DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

Your Internet Survey
ID Number:

Dear Veteran or Family Member:

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 applied for or who have received VA education benefits.

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.

The survey is completely confidential and will not affect your benefits in any way. The independent, national research organization of Schulman, Ronca, & Bucuvalas, Inc. (SRBI), is conducting this survey for VA.

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.

You may choose to respond electronically on a special SRBI web site on the Internet at **http://www.on-linesurvey.com/vaeducation/.** When responding electronically, you will be asked for an identification number. Your personal Internet Survey ID Number appears at the top of this page.

We very much appreciate your assistance with this important project. Your participation will help us to continue to improve delivery of benefits.

Sincerely yours,

Daniel L. Cooper
Under Secretary for Benefits

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at **http://www.va.gov/** via the Internet. For information about customer satisfaction surveys, go to **http://www.vba.va.gov/surveys/**.

DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

Your Internet Survey
ID Number:

Dear Veteran or Family Member:

Enclosed is the questionnaire I wrote to you about recently. The Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of persons who have applied for or have received education benefits. This survey is part of our commitment to improving service.

Your answers are very important because you have personal experience with VA and its claims process for education benefits. You were selected for the survey because you recently applied for education benefits or have recently received these benefits. Survey findings will be reported to VA Regional Processing Offices and to policy-makers in VBA. Your experience and opinions can help to improve the process for you and other recipients of education benefits.

Your answers will not affect your current or future benefits. While I sincerely urge you to complete the survey, should you decide not to participate, your eligibility for any future veterans benefits will not be affected in any way.

Please remember, your answers will be confidential. VA has asked the independent, national research organization of Schulman, Ronca, & Bucuvalas, Inc. (SRBI), to conduct the survey. After gathering information from the survey, SRBI will remove your name and any other identifying information before providing the survey data to VA. There is no way your answers will be linked to you.

You may choose to respond electronically on a special SRBI web site on the Internet at **http://www.on-linesurvey.com/vaeducation/.** When responding electronically, you will be asked for an identification number. Your personal Internet Survey ID Number appears at the top of this page.

If you have any questions about this survey or the questionnaire itself, please call the SRBI project office at 1-800-659-5432 or VA at 1-800-827-1000.

With your help, we can improve our service to you and the many others who have served our country so well. Thank you in advance for helping us in this important work.

Sincerely yours,

Daniel L. Cooper
Under Secretary for Benefits

Enclosure

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at **http://www.va.gov/** via the Internet. For information about customer satisfaction surveys, go to **http://www.vba.va.gov/surveys/**.

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.

DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

Your Internet Survey
ID Number:

Dear Veteran or Family Member:

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. **If you have already mailed in your completed questionnaire, please do not complete this one.** However, if you have **not** yet replied, I am writing again requesting your help in this important study. **Your participation will not affect your current or future benefits**, but your attitudes and experience can help us improve the VA benefits process for you and others in the future.

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 **you** 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.

Remember, your answers will be confidential. VA has asked Schulman, Ronca & 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 1-800-659-5432 or call VA at 1-800-827-1000.

You may choose to respond electronically on a special SRBI web site on the Internet at **http://www.on-linesurvey.com/vaeducation/.** When responding electronically, you will be asked for an identification number. Your personal Internet Survey ID Number appears at the top of this page.

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.

Sincerely yours,

Daniel L. Cooper
Under Secretary for Benefits

Enclosure

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at **http://www.va.gov** via the Internet. For information about customer satisfaction surveys, go to **http://www.vba.va.gov/surveys/**.

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.