27	NA	NA	46	NA	NA	39	NA	NA
Check on my remaining education benefits	18	24	32	17	25	29	9	21	21	24	26	38	25	25	38
Check on payment	34	38	35	35	43	40	28	46	24	38	32	40	33	35	33
Correct a payment problem	13	11	16	13	13	11	16	13	16	9	8	20	13	10	10
Ask about Work Study Program	2	NA	NA	2	NA	NA	3	NA	NA	2	NA	NA	2	NA	NA
Couldn't get through on a toll-free number	15	13	4	13	22	5	24	16	5	7	6	4	17	10	5
Sent an e-mail to get information after visiting the VA website	17	11	12	11	12	12	21	15	18	17	10	8	23	10	10
Other inquiry	15	10	11	12	4	17	18	8	8	17	12	10	14	12	6

Question Number: Dependents 31/Veterans 38

NA Not Asked  
 Multiple mentions.

**TABLE A-43**  
**What response did you get to your Internet or e-mail inquiry?**

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	155	212	448	40	45	118	53	53	99	25	55	100	37	59	131
Received an acknowledgment of my inquiry	27	43	34	15	39	46	23	46	31	44	38	34	30	54	25
Received a complete answer to my inquiry	33	41	26	35	40	24	42	36	22	16	40	33	38	49	18
Received an answer, but not all the information requested	28	11	12	23	13	11	13	11	11	44	11	16	40	12	6
Inquiry was sent to another office	NA	2	*	NA	2	--	NA	2	1	NA	3	*	NA	2	*
Never received an answer from VA	24	17	7	22	20	4	28	19	9	28	20	3	11	9	16
Other	6	4	2	15	5	5	7	6	3	--	4	*	--	3	4
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	218	306	531	63	63	96	61	85	134	40	66	148	54	92	124
Received an acknowledgment of my inquiry	31	44	31	27	40	31	32	50	29	30	39	33	41	49	31
Received a complete answer to my inquiry	41	51	27	29	48	24	50	56	33	43	54	28	44	45	23
Received an answer, but not all the information requested	19	19	11	17	17	9	21	15	11	15	21	14	28	20	10
Inquiry was sent to another office	NA	1	1	NA	3	2	NA	1	--	NA	--	1	NA	--	--
Never received an answer from VA	18	10	6	29	11	11	11	12	9	17	8	1	9	9	6
Other	8	5	4	9	6	5	7	4	3	10	6	4	6	3	3

Question Number: Dependents 32/Veterans 39

-- None.

NA Not Asked

Multiple mentions.

\* Less than 0.5%.

**TABLE A-43, continued**  
**What response did you get to your Internet or e-mail inquiry?**

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>All Claims</b>															
<i>Unweighted N</i>	373	518	979	103	108	243	114	138	233	65	121	248	91	151	255
Received an acknowledgment of my inquiry	31	44	32	25	40	33	30	49	29	32	39	33	40	50	30
Received a complete answer to my inquiry	40	50	27	30	47	24	49	53	32	40	53	28	43	45	23
Received an answer, but not all the information requested	21	18	12	18	16	9	19	15	11	18	20	14	29	19	9
Inquiry was sent to another office	NA	1	1	NA	3	2	NA	1	*	NA	*	1	NA	*	*
Never received an answer from VA	19	11	6	28	13	11	14	13	9	19	9	1	9	9	7
Other	8	5	4	10	6	5	7	4	3	9	6	4	5	3	3

Question Number: Dependents 32/Veterans 39

\* Less than 0.5%

NA Not Asked

Multiple mentions.

**Table A-44**  
**In general, how much of what you NEEDED TO KNOW did you get from your contact with VA using the Internet or e-mail?**

Base: Contacted VA using the Internet or e-mail.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	165	222	248	43	47	68	54	54	57	29	57	55	39	64	68
All	18	27	30	16	21	33	22	25	34	10	30	24	25	30	40
Most	25	37	40	25	44	33	17	36	30	31	37	53	29	29	22
Some	25	20	18	26	17	22	26	20	21	31	17	17	16	28	15
Little	13	7	6	16	9	6	13	6	6	14	6	4	9	10	14
None	18	9	6	17	9	6	22	13	10	14	10	2	21	4	9
TOTAL	99	100	100	100	100	100	100	100	101	100	100	100	100	101	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	218	318	301	63	65	74	61	89	75	41	71	81	53	93	71
All	28	33	32	21	34	27	37	37	27	25	32	38	32	31	32
Most	30	35	41	21	35	49	23	38	44	42	35	36	34	30	39
Some	19	20	15	25	20	15	24	14	16	14	21	15	9	23	13
Little	10	6	6	8	4	4	6	7	8	10	7	5	18	7	8
None	14	6	5	26	6	5	10	4	5	10	6	5	8	8	7
TOTAL	101	100	99	101	99	100	100	100	100	101	101	99	101	99	99
<b>All Claims</b>															
<i>Unweighted N</i>	383	540	549	106	112	142	115	143	132	70	128	136	92	157	139
All	26	32	32	20	32	28	34	35	28	23	31	36	31	31	33
Most	29	35	41	21	37	47	22	38	42	40	35	39	33	30	38
Some	20	20	15	25	20	16	25	15	17	16	21	16	10	23	13
Little	11	7	6	9	5	4	8	7	8	10	7	5	17	8	9
None	15	6	5	24	6	5	12	5	5	10	6	5	9	8	8
TOTAL	101	100	99	99	100	100	101	100	100	99	100	101	100	100	101

Sum may not add to 100% due to rounding.

Question Number: Dependents 33/Veterans 40

**TABLE A-45**  
**Within the past year, did you receive information about your education benefits from any of the following?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,297	1,176	1,380	302	267	370	338	294	323	304	311	307	353	304	380
VA regional office, either in person or through correspondence	49	NA	NA	56	NA	NA	47	NA	NA	47	NA	NA	47	NA	NA
State or county Veterans Service Organizations	17	41	33	20	40	31	16	43	32	16	42	33	18	42	34
VA Representative on military base	17	28	15	15	29	12	18	26	17	15	28	13	22	30	22
Reserve unit+	23	24	12	23	24	7	22	22	16	24	23	11	22	30	12
Friends, family, co-workers	26	31	15	26	33	15	21	27	14	31	31	13	26	35	18
School	NA	NA	37	NA	NA	38	NA	NA	33	NA	NA	40	NA	NA	36
Congressional Office	NA	NA	1	NA	NA	1	NA	NA	*	NA	NA	1	NA	NA	2
Other	5	18	5	3	18	5	7	15	3	5	20	7	7	19	3
None of the above	16	43	26	15	38	27	16	45	27	18	43	26	15	45	23

Question Number: Dependents 34/Veterans 41

NA Not asked.

Multiple mentions.

+ Not asked of Chapter 35 beneficiaries.

\* Less than 0.5%.

Wording changes and categories added in 2003.

**TABLE A-45, continued**  
**Within the past year, did you receive information about**  
**your education benefits from any of the following?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,380	1,398	1,473	317	336	361	336	348	362	336	350	394	391	364	356
VA regional office, either in person or through correspondence	53	NA	NA	51	NA	NA	51	NA	NA	55	NA	NA	52	NA	NA
State or county Veterans Service Organizations	16	41	28	14	40	27	15	42	26	17	41	27	21	40	31
VA Representative on military base	14	29	8	14	27	8	15	29	9	11	30	7	19	28	9
Reserve unit+	19	28	7	20	27	7	21	28	11	18	26	5	19	31	9
Friends, family, co-workers	22	32	7	21	34	5	24	30	7	21	32	8	22	32	7
School	NA	NA	35	NA	NA	36	NA	NA	31	NA	NA	31	NA	NA	43
Congressional Office	NA	NA	1	NA	NA	*	NA	NA	1	NA	NA	1	NA	NA	*
Other	4	24	4	6	23	5	3	24	2	4	24	5	5	26	4
None of the above	20	62	37	20	57	34	20	63	38	20	64	43	19	62	27

Question Number: Dependents 34/Veterans 41

NA Not Asked

Multiple mentions.

+ Not asked of Chapter 35 beneficiaries.

\* Less than 0.5%.

Wording changes and categories added in 2003.

**TABLE A-45, continued**  
**Within the past year, did you receive information about**  
**your education benefits from any of the following?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	2,677	2,574	2,853	619	603	731	674	642	685	640	661	701	744	668	736
VA regional office, either in person or through correspondence	52	NA	NA	52	NA	NA	50	NA	NA	54	NA	NA	51	NA	NA
State or county Veterans Service Organizations	17	41	28	15	40	28	15	42	27	17	41	28	20	40	31
VA Representative on military base	15	29	9	14	27	8	16	29	10	12	30	8	19	28	10
Reserve unit+	20	27	8	21	27	7	21	27	11	19	25	6	19	31	9
Friends, family, co-workers	23	32	8	22	34	6	23	30	8	23	32	8	23	32	8
School	NA	NA	35	NA	NA	37	NA	NA	31	NA	NA	33	NA	NA	43
Congressional Office	NA	NA	1	NA	NA	*	NA	NA	1	NA	NA	1	NA	NA	*
Other	4	23	4	5	22	5	4	23	2	4	24	5	5	25	4
None of the above	19	59	35	19	54	33	19	60	36	20	61	40	18	59	26

Question Number: Dependents 34/Veterans 41

NA Not asked.

Multiple mentions.

+ Not asked of Chapter 35 beneficiaries.

\* Less than 0.5%.

Wording changes and categories added in 2003.

**TABLE A-46**  
**Did you WRITE to VA about your recent education claim?**

Base: All beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		1,185	1,407		269	372		298	333		312	315		306	387
Yes		8	5		6	5		10	5		9	5		7	9
No		92	95		94	95		90	95		91	95		93	92
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		1,429	1,513		343	369		356	373		356	406		374	365
Yes		7	5		8	5		6	5		8	7		6	3
No		93	95		92	95		94	95		92	93		94	97
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>All Claims</b>															
<i>Unweighted N</i>		2,614	2,920		612	741		654	706		668	721		680	752
Yes		7	5		8	5		7	5		8	6		7	4
No		93	95		92	95		93	95		92	94		93	96
TOTAL		100	100		100	100		100	100		100	100		100	100

Question Number: Dependents 35/Veterans 42

Wording change in 2003.

**TABLE A-47**  
**Why did you write to VA about your education benefits?**

Base: Corresponded with VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		103	127		21	24		30	35		31	24		21	44
Get information before I applied for benefits		19	12		13	12		14	16		29	7		12	14
Apply for education benefits		45	30		47	18		46	21		48	30		37	49
Check on the status of my claim		31	22		44	30		16	24		33	16		37	20
Give VA more information		39	38		40	43		37	48		39	28		40	37
Respond to a VA letter		43	28		60	17		44	28		33	39		41	24
Respond to a phone call from VA		4	3		3	2		2	2		7	6		5	1
Get an explanation of a VA letter		16	6		40	2		4	6		16	6		9	8
Have a permanent record in my file of a phone call or interview		3	1		3	--		4	--		3	2		5	--
Couldn't get through on a toll-free phone number		6	3		24	2		2	5		3	--		--	6
Other		14	16		7	22		21	4		13	24		11	15

Question Number: Dependents 36/Veterans 43

-- None  
 Multiple mentions.  
 Wording change in 2003.

**TABLE A-47, continued**  
**Why did you write to VA about your education benefits?**

Base: Corresponded with VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		104	89		27	20		23	26		29	25		25	18
Get information before I applied for benefits		7	7		8	12		4	8		6	1		11	18
Apply for education benefits		21	22		10	25		28	31		20	20		30	12
Check on the status of my claim		23	19		22	14		17	21		26	22		25	18
Give VA more information		43	41		37	14		28	65		53	51		42	19
Respond to a VA letter		43	48		25	39		41	61		49	52		56	35
Respond to a phone call from VA		4	12		--	12		4	14		6	11		3	12
Get an explanation of a VA letter		14	18		10	19		12	28		19	14		12	12
Have a permanent record in my file of a phone call or interview		1	7		--	2		--	1		--	10		3	14
Couldn't get through on a toll-free phone number		5	1		10	3		5	3		3	--		3	--
Other		21	20		35	29		13	8		17	24		16	14

Question Number: Dependents 36/Veterans 43

-- None.

Multiple mentions.

Wording change in 2003.

**TABLE A-47, continued**  
**Why did you write to VA about your education benefits?**

Base: Corresponded with VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>		207	216		48	44		53	61		60	49		46	62
Get information before I applied for benefits		9	8		8	12		6	9		9	2		11	17
Apply for education benefits		25	23		15	24		33	29		24	21		31	21
Check on the status of my claim		24	20		25	16		16	22		27	21		26	19
Give VA more information		42	41		37	18		31	62		51	48		42	23
Respond to a VA letter		43	45		30	36		42	55		47	50		54	33
Respond to a phone call from VA		4	11		*	11		3	12		6	10		3	10
Get an explanation of a VA letter		14	16		14	16		10	24		18	14		11	11
Have a permanent record in my file of a phone call or interview		1	6		*	1		1	1		*	9		3	11
Couldn't get through on a toll-free phone number		5	1		12	3		4	3		3	--		3	1
Other		19	20		31	28		15	7		16	24		15	15

Question Number: Dependents 36/Veterans 43

-- None.

\* Less than 0.5%

Multiple mentions.

Wording change in 2003.

TABLE A-48

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

Base: Corresponded with VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		69	133		11	28		22	37		24	25		12	43
Very easy		50	38		46	50		51	43		48	27		57	33
Somewhat easy		36	38		34	19		26	46		49	62		22	21
Neither easy nor difficult		6	3		--	--		15	9		--	--		10	4
Somewhat difficult		7	6		20	1		5	2		3	5		10	15
Very difficult		1	--		--	--		3	--		--	--		--	--
Didn't receive a written reply		NA	15		NA	29		NA	--		NA	6		NA	27
TOTAL		100	100		100	99		100	100		100	100		99	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		70	101		17	25		14	29		18	26		21	21
Very easy		46	41		53	46		59	43		43	36		34	48
Somewhat easy		39	27		41	18		35	51		47	24		28	21
Neither easy nor difficult		3	3		--	11		--	--		5	1		5	--
Somewhat difficult		11	8		6	4		6	4		6	11		28	14
Very difficult		1	8		--	1		--	--		--	17		5	--
Didn't receive a written reply		NA	12		NA	19		NA	2		NA	11		NA	18
TOTAL		100	99		100	99		100	100		101	100		100	101

Question Number: Dependents 37/Veterans 44

-- None.

Sum may not add to 100% due to rounding.

NA Not Asked.

Wording change and category added in 2003.

TABLE A-48, continued

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

Base: Corresponded with VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>		139	234		28	53		36	66		42	51		33	64
Very easy		46	41		52	47		56	43		44	35		36	44
Somewhat easy		39	29		41	18		32	50		47	28		27	21
Neither easy nor difficult		3	3		--	10		5	2		4	1		5	1
Somewhat difficult		10	8		8	3		6	3		5	10		26	14
Very difficult		1	7		--	1		1	--		--	16		5	--
Didn't receive a written reply		NA	13		NA	21		NA	2		NA	10		NA	20
TOTAL		99	101		101	100		100	100		100	100		99	100

Question Number: Dependents 37/Veterans 44

-- None.

Sum may not add to 100% due to rounding.

NA Not Asked.

Wording change and category added in 2003.

**TABLE A-49**  
**How much of what you NEEDED to KNOW did you get from VA's written reply?**

Base: Corresponded with VA.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		69	119		11	22		22	39		24	23		12	35
All		40	30		19	40		48	26		38	37		47	15
Most		41	37		68	44		24	51		50	16		22	38
Some		11	24		6	12		23	16		--	39		20	25
Little		5	2		--	--		5	5		9	3		--	1
None		4	7		6	4		--	1		3	5		10	21
TOTAL		101	100		99	100		100	99		100	100		99	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		69	90		17	19		14	27		18	24		20	20
All		38	32		37	48		48	26		39	29		29	35
Most		46	31		51	19		37	64		47	24		46	23
Some		9	23		12	25		15	9		10	27		--	26
Little		7	8		--	2		--	--		5	12		25	12
None		--	6		--	6		--	1		--	9		--	4
TOTAL		100	100		100	100		100	100		101	101		100	100
<b>All Claims</b>															
<i>Unweighted N</i>		138	209		28	41		36	66		42	47		32	55
All		38	32		35	46		48	26		38	30		31	31
Most		45	32		52	23		33	62		47	23		43	26
Some		10	23		11	23		18	10		8	28		2	25
Little		7	7		--	2		2	1		5	11		23	10
None		1	6		1	6		--	1		1	8		1	7
TOTAL		101	100		99	100		101	100		99	100		100	99

Question Number: Dependents 38/Veterans 45

-- None. Sum does not add to 100% due to rounding. Wording changes in 2003.

TABLE A-50

**Have you used VA's automated phone system [1-877-823-2378] to verify your enrollment for your recent education claim?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		928	744		183	203		248	171		252	165		245	205
Yes		52	59		55	62		49	55		54	58		51	65
No		48	41		45	38		51	45		46	42		49	35
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		1,190	884		274	216		300	208		299	233		317	227
Yes		69	68		68	73		67	59		73	69		62	71
No		31	32		32	27		33	41		27	31		38	29
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>All Claims</b>															
<i>Unweighted N</i>		2,118	1,628		457	419		548	379		551	398		562	432
Yes		66	67		66	71		64	58		71	67		60	70
No		34	33		34	29		36	42		29	33		40	30
TOTAL		100	100		100	100		100	100		100	100		100	100

Question Number: Veterans 46

Wording change in 2003

**TABLE A-51**  
**Did you find anything to be difficult about using VA's automated phone system to verify enrollment?**

Base: Used automated phone system to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		481	465		100	132		123	93		135	101		123	139
Yes		9	9		7	13		15	2		6	10		8	10
No		91	91		93	87		85	98		94	90		92	90
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		813	581		191	148		204	120		222	156		196	157
Yes		12	5		10	3		18	4		10	7		11	4
No		88	95		90	97		82	96		90	93		89	96
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>All Claims</b>															
<i>Unweighted N</i>		1,294	1,046		291	280		327	213		357	257		319	296
Yes		11	5		10	4		18	4		10	7		10	5
No		89	95		90	96		82	96		90	93		90	95
TOTAL		100	100		100	100		100	100		100	100		100	100

Question Number: Veterans 47

Sum may not add to 100% due to rounding  
Wording change in 2003.

**TABLE A-52**  
**What specifically did you find to be difficult about verifying your enrollment when you used VA's automated phone system?**

Base: Found something difficult when using automated phone system.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		42	56		7	23		17	6		8	11		10	16
Telephone number was frequently busy		50	42		57	52		47	59		49	42		50	20
System didn't have my VA record		21	27		14	43		17	33		36	3		20	41
Call was disconnected before verification completed		17	17		14	25		17	33		--	3		42	20
My PIN didn't work.		NA	6		NA	11		NA	--		NA	--		NA	12
Other		41	50		58	43		30	41		51	71		30	27
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		97	50		19	11		36	13		21	15		21	11
Telephone number was frequently busy		75	52		79	66		69	47		76	44		77	61
System didn't have my VA record		17	31		26	48		14	5		14	33		19	34
Call was disconnected before verification completed		14	13		5	18		16	10		14	14		19	11
My PIN didn't work.		NA	15		NA	8		NA	27		NA	16		NA	11
Other		34	29		26	22		37	26		38	28		28	39

Question Number: Veterans 48

-- None.

Multiple Mention.

Wording change and category added in 2003.

**TABLE A-52, continued**  
**What specifically did you find to be difficult about verifying your enrollment when you used VA's automated phone system?**

Base: Found something difficult when using automated phone system.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>All Claims</b>															
<i>Unweighted N</i>		139	106		26	34		53	19		29	26		31	27
Telephone number was frequently busy		72	50		77	62		67	49		74	44		74	54
System didn't have my VA record		18	31		25	47		14	9		16	29		19	35
Call was disconnected before verification completed		14	14		6	20		16	13		13	12		21	13
My PIN didn't work.		NA	14		NA	9		NA	23		NA	14		NA	11
Other		34	32		29	27		36	28		39	34		28	37

Question Number: Veterans 48

NA Not Asked.

Multiple Mention.

Wording change and category added in 2003.

