

| Question # | Question | Source | Uses | Justification |
|------------|---|----------------------|--|---|
| Factor 1 | Benefit Information | | Allows us to determine if Veteran experience differs based on informational needs and usage patterns during enrollment for a benefit | Satisfaction with the enrollment experience may be higher or lower dependent upon Veterans' informational needs and usage patterns during their application. The informational needs and usage patterns will be determined in this section. These questions will help us differentiate Veteran satisfaction based on benefit informational needs and usage, identify areas where improvements to the process can occur and prioritize them based on the impact of the Benefit Information factor to overall Veteran satisfaction. |
| 1 | How did you FIRST learn about the education benefit programs? <i>(Mark only one) If you are unsure, please indicate the first way you remember learning about the education benefit program</i> | Outreach Requirement | Identify usage of available information sources | This will be used to assess Veteran point-of-entry and most frequent source for finding information about VA benefits and to evaluate usage patterns. This information will be used in the context of overall satisfaction with benefit information, including ease of accessing, availability, usefulness, and clarity of information and identifying information sources where any of these attributes has the potential for improvement. |
| | a. VA website | | | |
| | b. Vetsuccess.gov | | | |
| | c. eBenefits.va.gov | | | |
| | d. Mail (from VA) | | | |
| | e. VA phone number (888-442-4551) | | | |
| | f. VA Representative or VA School Certifying Official | | | |
| | g. Transition Assistance Program/Disabled Transition Assistance Program briefings | | | |
| | h. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. <i>(Specify)</i> _____ | | | |
| | i. VA medical center | | | |
| | j. VA Vet center | | | |
| | k. In person at a Regional Office | | | |
| | l. Social media websites (e.g., Facebook, Twitter, etc.) | | | |
| | m. Visit from a VA employee | | | |
| | n. Other Veterans | | | |
| | o. Internet (excluding VA and social media sites) | | | |
| | p. Friends or family | | | |
| | q. Information came with notification/ratings letter | | | |

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| | r. Other Publications (e.g., Army Times, local newspaper, etc.) | | | |
| | s. Other (Specify) _____ | | | |
| | t. Don't know or not sure | | | |
| 2 | What method(s) do you MOST FREQUENTLY use to obtain general information about VA's education benefits or services? (Mark all that apply) | Outreach Requirement | Identify most preferred communication channel for benefits information | This question will assess the optimal channel of communications to help maintain an optimal communication strategy for outreach to Veterans about their benefits. |
| | a. Phone | | | |
| | b. Mail | | | |
| | c. E-mail | | | |
| | d. In person at a Regional Office | | | |
| | e. VA Representative or VA School Certifying Official | | | |
| | f. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify): _____ | | | |
| | g. Disabled Veterans' Outreach Program | | | |
| | h. VA website | | | |
| | i. VetSuccess.gov | | | |
| | j. eBenefits.va.gov | | | |
| | k. Social media websites (e.g., Facebook, Twitter, etc.) | | | |
| | l. Other websites (excluding VA or social media sites) | | | |
| | m. VA medical center | | | |
| | n. VA Vet center | | | |
| | o. Friends or family | | | |
| | p. Other Publications (e.g., Army Times, local newspaper, etc.) | | | |
| | q. Certifying official at school | | | |
| | r. Other (Specify) _____ | | | |
| | s. Don't know or not sure | | | |
| | t. None of the above | | | |
| 3 | How did the VA provide you information about the application process for your most recent education benefit application? (Mark all that apply) | Outreach Requirement | Measure the utilization of methods for providing information about application process | Veterans experience may vary based on where they received information about the application process. This question helps to identify which methods are most effective in communicating information and helps leverage best practices in those methods for communicating via other avenues. |
| | a. Transition Assistance Program/Disabled Transition Assistance Program briefings | | | |

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|------------|---|----------------------|--|---|
| | b. Phone | | | |
| | c. Mail | | | |
| | d. E-mail | | | |
| | e. Pamphlets/brochures | | | |
| | f. VA website | | | |
| | g. VA medical center | | | |
| | h. In person at a Regional Office | | | |
| | i. Veterans Service Organizations e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify) _____ | | | |
| | j. Disabled Veterans' Outreach Program | | | |
| | k. Certifying official at school | | | |
| | l. Other (Specify) _____ | | | |
| | m. Don't know or not sure | | | |
| | n. Did not receive information about application process | | | |
| 4 | How frequently would you like to receive communications (e.g., e-mails, letters, newsletters, etc.) from VA about education benefits or services? (Mark only one) | Outreach Requirement | Measures the frequency of communications received from VA about their benefits | This question will assess the optimal frequency of communications, in addition to the number of communications Veterans prefer, to help maintain an optimal communication strategy for outreach to Veterans about their benefits. |
| | a. Weekly | | | |
| | b. Monthly | | | |
| | c. Quarterly (every 3 months) | | | |
| | d. Semi-annually (twice per year) | | | |
| | e. Annually (once per year) | | | |
| | f. Never | | | |
| | g. Don't know or not sure | | | |
| 5 | How would you like to receive information from VA about applying for education benefits or services? (Mark all that apply) | Outreach Requirement | Assess Veterans' preferred communication methods | This question will help to assess the most desired methods of communication about VA benefits or services and help guide the strategy for information outreach to Veterans. |
| | a. Phone | | | |
| | b. Mail | | | |
| | c. E-mail | | | |
| | d. VA website | | | |
| | e. Social media websites (e.g., Facebook, Twitter, etc.) | | | |