TABLE A-53

**Have you used VA's Web Automated Verification of Enrollment (WAVE) at  
www.gibill.va.gov to verify your enrollment for your recent claim?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		934	748		185	206		250	171		252	165		247	206
Yes		40	46		35	47		42	36		38	52		46	43
No		60	54		65	53		58	64		62	48		54	57
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		1,210	885		282	216		304	210		303	233		321	226
Yes		56	58		47	61		57	59		59	56		59	56
No		44	42		53	39		43	41		41	44		41	44
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>All Claims</b>															
<i>Unweighted N</i>		2,144	1,633		467	422		554	381		555	398		568	432
Yes		54	56		46	59		54	56		56	56		57	54
No		46	44		54	41		46	44		44	44		43	46
TOTAL		100	100		100	100		100	100		100	100		100	100

Question Number: Veterans 49

Wording change in 2003

TABLE A-54

**Do you find anything to be difficult about using VA's Web Automated Verification of Enrollment (WAVE) to verify your enrollment?**

Base: Used WAVE to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		379	342		65	101		104	70		96	84		114	87
Yes		16	10		26	13		12	15		15	5		12	16
No		84	90		74	87		88	85		85	95		88	84
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		674	508		133	122		173	123		178	132		190	131
Yes		13	9		12	6		12	11		15	8		11	12
No		87	91		88	94		88	89		85	92		89	88
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>All Claims</b>															
<i>Unweighted N</i>		1,053	850		198	223		277	193		274	216		304	218
Yes		13	9		14	6		12	11		15	7		11	12
No		87	91		86	94		88	89		85	93		89	88
TOTAL		100	100		100	100		100	100		100	100		100	100

Question Number: Veterans 50

Wording changes in 2003

**TABLE A-55**  
**What specifically did you find to be difficult about using VA's Web Automated Verification of Enrollment (WAVE) to verify your enrollment?**

Base: Found something difficult when using WAVE to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		57	55		17	18		12	11		14	12		14	14
Unable to log-on to verification website		26	46		42	54		--	43		36	41		8	46
Information on VA Internet website form is confusing		33	23		29	21		42	28		21	14		51	33
Information on VA Internet website form is inaccurate		8	9		18	2		8	19		--	5		--	12
System didn't have my record		12	8		12	12		8	13		15	--		15	9
Not sure if Internet verification was completed successfully		43	26		29	10		34	9		57	45		57	36
Couldn't remember my PIN		7	19		6	10		8	28		8	27		8	9
System wouldn't accept my PIN		11	12		12	21		8	15		14	5		8	9
Other		23	26		23	12		34	59		21	14		14	26

Question Number: Veterans 51

-- None  
 Multiple mention.  
 Wording change in 2003.

TABLE A-55, continued

### What specifically did you find to be difficult about using VA's Web Automated Verification of Enrollment (WAVE) to verify your enrollment?

Base: Found something difficult when using WAVE to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		83	64		15	15		22	19		25	13		21	17
Unable to log-on to verification website		29	40		27	41		31	45		19	54		53	19
Information on VA Internet website form is confusing		22	10		20	2		28	18		15	6		33	15
Information on VA Internet website form is inaccurate		10	10		7	2		9	3		13	25		9	8
System didn't have my record		6	14		7	10		4	3		4	25		15	16
Not sure if Internet verification was completed successfully		50	29		47	10		56	33		45	28		58	47
Couldn't remember my PIN		20	16		33	21		18	11		11	18		29	12
System wouldn't accept my PIN		15	12		7	15		27	32		4	18		34	12
Other		21	34		20	44		31	26		21	30		14	35

Question Number: Veterans 51

Multiple mention.

Wording change in 2003.

TABLE A-55, continued

## What specifically did you find to be difficult about using VA's Web Automated Verification of Enrollment to verify your enrollment?

Base: Found something difficult when using WAVE to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>		140	119		32	33		34	30		39	25		35	31
Unable to log-on to verification website		29	41		30	43		27	44		21	52		47	22
Information on VA Internet website form is confusing		23	12		22	5		30	19		16	7		35	17
Information on VA Internet website form is inaccurate		10	10		9	2		9	5		12	22		8	8
System didn't have my record		7	13		8	11		5	4		5	21		15	15
Not sure if Internet verification was completed successfully		49	29		43	10		53	29		46	30		58	45
Couldn't remember my PIN		18	16		27	19		16	14		11	19		26	11
System wouldn't accept my PIN		14	12		8	16		24	4		5	16		31	11
Other		22	33		21	39		31	31		21	28		14	34

Question Number: Veterans 51

Multiple mention.

Wording change in 2003.

**TABLE A-56**  
**Have you phoned 1-888-GI-BILL-1 [1-888-442-4551] and spoken**  
**to a counselor to verify your enrollment for your recent claim?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		926	747		183	205		247	171		252	166		244	205
Yes		29	27		33	24		25	23		30	28		31	30
No		71	73		67	76		75	77		70	72		69	70
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		1,201	884		279	216		301	210		302	233		319	225
Yes		44	26		42	24		41	22		45	34		45	18
No		56	74		58	76		59	78		55	66		55	82
TOTAL		100	100		100	100		100	100		100	100		100	100
<b>All Claims</b>															
<i>Unweighted N</i>		2,127	1,631		462	421		548	381		554	399		563	430
Yes		42	26		41	24		38	22		43	33		43	19
No		58	74		59	76		62	78		57	67		57	81
TOTAL		100	100		100	100		100	100		100	100		100	100

Question Number: Veterans 52

Wording change in 2003.

**TABLE A-57**  
**Why did you speak to a counselor to verify your enrollment?**

Base: Spoke to a counselor to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	
<b>Original Claims</b>																
<i>Unweighted N</i>		158	177		35	48		42	36		50	37		31	56	
Experienced difficulty with telephone verification when I called 1-877-823-2378		16	15		9	23		22	16		15	13		18	10	
Experienced difficulty with Internet verification on VA's website		8	10		9	14		10	13		6	6		9	14	
System didn't have my record		7	14		14	28		7	17		4	7		3	13	
My PIN didn't work		1	9		3	15		2	2		--	7		--	12	
Don't have access to the Internet		11	5		14	--		5	23		14	1		10	2	
In general, rather speak to a person		77	47		77	47		71	54		76	42		88	49	
Believe I'll get paid faster		13	7		12	1		24	12		8	11		7	--	
Don't trust automated systems		29	7		31	1		35	15		22	6		29	7	
Not sure if automated verification was completed successfully		25	27		29	18		19	29		27	34		23	22	
Other		8	20		9	14		10	15		8	27		6	17	

Question Number: Veterans 53

Multiple Mention.

-- None.

Wording change in 2003.

**TABLE A-57, continued**  
**Why did you speak to a counselor to verify your enrollment?**

Base: Spoke to a counselor to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		114	198		31	54		24	45		33	65		26	34
Experienced difficulty with telephone verification when I called 1-877-823-2378		25	17		20	19		21	16		33	14		15	22
Experienced difficulty with Internet verification on VA's website		12	17		3	19		17	19		15	16		12	12
System didn't have my record		9	13		10	16		--	14		12	12		8	10
My PIN didn't work		4	4		3	7		--	4		6	3		4	3
Don't have access to the Internet		6	4		7	4		12	4		3	4		4	5
In general, rather speak to a person		71	37		68	35		81	28		70	39		69	41
Believe I'll get paid faster		22	9		16	5		27	3		30	14		8	5
Don't trust automated systems		23	6		16	11		26	4		33	4		8	7
Not sure if automated verification was completed successfully		29	21		23	37		28	13		33	17		26	24
Other		11	22		9	16		4	21		15	26		12	18

Question Number: Veterans 53

Multiple Mention.

-- None.

Wording change in 2003.

**TABLE A-57, continued**  
**Why did you speak to a counselor to verify your enrollment?**

Base: Spoke to a counselor to verify enrollment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>		272	375		66	102		66	81		83	102		57	90
Experienced difficulty with telephone verification when I called 1-877-823-2378		22	16		17	19		21	16		29	14		16	20
Experienced difficulty with Internet verification on VA's website		11	16		4	18		15	18		13	15		11	12
System didn't have my record		8	13		11	17		2	14		10	12		7	11
My PIN didn't work		3	4		3	8		1	4		5	3		3	5
Don't have access to the Internet		7	4		9	4		10	7		5	4		5	4
In general, rather speak to a person		72	38		70	36		78	32		71	40		73	43
Believe I'll get paid faster		20	9		15	5		26	5		25	14		7	4
Don't trust automated systems		25	6		20	10		29	6		31	4		12	7
Not sure if automated verification was completed successfully		28	22		24	35		26	15		32	19		26	23
Other		10	22		9	16		6	20		14	26		11	18

Question Number: Veterans 53

Multiple Mention.

-- None.

Wording change in 2003.

**TABLE A-58**  
**Which method did you use most often when verifying your enrollment?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	724			199			162			163			200		
Phone VA's automated phone system at 1-877-823-2378	49			51			56			43			54		
The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov	42			38			34			50			38		
Speak to a counselor at 1-888-GI-BILL-1 [1-888-442-4551]	9			11			10			7			8		
Total	100			100			100			100			100		
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	856			209			200			228			219		
Phone VA's automated phone system at 1-877-823-2378	50			56			45			48			55		
The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov	46			40			53			46			42		
Speak to a counselor at 1-888-GI-BILL-1 [1-888-442-4551]	4			3			2			6			3		
Total	100			99			100			100			100		

Question Number: Veterans 54

Sum may not add to 100% due to rounding.

TABLE A-58, continued

**Which method did you use most often when verifying your enrollment?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>			1,580			408			362			391			419
Phone VA's automated phone system at 1-877-823-2378			50			56			46			47			55
The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov			45			40			51			47			42
Speak to a counselor at 1-888-GI-BILL-1 [1-888-442-4551]			5			4			3			6			3
Total			100			100			100			100			100

Question Number: Veterans 54

TABLE A-59

**Which method did you PREFER to use when verifying your enrollment?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		914	719		182	200		247	157		244	163		241	199
Phone VA's automated phone system at 1-877-823-2378		45	43		47	45		41	41		47	40		42	48
The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov		39	45		34	44		43	40		34	51		46	40
Speak to a counselor at 1-888-GI-BILL-1 [1-888-442-4551]		17	12		19	12		16	19		19	8		12	12
TOTAL		101	100		100	101		100	100		100	99		100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		1,195	859		276	208		300	201		302	231		317	219
Phone VA's automated phone system at 1-877-823-2378		48	48		53	54		46	38		50	46		40	54
The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov		43	47		36	41		46	58		39	46		52	43
Speak to a counselor at 1-888-GI-BILL-1 [1-888-442-4551]		10	6		11	4		8	4		11	9		7	3
TOTAL		101	101		100	99		100	100		100	101		99	100

Question Number: Veterans 55

Sum may not add to 100% due to rounding.  
Wording changes in 2003.

**TABLE A-59, continued**  
**Which method did you PREFER to use when verifying your enrollment?**

Base: Individuals receiving benefits under Chapter 30 and Chapter 1606 only.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>		2,109	1,578		458	408		547	358		546	394		558	418
Phone VA's automated phone system at 1-877-823-2378		47	47		52	53		45	38		50	45		41	53
The Internet, Web Automated Verification of Enrollment (WAVE) at www.gibill.va.gov		42	46		36	42		46	56		39	46		52	43
Speak to a counselor at 1-888-GI-BILL-1 [1-888-442-4551]		11	7		12	5		9	6		12	9		8	4
<b>TOTAL</b>		100	100		100	100		100	100		101	100		101	100

Question Number: Veterans 55

Sum may not add to 100% due to rounding.  
Wording changes in 2003.

**TABLE A-60**  
**From the time your application was submitted to VA, how long did it take to get your first check?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,253	1,130	1,370	292	260	366	318	280	322	299	295	310	344	295	372
1 week	1	1	5	*	1	3	1	2	7	1	1	6	1	2	5
2 weeks	2	5	6	2	3	5	2	6	8	3	6	4	3	5	10
3 weeks	4	6	8	5	5	5	5	7	9	4	5	11	4	6	6
4 weeks	11	10	16	10	12	12	7	8	21	16	12	16	10	10	14
5 weeks	5	7	7	4	6	9	5	9	2	4	7	8	6	9	7
6 weeks	11	12	11	10	12	8	11	12	11	13	12	11	11	14	15
7 weeks	6	6	6	4	8	5	5	4	6	8	5	6	7	6	7
8 weeks	17	15	17	18	13	21	14	17	13	19	15	19	17	14	15
9 weeks	5	5	4	6	5	5	5	4	5	5	5	3	6	4	3
10 weeks	10	8	6	10	9	7	10	10	3	8	7	6	12	8	7
11 weeks	3	2	1	2	3	1	3	2	1	2	2	1	3	1	*
12 weeks	9	7	5	12	7	7	11	6	4	7	7	5	6	7	3
13 or more weeks	16	15	8	19	17	12	21	14	11	11	14	4	14	14	9
<b>TOTAL</b>	100	99	100	102	101	100	100	101	101	101	98	100	100	100	101

Question Number: Dependents 39/Veterans 56

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE A-60, continued**  
**From the time your application was submitted to VA, how long did it take to**  
**get your first check?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,307	1,339	1,436	305	328	355	319	319	355	319	335	385	364	357	341
1 week	1	2	7	1	1	8	*	3	6	1	2	6	2	1	9
2 weeks	3	5	11	2	4	4	3	6	10	3	4	12	4	5	16
3 weeks	5	5	9	2	5	9	5	3	4	5	7	13	7	6	6
4 weeks	13	14	18	12	11	14	13	13	18	14	14	21	15	17	15
5 weeks	6	7	10	4	8	6	5	4	9	7	7	12	5	8	11
6 weeks	15	14	14	14	14	17	14	15	18	17	14	12	13	15	13
7 weeks	5	4	3	3	4	3	5	3	3	6	5	3	6	5	3
8 weeks	20	19	12	18	19	14	20	15	11	20	21	10	20	18	14
9 weeks	4	4	3	3	4	3	5	4	3	4	4	3	4	2	2
10 weeks	8	8	3	8	9	5	8	11	5	11	7	2	6	7	3
11 weeks	1	1	*	3	2	2	2	*	--	*	1	*	1	1	--
12 weeks	6	5	4	7	6	7	9	5	5	4	3	2	7	7	2
13 or more weeks	13	13	7	23	14	8	13	19	8	8	10	5	12	10	7
TOTAL	100	101	101	100	101	100	102	101	100	100	99	101	102	102	101

Question Number: Dependents 39/Veterans 56

\* Less than 0.5%.

-- None.

Sum may not add to 100% due to rounding.

**TABLE A-60, continued**  
**From the time your application was submitted to VA, how long did it take to**  
**get your first check?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	2,560	2,469	2,806	597	588	721	637	599	677	618	630	695	708	652	713
1 week	1	2	7	1	1	7	*	3	6	1	2	6	2	1	8
2 weeks	3	5	10	2	4	4	3	6	9	3	5	11	4	5	15
3 weeks	5	6	9	3	5	8	5	4	5	5	6	12	6	6	6
4 weeks	13	13	17	11	11	14	12	12	18	14	14	20	14	16	15
5 weeks	5	7	10	4	8	7	5	5	8	7	7	12	6	8	10
6 weeks	14	14	14	13	13	16	13	14	17	16	14	12	12	15	13
7 weeks	5	5	3	3	5	3	5	3	4	6	5	3	6	5	3
8 weeks	19	18	12	18	18	15	19	15	11	20	20	11	19	18	14
9 weeks	4	4	3	4	4	3	5	4	3	4	4	3	4	2	2
10 weeks	9	8	4	8	9	6	8	11	5	11	7	3	7	7	3
11 weeks	2	1	1	3	2	2	2	1	*	1	1	*	1	1	*
12 weeks	7	5	4	8	6	7	10	5	5	4	4	2	7	7	2
13 or more weeks	14	13	7	22	15	8	15	18	9	8	11	5	12	10	7
TOTAL	101	101	101	100	101	100	102	101	100	100	100	100	100	101	98

Question Number: Dependents 39/Veterans 56

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE A-61**  
**From the time your application was submitted to VA, how long do you think**  
**is REASONABLE for you to receive your first check?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	
<b>Original Claims</b>																
<i>Unweighted N</i>	1,273	1,150	1,389	293	264	369	332	284	327	299	305	316	349	297	377	
1 week	3	5	8	2	3	5	3	4	9	3	6	9	3	8	7	
2 weeks	14	15	20	11	15	15	13	16	20	15	16	25	17	10	16	
3 weeks	10	12	12	10	10	10	9	12	10	12	12	12	10	15	15	
4 weeks	33	31	33	36	33	34	33	29	32	33	30	32	30	31	35	
5 weeks	7	8	4	7	10	5	8	7	5	7	6	2	7	10	5	
6 weeks	17	14	13	18	12	18	18	16	17	15	17	11	16	12	10	
7 weeks	2	1	1	1	3	1	2	1	1	2	1	*	2	2	2	
8 weeks	10	9	7	13	9	8	10	11	5	7	8	7	12	9	7	
9 weeks	1	1	*	1	*	*	1	1	*	--	1	--	1	2	--	
10 weeks	2	2	1	1	3	1	1	2	*	3	2	*	2	1	2	
11 weeks	*	*	*	--	--	*	*	--	*	*	*	*	*	--	--	
12 weeks	1	1	1	*	--	1	1	1	*	1	1	*	1	1	1	
13 or more weeks	*	1	*	--	*	1	1	*	1	*	1	*	*	1	1	
TOTAL	100	100	100	100	98	99	100	100	100	98	101	98	101	102	101	

Question Number: Dependents 40/Veterans 57

-- None.

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

Wording change in 2003.

**TABLE A-61, continued**  
**From the time your application was submitted to VA, how long do you think**  
**is REASONABLE for you to receive your first check?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,349	1,391	1,485	316	334	361	329	342	369	326	351	400	378	364	355
1 week	4	6	11	3	6	9	2	7	5	4	6	15	4	5	13
2 weeks	17	16	22	14	14	19	17	13	23	19	18	21	17	17	28
3 weeks	11	11	14	7	11	17	13	13	12	12	9	15	11	11	11
4 weeks	38	37	32	41	39	38	36	34	34	37	37	32	37	36	24
5 weeks	5	6	4	6	6	2	6	6	5	5	6	4	6	7	5
6 weeks	15	13	10	20	13	9	17	15	16	13	13	7	13	12	11
7 weeks	1	1	1	1	1	1	2	1	1	2	1	1	1	1	1
8 weeks	7	7	4	7	7	3	6	7	3	6	8	4	10	8	4
9 weeks	*	1	*	1	1	*	--	1	--	1	1	1	*	*	1
10 weeks	1	2	1	2	2	1	1	4	1	1	2	*	1	2	2
11 weeks	*	*	--	--	--	--	--	--	--	1	--	--	*	*	--
12 weeks	*	*	1	1	*	1	1	--	*	--	*	*	*	1	1
13 or more weeks	*	*	*	--	*	*	*	1	*	--	*	*	1	*	*
TOTAL	99	100	100	103	100	100	101	102	100	101	101	100	101	100	101

Question Number: Dependents 40/Veterans 57

-- None.

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

Wording change in 2003.

**TABLE A-61, continued**  
**From the time your application was submitted to VA, how long do you think**  
**is REASONABLE for you to receive your first check?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	
<b>All Claims</b>																
<i>Unweighted N</i>	2,622	2,541	2,874	609	598	730	661	626	696	625	656	716	727	661	732	
1 week	3	6	11	3	5	9	2	6	6	4	6	14	4	5	12	
2 weeks	16	16	22	13	14	18	16	14	22	18	18	22	17	16	26	
3 weeks	11	11	14	7	11	16	12	13	12	12	9	15	11	12	11	
4 weeks	37	36	32	41	38	37	36	33	34	37	36	32	36	35	25	
5 weeks	6	7	4	6	7	2	6	6	5	5	6	4	6	7	5	
6 weeks	16	13	10	19	13	10	17	15	16	13	13	7	14	12	11	
7 weeks	1	1	1	1	1	1	2	1	1	2	1	1	1	1	1	
8 weeks	8	8	4	8	7	4	7	7	3	6	8	5	10	8	5	
9 weeks	*	1	*	1	1	*	*	1	*	1	1	1	*	*	*	
10 weeks	1	2	1	2	2	1	1	4	1	1	2	*	1	1	2	
11 weeks	*	*	*	--	--	*	*	--	*	1	*	*	*	*	--	
12 weeks	*	*	1	1	*	1	1	*	*	*	*	*	*	1	1	
13 or more weeks	*	*	*	--	*	*	*	1	*	*	*	*	*	*	*	
TOTAL	99	101	100	102	99	99	100	101	100	100	100	101	100	98	99	

Question Number: Dependents 40/Veterans 57

-- None.

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

Wording change in 2003.

**TABLE A-62**  
**Did you find anything to be difficult about the benefit payment process?**

Base: All beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,290	1,177	1,408	294	267	374	335	294	330	310	311	315	351	305	389
Yes	20	23	20	22	26	23	19	21	20	17	22	18	22	23	21
No	75	70	74	74	67	73	74	72	75	77	71	74	72	70	72
Don't know	6	7	6	4	7	4	7	8	5	6	7	8	6	7	7
TOTAL	101	100	100	100	100	100	100	101	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,385	1,416	1,514	316	337	370	342	348	375	336	358	407	391	373	362
Yes	17	21	14	18	21	15	14	20	13	18	22	12	16	18	16
No	81	75	82	79	74	80	84	75	83	81	74	84	82	80	79
Don't know	2	4	4	3	5	5	3	5	4	1	4	4	2	3	5
TOTAL	100	100	100	100	100	100	101	100	100	100	100	100	100	101	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,675	2,593	2,922	610	604	744	677	642	705	646	669	722	742	678	751
Yes	17	21	14	19	22	16	15	20	14	18	22	13	17	18	16
No	80	74	81	78	73	79	82	75	82	80	74	82	80	78	78
Don't know	3	5	5	3	6	5	3	6	4	2	4	4	3	3	6
TOTAL	100	100	100	100	101	100	100	101	100	100	100	99	100	99	100

Question Number: Dependents 41/Veterans 58

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

Wording changes in 2003.

TABLE A-63

**What specifically did you find to be difficult about the benefit payment process?**

Base: Found something to be difficult.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	291	266	348	73	69	106	74	55	73	59	69	72	85	73	97
Payments didn't arrive when needed	59	62	52	56	75	58	60	54	60	61	59	43	60	56	54
Payments didn't arrive at the same time each month	49	33	25	44	28	34	37	44	34	56	28	17	59	34	19
Have had to contact VA (in addition to enrollment verification) to get payment	27	34	34	32	31	29	26	37	33	27	33	33	23	36	43
No explanation of the amount	30	35	33	27	32	34	38	38	36	27	38	30	28	32	37
No access to direct deposit	7	6	11	6	6	14	4	4	6	10	5	11	7	12	12
Problem with direct deposit	4	6	2	4	3	1	3	7	2	5	7	3	1	6	3
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	264	289	313	70	74	91	58	69	61	67	80	77	69	66	84
Payments didn't arrive when needed	59	63	52	49	61	53	55	67	63	60	65	50	73	55	43
Payments didn't arrive at the same time each month	56	43	35	56	40	44	52	36	35	57	48	28	59	42	35
Have had to contact VA (in addition to enrollment verification) to get payment	35	34	39	41	37	45	24	45	34	34	29	41	40	30	33
No explanation of the amount	27	33	29	23	28	11	34	26	21	34	35	35	12	43	44
No access to direct deposit	12	9	11	19	12	13	12	12	9	10	6	11	9	6	11
Problem with direct deposit	2	2	4	3	1	2	3	3	1	2	1	5	2	2	7

Question Number: Dependents 42/Veterans 59

Multiple mentions.

Wording changes in 2003

TABLE A-63, continued

**What specifically did you find to be difficult about the benefit payment process?**

Base: Found something to be difficult.

	All RPOs			REGIONAL PROCESSING OFFICE												
				Atlanta			Buffalo			Muskogee			St. Louis			
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	
<b>All Claims</b>																
<i>Unweighted N</i>	555	555	661	143	143	197	132	124	134	126	149	149	154	139	181	
Payments didn't arrive when needed	59	62	52	50	64	54	56	65	63	60	64	49	71	55	45	
Payments didn't arrive at the same time each month	55	41	33	53	38	42	48	37	35	56	45	26	59	41	32	
Have had to contact VA (in addition to enrollment verification) to get payment	34	34	38	39	36	42	25	44	33	33	30	39	37	31	34	
No explanation of the amount	27	33	30	24	29	14	35	28	24	32	35	34	15	41	43	
No access to direct deposit	11	8	11	16	11	13	10	10	9	10	6	11	9	7	11	
Problem with direct deposit	3	2	4	4	2	2	3	4	1	2	2	5	1	2	6	

Question Number: Dependents 42/Veterans 59

Multiple mentions.

Wording changes in 2003.

**TABLE A-64**  
**Have you received an inaccurate payment on your claim?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,284	1,163	1,394	300	263	369	325	295	327	307	302	313	352	303	385
Yes	12	12	11	15	14	12	13	9	9	11	12	10	11	11	11
No	88	88	89	86	86	88	87	91	91	89	88	90	89	89	89
TOTAL	100	100	100	101	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,382	1,411	1,493	317	335	367	338	351	373	335	356	397	392	369	356
Yes	23	21	12	31	27	14	18	17	12	20	20	11	23	17	11
No	77	79	88	69	73	86	82	83	88	80	80	89	77	83	89
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,666	2,574	2,887	617	598	736	663	646	700	642	658	710	744	672	741
Yes	21	19	12	28	25	14	17	16	12	18	19	11	22	16	11
No	79	81	88	72	75	86	83	84	88	82	81	89	79	84	89
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	101	100	100

Question Number: Dependents 43/Veterans 60

Sum does not add to 100% due to rounding.  
 Wording change in 2003

**TABLE A-65**  
**Was the inaccuracy resolved in a timely manner?**

Base: Received an inaccurate payment.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	167	122	175	45	32	57	49	24	36	34	34	38	39	32	44
Yes	41	43	58	34	54	39	38	34	59	56	37	71	33	44	54
No	59	57	42	66	46	61	62	66	41	44	63	29	67	56	46
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	327	283	223	103	88	69	63	61	46	68	72	53	93	62	55
Yes	61	62	58	53	59	56	66	65	58	62	64	60	70	56	55
No	39	38	42	47	41	44	34	35	42	39	36	40	30	44	45
TOTAL	100	100	100	100	100	100	100	100	100	101	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	494	405	398	148	120	126	112	85	82	102	106	91	132	94	99
Yes	59	60	58	51	59	54	62	62	58	61	62	61	67	55	55
No	41	40	42	49	41	46	38	38	42	39	38	39	33	45	45
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 44/Veterans 61

Sum does not add to 100% due to rounding.

**TABLE A-66**  
**For your recent claim, have you had to borrow or pay out-of-pocket expenses in order to enroll or stay in school because VA didn't complete your paperwork on time?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,295	1,172	1,394	297	266	369	333	296	326	312	308	311	353	302	388
Yes	46	43	37	51	43	42	49	41	33	40	45	40	46	44	32
No	54	57	63	49	57	58	51	59	67	60	55	60	54	56	68
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,389	1,416	1,498	319	173	368	340	196	370	338	187	402	392	371	358
Yes	49	46	30	53	48	32	45	44	32	52	47	29	43	43	29
No	51	54	70	47	52	68	55	56	68	48	53	71	57	57	71
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,684	2,588	2,892	616	604	737	673	647	696	650	664	713	745	673	746
Yes	48	46	31	52	47	33	46	43	32	50	47	31	43	44	29
No	52	54	69	48	53	67	54	57	68	50	53	69	57	56	71
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 45/Veterans 62

Wording change in 2003.

**TABLE A-67**  
**For your recent claim, have you had to delay enrollment because**  
**VA didn't complete your paperwork on time?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE												
	2001 %	2002 %	2003 %	Atlanta			Buffalo			Muskogee			St. Louis			
				2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	
<b>Original Claims</b>																
<i>Unweighted N</i>	1,291	1,173	1,393	297	266	368	332	298	325	308	307	313	354	302	387	
Yes	7	8	6	7	8	7	5	8	5	7	10	7	6	7	5	
No	94	92	94	93	92	93	95	92	95	93	90	93	94	93	95	
TOTAL	101	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
<b>Supplemental Claims</b>																
<i>Unweighted N</i>	1,388	1,417	1,499	320	339	364	340	351	372	336	357	403	392	370	358	
Yes	8	9	6	7	9	6	7	6	5	10	11	9	7	7	29	
No	92	91	94	93	91	94	93	94	95	90	89	91	93	93	71	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
<b>All Claims</b>																
<i>Unweighted N</i>	2,679	2,590	2,892	617	605	732	672	649	697	644	664	716	746	672	747	
Yes	8	9	6	7	9	6	7	7	5	10	11	9	7	7	3	
No	92	91	94	93	91	94	93	93	95	90	89	91	93	93	97	
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	

Question Number: Dependents 46/Veterans 63

Sum does not add to 100% due to rounding.  
Wording change in 2003.

**TABLE A-68**  
**All things considered, how satisfied are you with the way VA has handled your education benefits claim?**

Base: All education beneficiaries

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,306	1,182	1,417	299	268	375	339	297	333	314	311	318	354	306	391
Very satisfied	40	43	50	40	42	43	33	44	47	46	43	53	36	41	53
Somewhat satisfied	41	39	35	39	39	39	41	38	39	40	39	32	44	43	31
Neither satisfied nor dissatisfied	8	10	8	8	11	9	11	9	5	6	11	9	9	7	9
Somewhat dissatisfied	7	6	5	8	6	6	10	7	6	5	4	4	8	7	5
Very dissatisfied	4	2	2	5	2	4	4	2	3	3	2	1	3	2	2
TOTAL	100	100	100	100	100	101	99	100	100	100	99	99	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,394	1,425	1,512	321	338	368	342	355	377	338	359	407	393	373	360
Very satisfied	45	49	58	36	49	51	45	46	57	50	52	62	49	48	58
Somewhat satisfied	41	38	31	44	38	36	41	40	34	41	37	28	38	40	31
Neither satisfied nor dissatisfied	7	6	6	9	5	6	9	8	5	4	6	6	6	7	6
Somewhat dissatisfied	5	5	4	7	6	4	3	4	3	5	5	4	5	3	5
Very dissatisfied	2	1	1	4	1	2	2	2	1	1	1	1	2	2	*
TOTAL	100	99	100	100	99	99	100	100	100	101	101	101	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,700	2,607	2,929	620	606	743	681	652	710	652	670	725	747	679	751
Very satisfied	45	48	57	37	48	50	43	46	55	49	51	61	47	47	57
Somewhat satisfied	41	39	32	43	39	37	41	39	34	41	37	28	39	40	31
Neither satisfied nor dissatisfied	7	7	6	9	6	7	10	8	5	4	6	6	7	7	7
Somewhat dissatisfied	5	5	4	7	6	4	5	5	4	5	5	4	5	4	5
Very dissatisfied	2	1	1	4	1	2	2	2	1	1	1	1	2	2	*
TOTAL	100	100	100	100	100	100	101	100	99	100	100	100	100	100	100

Sum may not add to 100% due to rounding.

Question Number: Dependents 47/Veterans 64

\* Less than 0.5%.

**TABLE A-69**  
**Do you plan to use all of your benefits for this education program?**

Base: All education beneficiaries

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,306	1,183	1,413	301	267	375	338	298	332	312	313	317	355	305	389
Yes	68	68	73	70	65	73	64	68	75	68	68	72	71	73	74
No	9	7	7	9	10	6	12	7	5	8	6	8	7	7	9
Not sure	23	24	20	22	25	21	25	25	20	23	26	20	22	20	17
TOTAL	100	99	100	101	100	100	101	100	100	99	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,393	1,424	1,513	320	340	369	343	353	377	337	358	407	393	373	360
Yes	76	78	77	74	79	78	74	73	74	80	81	78	76	74	79
No	7	5	8	8	5	7	10	10	8	6	3	9	5	7	6
Not sure	17	17	15	18	17	15	16	17	18	14	16	13	19	19	15
TOTAL	100	100	100	100	101	100	100	100	100	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,699	2,607	2,926	621	607	744	681	651	709	649	671	724	748	678	749
Yes	75	76	77	73	77	77	72	72	74	78	80	77	75	74	79
No	7	6	8	8	5	7	10	9	8	7	4	9	6	7	6
Not sure	18	18	15	19	18	16	18	19	18	16	17	14	19	19	15
TOTAL	100	100	100	100	100	100	100	100	100	101	101	100	100	100	100

Question Number: Dependents 48/Veterans 65

Sum may not add to 100% due to rounding.

**TABLE A-70**  
**What is your gender?**

Base: All education beneficiaries

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,304	1,190	1,418	299	270	376	338	300	334	312	313	318	355	307	390
Male	71	70	68	69	61	63	69	75	67	73	71	72	73	74	66
Female	29	30	32	31	39	36	31	25	32	27	29	28	27	26	34
TOTAL	100	100	100	100	100	99	100	100	99	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,391	1,420	1,516	320	340	372	344	350	376	334	357	407	393	373	361
Male	73	70	66	67	68	64	75	66	66	75	71	67	76	74	64
Female	27	30	34	33	32	36	25	34	34	25	29	33	25	26	36
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	101	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,695	2,610	2,934	619	610	748	682	650	710	646	670	725	748	680	751
Male	73	70	66	67	67	61	74	68	67	75	71	67	75	74	64
Female	27	30	34	33	33	36	26	32	33	25	29	33	25	26	36
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 49/Veterans 66

Sum does not add to 100% due to rounding.

**TABLE A-71**  
**What is your current age?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,306	1,187	1,418	300	270	376	338	300	334	313	312	318	355	305	390
19 years old or younger	10	12	13	10	14	16	9	12	12	9	10	11	13	11	15
20 to 24 years old	32	34	31	28	22	26	30	33	30	34	35	30	38	47	39
25 to 29 years old	30	25	24	30	24	21	31	27	24	29	26	27	28	21	17
30 to 34 years old	15	15	16	17	19	16	14	14	17	16	14	16	12	13	14
35 to 39 years old	4	5	7	3	6	6	6	6	10	3	6	7	3	4	5
40 or older	10	NA	NA	12	NA	NA	10	NA	NA	10	NA	NA	7	NA	NA
40 to 49 years old	NA	7	7	NA	11	10	NA	6	5	NA	6	5	NA	4	9
50 or older	NA	2	3	NA	3	5	NA	2	2	NA	3	3	NA	1	1
TOTAL	101	100	101	100	99	100	100	100	100	101	100	99	101	101	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,393	1,426	1,516	320	340	372	344	354	376	335	358	407	394	374	361
19 years old or younger	3	2	2	3	4	2	2	1	2	4	2	2	4	2	2
20 to 24 years old	25	25	26	22	25	23	28	25	26	21	23	22	32	32	35
25 to 29 years old	31	33	32	28	32	34	28	34	33	33	36	30	33	28	33
30 to 34 years old	21	20	20	22	17	21	23	18	22	20	21	21	18	22	17
35 to 39 years old	6	6	7	6	5	5	6	8	8	6	6	8	5	5	6
40 or older	15	NA	NA	21	NA	NA	13	NA	NA	16	NA	NA	9	NA	NA
40 to 49 years old	NA	10	9	NA	5	11	NA	10	6	NA	8	12	NA	9	5
50 or older	NA	4	4	NA	13	4	NA	3	3	NA	5	5	NA	3	2
TOTAL	101	100	100	102	101	100	100	99	100	100	101	100	101	101	100

Question Number: Dependents 50/Veterans 67

NA Not Asked.

Sum may not add to 100% due to rounding.

**TABLE A-71, continued**  
**What is your current age?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	2,699	2,613	2,934	620	610	748	682	654	710	648	670	725	749	679	751
19 years old or younger	4	4	3	4	5	4	3	3	4	5	3	3	5	3	4
20 to 24 years old	26	27	26	23	24	24	28	27	26	24	24	23	33	34	35
25 to 29 years old	30	32	31	28	31	33	29	33	32	32	34	29	32	27	31
30 to 34 years old	20	19	20	21	17	20	21	17	21	19	20	20	17	21	17
35 to 39 years old	5	6	7	5	5	5	6	7	8	5	6	8	5	5	6
40 or older	14	NA	NA	19	NA	NA	13	NA	NA	15	NA	NA	8	NA	NA
40 to 49 years old	NA	9	9	NA	13	11	NA	9	6	NA	8	11	NA	9	6
50 or older	NA	4	4	NA	4	4	NA	3	3	NA	5	5	NA	2	2
TOTAL	99	101	100	100	99	101	100	99	100	100	100	99	100	101	101

Question Number: Dependents 50/Veterans 67

NA Not Asked.

Sum may not add to 100% due to rounding.

**TABLE A-72**  
**What is your current marital status?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,305	1,186	1,415	299	269	376	339	299	333	312	313	318	355	305	388
Never been married	50	52	54	49	45	50	49	60	54	48	49	55	57	57	53
Married	38	35	35	39	40	36	40	29	33	40	36	35	32	34	34
Separated	2	2	2	3	2	--	2	3	4	2	3	1	2	2	4
Divorced	9	10	9	8	12	13	8	8	8	10	11	8	8	7	8
Widowed	1	1	1	1	2	1	2	*	1	1	1	*	1	*	*
TOTAL	100	100	101	100	101	100	101	100	100	101	100	99	100	100	99
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,392	1,420	1,509	320	338	371	343	352	376	336	357	405	393	373	357
Never been married	42	42	44	38	40	39	49	49	48	36	40	43	48	45	48
Married	44	45	43	46	46	51	41	38	40	48	48	43	39	44	40
Separated	3	2	2	2	2	2	3	1	1	3	2	2	3	*	2
Divorced	11	10	10	13	12	6	7	10	11	12	10	12	9	10	10
Widowed	1	1	1	1	*	1	1	2	*	1	*	1	1	*	*
TOTAL	101	100	100	100	100	99	101	100	100	100	100	101	100	99	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,697	2,606	2,924	619	607	747	682	651	709	648	670	723	748	678	745
Never been married	43	44	45	40	40	40	49	51	49	38	41	45	49	47	48
Married	43	43	42	45	45	49	41	37	39	47	47	42	38	42	40
Separated	3	2	2	2	2	2	3	1	2	3	2	2	3	1	2
Divorced	10	10	10	12	12	7	7	10	11	12	10	11	9	10	10
Widowed	1	1	1	1	1	1	1	2	*	1	1	1	1	*	*
TOTAL	100	100	100	100	100	99	101	101	101	101	101	101	100	100	100

Question Number: Dependents 51/Veterans 68

\* Less than 0.5%

-- None. Sum may not add to 100% due to rounding.

**TABLE A-73**  
**Aside from the classes you are currently taking, what is the highest level of education you have completed?**

Base: All education beneficiaries

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,299	1,181	1,400	294	269	373	338	299	331	312	310	313	355	303	383
Less than high school graduate	*	NA	NA	---	NA	NA	1	NA	NA	1	NA	NA	*	NA	NA
High school graduate or GED	40	39	31	43	35	35	39	39	36	39	40	25	39	39	35
Some college	50	51	58	47	52	54	49	50	53	50	49	67	53	52	49
College graduate	8	7	7	8	9	7	8	6	6	8	7	6	6	6	9
Some graduate work	3	1	2	3	2	2	3	2	2	3	1	1	2	1	3
Graduate or professional degree	NA	2	2	NA	2	2	NA	2	2	NA	3	*	NA	1	4
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,391	1,413	1,505	320	335	366	341	354	376	337	353	405	393	371	358
Less than high school graduate	*	NA	NA	*	NA	NA	---	NA	NA	---	NA	NA	---	NA	NA
High school graduate or GED	17	17	16	19	19	15	18	17	14	14	17	17	17	15	15
Some college	67	64	64	63	63	61	60	61	61	72	64	65	70	68	67
College graduate	11	12	14	12	13	18	16	13	15	9	11	12	10	12	11
Some graduate work	5	3	4	6	1	2	6	3	5	4	5	4	4	3	5
Graduate or professional degree	NA	4	3	NA	5	4	NA	5	5	NA	2	2	NA	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>

Question Number: Dependents 52/Veterans 69

NA Not Asked

-- None.

\* Less than 0.5%.

Sum does not add to 100% due to rounding.

**TABLE A-73, continued**  
**Aside from the classes you are currently taking, what is the highest level of education you have completed?**

Base: All education beneficiaries

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	2,690	2,594	2,905	614	604	739	679	653	707	649	663	718	748	674	741
Less than high school graduate	*	NA	NA	*	NA	NA	*	NA	NA	*	NA	NA	*	NA	NA
High school graduate or GED	21	20	18	23	21	18	22	21	17	18	20	18	20	18	18
Some college	64	62	63	60	61	60	58	59	60	69	62	65	67	66	65
College graduate	11	11	13	11	12	17	15	12	14	9	11	11	9	11	11
Some graduate work	5	3	4	6	1	2	5	3	4	4	4	4	4	3	5
Graduate or professional degree	NA	3	3	NA	4	3	NA	5	5	NA	2	2	NA	2	2
<b>TOTAL</b>	101	99	101	100	99	100	100	100	100	100	99	100	100	100	101

Question Number: Dependents 52/Veterans 69

NA Not Asked

-- None.

\* Less than 0.5%.

Sum does not add to 100% due to rounding.

**TABLE A-74**  
**In what type of education program are you currently enrolled?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,273	1,145	1,359	288	261	361	327	286	313	309	301	307	349	297	378
High school or GED	*	NA	NA	--	NA	NA	*	NA	NA	*	NA	NA	*	NA	NA
On-the-job training or apprenticeship program	1	3	2	1	4	2	2	4	3	1	4	2	1	2	2
Certificate/license program	14	10	8	15	8	10	14	11	8	15	12	7	10	10	9
Two-year academic college program	39	38	36	38	39	37	38	37	40	39	38	35	38	39	34
Four-year academic college program	41	43	48	41	43	47	41	43	44	40	42	52	45	45	47
Post-graduate degree program	5	5	5	5	6	4	6	4	4	5	5	4	6	4	9
TOTAL	100	99	99	100	100	100	101	99	99	100	101	100	100	100	101
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,360	1,387	1,467	306	328	361	334	340	366	331	350	392	389	369	348
High school or GED	--	NA	NA	--	NA	NA	--	NA	NA	--	NA	NA	--	NA	NA
On-the-job training or apprenticeship program	1	1	1	2	1	1	1	1	1	1	1	1	1	*	*
Certificate/license program	5	8	7	5	9	8	5	7	6	6	8	9	4	6	5
Two-year academic college program	31	30	29	36	33	34	25	29	27	33	28	27	29	33	32
Four-year academic college program	54	53	54	48	51	48	56	53	54	54	54	56	59	53	55
Post-graduate degree program	9	8	9	9	6	8	13	10	13	7	9	7	7	8	8
TOTAL	100	100	100	100	100	99	100	100	101	101	100	100	100	100	100

Question Number: Dependents 53/Veterans 70

NA Not Asked

-- None.

\* Less than 0.5%.

Sum may not add to 100% due to rounding.

**TABLE A-74, continued**  
**In what type of education program are you currently enrolled?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>	2,633	2,532	2,826	594	589	722	661	626	679	640	651	699	738	666	726
High school or GED	*	NA	NA	--	NA	NA	*	NA	NA	*	NA	NA	*	NA	NA
On-the-job training or apprenticeship program	1	1	1	1	1	1	1	1	1	1	2	1	1	*	1
Certificate/license program	7	8	8	7	9	8	7	8	6	7	8	9	5	7	6
Two-year academic college program	32	32	30	37	34	35	27	31	29	34	29	28	31	34	32
Four-year academic college program	52	51	53	47	49	48	53	51	53	52	52	55	57	52	54
Post-graduate degree program	8	8	8	8	6	8	12	9	12	6	8	7	7	7	8
TOTAL	100	100	100	100	99	100	100	100	101	100	99	100	101	100	101

Question Number: Dependents 53/Veterans 70

NA Not Asked

-- None.