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| | f. In person at a Regional Office | | | |
| | g. Veterans Service Organizations, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify) _____ | | | |
| | h. Other (Specify) _____ | | | |
| | i. Don't know or not sure | | | |
| | The following question asks you to rate various aspects of your experience with VA Education Benefits, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. | | | |
| 6 | When thinking about your most frequently used methods of communication please rate your experience obtaining information about your education benefit application on the following items: (Mark only one per row) | | These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the enrollment for their benefit. | Satisfaction with the benefit information represents one of the main elements of Veterans' experience with the enrollment for their benefit. These items represent key attributes in the enrollment process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different information usage patterns and informational needs during the enrollment for their benefit. |
| | a. Ease of accessing information | VBA Performance Metric | | |
| | b. Availability of information | VBA Performance Metric | | |
| | c. Clarity of information | VBA Performance Metric | | |
| | d. Usefulness of information | VBA Performance Metric | | |
| | e. Frequency of information provided by VA | VBA Performance Metric | | |
| | f. Overall rating of information | VBA Performance Metric | | |

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| Factor 2 | Contact with VA | | Determine if Veteran experience differs based on the level of contact and issue resolution during benefit enrollment | Satisfaction with the enrollment experience may be higher or lower dependent upon Veterans' level of contact and issue resolution during and immediately after the enrollment process. The level of contact will be determined in this section. These questions will help us differentiate Veteran satisfaction based on level of contact and issue resolution, identify areas where improvements to the process can occur and prioritize them based on the impact of the Contact factor to overall Veteran satisfaction. |
| 7 | 7. During the past 6 months, did you contact anyone from VA (not including a VA School Certifying Official) about the education benefit application process? <i>(Mark only one)</i> | Contact/ Resolution Assessment | Assess whether or not contact occurred | This question allows us to assess whether or not someone has had a contact with VA about their benefit recently enough to evaluate their experience with the contact. Individuals who have had recent contact with VA about their benefit may exhibit different levels of satisfaction than those who have not had recent contact. This question allows us to assess the variation between these two groups. |
| | a. Yes | | | |
| | b. No | | | |
| | (Ask Q8-Q13 if Q7 is yes, otherwise go to Q14) | | | |
| 8 | Which of the following best describes the reason for your most recent contact? <i>(Mark only one)</i> | Contact/ Resolution Assessment | Evaluate the reason for the call | The reason for calling may contribute to the satisfaction related to the call experience. It is important to understand how satisfaction varies based on the type of call. This information will be used in conjunction with the VBA Call Center Satisfaction Research to analyze methods of contact/resolution. |
| | a. Resolve a problem | | | |
| | b. Ask a question | | | |
| | c. Request a change to your records/provide information | | | |
| 9 | Can you briefly describe the nature of your most recent contact? <i>(Mark all that apply)</i> | Contact/ Resolution Assessment | Assess the nature of the call | Understand the specific reason for the call to help identify potential needs of various groups of Veterans and the ability of VA to respond to those needs. This information may assist in developing actionable recommendations for training, information communication, etc. This information will be used in conjunction with the VBA Call Center Satisfaction Research to analyze methods of contact/resolution. |
| | a. Change your address or direct deposit information | | | |
| | b. Report the death of an individual who received VA benefits | | | |
| | c. Report that you did not receive your monthly stipend or book allowance | | | |

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| | d. Submit monthly verification of enrollment | | | |
| | e. Check on the status of your claim | | | |
| | f. Report a problem with a VA customer service representative | | | |
| | g. Ask a general question | | | |
| | h. Obtain information about submitting a claim | | | |
| | i. Question about a payment amount | | | |
| | j. Other (Specify) _____ | | | |
| 10 | Thinking about your most recent contact, how did you contact VA? (Mark only one) | Contact/ Resolution Assessment | Allows us to measure the satisfaction with various methods of communication | Veterans' experiences with contacting VA may differ based on the method they use for contact. This may highlight contact methods that are used most frequently by Veterans and help identify processes VA can use to optimize those communication channels. |
| | a. Phone | | | |
| | b. Fax | | | |
| | c. Website | | | |
| | d. E-mail | | | |
| | e. Mail | | | |
| | f. In person | | | |
| 11 | Was your most recent issue resolved? (Mark only one) | Contact/ Resolution Assessment | Allows us to measure issue resolution | Veterans who have their issue resolved upon contacting VA may have different levels of satisfaction than those who do not have their issue resolved. This will allow us to set benchmarks for issue resolution and identify areas where contact can be improved based on the reason or nature of the call. This information will be used in conjunction with the VBA Call Center Satisfaction Research to analyze methods of contact/resolution. |
| | a. Yes | | | |
| | b. No | | | |
| | (Ask Q12 if Q11 is No, otherwise go to Q13) | | | |
| 12 | Why wasn't your most recent issue resolved? (Mark all that apply) | Contact/ Resolution Assessment | Allows us to identify the reasons why issues were not resolved | This is important because it allows us to evaluate the reasons why there may be different levels of resolution depending on the nature and or reason for the call and assist in developing actionable courses of action based on study results. |
| | a. Did not receive all of the information required | | | |
| | b. Received incorrect information | | | |
| | c. Was referred to the incorrect office/person | | | |
| | d. Waiting for follow-up from VA | | | |