\* Less than 0.5%.

Sum may not add to 100% due to rounding,

**TABLE A-75**  
**Do you have access to the Internet?**

Base: All education beneficiaries.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>	1,304	1,188	1,408	300	269	370	338	299	333	312	314	318	354	306	387
Yes	94	93	95	93	93	97	93	95	92	95	90	95	94	96	95
No	6	7	5	7	7	3	7	5	8	5	10	5	6	4	5
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Supplemental Claims</b>															
<i>Unweighted N</i>	1,390	1,425	1,508	319	339	370	343	355	372	333	358	406	395	373	360
Yes	96	97	97	95	97	96	98	98	98	95	96	97	96	96	98
No	4	3	3	5	3	4	2	2	2	5	4	3	4	4	2
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>All Claims</b>															
<i>Unweighted N</i>	2,694	2,613	2,916	619	608	740	681	654	705	645	672	724	749	679	747
Yes	95	96	97	95	96	96	97	97	97	95	95	97	96	96	98
No	5	4	3	5	4	4	3	3	3	5	5	3	4	4	2
TOTAL	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Question Number: Dependents 54/Veterans 71

**TABLE A-76**  
**Where do you have access to the Internet?**

Base: Have access to the Internet.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>Original Claims</b>															
<i>Unweighted N</i>		1,110	1,356		247	367		285	316		284	299		294	374
At home		86	87		84	88		85	86		86	86		88	89
At my place of work		28	30		33	34		28	32		29	28		21	27
At school		64	66		64	55		66	63		58	70		71	70
At a friend's or relative's home		39	37		38	27		43	37		33	41		44	39
At a commercial establishment		4	7		3	3		5	8		4	8		4	7
At a public library		44	45		41	36		46	43		43	50		45	45
At a military base or reserve unit		NA	17		NA	15		NA	19		NA	16		NA	21
Other		1	1		1	1		1	1		1	*		1	1
<b>Supplemental Claims</b>															
<i>Unweighted N</i>		1,379	1,465		328	351		345	367		346	394		360	353
At home		87	86		89	86		86	88		88	87		87	81
At my place of work		38	39		35	38		37	39		39	42		41	32
At school		71	74		71	79		72	74		68	70		76	79
At a friend's or relative's home		35	37		32	37		38	41		34	34		40	38
At a commercial establishment		5	5		4	5		3	3		5	5		6	5
At a public library		40	45		41	45		42	44		36	43		45	49
At a military base or reserve unit		NA	14		NA	13		NA	15		NA	14		NA	14
Other		2	2		1	2		3	1		*	2		3	*

Question Number: Dependents 55/Veterans 72

\* Less than 0.5%.

Multiple mention.

**TABLE A-76, continued**  
**Where do you have access to the Internet?**

Base: Have access to the Internet.

	All RPOs			REGIONAL PROCESSING OFFICE											
				Atlanta			Buffalo			Muskogee			St. Louis		
	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %	2001 %	2002 %	2003 %
<b>All Claims</b>															
<i>Unweighted N</i>		2,489	2,821	575	718		630	683		630	693		654	727	
At home		87	86	88	87		86	88		87	87		87	82	
At my place of work		37	38	34	37		35	38		38	41		38	31	
At school		70	73	70	76		71	73		66	70		75	78	
At a friend's or relative's home		36	37	33	36		39	41		34	35		41	38	
At a commercial establishment		5	5	4	4		4	4		5	5		5	5	
At a public library		41	45	41	44		43	44		37	44		45	48	
At a military base or reserve unit		NA	14	NA	13		NA	15		NA	14		NA	15	
Other		2	1	1	2		3	1		*	2		3	*	

Question Number: Dependents 55/Veterans 72

\* Less than 0.5%.  
 Multiple mention.

**Appendix B**  
**Methodology**

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## **METHODOLOGY**

### **Background**

For several years, the Surveys and Research Staff, Veterans Benefits Administration (VBA), U.S. Department of Veterans Affairs (VA) has undertaken a long-range project to develop customer satisfaction survey instruments and methodologies to provide customer feedback on the processes associated with the various benefit programs VBA administers. This study focuses on the three primary education benefit programs available to veterans and certain dependents that are administered by VBA. They are:

- Chapter 30, Montgomery GI Bill — Active Duty Educational Assistance Program, available to veterans and individuals currently on active duty;
- Chapter 1606, Montgomery GI Bill — Selected Reserves Educational Assistance Program, available to members of the selected reserve and National Guard; and
- Chapter 35, Survivors' and Dependents' Educational Assistance Program, available to dependents and certain veterans.

While applications for education benefits may be submitted to any of the 58 VA Regional Offices (RO), they are processed at four of these offices: Atlanta, Georgia; Buffalo, New York; Muskogee, Oklahoma; and St. Louis, Missouri – the Regional Processing Offices (RPO).

In 1997, Surveys and Research Staff undertook a pilot test of 1,375 education claimants from the Muskogee, OK Regional Processing Office. In the Spring of 1998, the staff undertook a survey of education beneficiaries in the remaining three RPO's in Atlanta, GA; Buffalo, NY; and St. Louis, MO. In this survey, referred to as the Rollout Study, questionnaires were sent to 4,177 education beneficiaries. Beginning in 1998, education beneficiaries from all four RPO's were surveyed annually. From 1998 until 2002, questionnaires were sent to 5,600 beneficiaries. Beginning with the 2003 Administration the sample size was increased to 6,400 beneficiaries.

This current study is the sixth education beneficiaries' customer satisfaction survey for claimants from all four RPO's. The questionnaires used for this study were changed from the previous administration. Specifically, the section of contacting

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the school's veteran representative was deleted and the "Speaking to a Counselor" section was combined with the "Verifying Enrollment to VA" section. In addition, "Applying for Benefits", "Visiting VA's Website and Contacting VA by Internet or E-mail", "Writing to VA" and "General Information" sections were streamlined. A table comparing the questionnaires used in the 2002 and 2003 Administrations appears in Appendix C.

### **Questionnaire Content and Structure**

The initial questionnaire content and structure were based on the results of focus groups with veterans conducted prior to the pilot test by VBA's Surveys and Research Staff. It was also based on information learned on earlier customer satisfaction projects. Cognitive interviews were conducted with approximately 15 veterans who were receiving education benefits to obtain their comments on the draft questionnaire and cover letters. The questionnaire and cover letters were revised as a result of these interviews. The questionnaire used in each subsequent study was an outgrowth of this initial work.

The current questionnaires were divided into ten sections tracing the claimants' experience with the claims process. These sections are:

- Preparing for Your Education Benefits;
- Applying for Benefits;
- Contacting VA by Telephone;
- Visiting VA's Website and Contacting VA by Internet or E-mail;
- Other Sources of Information;
- Writing to VA;
- Verifying Enrollment to VA;
- Receiving Your Benefit Payments;
- Overall Impressions; and
- General Information.

Initially, in an effort to minimize respondent confusion, three separate questionnaires were developed to cover what was felt to be distinct experiences in learning about benefits. Similar differences did not exist between those beneficiaries filing original and supplemental claims. The three questionnaires covered the following situations:

## **VA Education Beneficiaries 2003 Customer Satisfaction Study**

- A claim filed by veterans receiving benefits under Chapter 30 and members of the active reserves receiving benefits under Chapter 1606 – these claimants had the opportunity to attend the briefings that take place prior to the separation from service;
- A claim filed by current members of the armed forces receiving benefits under Chapter 30 – these claimants had the same potential to learn about education benefits as those in the previous group with the exception of the opportunity to attend the briefings prior to the separation from service; and
- A claim filed by eligible dependents receiving benefits under Chapter 35 – these claimants had a very different experience learning about education benefits.

However, beginning with the 2001 administration, the active duty questionnaire was folded into the veterans and reservist questionnaire leading to the modification or addition of only a few questions.

The major differences between the two versions of the questionnaire were in the first section covering the preparation for using education benefits – "How did you find out about the benefits?", "When did you first decide to apply for benefits?" etc. In addition, the dependents questionnaire did not include a section on verification of enrollment since Chapter 35 benefits do not require verification. Copies of the questionnaires used in the 2003 survey appear in Appendices D and E.

### **Sampling**

The study population was developed by cumulating the completed workload by RPO, education benefits chapter, and claimant status (original versus supplemental) for the six-month period from March to August 2003. This provided a sufficient number of cases from which a sample could be drawn, and provided a broad cross-section of beneficiaries who had recently interacted with VA about their education benefits. The sample was evenly divided between original and supplemental claims since the supplemental claims outnumber original claims by 6.9 to 1. Further, this varies considerably for the six-month reference period among the four RPO's (from a low of 6.2 to 1 to a high of 7.8 to 1), and also among benefit programs (from a low of 5.1 to 1 to a high of 7.8 to 1). Without independently sampling by claim status, the results would be most representative of supplemental claimants.

TABLE B-1

<b>Six-Month Cumulative Completed Workload by Education Benefit Chapter and RPO: March to August 2003</b>				
<b>RPO and Chapter</b>	<b>Original Claims</b>		<b>Supplemental Claims</b>	
	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>
<b>Atlanta, GA</b>	<b>14,578</b>	<b>100.0%</b>	<b>105,491</b>	<b>100.0%</b>
Chapter 30 - Veterans and Armed Forces	9,335	64.0%	75,364	71.4%
Chapter 35 - Dependents	3,005	20.6%	15,439	14.6%
Chapter 1606 - Active Reserve	2,238	15.4%	14,688	13.9%
<b>Buffalo, NY</b>	<b>16,107</b>	<b>100.0%</b>	<b>99,424</b>	<b>100.0%</b>
Chapter 30 - Veterans and Armed Forces	10,267	63.7%	69,089	69.5%
Chapter 35 - Dependents	2,378	14.8%	11,641	11.7%
Chapter 1606 - Active Reserve	3,462	21.5%	18,694	18.8%
<b>Muskogee, OK</b>	<b>30,117</b>	<b>100.0%</b>	<b>206,503</b>	<b>100.0%</b>
Chapter 30 - Veterans and Armed Forces	19,776	65.7%	155,762	75.4%
Chapter 35 - Dependents	5,361	17.8%	26,701	12.9%
Chapter 1606 - Active Reserve	4,980	16.5%	24,040	11.6%
<b>St. Louis, MO</b>	<b>13,364</b>	<b>100.0%</b>	<b>103,689</b>	<b>100.0%</b>
Chapter 30 - Veterans and Armed Forces	7,817	58.5%	69,730	67.2%
Chapter 35 - Dependents	2,321	17.4%	12,297	11.9%
Chapter 1606 - Active Reserve	3,226	24.1%	21,662	20.9%
<b>Total</b>	<b>74,166</b>	<b>100.0%</b>	<b>515,107</b>	<b>100.0%</b>
Chapter 30 - Veterans and Armed Forces	47,195	63.6%	369,945	71.8%
Chapter 35 - Dependents	13,065	17.6%	66,078	12.8%
Chapter 1606 - Active Reserve	13,906	18.7%	79,084	15.4%

**VA Education Beneficiaries 2003 Customer Satisfaction Study**

The distribution of the components making up the population for this study is shown in Table B-1 (previous page). It is interesting to note, that compared to last year, original claims have decreased by 12.5 percent while supplemental claims have increased by only 6.3 percent.

TABLE B-2

<b>Drawn Sample by RPO and Education Benefit Chapter</b>			
<b>Chapter</b>	<b>Original Claims</b>	<b>Supplemental Claims</b>	<b>Total Sample</b>
<b>Atlanta, GA</b>	<b>801</b>	<b>801</b>	<b>1,602</b>
Chapter 30 - Veterans and Armed Forces	267	267	534
Chapter 35 - Dependents	267	267	534
Chapter 1606 - Active Reserve	267	267	534
<b>Buffalo, NY</b>	<b>801</b>	<b>801</b>	<b>1,602</b>
Chapter 30 - Veterans and Armed Forces	267	267	534
Chapter 35 - Dependents	267	267	534
Chapter 1606 - Active Reserve	267	267	534
<b>Muskogee, OK</b>	<b>801</b>	<b>801</b>	<b>1,602</b>
Chapter 30 - Veterans and Armed Forces	267	267	534
Chapter 35 - Dependents	267	267	534
Chapter 1606 - Active Reserve	267	267	534
<b>St. Louis, MO</b>	<b>801</b>	<b>801</b>	<b>1,602</b>
Chapter 30 - Veterans and Armed Forces	267	267	534
Chapter 35 - Dependents	267	267	534
Chapter 1606 - Active Reserve	267	267	534
<b>Total</b>	<b>3,204</b>	<b>3,204</b>	<b>6,408</b>
Chapter 30 - Veterans and Armed Forces	1,068	1,068	2,136
Chapter 35 - Dependents	1,068	1,068	2,136
Chapter 1606 - Active Reserve	1,068	1,068	2,139

## ***VA Education Beneficiaries 2003 Customer Satisfaction Study***

The study design called for 400 completed questionnaires for the original strata and another 400 for the supplemental strata for each RPO. If the response rate is estimated to be 50 percent, a minimum of 800 beneficiaries should be drawn. Prior to the 2003 Administration, the sample was allocated proportionally among benefit programs within each RPO and type of claim. Beginning in 2003, the sample within each cell was evenly divided among the three benefit programs. This change increased the robustness of the data for Chapters 35 and 1606 without overly affecting the robustness of the results for Chapter 30. As a result, 267 beneficiaries were randomly selected for each benefit program, RPO and type of claim. The distribution of the actual sample drawn from each RPO and program is shown in Table B-2 (previous page).

Earlier studies separated out those Chapter 30 beneficiaries currently on active duty from the sample after it was drawn. This was done to facilitate the mailing of the active duty-specific questionnaire that was sent to these individuals. Beginning with the 2001 Administration, the separate active duty questionnaire was folded into the questionnaire used for veterans and reservists. As a result, no separate tabulation was done of active duty personnel in the sample.

### **Questionnaire Mailing Protocol**

The mailing protocol, in accordance with the Dillman methodology, required up to five mailings be made to every person in the sample. The entire sample was sent an advance, or pre-notification, letter informing the recipient that they had been selected for this study and would shortly be receiving the questionnaire. As shown in Table B-3 (next page), this letter was sent out in mid-December 2003.

Additionally, the purpose of the first letter was also to assure them this was a bona fide study sponsored by the Department of Veterans Affairs, to convey to them the importance VA placed on the study (it was hoped this would increase participation) to give them a toll-free number where they could get more information about the study if they had any questions, and a postscript inviting the recipient to visit the VA "home page" dealing with education programs and benefits as well as an invitation to visit another website to learn about customer satisfaction surveys (see Figure B-1, page B-11).

TABLE B-3

Survey Mailing Schedule		
Item Mailed	Audience	Date of Mailing
Advance Letter	Total Sample	December 15, 2003
First Mailing of the Questionnaire	Total Sample	December 29, 2003
Reminder Post Card	Total Sample	January 12, 2004
Second Mailing of the Questionnaire	Remaining Sample	February 3, 2004
Final Reminder Card	Remaining Sample	March 1, 2004
End of Field Period		March 31, 2004

Letters addressed to individuals no longer living at the address on the sampling file were handled differently, depending on the situation.

- **Valid forwarding address on file with the post office:** letter forwarded by post office, SRBI informed of new address, and address file updated;
- **Forwarding order expired, new address known by post office:** letter returned as undeliverable, letter re-mailed to the corrected address, and address file updated; and
- **Forwarding order expired, new address not known by post office:** letter returned as undeliverable and name removed from the active sample file.

The advance letter was followed 7 days later with a large envelope containing a cover letter; the appropriate questionnaire for that segment of the sample, a pre-addressed and postage-paid return envelope. This package went to the entire sample. Returned mail was handled with the same procedure as described above. The names of respondents were removed from the active sample as questionnaires were returned. The cover letter, also signed by the Under Secretary for Benefits, included with the questionnaire reiterated the same points as the advance letter (see Figure B-2, page B-12).

FIGURE B-1  
Advance Letter

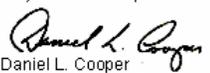
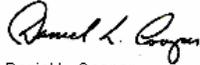
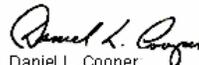
 <p>DEPARTMENT OF VETERANS AFFAIRS Veterans Benefits Administration Washington DC 20420</p> <p>April 29, 2004</p> <p><b>Your Internet Survey ID Number: 123X12345</b></p> <p>Miguel Angell 123 Elm Street Apt. 123 Anywhere NY 12345</p> <p>Dear Miguel Angel:</p> <p>As part of its ongoing commitment to improving service, the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of persons, like yourself, who have recently applied for or received VA education benefits.</p> <p>This letter is simply to let you know you have been selected to participate in this survey. In about a week, you will be receiving a questionnaire in the mail.</p> <p><b>The survey is completely confidential and will not affect your benefits in any way.</b> The independent, national research organization of Schulman, Ronca, &amp; Bucuvalas, Inc. (SRBI), is conducting this survey for VA.</p> <p>Your help with the survey is very important -- VA needs to know about your experience so that we can improve our education claims process. Please take the time to complete and return the questionnaire when it arrives.</p> <p>You may choose to respond electronically on a special SRBI web site on the Internet at <a href="http://www.on-linesurvey.com/vaeducation">http://www.on-linesurvey.com/vaeducation</a>. When responding electronically, you will be asked for an identification number. Your personal Internet Survey ID Number appears at the top of this page.</p> <p>We very much appreciate your assistance with this important project. Your participation will help us to continue to improve service to veterans, servicemembers, and their families.</p> <p>Sincerely yours,  Daniel L. Cooper Under Secretary for Benefits</p> <p>P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at <a href="http://www.va.gov">http://www.va.gov</a>. For information about customer satisfaction surveys, go to <a href="http://www.vbava.gov/surveys/">http://www.vbava.gov/surveys/</a>.</p>	 <p>DEPARTMENT OF VETERANS AFFAIRS Veterans Benefits Administration Washington DC 20420</p> <p>29 de abril de 2004</p> <p><b>Su número de identificación en la encuesta en Internet: 123X12345</b></p> <p>Miguel Angell 123 Elm Street Apt. 123 Dondequiera PR 00099</p> <p>Estimado Miguel Angel:</p> <p>Como parte de su continuo compromiso para mejorar el servicio, el Department of Veterans Affairs (VA, por sus siglas en inglés) y la Veterans Benefits Administration (VBA, por sus siglas en inglés) está realizando una encuesta de satisfacción del cliente entre las personas que, como usted, han solicitado recientemente o han recibido los beneficios de educación de la VA.</p> <p>Esta carta es simplemente para hacerle saber que usted ha sido seleccionado para participar en esta encuesta. En alrededor de una semana, usted recibirá un cuestionario por correo.</p> <p><b>La encuesta es completamente confidencial y no afectará sus beneficios en ninguna manera.</b> La organización nacional de investigación independiente, Schulman, Ronca, &amp; Bucuvalas, Inc. (SRBI), está realizando esta encuesta para la VA.</p> <p>Su ayuda con la encuesta es muy importante -la VA necesita conocer acerca de su experiencia para poder mejorar nuestro proceso de reclamación de beneficios de educación. Por favor, tome tiempo para completar y devolver el cuestionario cuando lo reciba.</p> <p>Usted puede escoger responder por medios electrónicos a través de la página cibernética especial de SRBI en Internet, <a href="http://www.on-linesurvey.com/vaeducation">http://www.on-linesurvey.com/vaeducation</a>. Al responder por este medio electrónico, se le pedirá un número de identificación. Su número de identificación personal de la encuesta de Internet aparece en la parte superior de esta página.</p> <p>Agradecemos mucho su ayuda con este importante proyecto. Su participación nos ayudará a continuar mejorando el servicio a los veteranos, a los miembros en servicio, y a sus familias.</p> <p>Muy atentamente,  Daniel L. Cooper Subsecretario de Beneficios</p> <p>P.D. Para información sobre los beneficios de la VA, le invito a visitar nuestra página de la VA en Internet, <a href="http://www.va.gov">http://www.va.gov</a>. Para información sobre encuestas de satisfacción del cliente, vaya a <a href="http://www.vba.va.gov/surveys/">http://www.vba.va.gov/surveys/</a>.</p>
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FIGURE B-2  
First Mailing Cover Letter

 <p>DEPARTMENT OF VETERANS AFFAIRS Veterans Benefits Administration Washington DC 20420</p> <p>April 29, 2004 <b>Your Internet Survey ID Number: 123X12345</b></p> <p>Miguel Angel 123 Elm Street Apt. 123 Anywhere NY 12345</p> <p>Dear Miguel Angel:</p> <p>About a month ago, we sent you a questionnaire as part of a national study of customer satisfaction with VA education benefits. In case you did not receive or have lost your questionnaire, a replacement is enclosed. <b>If you have already mailed in your completed questionnaire, please do not complete this one.</b> However, if you have not yet replied, I am writing again requesting your help in this important study. <b>Your participation will not affect your current or future benefits</b>, but your attitudes and experience can help us improve the VA benefits process for you and others in the future.</p> <p>You were selected to participate in this survey as part of a national sample of persons who recently applied for education benefits. Your answers are very important because <b>you</b> have personal experience with the VA and its benefits process. We really want to know your experiences – good, bad, or indifferent – because they will help us better understand what parts of the process are working well and, frankly, what parts need to be fixed. The survey findings will be reported to the individual VA Regional Offices and policy-makers in the Veterans Benefits Administration.</p> <p><b>Remember, your answers will be confidential.</b> VA has asked Schulman, Ronca &amp; Bucuvalas, Inc. (SRBI), an independent, national research organization, to conduct the survey. If you have any questions about this survey or the questionnaire itself, please call the SRBI project office at 1-800-795-6393 or call VA at 1-800-827-1000.</p> <p>You may choose to respond electronically on a special SRBI web site on the Internet at <a href="http://www.on-linesurvey.com/vaeducation">http://www.on-linesurvey.com/vaeducation</a>. When responding electronically, you will be asked for an identification number. Your personal Internet Survey ID Number appears at the top of this page.</p> <p>Again, if you have not yet replied, please take the time to complete this questionnaire and return it in the enclosed envelope. With your help, we can improve our service to you and the many others who have served our country so well. We look forward to hearing from you and thank you in advance for your help.</p> <p>Sincerely yours,  Daniel L. Cooper Under Secretary for Benefits</p> <p>Enclosure</p> <p>P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at <a href="http://www.va.gov">http://www.va.gov</a> via the internet. For information about customer satisfaction surveys, go to <a href="http://www.vba.va.gov/surveys/">http://www.vba.va.gov/surveys/</a>.</p>	 <p>DEPARTMENT OF VETERANS AFFAIRS Veterans Benefits Administration Washington DC 20420</p> <p>29 de abril de 2004</p> <p><b>Su número de identificación en la encuesta en Internet: 123X12345</b></p> <p>Miguel Angel 123 Elm Street Apt. 123 Dondequiera PR 00099</p> <p>Estimado Miguel Angel:</p> <p>Acompañamos el cuestionario del cual le escribimos recientemente. Dicho cuestionario forma parte de nuestro compromiso para mejorar el servicio y es la razón por la cual el Department of Veterans Affairs (VA, por sus siglas en inglés) y la Veterans Benefits Administration (VBA, por sus siglas en inglés) están realizando una encuesta de satisfacción del cliente entre las personas que han solicitado los beneficios de educación.</p> <p><b>Sus respuestas son muy importantes porque usted tiene experiencia personal con la VA y con su proceso de reclamación de beneficios de educación.</b> Usted fue seleccionado porque hace poco usted solicitó los beneficios o los ha recibido recientemente. Los hallazgos de la encuesta se informarán a las Oficinas Regionales de la VA y de la VBA. Su experiencia y opiniones pueden ayudar a mejorar el proceso para usted y para otros beneficiarios de estos servicios educativos.</p> <p><b>Sus respuestas no afectarán sus beneficios actuales ni futuros.</b> Aunque le urgimos a completar la encuesta, si usted decide no participar, de todos modos su elegibilidad para recibir cualesquiera beneficios de veteranos en el futuro no se afectará de ninguna manera.</p> <p><b>Por favor, recuerde que sus respuestas serán confidenciales.</b> La VA ha solicitado a la organización nacional de investigación independiente, Schulman, Ronca &amp; Bucuvalas, Inc. (SRBI), que conduzca la encuesta. Después de recopilar información sobre la encuesta, SRBI eliminará su nombre y cualquier otra información que le identifique antes de proveer los datos de la encuesta a la VA. No hay manera de que sus respuestas se relacionen con usted.</p> <p>Usted puede escoger responder por medios electrónicos a través de la página cibernética especial de SRBI en Internet, <a href="http://www.on-linesurvey.com/vaeducation">http://www.on-linesurvey.com/vaeducation</a>. Al responder por este medio electrónico, se le pedirá un número de identificación. Su número de identificación personal de la encuesta de Internet aparece en la parte superior de esta página.</p> <p>Si usted tiene cualesquiera preguntas sobre esta encuesta o sobre los cuestionarios mismos, por favor llame a la Oficina de Proyectos de SRBI al 1-800-659-5432 ó a la VA al 1-800-827-1000.</p> <p>Con su ayuda, podemos mejorar el servicio que brindamos a usted y a los muchos otros que han servido a nuestro país tan bien. Gracias anticipadas por ayudarnos en este importante trabajo.</p> <p>Muy atentamente,  Daniel L. Cooper Subsecretario de Beneficios</p> <p>Anejo</p> <p>P.D. Para información sobre los beneficios de la VA, le invito a visitar nuestra página de la VA en Internet, <a href="http://www.va.gov">http://www.va.gov</a>. Para información sobre encuestas de satisfacción del cliente, vaya a <a href="http://www.vba.va.gov/surveys/">http://www.vba.va.gov/surveys/</a>.</p>
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A reminder card was sent to the entire sample 7 days after the questionnaire mailing which asked them to complete and return the questionnaire as soon as possible (Figure B-3, below). At this point there was not a large enough return to eliminate those that had returned their questionnaires.

In turn, this was followed by a second mailing of the questionnaire about one week after the follow-up card. The cover letter again stressed that completing and returning the questionnaire would not affect the respondent's current or future benefits (see Figure B-4, page B-14).

Lastly, about three weeks after the second copy of the questionnaire was mailed, a final reminder card was sent to those who had not yet responded (see Figure B-5, page B-15).

FIGURE B-3  
**First Reminder Card**



**U.S. DEPARTMENT OF VETERANS AFFAIRS**  
**VETERANS BENEFITS ADMINISTRATION**

Recently, we mailed a survey to you as part of a study of customer satisfaction with the education benefits claims process.

- If you have returned the survey, thank you.
- If not, please take a few minutes now to complete and return the survey.
- If you have lost or misplaced the survey or if you have questions, please call the VA Project Coordinator at 1-800-659-5432.

Thank you.

FIGURE B-4  
Second Mailing Cover Letter

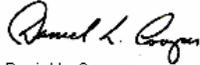
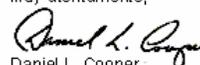
 <p>DEPARTMENT OF VETERANS AFFAIRS Veterans Benefits Administration Washington DC 20420</p> <p>April 29, 2004 Your Internet Survey ID Number: 123X12345</p> <p>Miguel Angel 123 Elm Street Apt. 123 Anywhere NY 12345</p> <p>Dear Miguel Angel:</p> <p>About a month ago, we sent you a questionnaire as part of a national study of customer satisfaction with VA education benefits. In case you did not receive or have lost your questionnaire, a replacement is enclosed. <b>If you have already mailed in your completed questionnaire, please do not complete this one.</b> However, if you have not yet replied, I am writing again requesting your help in this important study. <b>Your participation will not affect your current or future benefits</b>, but your attitudes and experience can help us improve the VA benefits process for you and others in the future.</p> <p>You were selected to participate in this survey as part of a national sample of persons who recently applied for education benefits. Your answers are very important because <b>you</b> have personal experience with the VA and its benefits process. We really want to know your experiences – good, bad, or indifferent – because they will help us better understand what parts of the process are working well and, frankly, what parts need to be fixed. The survey findings will be reported to the individual VA Regional Offices and policy-makers in the Veterans Benefits Administration.</p> <p><b>Remember, your answers will be confidential.</b> VA has asked Schulman, Ronca &amp; Bucuvalas, Inc. (SRBI), an independent, national research organization, to conduct the survey. If you have any questions about this survey or the questionnaire itself, please call the SRBI project office at 1-800-795-6393 or call VA at 1-800-827-1000.</p> <p>You may choose to respond electronically on a special SRBI web site on the Internet at <a href="http://www.on-linesurvey.com/vaeducation">http://www.on-linesurvey.com/vaeducation</a>. When responding electronically, you will be asked for an identification number. Your personal Internet Survey ID Number appears at the top of this page.</p> <p>Again, if you have not yet replied, please take the time to complete this questionnaire and return it in the enclosed envelope. With your help, we can improve our service to you and the many others who have served our country so well. We look forward to hearing from you and thank you in advance for your help.</p> <p>Sincerely yours,  Daniel L. Cooper Under Secretary for Benefits</p> <p>Enclosure</p> <p>P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at <a href="http://www.va.gov">http://www.va.gov</a> via the internet. For information about customer satisfaction surveys, go to <a href="http://www.vba.va.gov/surveys/">http://www.vba.va.gov/surveys/</a>.</p>	 <p>DEPARTMENT OF VETERANS AFFAIRS Veterans Benefits Administration Washington DC 20420</p> <p>29 de abril de 2004 Su número de identificación en la encuesta en Internet: 123X12345</p> <p>Miguel Angel 123 Elm Street Apt. 123 Dondequiera PR 00099</p> <p>Estimado Miguel Angel:</p> <p>Hace cerca de dos semanas le enviamos un cuestionario como parte de un estudio nacional de satisfacción del cliente con los beneficios de educación de la VA. En caso de que usted no haya recibido o haya perdido su cuestionario, incluimos otro. <b>Si usted ya envió por correo su cuestionario completado, por favor no complete éste.</b> No obstante, si usted aún no ha contestado, estamos escribiendo de nuevo para pedir su ayuda en este importante estudio. <b>Su participación no afectará sus beneficios actuales o futuros</b>, pero sus actitudes y experiencia puede ayudarnos a mejorar el proceso de beneficios de la VA para usted y otros en el futuro.</p> <p>Usted fue seleccionado para participar en este estudio como parte de una muestra nacional de personas que recientemente han solicitado los beneficios de educación. Sus respuestas son muy importantes, porque <b>usted</b> tiene experiencia personal con la VA y su proceso de reclamación de beneficios de educación. Nosotros realmente queremos conocer sus experiencias – buenas, malas o indiferentes- porque las mismas nos ayudarán a entender mejor cuáles partes del proceso de reclamación están funcionando bien y, francamente, cuáles partes hay que mejorar. Los hallazgos del estudio se informarán a las Oficinas Regionales de Procesamiento de la VA y a los que crean las políticas de la Administración de Beneficios de los Veteranos.</p> <p><b>Recuerde, sus respuestas serán confidenciales.</b> La VA ha solicitado a Schulman, Ronca &amp; Bucuvalas, Inc. (SRBI), una organización de investigación nacional independiente, realizar el estudio. Si usted tiene cualesquiera preguntas sobre este estudio o sobre el cuestionario mismo, por favor llame a la oficina de proyectos de SRBI al 1-800-659-5432 o llame a la VA al 1-800-827-1000.</p> <p>Usted puede escoger responder electrónicamente por nuestro sitio en la web en Internet: <a href="http://www.on-linesurvey.com/vaeducation">http://www.on-linesurvey.com/vaeducation</a>. Al responder electrónicamente, a usted se le pedirá un número de identificación. Su número de identificación en la encuesta aparece en la parte superior de esta página.</p> <p>Nuevamente, si usted aún no ha respondido, por favor tome tiempo para completar este cuestionario y devolverlo en el sobre incluido. Con su ayuda, podremos mejorar nuestro servicio a usted y a aquellos que han servido a nuestra nación tan bien. Esperamos saber de usted, y le agradecemos por adelantado su ayuda.</p> <p>Muy atentamente,  Daniel L. Cooper Subsecretario de Beneficios</p> <p>Anejo</p> <p>P.D. Para información sobre los beneficios de la VA, le invito a visitarnos en nuestra página cibernética de la VA en Internet, <a href="http://www.va.gov">http://www.va.gov</a>. Si desea información sobre encuestas de satisfacción del cliente, vaya a <a href="http://www.vba.va.gov/surveys/">http://www.vba.va.gov/surveys/</a>.</p>
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FIGURE B-5  
**Final Reminder Card**

**The Department of Veterans Affairs  
is waiting to hear from you!**

**Your opinion will help improve the benefit  
services for veterans and other beneficiaries.**

If you have already completed and mailed your  
survey, Thanks. If not, please do it TODAY!

If you have any questions about this survey, please call the  
VA Project Coordinator at 1-800-659-5432.

## **Response Rates**

The final disposition of the sample is shown in Table B-4 (page B-17). The final response rate for this study was 50.7 percent compared to the final response rate of 50.6 for the administration in 2002. This comparison is somewhat deceptive since, as discussed earlier, the sample distribution within each RPO and claim type is very different for the two years. The response rate for each benefit type decreased from the 2002 Administration: Chapter 30 (veterans and active duty) went from 48.8 percent to 44.8 percent; Chapter 35 (dependents) went from 67.1 percent to 64.3 percent; while the response rate for Chapter 1606 (reservists) went from 44.8 percent to 42.1 percent. Had the sample distribution for 2002 Administration been the same as that for 2003 Administration, the response rate for 2002 would have been 53.8 percent. Therefore, the 2003 Administration represents a decrease of 3.1 percentage points from the previous year.

TABLE B-4

<b>Final Sample Disposition by RPO</b>									
	<b>Drawn Sample</b>	<b>Mail Returns</b>	<b>Deployed</b>	<b>Screen Outs</b>	<b>Deceased</b>	<b>Effective Sample</b>	<b>Refused</b>	<b>Forms Returned</b>	<b>Response Rate</b>
<b>Atlanta, GA</b>	<b>1,602</b>	<b>88</b>	<b>12</b>	<b>9</b>	<b>0</b>	<b>1,493</b>	<b>1</b>	<b>769</b>	<b>51.5</b>
Chapter 30	534	32	1	4	0	497	0	226	45.5
Chapter 35	534	20	0	1	0	513	0	327	63.7
Chapter 1606	534	36	11	4	0	483	1	216	44.7
<b>Buffalo, NY</b>	<b>1,602</b>	<b>109</b>	<b>11</b>	<b>11</b>	<b>1</b>	<b>1,470</b>	<b>1</b>	<b>744</b>	<b>50.6</b>
Chapter 30	534	59	1	1	1	472	0	189	40.0
Chapter 35	534	17	0	3	0	514	0	342	66.5
Chapter 1606	534	33	10	7	0	484	1	213	44.0
<b>Muskogee, OK</b>	<b>1,602</b>	<b>109</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>1,482</b>	<b>0</b>	<b>735</b>	<b>49.6</b>
Chapter 30	534	78	0	1	0	455	0	208	45.7
Chapter 35	534	13	1	1	0	519	0	330	63.6
Chapter 1606	534	18	4	4	0	508	0	197	38.8
<b>St. Louis, MO</b>	<b>1,602</b>	<b>70</b>	<b>18</b>	<b>6</b>	<b>0</b>	<b>1,508</b>	<b>1</b>	<b>769</b>	<b>51.0</b>
Chapter 30	534	22	0	3	0	509	0	243	47.7
Chapter 35	534	12	0	0	0	522	0	331	63.4
Chapter 1606	534	36	18	3	0	477	1	195	40.9
<b>Total</b>	<b>6,408</b>	<b>376</b>	<b>46</b>	<b>32</b>	<b>1</b>	<b>5,953</b>	<b>3</b>	<b>3,017</b>	<b>50.7</b>
Chapter 30	2,136	191	2	9	1	1,933	0	866	44.8
Chapter 35	2,136	62	1	5	0	2,068	0	1,330	64.3
Chapter 1606	2,136	123	43	18	0	1,952	3	821	42.1

## **Weighting Procedures**

As discussed earlier in this appendix, the sample was drawn to have the same number of cases for each of the education benefit programs – Chapter 30, Chapter 35, and Chapter 1606 – by claim status – original and supplemental – within each of the RPO's. While this makes sense from an analytical point of view since the number of cases in all sub-groups will be large enough to have confidence in their results. However, in order to obtain an accurate measure of the responses of claimants at each RPO, the responses of the original and supplemental claimants must be combined in the proportion they exist in the population. Not to do so would over represent the smaller proportion of original claimants (12.6 percent of all claims processed during the sampling period) compared to the larger proportion of supplemental claimants (87.4 percent of processed claims).

Similar logic holds when combining the results from all RPO's to develop national results. While the range is less dramatic than between claim status (original vs. supplemental) – from a low of 19.6 percent for Buffalo to a high of 40.2 percent for Muskogee – it still can affect the results. Finally, it is important to compensate for the differential response rates reported in Table B-4.

The distribution of claims processed within categories from which the sample was drawn is shown in Table B-1. This table shows that original Chapter 30 claims processed in Atlanta make up 1.58 percent of all claims processed during the six-month reference period (9,335 divided by 589,273 – the sum of 74,166 and 151,107). The responses of 105 original Chapter 30 claimants from Atlanta, 3.54 percent of the 2,969 useable cases, were weighted (multiplied by 0.44794) so that they made up 1.58 percent (47.03 weighted cases divided by 2,969) of the cases used in the final analysis. A similar procedure was carried out for each cell in the original sample.

## **Spanish Language Questionnaires**

Both questionnaires used for this project were translated into Spanish. These questionnaires were sent to respondents in Puerto Rico along with the English version. The respondent would be able to select the questionnaire they felt most comfortable using. The cover letters were also translated, but the reminder cards were not.

Table B-5 shows the number of Spanish language questionnaires that were distributed and the number that were returned.

TABLE B-5

<b>Disposition of Spanish Language Questionnaires Sent to Beneficiaries in Puerto Rico</b>				
<b>Form and Benefit</b>	<b>Total Sent</b>	<b>Total Returns</b>	<b>Spanish Returns</b>	<b>Percent Spanish</b>
Form V – Veterans, Active Duty	9	7	1	14%
Form V – Reservists	51	28	14	50%
Form D – Dependents	60	42	28	67%
<b>Total</b>	<b>120</b>	<b>77</b>	<b>43</b>	<b>56%</b>

The results shown in Table B-5 show a decrease in the proportion of returned questionnaires from Puerto Rico that were completed using the Spanish version in all categories. Overall last year, 30 of the 37 (81 percent) returned questionnaires were the Spanish version. This proportion decreased to 56 percent in the current administration, closer to the 50 percent that was reported in the 2002 Administration. Significant proportions of reservists (half) and dependents (two-thirds) completed the Spanish version of the questionnaire. While only one of the seven veterans who completed the questionnaire did so in Spanish, it is clear that the Spanish versions fill a need.

### **Responding on the Internet**

Beneficiaries were also given the opportunity to respond via the Internet. The advance letter and both cover letters contained a unique Internet identification number – a letter followed by eight digits. These numbers were generated randomly and were used to prevent respondents from increasing their ID number by 1 and completing the questionnaire again.

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Respondents were allowed to return to the website as many times as they cared to in order to complete the survey. However, once they submitted their form, their identification number was deleted from the list making it impossible for them to return to the survey. There was not a Spanish version of the Internet questionnaire.

Table B-6 (below) shows the number and percent of individuals who completed their form over the Internet.

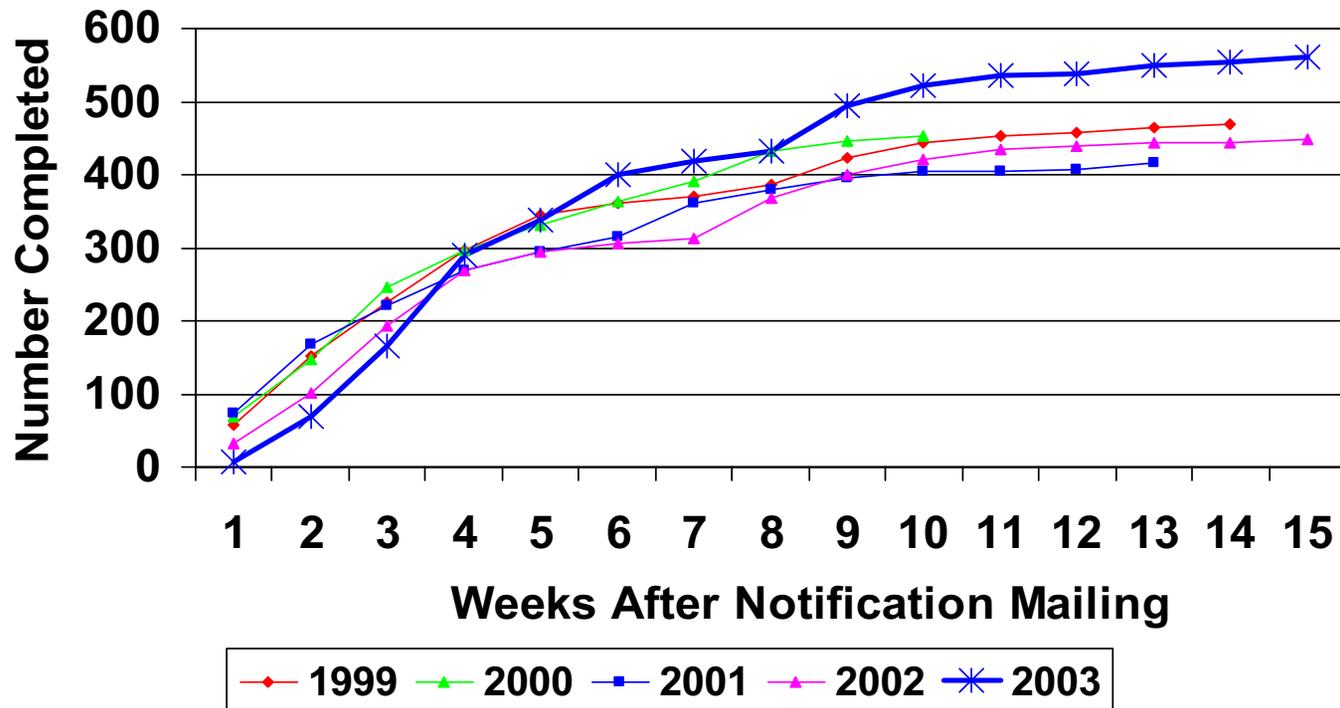
TABLE B-6

<b>Responses Over the Internet by Sample Categories</b>			
<b>Sample Category</b>	<b>Total Returns</b>	<b>Internet Returns</b>	<b>Percent Internet</b>
Chapter 30, Veterans & Active Duty – Original	364	76	20.9%
Chapter 30, Veterans & Active Duty – Supplemental	502	132	26.3%
Chapter 1606, Reservists – Original	408	74	18.1%
Chapter 1606, Reservists – Supplemental	413	90	21.8%
Chapter 35, Dependents – Original	683	94	16.0%
Chapter 35, Dependents – Supplemental	647	94	17.0%
<b>TOTAL</b>	<b>3,017</b>	<b>444</b>	<b>18.6%</b>

The proportion of responses via the Internet was up in all sub-groups. Response over the Internet through the course of the field period is shown in Figure B-6 (next page).