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| | e. Other (Specify) _____ | | | |
| | f. Don't know or not sure | | | |
| 13 | Thinking of your most recent contact with the VA, how would you rate your overall customer service experience with the VA or VA representatives using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. (Mark only one) | VBA Performance Metric | These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the enrollment for their benefit. | Satisfaction with Contacting VA represents one of the main elements of Veterans' experience with the enrollment for their benefit. These items represent key attributes in the enrollment process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different levels of contact during and immediation following the enrollment of their benefit. |
| Factor 3 | Benefit Eligibility and Application Process | | Determine if Veteran experience differs based on the level of engagement with VBA during the application process | Satisfaction with the enrollment experience may be higher or lower dependent upon the level of interaction a Veteran has with VBA during the application process. The level of interaction will be determined based on the various experiences a Veteran might have during the application for benefits. These various experiences are represented in this section. These questions will help us differentiate Veteran satisfaction based on the various touch points related to their benefit eligibility and application, identify areas where improvements to the process can occur and prioritize them based on the impact of the Benefit Eligibility and Application Process factor to overall Veteran satisfaction. |
| 14 | Relative to your separation from active duty, when did you begin to think about or plan the use of your education benefit?(Open Capture) Please respond using one of the following categories. | 2004 VA Survey of Veterans and Servicemembers Satisfaction with the VA Education Benefits Claims Process survey | Measure Veterans' level of academic planning | Veterans who plan the use of their benefit further in advance may have different needs and expectations compared to those who plan the use of their benefit more immediately. As a result, satisfaction may differ between these groups. |
| | a. Prior to separation from active duty service (Specify months: 0-24 months) | | | |
| | b. At separation from active duty service (Specify months: 0-24 months) | | | |

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| | c. After separation from active duty service (Specify years: 2 -10 years) | | | |
| | d. Don't know or not sure | | | |
| 15 | Thinking about your most recent application for education benefits, which of the following benefits were you applying/reapplying for? (Mark all that apply) | Respondent Classification | Determine which benefits were applied for | Veterans' experience with the enrollment process and subsequent satisfaction may vary based on the specific benefits they are applying or reapplying for. |
| | a. Post-9/11 GI Bill | | | |
| | b. Montgomery GI Bill Active Duty | | | |
| | c. Montgomery GI Bill Selected Reserve | | | |
| | d. Reserve Educational Assistance Program | | | |
| | e. Survivors' and Dependents' Educational Assistance Program | | | |
| | f. Veterans' Educational Assistance Program | | | |
| | g. Educational Assistance Test Program (Section 901) | | | |
| | h. National Call to Service Program | | | |
| | i. Other (Specify) _____ | | | |
| | j. Don't know or not sure | | | |
| 16 | For your most recent application, did someone from VA (e.g., call center representative, office staff, etc.) provide you with information about the education benefit application process? (Mark only one) | Contact Assessment | Assess receipt of information about application process | Veteran satisfaction with the application process may differ based on whether or not they received information about the application process. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Don't know or not sure | | | |
| | d. Not applicable | | | |
| 17 | Thinking about your most recent education benefit application, what method did you use to apply for your benefit? (Mark only one) | 2004 VA Survey of Veterans and Servicemembers Satisfaction with the VA Education Benefits Claims Process survey | Measure the effectiveness of various methods of applying for a benefit | Veteran satisfaction may differ based on the method they used to apply for their benefit. This will help to identify areas where Veterans are experiencing difficulty with the process and potential opportunities for improvement. |
| | a. Veterans Online Application | | | |

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| | b. Mail | | | |
| | c. In person at a Regional Office | | | |
| | d. In person at a Veterans Service Organization, e.g., Disabled American Veterans, Veterans of Foreign Wars, Paralyzed Veterans of America, etc. (Specify) _____ | | | |
| | e. In person at school through a certifying official | | | |
| | f. Other (Specify) _____ | | | |
| | g. Don't know or not sure | | | |
| | Ask Q18 if Q17(e), otherwise go to Q19) | | | |
| 18 | Prior to receiving this survey, were you aware that your school's certifying official is not an employee of the VA? (Mark only one) | Respondent Classification | Measure understanding of relationship between school's certifying official and VA | Veterans who mistakenly identify the schools' certifying official as an employee of VA may have different levels of satisfaction as a result of different expectations. This question can potential identify areas that may need to be communicated to appropriately address Veterans' informational needs. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Don't know or not sure | | | |
| 19 | Did VA confirm receipt of your application? (Mark only one) | 2004 VA Survey of Veterans and Servicemembers Satisfaction with the VA Education Benefits Claims Process survey | Measure confirmation of application receipt | Veteran satisfaction may differ if they did or did not receive confirmation of receipt of their application. This will help to identify areas where Veterans are experiencing difficulty with the process and potential opportunities for improvement. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Don't know or not sure | | | |

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| 20 | From the time you submitted your application, how long did it take to receive a letter explaining your eligibility for education benefits? (Open Capture) Please respond using any or all of the following categories | Respondent Classification | Measure the duration of time between the application submittal and the eligibility letter and identify an opportunity to engage with the veteran and improve process/communications | Veteran satisfaction may differ based on the amount of time between the application submittal and the eligibility letter. This question allows us to determine benchmarks for application processing by determining the breakpoints at which satisfaction begins to decline. |
| | a. Days (0-99 days) _____ | | | |
| | b. Months (0-99 months) _____ | | | |
| | c. Did not need certificate of eligibility (Specify) _____ | | | |
| | d. Don't know or not sure | | | |
| | The following question asks you to rate various aspects of your experience with education benefits, using a scale of 1 to 10 where 1 is Unacceptable, 10 is Outstanding, and 5 is Average. | | | |
| 21 | Please rate your experience with the education benefit application process on the following items: | | These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the benefit enrollment process. | Satisfaction with benefit eligibility and application process represents one of the main elements of Veterans' experience with the benefit enrollment process. These items represent key attributes in the enrollment process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different levels of engagement with VBA during enrollment for their benefit. |
| | a. Ease of completing the application | VBA Performance Metric | | |
| | b. Timeliness of eligibility notification | VBA Performance Metric | | |
| | c. Flexibility of application methods | VBA Performance Metric | | |

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| | d. Overall rating of application process | VBA Performance Metric | | |
| 22 | If you were previously found ineligible for education benefits, why were you found ineligible? (Mark all that apply) | Benefit Eligibility Requirement | Assess the reasons and level of understanding related to ineligibility for benefits | Veterans who are aware of the reasons why they were previously found ineligible may exhibit different levels of satisfaction than those who don't know the reasons for prior ineligibility. Those who were found ineligible as a result of not meeting the requirements may also have a different level of satisfaction than those who were found ineligible because of missing documentation. This allows us to measure whether or not Veterans' understand the information they are given and potentially identifies an area where the Veteran experience can be improved. |
| | a. Did not meet eligibility requirements | | | |
| | b. Missing/insufficient documentation | | | |
| | c. Other (Specify) _____ | | | |
| | d. Don't know or not sure | | | |
| Factor 4 | Benefit Entitlement | | | |
| | As a reminder, your responses will be kept completely confidential and will not affect any current or future benefits you may receive. | | | |
| 23 | Are you eligible to transfer your benefits to a spouse and/or dependent child? (Mark only one) | Respondent Classification | Measures awareness of transferability of benefits | Veterans may not be aware of whether or not they are able to transfer benefits to their child or spouse. This may influence their intentions for using the benefit. This question allows us to identify information communication needs and set benchmarks for awareness. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Don't know or not sure | | | |
| | (Ask Q24 if Q23 is yes, otherwise go to Q25) | | | |
| 24 | Have you already or do you intend to transfer your benefits to a spouse and/or dependent child? (Mark only one) | Respondent Classification | Assess intent to transfer benefits | Veterans who intend to transfer their benefits to a spouse or child may have different needs and expectations than those who do not intend to transfer their benefits. As a result, there may be variation in the level of satisfaction between these groups. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Don't know or not sure | | | |

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| | The following question asks you to rate various aspects of your experience with the Education program, using a scale of 1 to 10 where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> . | | | |
| 25 | Please rate your education benefit entitlement on the following items: | | These items will be used in the development of the index model, which will determine the factors that have the largest impact on the overall Veteran experience with the Servicing of their benefit. | Satisfaction with the benefit entitlement represents one of the main elements of Veterans' experience with the enrollment for their benefit. These items represent key attributes in the enrollment process and will be compared to other factors to determine the areas of improvement with the greatest overall impact. These metrics will also allow us to compare the experience of Veterans with different levels of engagement with VBA during the enrollment for their benefit. |
| | a. Amount of financial assistance | VBA Performance Metric | | |
| | b. Effectiveness of benefit in helping you achieve your educational or vocational goal | VBA Performance Metric | | |
| | c. Timeliness of receiving benefit payment | VBA Performance Metric | | |
| | d. Overall rating of benefit payment | VBA Performance Metric | | |
| | Overall Application Experience | | | |
| 26 | Thinking about ALL aspects of your application experience applying for education benefits, please rate VA overall, using a scale of 1 to 10 where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> . (Mark only one) | VBA Performance Metric | This item will be used in the development of the index model and will assist in creating an overall satisfaction score at the benefit enrollment level. | All factors will be assessed in the context of the overall satisfaction score to understand the relative importance of each factor on Veterans' overall satisfaction. |
| | Overall Experience with VA | | | |