FIGURE B-6

## 1999 - 2003 VA Education Beneficiaries Customer Satisfaction Survey Internet Responses



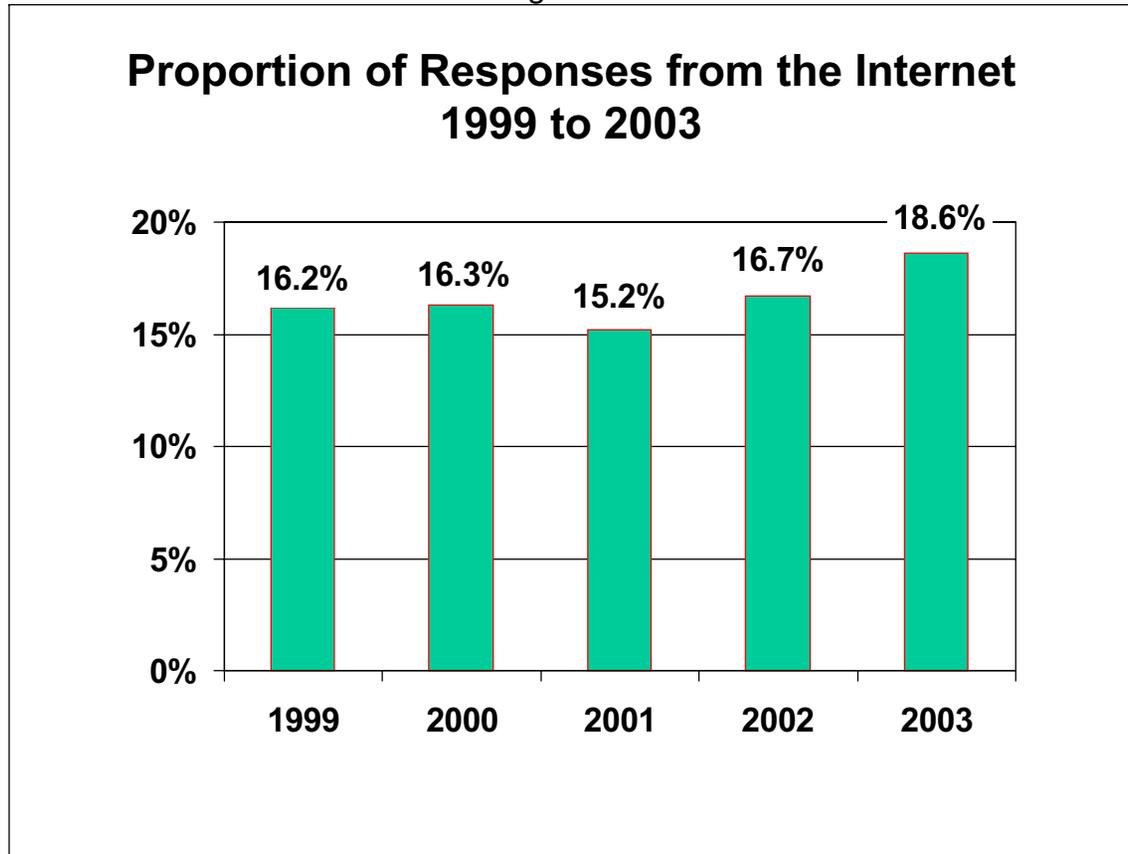
Week ends on Friday. First (notification letter mailed) and last week may not be a full 7 days. Field period varies from year to year.

Beginning in 2003 the sample size was increased to 5,600 to 6,400

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As Figure B-7 shows the proportion of respondents that completed the questionnaire over the Internet since 1999 when the Internet option was first offered.

Figure B-7



## **Appendix C**

### **Comparison of the Questionnaires**

### **Used in the 2002 and 2003 Administrations**

**Comparison of the Questionnaires used in the 2002 and 2003 Administrations**

Questions on the Dependent version of the questionnaire begin with the letter D while those on the Veteran/Reservist version begin with the letter V. Underlined font indicates that words have been added while ~~strikethrough~~ font indicates that words have been deleted.

2002 Quest #	Question	2003 Quest #	Question
	<b>PREPARING YOUR EDUCATION BENEFITS</b>		<b>PREPARING YOUR EDUCATION BENEFITS</b>
D1	<p><b>Which of the following best describes your eligibility for education benefits?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Orphan of the veteran</li> <li><input type="radio"/> Child of the veteran</li> <li><input type="radio"/> Widow or widower of the veteran</li> <li><input type="radio"/> Current or former spouse of the veteran</li> <li><input type="radio"/> Other</li>   <li><input type="radio"/> No Answer</li> </ul>	D1	<p><b>Which of the following best describes your eligibility for education benefits?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Orphan of the veteran</li> <li><input type="radio"/> Child of the veteran</li> <li><input type="radio"/> Widow or widower of the veteran</li> <li><input type="radio"/> Current or former spouse of the veteran</li> <li><del><input type="radio"/> Other</del></li>   <li><input type="radio"/> No Answer</li> </ul>
D2	<p><b>How did you first learn about your education benefits?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Letter from VA</li> <li><input type="radio"/> VA information pamphlet</li> <li><input type="radio"/> Friend or family</li> <li><input type="radio"/> VA's website on the Internet</li> <li><input type="radio"/> Other</li>   <li><input type="radio"/> No Answer</li> </ul>	D2	<p><b>How <u>Where</u> did you first LEARN about your <u>VA's</u> education benefits <u>program</u>?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Letter from VA</li> <li><input type="radio"/> VA information pamphlet</li> <li><input type="radio"/> Friend or family</li> <li><input type="radio"/> <u>Military base or family support center</u></li> <li><input type="radio"/> <u>Commercial or advertisement</u></li> <li><input type="radio"/> VA's website on the Internet</li> <li><input type="radio"/> Other</li>   <li><input type="radio"/> No Answer</li> </ul>

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V1	<p><b>Are you currently on active-duty in the U.S. Armed Forces?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>	V1	<p><b>Are you currently on active-duty in the U.S. Armed Forces?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>
V2	<p><b>When did you first LEARN about VA's education benefits program?</b></p> <p><input type="radio"/> Before recruitment  <input type="radio"/> At the time I was recruited  <input type="radio"/> Soon after I joined  <input type="radio"/> Six months or more after I joined  <input type="radio"/> Shortly before separation  <input type="radio"/> At separation  <input type="radio"/> After separation  <input type="radio"/> No Answer</p>	V2	<p><b>When did you first LEARN about VA's education benefits program?</b></p> <p><input type="radio"/> Before recruitment  <input type="radio"/> At the time I <del>was recruited</del> of <u>recruitment</u>  <input type="radio"/> Soon after I <del>joined</del> <u>joining</u>  <input type="radio"/> Six months or more after I <del>joined</del> <u>joining</u>  <input type="radio"/> Shortly before separation  <input type="radio"/> At <u>or after</u> separation  <input type="radio"/> <del>After separation</del>  <input type="radio"/> No Answer</p>
V3	<p><b>Where did you LEARN about VA's education benefits program?</b></p> <p><input type="radio"/> Commercial or advertisement  <input type="radio"/> Recruiter  <input type="radio"/> Information pamphlet  <input type="radio"/> Another person in my unit  <input type="radio"/> Military base or unit Education Office  <input type="radio"/> Friend or family  <input type="radio"/> VA's website on the Internet  <input type="radio"/> Other  <input type="radio"/> No Answer</p>	V3	<p><b>Where did you LEARN about VA's education benefits program?</b></p> <p><input type="radio"/> Commercial or advertisement  <input type="radio"/> Recruiter  <input type="radio"/> <u>VA</u> <del>in</del> information pamphlet  <input type="radio"/> Another person in my unit  <input type="radio"/> Military base or unit Education Office  <input type="radio"/> Friend or family  <input type="radio"/> VA's website on the Internet  <input type="radio"/> <u>School</u>  <input type="radio"/> Other  <input type="radio"/> No Answer</p>

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D3/V4	<p><b>Looking back, how much of what you NEEDED TO KNOW did you get from this source?</b></p> <p> <input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None    <input type="radio"/> No Answer         </p>	D3/V4	<p><b>Looking back, how much of what you NEEDED TO KNOW did you get from this source?</b></p> <p> <input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None    <input type="radio"/> No Answer         </p>
D4/V5	<p><b>How accurate was the information you received?</b></p> <p> <input type="radio"/> Very accurate  <input type="radio"/> Somewhat accurate  <input type="radio"/> Neither accurate nor inaccurate  <input type="radio"/> Somewhat inaccurate  <input type="radio"/> Very inaccurate    <input type="radio"/> No Answer         </p>	D4/V5	<p><b>How accurate was the information you received?</b></p> <p> <input type="radio"/> Very accurate  <input type="radio"/> Somewhat accurate  <input type="radio"/> Neither accurate nor inaccurate  <input type="radio"/> Somewhat inaccurate  <input type="radio"/> Very inaccurate  <input type="radio"/> <u>Don't know</u>    <input type="radio"/> No Answer         </p>
V6	<p><b>For this questionnaire, active duty also includes active duty for training for reserve or guard.</b></p> <p><b>When did you begin to PLAN the use of your education benefits?</b></p> <p> <input type="radio"/> Before active-duty service  <input type="radio"/> Six months or more before separation from active-duty service  <input type="radio"/> Less than six months before separation from active-duty service  <input type="radio"/> At separation from active-duty service  <input type="radio"/> Less than six months after separation from active-duty service  <input type="radio"/> Six months or more after separation from active-duty service    <input type="radio"/> No Answer         </p>	V6	<p><b>For this questionnaire, active duty also includes active duty for training for reserve or guard.</b></p> <p><b>When did you begin to PLAN the use of your education benefits?</b></p> <p> <input type="radio"/> Before active-duty service  <input type="radio"/> Six months or more before separation from active-duty service  <input type="radio"/> Less than six months before separation from active-duty service  <input type="radio"/> At separation from active-duty service  <input type="radio"/> Less than six months after separation from active-duty service  <input type="radio"/> Six months or more after separation from active-duty service    <input type="radio"/> No Answer         </p>

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		V7	<p><b><u>Which of the following information sources did you find useful in PLANNING for the use of your education benefits?</u></b></p> <p><b><u>MARK ALL THAT APPLY</u></b></p> <p><input type="radio"/> VA information pamphlet</p> <p><input type="radio"/> VA's website on the Internet</p> <p><input type="radio"/> Military base or Education Office</p> <p><input type="radio"/> Another person in my unit</p> <p><input type="radio"/> Friend or family</p> <p><input type="radio"/> School</p> <p><input type="radio"/> Other</p> <p><input type="radio"/> No answer</p>
V7	<p><b>While on active-duty, did you attend any briefings or sessions which provided information regarding your education benefits?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No [SKIP TO Q14]</p> <p><input type="radio"/> No Answer</p>	V8	<p><b>While on active-duty, did you attend any briefings or sessions which <u>that</u> provided information regarding your education benefits?</b></p> <p><input type="radio"/> Yes [SKIP TO Q130]</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>
		V9	<p><b><u>Why didn't you attend a briefing or sessions which provided information regarding your education benefits?</u></b></p> <p><input type="radio"/> Wasn't interested in using education benefits</p> <p><input type="radio"/> No briefing was offered</p> <p><input type="radio"/> Already knew all I needed to know about VA education benefits</p> <p><input type="radio"/> Didn't have time to attend</p> <p><input type="radio"/> Attended a briefing, but education benefits weren't covered</p> <p><input type="radio"/> Don't recall</p> <p><input type="radio"/> No answer</p> <p><b><u>[EVERONE WHO ANSWERED Q120 SHOULD SKIP TO Q150]</u></b></p>

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V8	<p><b>Looking back, how much of what you NEEDED TO KNOW did you get from these sessions?</b></p> <p> <input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None    <input type="radio"/> No Answer         </p>	V10	<p><b>Looking back, how much of what you NEEDED TO KNOW did you get from these sessions?</b></p> <p> <input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None    <input type="radio"/> No Answer         </p>
V9	<p><b>How accurate was the information you received?</b></p> <p> <input type="radio"/> Very accurate  <input type="radio"/> Somewhat accurate  <input type="radio"/> Neither accurate nor inaccurate  <input type="radio"/> Somewhat inaccurate  <input type="radio"/> Very inaccurate    <input type="radio"/> No Answer         </p>	V11	<p><b>How accurate was the information you received?</b></p> <p> <input type="radio"/> Very accurate  <input type="radio"/> Somewhat accurate  <input type="radio"/> Neither accurate nor inaccurate  <input type="radio"/> Somewhat inaccurate  <input type="radio"/> Very inaccurate  <input type="radio"/> <u>Don't know</u>    <input type="radio"/> No Answer         </p>
D5/V10	<p><b>Have you ever received a VA pamphlet about your education benefits through the mail within the past year?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No    <input type="radio"/> No Answer         </p>	D5/V12	<p><b><u>Within the past year, did</u> Have you ever received a VA pamphlet about your education benefits through the mail within the past year?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q170]    <input type="radio"/> No Answer         </p>
D6/V11	<p><b>How much of what you NEEDED TO KNOW did you get from the pamphlet?</b></p> <p> <input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None    <input type="radio"/> No Answer         </p>	D6/V13	<p><b>How much of what you NEEDED TO KNOW did you get from the pamphlet?</b></p> <p> <input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None    <input type="radio"/> No Answer         </p>

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	<b>CONTACT WITH YOUR SCHOOL'S VETERANS REPRESENTATIVE</b>		<b>CONTACT WITH YOUR SCHOOL'S VETERANS REPRESENTATIVE</b>
D7/V12	<p><b>Did you ever contact your school's veterans representative about your recent education claim?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>		DELETE ENTIRE SECTION
D8/V13	<p><b>Why did you contact the school's veterans representative? [Mark all that apply]</b></p> <p><input type="radio"/> Get information before I applied for benefits  <input type="radio"/> Apply for education benefits  <input type="radio"/> Check on the status of my education application  <input type="radio"/> Change the status of enrollment  <input type="radio"/> Verify enrollment to VA  <input type="radio"/> Couldn't get information from VA  <input type="radio"/> Get other information  <input type="radio"/> No Answer</p>		DELETE ENTIRE SECTION
D9/V14	<p><b>Overall, how much of what you NEEDED TO KNOW did you get from the contacts with the school's veterans representative?</b></p> <p><input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None  <input type="radio"/> No Answer</p>		DELETE ENTIRE SECTION

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D10/V15	<p><b>How responsive was the school's veterans representative to your request?</b></p> <p> <input type="radio"/> Very responsive  <input type="radio"/> Somewhat responsive  <input type="radio"/> Neither responsive nor non-responsive  <input type="radio"/> Somewhat non-responsive  <input type="radio"/> Very non-responsive    <input type="radio"/> No Answer                 </p>		DELETE ENTIRE SECTION
D11/V16	<p><b>How courteous were they?</b></p> <p> <input type="radio"/> Very courteous  <input type="radio"/> Somewhat courteous  <input type="radio"/> Neither courteous nor discourteous  <input type="radio"/> Somewhat discourteous  <input type="radio"/> Very discourteous    <input type="radio"/> No Answer                 </p>		DELETE ENTIRE SECTION
<b>APPLYING FOR BENEFITS</b>			<b>APPLYING FOR BENEFITS</b>
D44/V49	<p><b>Do you recall filling out the application for your education benefits?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No    <input type="radio"/> No Answer                 </p>		DELETE QUESTION
D45/V50	<p><b>What method did you use to apply?</b></p> <p> <input type="radio"/> Filled out paper application form  <input type="radio"/> Applied on-line through VA's website    <input type="radio"/> No Answer                 </p>		DELETE QUESTION

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D48/V53	<p><b>To whom did you submit your application for education benefits?</b></p> <p><input type="radio"/> School  <input type="radio"/> VA directly by mail or visit  <input type="radio"/> VA directly on-line  <input type="radio"/> Don't know</p> <p><input type="radio"/> No Answer</p>	D7/V14	<p><b>To whom did you submit your application for education benefits?</b></p> <p><input type="radio"/> School  <input type="radio"/> VA directly by mail or visit  <input type="radio"/> VA directly on-line <u>through VA's website</u>  <input type="radio"/> Don't know <u>recall</u></p> <p><input type="radio"/> No Answer</p>
D46/V51	<p><b>Did you find anything to be difficult or confusing about the application form?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>	D8/V15	<p><b>Did you find anything to be difficult or confusing about the application form?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q200]</p> <p><input type="radio"/> No Answer</p>
D47/V52	<p><b>What specifically did you find to be difficult or confusing about the application form? [Mark all that apply]</b></p> <p><input type="radio"/> Print size was hard to read  <input type="radio"/> It was too long  <input type="radio"/> Some questions were not clear  <input type="radio"/> Some instructions were confusing  <input type="radio"/> Asked for information VA should have already had  <input type="radio"/> Asked for information that was hard to supply  <input type="radio"/> Not clear why all the information was needed</p> <p><input type="radio"/> No Answer</p>	D9/V16	<p><b>What specifically did you find to be difficult or confusing about the application form? [Mark all that apply]</b></p> <p><input type="radio"/> Print size was hard to read  <input type="radio"/> It was too long  <input type="radio"/> Some questions were not clear  <input type="radio"/> Some instructions were confusing  <input type="radio"/> Asked for information VA should have already had  <input type="radio"/> Asked for information that was hard to supply  <input type="radio"/> Not clear why all the information was needed</p> <p><input type="radio"/> No Answer</p>
D49/V54	<p><b>At the time you applied, how completely did you understand the steps necessary to process your claim?</b></p> <p><input type="radio"/> Completely  <input type="radio"/> Mostly  <input type="radio"/> Somewhat  <input type="radio"/> Only a little  <input type="radio"/> Not at all</p> <p><input type="radio"/> No Answer</p>		<p style="text-align: center;">DELETE QUESTION</p>

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D50/V55	<p><b>At the time you applied, how completely did you understand how benefits would be paid to you?</b></p> <p> <input type="radio"/> Completely  <input type="radio"/> Mostly  <input type="radio"/> Somewhat  <input type="radio"/> Only a little  <input type="radio"/> Not at all    <input type="radio"/> No Answer         </p>		<p style="text-align: center;">DELETE QUESTION</p>
D51/V56	<p><b>Did VA let you know your application had been received?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No    <input type="radio"/> No Answer         </p>	D10/V17	<p><b>Did VA let you know your application had been received?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No    <input type="radio"/> No Answer         </p>
D52/V57	<p><b>How completely did VA keep you informed of the status of your application?</b></p> <p> <input type="radio"/> Completely  <input type="radio"/> Mostly  <input type="radio"/> Somewhat  <input type="radio"/> Only a little  <input type="radio"/> Not at all  <input type="radio"/> Didn't need status information    <input type="radio"/> No Answer         </p>	D11/V18	<p><b>How completely did VA keep you informed of the status of your application?</b></p> <p> <input type="radio"/> Completely  <input type="radio"/> Mostly  <input type="radio"/> Somewhat  <input type="radio"/> Only a little  <input type="radio"/> Not at all  <input type="radio"/> Didn't need status information    <input type="radio"/> No Answer         </p>

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D53/V58	<p><b>How long did it take VA to process your application?</b></p> <p><input type="radio"/> 1 week</p> <p><input type="radio"/> 2 weeks</p> <p><input type="radio"/> 3 weeks</p> <p><input type="radio"/> 4 weeks</p> <p><input type="radio"/> 5 weeks</p> <p><input type="radio"/> 6 weeks</p> <p><input type="radio"/> 7 weeks</p> <p><input type="radio"/> 8 weeks</p> <p><input type="radio"/> 9 weeks</p> <p><input type="radio"/> 10 weeks or more</p> <p><input type="radio"/> No Answer</p>	D12/V19	<p><b>How long did it take VA to process your application?</b></p> <p><input type="radio"/> 1 week</p> <p><input type="radio"/> 2 weeks</p> <p><input type="radio"/> 3 weeks</p> <p><input type="radio"/> 4 weeks</p> <p><input type="radio"/> 5 weeks</p> <p><input type="radio"/> 6 weeks</p> <p><input type="radio"/> 7 weeks</p> <p><input type="radio"/> 8 weeks</p> <p><input type="radio"/> 9 weeks</p> <p><input type="radio"/> 10 weeks or more</p> <p><input type="radio"/> No Answer</p>
D54/V59	<p><b>How long do you think is REASONABLE for VA to process your application? Please select one:</b></p> <p><input type="radio"/> 1 week</p> <p><input type="radio"/> 2 weeks</p> <p><input type="radio"/> 3 weeks</p> <p><input type="radio"/> 4 weeks</p> <p><input type="radio"/> 5 weeks</p> <p><input type="radio"/> 6 weeks</p> <p><input type="radio"/> 7 weeks</p> <p><input type="radio"/> 8 weeks</p> <p><input type="radio"/> 9 weeks</p> <p><input type="radio"/> 10 weeks or more</p> <p><input type="radio"/> No Answer</p>	D13/V20	<p><b>How long do you think is REASONABLE for VA to process your application? Please select one:</b></p> <p><input type="radio"/> 1 week</p> <p><input type="radio"/> 2 weeks</p> <p><input type="radio"/> 3 weeks</p> <p><input type="radio"/> 4 weeks</p> <p><input type="radio"/> 5 weeks</p> <p><input type="radio"/> 6 weeks</p> <p><input type="radio"/> 7 weeks</p> <p><input type="radio"/> 8 weeks</p> <p><input type="radio"/> 9 weeks</p> <p><input type="radio"/> 10 weeks or more</p> <p><input type="radio"/> No Answer</p>
<b>CONTACTING VA BY TELEPHONE</b>		<b>CONTACTING VA BY TELEPHONE</b>	
D12/V17	<p><b>Did you ever phone VA at 1-800-827-1000 or 1-888-GI-BILL-1 (1-888-442-4551) about your recent education claim?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>	D14/V21	<p><b>Did you ever <del>phone</del> <u>PHONE</u> VA at 1-800-827-1000 or 1-888-GI-BILL-1 (1-888-442-4551) about your recent education claim?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No [SKIP TO Q350]</p> <p><input type="radio"/> No Answer</p>