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| 27 | Taking into consideration all of the non-medical benefits (e.g., education, compensation and pension, home loan guaranty, vocational rehabilitation and employment, insurance, etc.) you have applied for or currently receive, please rate your experience with VA overall, using a scale of 1 to 10 where 1 is <u>Unacceptable</u> , 10 is <u>Outstanding</u> , and 5 is <u>Average</u> . (Mark only one) | VBA Performance Metric | This item will be used in the development of an index model for VBA overall across benefit lines and benefit status types (enrollment and servicing). | Overall satisfaction with each benefit line at the enrollment and servicing level will be evaluated in the context of the overall experience with VA to understand the relative impact of different experiences across benefit lines. |
| 28 | How likely are you to inform other Veterans or beneficiaries about your experience with VA benefits or services? (Mark only one) | VBA Performance Metric | Assess Veteran advocacy of VA benefits or services | Veterans with a more positive experience with the benefit line and VA overall may be more likely to positively advocate VA to their peers. This question will help identify changes in advocacy based on changes in the level of satisfaction over time. |
| | a. Definitely will not | | | |
| | b. Probably will not | | | |
| | c. Probably will | | | |
| | d. Definitely will | | | |
| | School Marketing/Recruiter | | | Questions in this section target information related to for-profit institutions at the direction of VBA Leadership and Education Services. It is important to assess this information to better understand to better understand how it may impact Veteran engagement with benefits. |
| 29 | How did the marketing materials or recruiter at the school/university in which you are enrolled influence your decision to enroll in that program? (Mark only one) | Mandate from VA Secretary Shinseki | Assess influence of school recruiters on Veteran enrollment | Veterans' experiences may vary based on elements that impacted their decision to enroll in a particular program. This question assesses whether or not school recruiters impact Veterans' experience. |
| | a. Definitely did not influence my decision | | | |
| | b. Somewhat influenced my decision | | | |
| | c. Absolutely influenced my decision | | | |
| 30 | To what degree was your experience consistent with what was presented to you in any marketing materials or by a recruiter? (Mark only one) | Mandate from VA Secretary Shinseki | Assess accuracy of information provided by school recruiter | Veterans who have received information about the program that is inconsistent with their experience after enrollment may have different levels of overall satisfaction with the process. It is important to understand how experience within the program may affect Veterans' engagement with VBA. |
| | a. Not at all consistent | | | |
| | b. Somewhat consistent | | | |
| | c. Very consistent | | | |

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| 31 | Was your experience with the program you enrolled in... (Mark only one) | Mandate from VA Secretary Shinseki | Assess Veteran expectations about the program where they enrolled | Veterans whose expectations of the program differ from their experience with the program may have different levels of satisfaction with the process. It is important to understand how experience within the program may affect Veterans' engagement with VBA. |
| | a. Harder than you expected | | | |
| | b. What you expected | | | |
| | c. Easier than you expected | | | |
| 32 | Do you have any comments you would like to add regarding the marketing efforts or recruiter from the school/university you enrolled in? | Mandate from VA Secretary Shinseki | Allow Veterans' the opportunity to provide additional information related to their experience with the school recruiter | Veterans' may have additional information related to their experience that will help understand and interpret their overall experience. This may include elements of the experience that are not easily captured in quantitative form. |
| 33 | Would you like to provide an e-mail address so VA can contact you with general information about VA benefits and services? (Mark only one) | Contact Assessment | Opt-in for future contact by VA | Consent to contact respondent with more information on benefits and programs |
| | a. Yes | | | |
| | b. No | | | |
| | c. I do not have an e-mail address | | | |
| | d. Prefer not to answer | | | |
| | (Ask Q34 if Yes in Q33) | | | |
| 34 | Please enter your preferred e-mail address where you would like to be contacted: (Open Capture) | Contact Assessment | Email contact information | Send additional information from VA to veterans - i.e. eBenefits information |
| | a. E-mail: | | | |
| | About You | | | |
| | <i>Questions below will only be asked by respondents completing the online survey, these questions will not be included in the paper (mail) version.</i> | | | Questions in this section target information requested by VBA Leadership and Education Services. It is important to assess this information to better understand to better understand how it may impact Veteran engagement with benefits as well as further understand intent related to education. |
| | <i>Please answer the following questions about the person who is receiving the education benefit (yourself or a dependent).</i> | | | |
| 35 | Are you a ... (Mark only one) | Mandate from VA Secretary Shinseki | Assess the course workload | Student Veterans who attend full or part-time may have different needs based on their course load. This helps classify Veterans' educational enrollment status to then better assess educational needs. |

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| | a. Part- time student | | | |
| | b. Full- time student | | | |
| | c. Not currently enrolled | | | |
| | d. Don't know or not sure | | | |
| | (Ask Q36-54 if Q35 is a or b, otherwise go to Q55) | | | |
| 36 | What is the format of the program you are enrolled in? (Mark only one) | Mandate from VA Secretary Shinseki | Measure the type of program formats where the benefit is being used | Veteran satisfaction with benefit enrollment and their needs may differ based upon the format of the program they are enrolled in. This helps identify Veterans' educational needs. |
| | a. Traditional (classes in classroom/school facility) | | | |
| | b. Online (classes on the Internet) | | | |
| | c. Mixed (classroom and online) | | | |
| 37 | What type of degree/training program are you currently pursuing? (Mark only one) | 2004 VA Survey of Veterans and Servicemembers Satisfaction with the VA Education Benefits Claims Process Survey | Measure the type of degree/training program | There may be variation in Veterans' needs based on the type of degree/training they are pursuing. This helps identify Veterans' educational needs. |
| | a. On-the-job training or apprenticeship | | | |
| | b. Certificate/license | | | |
| | c. Associate degree | | | |
| | d. Bachelors degree | | | |
| | e. Masters degree | | | |
| | f. Doctorate | | | |

| Question # | Question | Source | Uses | Justification |
|------------|---|---|--|---|
| 38 | What type of academic institution or training facility are you enrolled in? (Mark only one) | 2004 VA Survey of Veterans and Servicemembers Satisfaction with the VA Education Benefits Claims Process Survey | Assess the type of academic institution or training facility | Veterans' needs may differ based on the type of academic institution or training facility where they are enrolled. This helps identify Veterans' educational needs. |
| | a. 2-year college (e.g., community college) | | | |
| | b. 4-year college (e.g., university) | | | |
| | c. Postgraduate program | | | |
| | d. Technical or trade school | | | |
| | e. Flight school | | | |
| | f. Job training site | | | |
| | g. Other (Specify) _____ (Ask Q39 if enrolled in a 2-year college in Q38, otherwise go to Q40) | | | |
| 39 | (Online only) Do you plan on attending a 4-year college in the future? (Mark only one) | Mandate from VA Secretary Shinseki | Assess Veterans academic goals | Veterans' experience and needs may differ dependent upon their academic plan. This helps identify Veterans' educational needs. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Prefer not to state | | | |

| Question # | Question | Source | Uses | Justification |
|------------|---|---|--|--|
| 40 | Prior to the current program, what was the last year of school you completed? (Mark only one) | 2004 VA Survey of Veterans and Servicemembers Satisfaction with the VA Education Benefits Claims Process Survey | Assess current academic progress | There may be variation in Veterans' experience with the benefit enrollment based upon their historical level of education. This helps identify Veterans' educational needs. |
| | a. High school graduate or equivalent | | | |
| | b. Trade/technical school | | | |
| | c. Some college (2-year program) | | | |
| | d. Some college (4-year program) | | | |
| | e. 2-year college degree | | | |
| | f. 4-year college degree | | | |
| | g. Some graduate courses | | | |
| | h. Advanced degree | | | |
| | i. Prefer not to answer | | | |
| 41 | (Online only) Why did you select your current school/training facility? (Mark all that apply) | Mandate from VA Secretary Shinseki | Determine the reasons for Veterans' school/facility selections | Understand the specific reasons for selecting a school or training facility to help identify the potential needs of various groups of Veterans and the ability of VA to assist with those educational needs. |
| | a. Lower tuition/program costs | | | |
| | b. Good counselors | | | |
| | c. Convenient location | | | |
| | d. Easy initial application process | | | |
| | e. Convenient course/program enrollment process | | | |
| | f. Variety of course/training offerings | | | |
| | g. Variety of available student support | | | |
| | h. School specialization in subject of interest | | | |
| | i. Reputation of school/training facility | | | |
| | j. Reputation of instructors | | | |
| | k. Past experience | | | |

| Question # | Question | Source | Uses | Justification |
|------------|---|------------------------------------|--|--|
| | l. Recommendation from friends/relatives | | | |
| | m. Availability of online classes | | | |
| | n. Flexibility of course/training scheduling | | | |
| | o. Financial aid | | | |
| | p. Other (Specify) _____ | | | |
| 42 | (Online only) When did you first enter into your current degree/training program? (Open Capture) | Mandate from VA Secretary Shinseki | Assess current academic progress | There may be variation in Veterans' experience with the benefit enrollment based upon their progress in their current program. This helps identify Veterans' educational needs. |
| | a. Please enter the month and year: mm ____ yy _____ | | | |
| | b. Prefer not to answer | | | |
| 43 | (Online only) How many years have you completed in your current degree/training program? (Open Capture) | Mandate from VA Secretary Shinseki | Assess current academic progress | There may be variation in Veterans' experience with the benefit enrollment based upon their progress in their current program. This helps identify Veterans' educational needs. |
| | a. Number of years _____ | | | |
| | b. Prefer not to answer | | | |
| 44 | (Online only) Why did you select your current degree/training program? (Mark all that apply) | Mandate from VA Secretary Shinseki | Determine the reasons for Veterans' program selections | Understand the specific reasons for selecting a program to help identify the potential needs of various groups of Veterans and the ability of VA to assist with those educational needs. |
| | a. Preparation for career | | | |
| | b. Salary/wages in associated careers | | | |
| | c. Status/esteem associated with type of degree/program | | | |
| | d. Personal growth/development | | | |
| | e. Interested in subject matter | | | |
| | f. Number of course requirements | | | |
| | g. Preparation for advanced degree | | | |
| | h. Ease of completion requirements | | | |
| | i. Reputation of instructors | | | |
| | j. Recommendation from friends/relatives | | | |
| | k. Availability of online classes | | | |
| | l. Flexibility of course/training scheduling | | | |
| | m. Other (Specify) _____ | | | |