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D13/V18	<p><b>What number did you use MOST OFTEN when phoning VA about your education benefits?</b></p> <p><input type="radio"/> Toll-free 1-800-827-1000  <input type="radio"/> Toll-free 1-888-GI BILL-1 (1-888-442-4551)</p> <p><input type="radio"/> No Answer</p>		<p style="text-align: center;">DELETE QUESTION</p>
D14/V19	<p><b>Overall, how many times did you contact VA by phone about your claim? .</b></p> <p><input type="radio"/> 1 time  <input type="radio"/> 2 times  <input type="radio"/> 3 times  <input type="radio"/> 4 times  <input type="radio"/> 5 times or more</p> <p><input type="radio"/> No Answer</p>	D15/V22	<p><b>Overall, how many times did you contact <u>phone</u> VA by phone about your <u>recent</u> claim? .</b></p> <p><input type="radio"/> 1 time  <input type="radio"/> 2 times  <input type="radio"/> 3 times  <input type="radio"/> 4 times  <input type="radio"/> 5 times or more</p> <p><input type="radio"/> No Answer</p>
D15/V20	<p><b>Why did you call VA? [Mark all that apply.]</b></p> <p><input type="radio"/> Get information before I applied for benefits  <input type="radio"/> Apply for education benefits  <input type="radio"/> Check on the status of my education claim  <input type="radio"/> Change the status of enrollment  <input type="radio"/> Verify enrollment to VA  <input type="radio"/> Check on my remaining education benefits  <input type="radio"/> Check on payment  <input type="radio"/> Correct a payment problem  <input type="radio"/> Get other information</p> <p><input type="radio"/> No Answer</p>	D16/V23	<p><b>Why did you call VA? [Mark all that apply.]</b></p> <p><input type="radio"/> Get information before I applied for benefits  <input type="radio"/> Apply for education benefits  <input type="radio"/> Check on the status of my education claim  <input type="radio"/> Change the status of enrollment  <input type="radio"/> Verify enrollment to VA  <input type="radio"/> Check on my remaining education benefits  <input type="radio"/> Check on payment  <input type="radio"/> Correct a payment problem  <input type="radio"/> Get other information</p> <p><input type="radio"/> No Answer</p>
D16/V21	<p><b>How easy was it to get through to VA when you called?</b></p> <p><input type="radio"/> Very easy  <input type="radio"/> Somewhat easy  <input type="radio"/> Neither easy nor difficult  <input type="radio"/> Somewhat difficult  <input type="radio"/> Very difficult  <input type="radio"/> Never got through</p> <p><input type="radio"/> No Answer</p>	D17/V24	<p><b>How easy was it to get through to VA when you called?</b></p> <p><input type="radio"/> Very easy  <input type="radio"/> Somewhat easy  <input type="radio"/> Neither easy nor difficult  <input type="radio"/> Somewhat difficult  <input type="radio"/> Very difficult  <input type="radio"/> Never got through [SKIP TO Q350]</p> <p><input type="radio"/> No Answer</p>

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D17/V22	<p><b>Which of the following typically happened to you when you called VA? [Mark all that apply]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Frequently busy</li> <li><input type="radio"/> Waited over a minute for call to be answered</li> <li><input type="radio"/> Disconnected before my call is answered</li> <li><input type="radio"/> Call gets misdirected</li> <li><input type="radio"/> Other</li> <li><input type="radio"/> None of the above</li>   <li><input type="radio"/> No Answer</li> </ul>	D18/V25	<p><b>Which of the following happened to you when you called VA? [Mark all that apply]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> <u>Got through on the first try</u></li> <li><input type="radio"/> <u>Got a busy signal</u></li> <li><input type="radio"/> <u>Experienced a reasonable wait time</u></li> <li><input type="radio"/> <del>Frequently busy</del></li> <li><input type="radio"/> Waited over a minute for call to be answered</li> <li><input type="radio"/> <u>Hung up, couldn't wait for call to be answered</u></li> <li><input type="radio"/> <u>Call d</u><del>is</del><u>connected before my call is it</u> <u>was</u> answered</li> <li><input type="radio"/> Call gots misdirected</li> <li><input type="radio"/> Other, <u>specify</u></li> <li><input type="radio"/> None of the above</li>   <li><input type="radio"/> No Answer</li> </ul>
D18/V23	<p><b>In general, how much of what you NEEDED TO KNOW did you get from your telephone contact with VA?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> All</li> <li><input type="radio"/> Most</li> <li><input type="radio"/> Some</li> <li><input type="radio"/> Little</li> <li><input type="radio"/> None</li>   <li><input type="radio"/> No Answer</li> </ul>	D19/V26	<p><b>In general, hHow much of what you NEEDED TO KNOW did you get from your telephone contact with VA?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> All</li> <li><input type="radio"/> Most</li> <li><input type="radio"/> Some</li> <li><input type="radio"/> Little</li> <li><input type="radio"/> None</li>   <li><input type="radio"/> No Answer</li> </ul>
D19/V24	<p><b>Were you generally able to get this information on the first call?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li>   <li><input type="radio"/> No Answer</li> </ul>	D20/V27	<p><b><u>Generally, w</u>Were you generally able to get this information on the first call?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li>   <li><input type="radio"/> No Answer</li> </ul>
D20/V25	<p><b>Was your question answered by the automated system or did you speak with a VA employee?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Automated system</li> <li><input type="radio"/> VA employee</li> <li><input type="radio"/> Both</li>   <li><input type="radio"/> No Answer</li> </ul>	D21/V28	<p><b>Was your question answered by the automated system or did you speak with a VA employee?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Automated system [SKIP TO Q350]</li> <li><input type="radio"/> VA employee</li> <li><input type="radio"/> Both</li>   <li><input type="radio"/> No Answer</li> </ul>

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D21/V26	<p><b>How responsive was the person you talked to?</b></p> <p> <input type="radio"/> Very responsive  <input type="radio"/> Somewhat responsive  <input type="radio"/> Neither responsive nor non-responsive  <input type="radio"/> Somewhat non-responsive  <input type="radio"/> Very non-responsive    <input type="radio"/> No Answer                 </p>	D22/V29	<p><b>How responsive was the person you talked to?</b></p> <p> <input type="radio"/> Very responsive  <input type="radio"/> Somewhat responsive  <input type="radio"/> Neither responsive nor non-responsive  <input type="radio"/> Somewhat non-responsive  <input type="radio"/> Very non-responsive    <input type="radio"/> No Answer                 </p>
D22/V27	<p><b>How courteous was the person you talked to?</b></p> <p> <input type="radio"/> Very courteous  <input type="radio"/> Somewhat courteous  <input type="radio"/> Neither courteous nor discourteous  <input type="radio"/> Somewhat discourteous  <input type="radio"/> Very discourteous    <input type="radio"/> No Answer                 </p>	D23/V30	<p><b>How courteous was the person you talked to?</b></p> <p> <input type="radio"/> Very courteous  <input type="radio"/> Somewhat courteous  <input type="radio"/> Neither courteous nor discourteous  <input type="radio"/> Somewhat discourteous  <input type="radio"/> Very discourteous    <input type="radio"/> No Answer                 </p>
D23/V28	<p><b>Were VA employees able to give you information about your particular education claim on the phone?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Didn't need claim information    <input type="radio"/> No Answer                 </p>	D24/V31	<p><b>Were VA employees able to give you information about your particular education claim on the phone?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Didn't need claim information    <input type="radio"/> No Answer                 </p>
	<p><b>VISITING VA'S WEBSITE AND CONTACTING VA BY INTERNET OR E-MAIL</b></p>		<p><b>VISITING VA'S WEBSITE AND CONTACTING VA BY INTERNET OR E-MAIL</b></p>
D24/V29	<p><b>Have you ever VISITED VA's Internet website (www.gibill.va.gov) about your education benefits within the past year?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No    <input type="radio"/> No Answer                 </p>	D25/V32	<p><b><del>Have you ever VISITED</del> <u>Within the past year, did you ever VISIT</u> VA's Internet website (www.gibill.va.gov) about your education benefits?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q400]    <input type="radio"/> No Answer                 </p>

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D25/V30	<p><b>Why did you visit VA's website (www.gibill.va.gov)? [Mark all that apply]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Get information before I applied for benefits</li> <li><input type="radio"/> Apply for education benefits</li> <li><input type="radio"/> Verify enrollment to VA</li> <li><input type="radio"/> Send an inquiry to VA</li> <li><input type="radio"/> Get other information about VA education programs</li> <li><input type="radio"/> Couldn't get through on a toll-free phone number</li> <li><input type="radio"/> Download a form</li> <li><input type="radio"/> See what is available on the website</li> <li><input type="radio"/> Other, specify</li> </ul> <p><input type="radio"/> No Answer</p>	D26/V33	<p><b>Why did you visit VA's website (www.gibill.va.gov)? [Mark all that apply]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Get information before I applied for benefits</li> <li><input type="radio"/> Apply for education benefits</li> <li><input type="radio"/> Verify enrollment to VA [not for dependents]</li> <li><input type="radio"/> Send an inquiry to VA</li> <li><input type="radio"/> Get other information about VA education programs</li> <li><input type="radio"/> Couldn't get through on a toll-free phone number</li> <li><input type="radio"/> Download a form</li> <li><input type="radio"/> See what is available on the website</li> <li><input type="radio"/> Other, specify</li> </ul> <p><input type="radio"/> No Answer</p>
D26/V31	<p><b>In general, how much of what you NEEDED TO KNOW did you get from VA's website?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> All</li> <li><input type="radio"/> Most</li> <li><input type="radio"/> Some</li> <li><input type="radio"/> Little</li> <li><input type="radio"/> None</li> </ul> <p><input type="radio"/> No Answer</p>	D27/V34	<p><b>In general, how much of what you <del>NEEDED TO KNOW</del> <u>were looking for</u> did you get from <u>find on</u> VA's website?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> All</li> <li><input type="radio"/> Most</li> <li><input type="radio"/> Some</li> <li><input type="radio"/> Little</li> <li><input type="radio"/> None</li> </ul> <p><input type="radio"/> No Answer</p>
D27/V32	<p><b>Did you find anything difficult or confusing about the website?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul> <p><input type="radio"/> No Answer</p>	D28/V35	<p><b>Did you find anything difficult or confusing about the website?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No [SKIP TO Q400]</li> </ul> <p><input type="radio"/> No Answer</p>

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D28/V33	<p><b>What specifically did you find difficult or confusing about the website? [Mark all that apply.]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> System down or not working</li> <li><input type="radio"/> Information displayed was hard to read</li> <li><input type="radio"/> Information displayed was hard to understand</li> <li><input type="radio"/> Did not understand where to go to retrieve the information I wanted</li> <li><input type="radio"/> Website did not have the information I was looking for</li> <li><input type="radio"/> It was hard to move about within the website</li> <li><input type="radio"/> Other, specify</li> <li><input type="radio"/> No Answer</li> </ul>	D29/V36	<p><b>What specifically did you find difficult or confusing about the website? [Mark all that apply.]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> System down or not working</li> <li><input type="radio"/> Information displayed was hard to read</li> <li><input type="radio"/> Information displayed was hard to understand</li> <li><input type="radio"/> <del>Did not</del> <u>Didn't</u> understand where to go to retrieve the information I wanted</li> <li><input type="radio"/> Website <del>did not</del> <u>didn't</u> have the information I was looking for</li> <li><input type="radio"/> It was hard to move about within the website</li> <li><input type="radio"/> Other, specify</li> <li><input type="radio"/> No Answer</li> </ul>
D29/V34	<p><b>Have you ever used the Internet or e-mail to contact VA about your education benefits within the past year?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input type="radio"/> No Answer</li> </ul>	D30/V37	<p><b><u>Within the past year, did</u> <del>Have you ever used</del> use the Internet or e-mail to <del>contact</del> <u>CONTACT</u> VA about your education benefits within the past year?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No [SKIP TO Q440]</li> <li><input type="radio"/> No Answer</li> </ul>
D30/V35	<p><b>Why did you contact VA using the Internet or e-mail? [Mark all that apply]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Get information before I applied for benefits</li> <li><input type="radio"/> Check on the status of my education claim</li> <li><input type="radio"/> Report a change in the status of my enrollment</li> <li><input type="radio"/> Check on my remaining education benefits</li> <li><input type="radio"/> Check on payment</li> <li><input type="radio"/> Correct a payment problem</li> <li><input type="radio"/> Couldn't get through on a toll-free number</li> <li><input type="radio"/> Sent an e-mail to get information after visiting the VA website</li> <li><input type="radio"/> Other inquiry, specify</li> <li><input type="radio"/> No Answer</li> </ul>	D31/V38	<p><b>Why did you contact VA using the Internet or e-mail? [Mark all that apply]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Get information before I applied for benefits</li> <li><input type="radio"/> Check on the status of my education claim</li> <li><input type="radio"/> Report a change in the status of my enrollment</li> <li><input type="radio"/> Check on my remaining education benefits</li> <li><input type="radio"/> Check on payment</li> <li><input type="radio"/> Correct a payment problem</li> <li><input type="radio"/> Couldn't get through on a toll-free number</li> <li><input type="radio"/> Sent an e-mail to get information after visiting the VA website</li> <li><input type="radio"/> Other inquiry, specify</li> <li><input type="radio"/> No Answer</li> </ul>

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D32/V37	<p><b>What response did you get to your Internet or e-mail inquiry? [Mark all that apply]</b></p> <p> <input type="radio"/> Received an acknowledgement of my inquiry  <input type="radio"/> Received a complete answer to my inquiry  <input type="radio"/> Received an answer, but not all the information requested  <input type="radio"/> Inquiry was sent to another office  <input type="radio"/> Never received an answer from VA  <input type="radio"/> Other, specify    <input type="radio"/> No Answer         </p>	D32/V39	<p><b>What response did you get to your Internet or e-mail inquiry? [Mark all that apply]</b></p> <p> <input type="radio"/> Received an acknowledgement of my inquiry  <input type="radio"/> Received a complete answer to my inquiry  <input type="radio"/> Received an answer, but not all the information requested  <input type="radio"/> Inquiry was sent to another office  <input type="radio"/> Never received an answer from VA [SKIP TOQ440]  <input type="radio"/> Other, specify    <input type="radio"/> No Answer         </p>
D31/V36	<p><b>In general, how much of what you NEEDED TO KNOW did you get from your contact with VA using the Internet or e-mail?</b></p> <p> <input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None    <input type="radio"/> No Answer         </p>	D33/V40	<p><b>In general, how much of what you NEEDED TO KNOW did you get from your contact with VA using the Internet or e-mail?</b></p> <p> <input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None    <input type="radio"/> No Answer         </p>
D33/V38	<p><b>How long did it take to receive an answer to your Internet or e-mail inquiry? Please select one:</b></p> <p> <input type="radio"/> 1 day  <input type="radio"/> 2 days  <input type="radio"/> 3 days  <input type="radio"/> 4 days  <input type="radio"/> 5 days  <input type="radio"/> 6 days  <input type="radio"/> 7 days  <input type="radio"/> 8 days  <input type="radio"/> 9 days  <input type="radio"/> 10 days or more    <input type="radio"/> No Answer         </p>		<p style="text-align: center;">DELETE QUESTION</p>

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D34/V39	<p><b>How long do YOU think is REASONABLE for VA to answer your Internet or e-mail inquiry? Please select one:</b></p> <p> <input type="radio"/> 1 day  <input type="radio"/> 2 days  <input type="radio"/> 3 days  <input type="radio"/> 4 days  <input type="radio"/> 5 days  <input type="radio"/> 6 days  <input type="radio"/> 7 days  <input type="radio"/> 8 days  <input type="radio"/> 9 days  <input type="radio"/> 10 days or more    <input type="radio"/> No Answer         </p>		<p style="text-align: center;">DELETE QUESTION</p>
<b>OTHER SOURCES OF INFORMATION</b>		<b>OTHER SOURCES OF INFORMATION</b>	
D35/V40	<p><b>Did you ever receive information about your education benefits from any of the following within the past year? [Mark all that apply]</b></p> <p> <input type="radio"/> State or county Veterans Service Organizations  <input type="radio"/> VA representative on military base [not for dependents]  <input type="radio"/> Reserve unit [not for dependents]  <input type="radio"/> Friends, family, co-workers  <input type="radio"/> None of the above  <input type="radio"/> Other, specify    <input type="radio"/> No Answer         </p>	D34/V41	<p><b><u>Within the past year, d</u>Did you ever receive information about your education benefits from any of the following within the past year? [Mark all that apply]</b></p> <p> <input type="radio"/> State or county Veterans Service Organizations  <input type="radio"/> VA representative on military base [not for dependents]  <input type="radio"/> Reserve unit [not for dependents]  <input type="radio"/> Friends, family, co-workers  <input type="radio"/> <u>School</u>  <input type="radio"/> <u>Congressional office</u>  <input type="radio"/> Other, specify  <input type="radio"/> None of the above    <input type="radio"/> No Answer         </p>
<b>WRITING TO VA</b>		<b>WRITING TO VA</b>	
D36/V41	<p><b>Did you ever WRITE to VA about your recent education claim?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No    <input type="radio"/> No Answer         </p>	D35/V42	<p><b>Did you ever WRITE to VA about your recent education claim?</b></p> <p> <input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q490]    <input type="radio"/> No Answer         </p>

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D37/V42	<p><b>Why did you write to VA about your education benefits? [Mark all that apply]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Get information before I applied for benefits</li> <li><input type="radio"/> Apply for education benefits</li> <li><input type="radio"/> Check on the status of my claim</li> <li><input type="radio"/> Give VA more information</li> <li><input type="radio"/> Respond to a VA letter</li> <li><input type="radio"/> Respond to a phone call from VA</li> <li><input type="radio"/> Get an explanation of a VA letter</li> <li><input type="radio"/> Have a permanent record in my file of a phone call or interview</li> <li><input type="radio"/> Couldn't get through on a toll-free phone number</li> <li><input type="radio"/> Other, specify</li> </ul> <p><input type="radio"/> No Answer</p>	D36/V43	<p><b>Why did you write to VA about your education benefits? [Mark all that apply]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Get information before I applied for benefits</li> <li><input type="radio"/> Apply for education benefits</li> <li><input type="radio"/> Check on the status of my claim</li> <li><input type="radio"/> Give VA more information</li> <li><input type="radio"/> Respond to a VA letter</li> <li><input type="radio"/> Respond to a phone call from VA</li> <li><input type="radio"/> Get an explanation of a VA letter</li> <li><input type="radio"/> Have a permanent record in my file of a phone call or interview</li> <li><input type="radio"/> Couldn't get through on a toll-free phone number</li> <li><input type="radio"/> Other, specify</li> </ul> <p><input type="radio"/> No Answer</p>
D38/V43	<p><b>Did you expect VA to send you a written reply to (any of) your letter(s)?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input type="radio"/> No Answer</li> </ul>		<p>DELETE QUESTION</p>
D39/V44	<p><b>Did you receive a written reply from VA to (any of) your letter(s)?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> <li><input type="radio"/> Don't know</li> </ul> <p><input type="radio"/> No Answer</p>		<p>DELETE QUESTION</p>

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D40/V45	<p><b>How long from when you sent a letter did it take for VA to answer or respond to it? Please select one:</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> 5 days or less</li> <li><input type="radio"/> 6-10 days</li> <li><input type="radio"/> 11-15 days</li> <li><input type="radio"/> 16-21 days</li> <li><input type="radio"/> 22-29 days</li> <li><input type="radio"/> 30-60 days</li> <li><input type="radio"/> More than 60 days</li>   <li><input type="radio"/> No Answer</li> </ul>		<p style="text-align: center;">DELETE QUESTION</p>
D41/V46	<p><b>How long do you think is REASONABLE for VA to answer your letter(s)? Please select one:</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> 5 days or less</li> <li><input type="radio"/> 6-10 days</li> <li><input type="radio"/> 11-15 days</li> <li><input type="radio"/> 16-21 days</li> <li><input type="radio"/> 22-29 days</li> <li><input type="radio"/> 30-60 days</li> <li><input type="radio"/> More than 60 days</li>   <li><input type="radio"/> No Answer</li> </ul>		<p style="text-align: center;">DELETE QUESTION</p>
D42/V47	<p><b>How easy was it for you to understand VA's written reply to your letter(s)?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Very easy</li> <li><input type="radio"/> Somewhat easy</li> <li><input type="radio"/> Neither easy nor difficult</li> <li><input type="radio"/> Somewhat difficult</li> <li><input type="radio"/> Very difficult</li>   <li><input type="radio"/> No Answer</li> </ul>	D37/V44	<p><b>How easy was it for you to understand VA's written reply to your letter(s)?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Very easy</li> <li><input type="radio"/> Somewhat easy</li> <li><input type="radio"/> Neither easy nor difficult</li> <li><input type="radio"/> Somewhat difficult</li> <li><input type="radio"/> Very difficult</li> <li><input type="radio"/> <u>Didn't receive a written reply</u> [SKIP TO Q490]</li>   <li><input type="radio"/> No Answer</li> </ul>