| Question # | Question | Source | Uses | Justification |
|------------|---|------------------------------------|---|--|
| 45 | (Online only) Have you ever taken any time off from your current degree/training program? (Mark only one) | Mandate from VA Secretary Shinseki | Assess historical engagement with current program | There may be variation in Veterans' experiences with the benefit enrollment if they've taken time off from their current program. This may lead to a longer program duration. It is important to understand whether or not this impacts the Veteran experience during and immediately after the enrollment for the benefit and identify potential educational needs. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Prefer not to answer | | | |
| | (Ask Q46-47 if Q45 is yes, otherwise go to Q48) | | | |
| 46 | (Online only) How much time have you taken off from your current degree/training program? (Open Capture) Please respond using any or all of the following categories. | Mandate from VA Secretary Shinseki | Assess degree of impact of time off to duration of program tenure | Veterans with longer durations away from their current program may have different levels of satisfaction with enrollment for their benefit than those who are away from their program for shorter periods of time. This information will help determine if there are variations in the educational needs of these Veterans. |
| | a. Days (0-99 days) _____ | | | |
| | b. Months (0-99 months) _____ | | | |
| | c. Years (0-99 years) _____ | | | |
| | d. Don't know or not sure | | | |
| 47 | (Online only) Why did you take time off? (Open Capture) | Mandate from VA Secretary Shinseki | Assess the reasons for time off from program | Veterans may have multiple reasons for taking time off from their program. It is important to understand the various reasons why Veterans take the time off to explore how VA can best serve their educational needs. |
| 48 | (Online only) Have you been called to active duty at any point during your current degree/training program? (Mark only one) | Mandate from VA Secretary Shinseki | Measure interruptions to program as a result of call to active duty | Veterans who have been called to active duty may have a different experience with the enrollment for their benefit versus those who have not been called to active duty. This helps to assess the educational needs of those Veterans. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Prefer not to answer | | | |
| | (Ask Q49 if Q48 is yes, otherwise go to Q50) | | | |
| 49 | (Online only) How long was your call to active duty? (Open Capture) | Mandate from VA Secretary Shinseki | Measure the duration of the call to active duty | Veterans who experience a longer duration of their call to active duty may have a different experience than those with a shorter duration. These Veterans may have different levels of satisfaction with benefit enrollment. |
| | a. Months (0-99 months) _____ | | | |

| Question # | Question | Source | Uses | Justification |
|------------|---|------------------------------------|--|---|
| | b. Don't know or not sure | | | |
| 50 | (Online only) Have you ever been on academic probation or had less than satisfactory standing with your school/training program? (Mark only one) | Mandate from VA Secretary Shinseki | Assess academic performance history | Veterans who have experienced an academic probation may have different needs than Veterans who have not been on academic probation. This helps identify Veterans' educational needs. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Prefer not to answer | | | |
| | c. Prefer not to answer | | | |
| 51 | (Online only) Do you plan to obtain a degree or completion certificate in your current field of study/training? (Mark only one) | Mandate from VA Secretary Shinseki | Assess Veterans academic goals | Veterans' experience and needs may differ dependent upon their academic plan. This helps identify Veterans' educational needs. |
| | a. Yes, from the degree/training program at my current school/facility | | | |
| | b. Yes, from a degree/training program at another school/facility | | | |
| | c. No | | | |
| | d. Prefer not to answer | | | |
| | (Ask Q52 if Q51 is yes, otherwise go to Q54) | | | |
| 52 | (Online only) When do you expect to complete or graduate with a degree or completion certificate in your current field of study/training? (Open Capture) | Mandate from VA Secretary Shinseki | Assess current academic progress | There may be variation in Veterans' experience with benefit enrollment based upon their progress in their current program. This helps identify Veterans' educational needs. |
| | a. Please enter the month and year: mm ____ yy _____ | | | |
| | b. Prefer not to answer | | | |
| | (Ask Q45n if Q45k is yes and Q45l is yes, otherwise go to Q45o) | | | |
| 53 | (Online only) Do you plan to continue your enrollment as a full-time student until you complete or graduate your degree/training program? (Mark only one) | Mandate from VA Secretary Shinseki | Assess Veterans academic goals | Veterans' experience and needs may differ dependent upon their academic plan. This helps identify Veterans' educational needs. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Prefer not to answer | | | |
| 54 | (Online only) Which of the following services are available from your current school/training facility? (Mark all that apply) | Mandate from VA Secretary Shinseki | Assess services that are currently available to Veterans' through their school | This question will help assess the services that are currently available to Veterans through their school and identify any gaps between services that are desired and those that are available. |
| | a. Academic counseling | | | |
| | b. Tutoring | | | |
| | c. Financial counseling | | | |

| Question # | Question | Source | Uses | Justification |
|------------|--|------------------------------------|--|--|
| | d. Dependent care services (e.g., babysitting, elder care) | | | |
| | e. Employment counseling | | | |
| | f. Financial aid | | | |
| | g. Technology assistance (e.g., internet access, computer, etc.) | | | |
| | h. Other (Specify) _____ | | | |
| | i. Don't know | | | |
| 55 | (Online only) What concerns, if any, do you have about achieving your educational goals? (Mark all that apply) | Mandate from VA Secretary Shinseki | Identify Veterans concerns related to academic achievement | Understand Veterans concerns and identify areas where VA can potentially provide additional assistance. This helps identify Veterans' educational needs. |
| | a. Academic requirements | | | |
| | b. Difficulty of subject matter | | | |
| | c. Financial requirements | | | |
| | d. Family obligations | | | |
| | e. Employment obligations | | | |
| | f. Course scheduling | | | |
| | g. Time commitment (i.e., amount of time required) | | | |
| | h. Availability of technology (e.g., access to internet/computer) | | | |
| | i. Other (Specify) _____ | | | |
| | j. Do not have concerns | | | |
| 56 | (Online only) Which of the following services would you like or expect in order to achieve your educational goals? (Mark all that apply) | Mandate from VA Secretary Shinseki | Assess Veterans' desired services | This question will help to assess the most desired services and help guide the strategy for providing assistance to Veterans. |
| | a. Academic counseling | | | |
| | b. Tutoring | | | |
| | c. Financial counseling | | | |
| | d. Dependent care services (e.g., babysitting, elder care) | | | |
| | e. Employment counseling | | | |
| | f. Financial aid | | | |
| | g. Technology assistance (e.g., internet access, computer, etc.) | | | |
| | h. Other (Specify) _____ | | | |
| | i. Don't know | | | |