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D43/V48	<p><b>How much of what you NEEDED TO KNOW did you get in the reply you received from VA?</b></p> <p><input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None</p> <p><input type="radio"/> No Answer</p>	D38/V45	<p><b>How much of what you NEEDED TO KNOW did you get in the reply you received from VA <u>from VA's written reply</u>?</b></p> <p><input type="radio"/> All  <input type="radio"/> Most  <input type="radio"/> Some  <input type="radio"/> Little  <input type="radio"/> None</p> <p><input type="radio"/> No Answer</p>
<b>VERIFYING ENROLLMENT TO VA</b>		<b>VERIFYING ENROLLMENT TO VA</b>	
V62	<p><b>Have you ever phoned 1-877-823-2378 to verify your enrollment for your recent education claim?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>	V46	<p><b>Have you ever <del>phoned</del> <u>used VA's automated phone system</u> [1-877-823-2378] to verify your enrollment for your recent education claim?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q520]</p> <p><input type="radio"/> No Answer</p>
V63	<p><b>Did you find anything to be difficult about phoning 1-877-823-2378 to verify your enrollment?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>	V47	<p><b>Did you find anything to be difficult about <del>phoning 1-877-823-2378</del> <u>using VA's automated phone system</u> to verify enrollment?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q520]</p> <p><input type="radio"/> No Answer</p>
V64	<p><b>What specifically do you find to be difficult about verifying your enrollment when you dial 1-877-823-2378? [Mark all that apply]</b></p> <p><input type="radio"/> Telephone number is frequently busy  <input type="radio"/> System didn't have my VA record  <input type="radio"/> Call was disconnected before certification completed  <input type="radio"/> Other, speify</p> <p><input type="radio"/> No Answer</p>	V48	<p><b>What specifically <del>do</del> <u>did</u> you find to be difficult about verifying your enrollment when you dial <del>1-877-823-2378</del> <u>used VA's automated phone system</u>? [Mark all that apply]</b></p> <p><input type="radio"/> Telephone number is <u>was</u> frequently busy  <input type="radio"/> System didn't have my VA record  <input type="radio"/> Call was disconnected before certification <u>verification</u> completed  <input type="radio"/> <u>My PIN didn't work</u>  <input type="radio"/> Other, specify</p> <p><input type="radio"/> No Answer</p>

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V66	<p><b>Have you ever used VA's website (www.gibill.va.gov) to verify your enrollment?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>	V49	<p><b>Have you ever used VA's <u>Web Automated Verification of Enrollment (WAVE)</u> at website (www.gibill.va.gov) to verify your enrollment <u>for your recent claim</u>?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q550]  <input type="radio"/> No Answer</p>
V67	<p><b>Did you find anything to be difficult about using VA's website to verify your enrollment?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>	V50	<p><b>Did you find anything to be difficult about using VA's website <u>Web Automated Verification of Enrollment (WAVE)</u> to verify your enrollment?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q550]  <input type="radio"/> No Answer</p>
V68	<p><b>What specifically do you find to be difficult about using VA's website to verify your enrollment? [Mark all that apply]</b></p> <p><input type="radio"/> Unable to log-on to verification website  <input type="radio"/> Information on VA Internet website form is confusing  <input type="radio"/> Information on VA Internet website form is inaccurate  <input type="radio"/> System didn't have my record  <input type="radio"/> Not sure if Internet verification was completed successfully  <input type="radio"/> Couldn't remember my PIN  <input type="radio"/> System wouldn't accept my PIN  <input type="radio"/> Other, specify  <input type="radio"/> No Answer</p>	V51	<p><b>What specifically do <u>did</u> you find to be difficult about using VA's website <u>Web Automated Verification of Enrollment (WAVE)</u> to verify your enrollment? [Mark all that apply]</b></p> <p><input type="radio"/> Unable to log-on to verification website  <input type="radio"/> Information on VA Internet website form is confusing  <input type="radio"/> Information on VA Internet website form is inaccurate  <input type="radio"/> System didn't have my record  <input type="radio"/> Not sure if Internet verification was completed successfully  <input type="radio"/> Couldn't remember my PIN  <input type="radio"/> System wouldn't accept my PIN  <input type="radio"/> Other, specify  <input type="radio"/> No Answer</p>
V65	<p><b>Have you ever phoned 1-888-GI-BILL-1 (1-888-442-4551) and spoken to a counselor to verify your enrollment?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>	V52	<p><b>Have you ever phoned 1-888-GI-BILL-1 (1-888-442-4551) and spoken to a counselor to verify your enrollment <u>for your recent claim</u>?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q570]  <input type="radio"/> No Answer</p>

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	<b>SPEAKING TO A COUNSELOR</b>		<b>DELETE SECTION HEADING</b>
V70	<p><b>Why do you PREFER to speak to a counselor to verify enrollment? [Mark all that apply]</b></p> <p> <input type="radio"/> Experienced difficulty with telephone verification when I called 1-877-823-2378  <input type="radio"/> Experienced difficulty with Internet verification on VA's website  <input type="radio"/> System did not have my record  <input type="radio"/> My PIN didn't work  <input type="radio"/> Don't have access to the Internet  <input type="radio"/> In general, rather speak to a person  <input type="radio"/> Believe I'll get paid faster  <input type="radio"/> Don't trust automated systems  <input type="radio"/> Not sure if automated verification was completed successfully  <input type="radio"/> Other, specify                 </p> <p><input type="radio"/> No Answer</p>	V53	<p><b>Why <del>do</del> did you PREFER to speak to a counselor to verify your enrollment? [Mark all that apply]</b></p> <p> <input type="radio"/> Experienced difficulty with telephone verification when I called 1-877-823-2378  <input type="radio"/> Experienced difficulty with Internet verification on VA's website  <input type="radio"/> System <del>did not</del> <u>didn't</u> have my record  <input type="radio"/> My PIN didn't work  <input type="radio"/> Don't have access to the Internet  <input type="radio"/> In general, rather speak to a person  <input type="radio"/> Believe I'll get paid faster  <input type="radio"/> Don't trust automated systems  <input type="radio"/> Not sure if automated verification was completed successfully  <input type="radio"/> Other, specify                 </p> <p><input type="radio"/> No Answer</p>
		V54	<p><b><u>Which method did you use most often when verifying your enrollment?</u></b></p> <p> <input type="radio"/> Phone VA's automated phone system at 1-877-823-2378  <input type="radio"/> The Internet, <u>Web Automated Verification of Enrollment at <a href="http://www.gibill.va.gov">www.gibill.va.gov</a> (WAVE)</u>  <input type="radio"/> Speak to a counselor at 1-888-GI-BILL-1 (1-888-442-4551)                 </p> <p><input type="radio"/> No Answer</p>
V69	<p><b>Which method do you PREFER to use when verifying your enrollment?</b></p> <p> <input type="radio"/> Phone to 1-877-823-2378  <input type="radio"/> The Internet (<a href="http://www.gibill.va.gov">www.gibill.va.gov</a>)  <input type="radio"/> Speak to a counselor at 1-888-GI-BILL-1 (1-888-442-4551)                 </p> <p><input type="radio"/> No Answer</p>	V55	<p><b>Which method <del>do</del> did you PREFER to use when verifying your enrollment?</b></p> <p> <input type="radio"/> Phone to <u>VA's automated phone system at 1-877-823-2378</u>  <input type="radio"/> The Internet, <u>Web Automated Verification of Enrollment at (<a href="http://www.gibill.va.gov">www.gibill.va.gov</a>) (WAVE)</u>  <input type="radio"/> Speak to a counselor at 1-888-GI-BILL-1 (1-888-442-4551)                 </p> <p><input type="radio"/> No Answer</p>

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	<b>BENEFIT PAYMENTS</b>		<b>RECEIVING YOUR BENEFIT PAYMENTS</b>
D55/V60	<p><b>From the time your application was submitted to VA, how long did it take to get your first check?</b></p> <p> <input type="radio"/> 1 week  <input type="radio"/> 2 weeks  <input type="radio"/> 3 weeks  <input type="radio"/> 4 weeks  <input type="radio"/> 5 weeks  <input type="radio"/> 6 weeks  <input type="radio"/> 7 weeks  <input type="radio"/> 8 weeks  <input type="radio"/> 9 weeks  <input type="radio"/> 10 weeks  <input type="radio"/> 11 weeks  <input type="radio"/> 12 weeks  <input type="radio"/> 13 weeks or more    <input type="radio"/> No Answer                 </p>	D39/V56	<p><b>From the time your application was submitted to VA, how long did it take to get your first check?</b></p> <p> <input type="radio"/> 1 week  <input type="radio"/> 2 weeks  <input type="radio"/> 3 weeks  <input type="radio"/> 4 weeks  <input type="radio"/> 5 weeks  <input type="radio"/> 6 weeks  <input type="radio"/> 7 weeks  <input type="radio"/> 8 weeks  <input type="radio"/> 9 weeks  <input type="radio"/> 10 weeks  <input type="radio"/> 11 weeks  <input type="radio"/> 12 weeks  <input type="radio"/> 13 weeks or more    <input type="radio"/> No Answer                 </p>
D56/V61	<p><b>From the time your application was submitted to VA, how long do you think is REASONABLE for you to receive your first check?</b></p> <p> <input type="radio"/> 1 week  <input type="radio"/> 2 weeks  <input type="radio"/> 3 weeks  <input type="radio"/> 4 weeks  <input type="radio"/> 5 weeks  <input type="radio"/> 6 weeks  <input type="radio"/> 7 weeks  <input type="radio"/> 8 weeks  <input type="radio"/> 9 weeks  <input type="radio"/> 10 weeks  <input type="radio"/> 11 weeks  <input type="radio"/> 12 weeks  <input type="radio"/> 13 weeks or more    <input type="radio"/> No Answer                 </p>	D40/V57	<p><b>From the time your application was submitted to VA, how long do you think is REASONABLE for you to receive your first check?</b></p> <p> <input type="radio"/> 1 week  <input type="radio"/> 2 weeks  <input type="radio"/> 3 weeks  <input type="radio"/> 4 weeks  <input type="radio"/> 5 weeks  <input type="radio"/> 6 weeks  <input type="radio"/> 7 weeks  <input type="radio"/> 8 weeks  <input type="radio"/> 9 weeks  <input type="radio"/> 10 weeks  <input type="radio"/> 11 weeks  <input type="radio"/> 12 weeks  <input type="radio"/> 13 weeks or more    <input type="radio"/> No Answer                 </p>

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D57/V71	<p><b>Do you find anything to be difficult about the benefit payment process?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Don't know</p> <p><input type="radio"/> No Answer</p>	D41/V58	<p><b>Do <u>Did</u> you find anything to be difficult about the benefit payment process?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q630]  <input type="radio"/> Don't know [SKIP TO Q630]</p> <p><input type="radio"/> No Answer</p>
D58/V72	<p><b>What specifically do you find to be difficult about the benefit payment process? [Mark all that apply]</b></p> <p><input type="radio"/> Payments do not arrive when needed  <input type="radio"/> Payments do not arrive at the same time each month  <input type="radio"/> Have had to contact VA (in addition to enrollment verification) to get payment  <input type="radio"/> No explanation of the amount  <input type="radio"/> No access to direct deposit  <input type="radio"/> Problem with direct deposit</p> <p><input type="radio"/> No Answer</p>	D42/V59	<p><b>What specifically do <del>do</del> <u>did</u> you find to be difficult about the benefit payment process? [Mark all that apply]</b></p> <p><input type="radio"/> Payments <del>do not</del> <u>didn't</u> arrive when needed  <input type="radio"/> Payments <del>do not</del> <u>didn't</u> arrive at the same time each month  <input type="radio"/> Have had to contact VA (in addition to enrollment verification) to get payment  <input type="radio"/> No explanation of the amount  <input type="radio"/> No access to direct deposit  <input type="radio"/> Problem with direct deposit</p> <p><input type="radio"/> No Answer</p>
D59/V73	<p><b>Have you ever received an inaccurate payment?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>	D43/V60	<p><b>Have you ever received an inaccurate payment <u>on your recent claim</u>?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No [SKIP TO Q650]</p> <p><input type="radio"/> No Answer</p>
D60/V74	<p><b>Was the inaccuracy resolved in a timely manner?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>	D44/V61	<p><b>Was the inaccuracy resolved in a timely manner?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>

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D61/V75	<p><b>Have you ever had to borrow or pay out-of-pocket expenses in order to enroll or stay in school because VA did not complete your paperwork on time?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>	D45/V62	<p><b><u>For your recent claim, h</u>Have you ever had to borrow or pay out-of-pocket expenses in order to enroll or stay in school because VA did not <u>didn't</u> complete your paperwork on time?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>
D62/V76	<p><b>Have you ever had to delay enrollment because VA did not complete your paperwork on time?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>	D46/V63	<p><b><u>For your recent claim, h</u>Have you ever had to delay enrollment because VA did not <u>didn't</u> complete your paperwork on time?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>
<b>OVERALL IMPRESSIONS</b>		<b>OVERALL IMPRESSIONS</b>	
D63/V77	<p><b>Do you believe you have a good understanding of the education benefits you have used and the benefits you have remaining?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> No Answer</p>		<p>DELETE QUESTION</p>
D65/V79	<p><b>All things considered, how satisfied are you with the way VA has handled your education benefits claim?</b></p> <p><input type="radio"/> Very satisfied  <input type="radio"/> Somewhat satisfied  <input type="radio"/> Neither satisfied nor dissatisfied  <input type="radio"/> Somewhat dissatisfied  <input type="radio"/> Very dissatisfied  <input type="radio"/> No Answer</p>	D47/V64	<p><b>All things considered, how satisfied are you with the way VA has handled your education benefits claim?</b></p> <p><input type="radio"/> Very satisfied  <input type="radio"/> Somewhat satisfied  <input type="radio"/> Neither satisfied nor dissatisfied  <input type="radio"/> Somewhat dissatisfied  <input type="radio"/> Very dissatisfied  <input type="radio"/> No Answer</p>

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D64/V78	<p><b>Do you plan to use all of your benefits for this education program?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Not sure</p> <p><input type="radio"/> No Answer</p>	D48/V65	<p><b>Do you plan to use all of your benefits for this education program?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Not sure</p> <p><input type="radio"/> No Answer</p>
D66/V80	<p><b>Overall, how would you rate your knowledge of VA benefits for which you might be entitled?</b></p> <p><input type="radio"/> Excellent  <input type="radio"/> Very good  <input type="radio"/> Good  <input type="radio"/> Fair  <input type="radio"/> Poor</p> <p><input type="radio"/> No Answer</p>		<p>DELETE QUESTION</p>
<b>GENERAL INFORMATION</b>		<b>GENERAL INFORMATION</b>	
D67/V81	<p><b>What is your gender?</b></p> <p><input type="radio"/> Male  <input type="radio"/> Female</p> <p><input type="radio"/> No Answer</p>	D49/V66	<p><b>What is your gender?</b></p> <p><input type="radio"/> Male  <input type="radio"/> Female</p> <p><input type="radio"/> No Answer</p>
D68/V82	<p><b>What is your current age?</b></p> <p><input type="radio"/> 19 years old or younger  <input type="radio"/> 20 to 24 years old  <input type="radio"/> 25 to 29 years old  <input type="radio"/> 30 to 34 years old  <input type="radio"/> 35 to 39 years old  <input type="radio"/> 40 to 49 years old  <input type="radio"/> 50 years old or older</p> <p><input type="radio"/> No Answer</p>	D50/V67	<p><b>What is your current age?</b></p> <p><input type="radio"/> 19 years old or younger  <input type="radio"/> 20 to 24 years old  <input type="radio"/> 25 to 29 years old  <input type="radio"/> 30 to 34 years old  <input type="radio"/> 35 to 39 years old  <input type="radio"/> 40 to 49 years old  <input type="radio"/> 50 years old or older</p> <p><input type="radio"/> No Answer</p>

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D69/V83	<p><b>What is your current marital status?</b></p> <p><input type="radio"/> Never been married  <input type="radio"/> Married  <input type="radio"/> Separated  <input type="radio"/> Divorced  <input type="radio"/> Widowed</p> <p><input type="radio"/> No Answer</p>	D51/V68	<p><b>What is your current marital status?</b></p> <p><input type="radio"/> Never been married  <input type="radio"/> Married  <input type="radio"/> Separated  <input type="radio"/> Divorced  <input type="radio"/> Widowed</p> <p><input type="radio"/> No Answer</p>
D70/V84	<p><b>Aside from the classes you are currently taking, what is the highest level of education you have completed?</b></p> <p><input type="radio"/> High school graduate or GED  <input type="radio"/> Some college  <input type="radio"/> College graduate  <input type="radio"/> Some graduate work  <input type="radio"/> Graduate or professional degree</p> <p><input type="radio"/> No Answer</p>	D52/V69	<p><b>Aside from the classes you are currently taking, what is the highest level of education you have completed?</b></p> <p><input type="radio"/> High school graduate or GED  <input type="radio"/> Some college  <input type="radio"/> College graduate  <input type="radio"/> Some graduate work  <input type="radio"/> Graduate or professional degree</p> <p><input type="radio"/> No Answer</p>
D71/V85	<p><b>In what type of education program are you currently enrolled?</b></p> <p><input type="radio"/> On-the-job training or apprenticeship program  <input type="radio"/> Certificate/license program  <input type="radio"/> Two-year academic college program  <input type="radio"/> Four-year academic college program  <input type="radio"/> Post-graduate degree program</p> <p><input type="radio"/> No Answer</p>	D53/V70	<p><b>In what type of education program are you currently enrolled?</b></p> <p><input type="radio"/> On-the-job training or apprenticeship program  <input type="radio"/> Certificate/license program  <input type="radio"/> Two-year academic college program  <input type="radio"/> Four-year academic college program  <input type="radio"/> Post-graduate degree program</p> <p><input type="radio"/> No Answer</p>
D72/V86	<p><b>Do you have any dependent children 5 years old or younger?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>		<p style="text-align: center;">DELETE QUESTION</p>

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D73/V87	<p><b>How many dependent children 5 years old or younger do you have?</b></p> <p><input type="radio"/> 1</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4 or more</p> <p><input type="radio"/> No Answer</p>		DELETE QUESTION
D74/V88	<p><b>Do you have any dependent children between the ages of 6 and 17?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>		DELETE QUESTION
D75/V89	<p><b>How many dependent children between the ages of 6 and 17 do you have?</b></p> <p><input type="radio"/> 1</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4 or more</p> <p><input type="radio"/> No Answer</p>		DELETE QUESTION
D76/V90	<p><b>Do you have access to the Internet?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No Answer</p>	D54/V71	<p><b>Do you have access to the Internet?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No [SKIP TO Q760]</p> <p><input type="radio"/> No Answer</p>

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D77/V91	<p><b>Where do you have access to the Internet? [Mark all that apply]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> At home</li> <li><input type="radio"/> At your place of work</li> <li><input type="radio"/> At school</li> <li><input type="radio"/> At a friend's or relative's home</li> <li><input type="radio"/> At a commercial establishment</li> <li><input type="radio"/> At a public library</li> <li><input type="radio"/> Other, specify</li> </ul> <p><input type="radio"/> No Answer</p>	D55/V72	<p><b>Where do you have access to the Internet? [Mark all that apply]</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> At home</li> <li><input type="radio"/> At <del>you're</del> <u>my</u> place of work</li> <li><input type="radio"/> At school</li> <li><input type="radio"/> At a friend's or relative's home</li> <li><input type="radio"/> At a commercial establishment</li> <li><input type="radio"/> At a public library</li> <li><input type="radio"/> <u>At my military base or reserve unit</u></li> <li><input type="radio"/> Other, specify</li> </ul> <p><input type="radio"/> No Answer</p>
<b>COMMENTS</b>		<b>COMMENTS</b>	
D78/V92	<p><b>Do you have any additional comments concerning how VA could improve the way education benefits are handled?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>	D56/V73	<p><b>Do you have any additional comments concerning how VA could improve the way education benefits are handled?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>
	<p><i>(To maintain confidentiality, please do not include your name, address, claim number, or any other identifying information.)</i></p>		<p><i>(To maintain confidentiality, please do not include your name, address, claim number, or any other identifying information.) <u>If you have specific concerns about your claim, please contact VA by e-mail through VA's Internet website [www.gibill.va.gov] or by phone at 1-888-GI-BILL-1 [1-888-442-4551].</u></i></p>

**Appendix D**

**Form V - Questionnaire for**

**Those Receiving Education Benefits**

**Under Chapter 30 and Chapter 1606**

**Appendix E**

**Form D - Questionnaire for**

**Those Receiving Education Benefits**

**Under Chapter 35**