| Question # | Question | Source | Uses | Justification |
|------------|--|---|---|--|
| 57 | Are you...(Mark only one) | 2004 VA Survey of Veterans and Servicemembers Satisfaction with the VA Education Benefits Claims Process Survey | Assess marital status | Veterans may have different levels of satisfaction based on their marital status. |
| | a. Married | | | |
| | b. Single (never married) | | | |
| | c. Widowed | | | |
| | d. Divorced/separated | | | |
| | e. Living with domestic partner | | | |
| | f. Prefer not to answer | | | |
| 58 | How many children under the age of 18 live in your household? (Open Capture) | Socio-Economic Differentiator for Congress/VA Leadership | Assess presence of household dependents | Veterans satisfaction and needs related to the enrollment for their benefit may vary based on the presence of children under the age of 18 in the household. |
| | a. Number of children _____ | | | |
| | b. Prefer not to answer | | | |
| 59 | (Online only) What are your personal career goals? (Mark all that apply) | Socio-Economic Differentiator for Congress/VA Leadership | Assess Veterans career goals | Veterans' needs may differ based on their career goals. This helps identify Veterans' educational needs. |
| | a. Obtain financial security | | | |
| | b. Achieve work-life balance | | | |
| | c. Become an independent business owner | | | |
| | d. Become a manager | | | |
| | e. Become an executive | | | |

| Question # | Question | Source | Uses | Justification |
|------------|--|--|---|---|
| | f. Work internationally | | | |
| | g. Contribute to society | | | |
| | h. Work in a specialized field (e.g., technology, medicine, etc.) | | | |
| | i. Other (Specify) _____ | | | |
| 60 | (Online only) Are you currently employed? (Mark only one) | Socio-Economic Differentiator for Congress/VA Leadership | Measure Veterans' employment status | Veterans who are employed may have different levels of satisfaction and different needs related to enrollment for their benefit than those who are unemployed. This information helps assess Veterans' educational needs. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Prefer not to state | | | |
| | (Ask Q61 if Q60 Yes, otherwise go to Q62) | | | |
| 61 | (Online only) How many hours do you currently work in a typical week? (Open Capture) | Socio-Economic Differentiator for Congress/VA Leadership | Measure Veterans' level of employment | Veterans who are employed full-time may have different needs and levels of satisfaction than those who are employed less than full-time. This information helps assess Veterans' educational needs. |
| | a. Hours (0-40 hours) _____ | | | |
| | b. Don't know or not sure | | | |
| 62 | (Online only) Are you currently employed in a field related to your current degree/training program? (Mark only one) | Socio-Economic Differentiator for Congress/VA Leadership | Measure relationship between current program and current employment | There may be variation in the needs and satisfaction of Veterans who are pursuing a course of study in their current field versus those who may be pursuing a course of study unrelated to their current employment. |
| | a. Yes | | | |
| | b. No | | | |
| | c. Prefer not to answer | | | |
| 63 | (Online only) Are you pursuing employment in your current field of study? (Mark only one) | Socio-Economic Differentiator for Congress/VA Leadership | Measure relationship between current program and current employment | There may be variation in the needs and satisfaction of Veterans who are pursuing a course of study in their current field versus those who may be pursuing a course of study unrelated to their current employment. |

| Question # | Question | Source | Uses | Justification |
|------------|--|--|---|--|
| | a. Yes | | | |
| | b. No | | | |
| | c. Prefer not to answer | | | |
| | (Ask Q64 if Q63 is yes, otherwise go to Q65) | | | |
| 64 | (Online only) Upon completion of your current degree/training program, what will be your primary method of obtaining employment information? | Socio-Economic Differentiator for Congress/VA Leadership | Assess Veterans' employment information sources | This question will help to assess the most utilized information sources for employment and help guide the strategy for information outreach to Veterans. |
| | a. VA counselor | | | |
| | b. Recommendations of friends/family | | | |
| | c. Student career/employment center | | | |
| | d. Local or state job services | | | |
| | e. Federal job services | | | |
| | f. Newspaper | | | |
| | g. Online job site | | | |
| | h. Private employment agency | | | |
| | i. Other (Specify) _____ | | | |
| | j. Don't know | | | |
| 65 | Are you currently on active-duty in the US Armed Forces? (Mark only one) | Socio-Economic Differentiator for Congress/VA Leadership | Assess Veteran service status | Veterans who are currently on active duty may have different levels of satisfaction than those who are not currently on active duty in the context of enrolling for their benefit. |
| | a. Yes | | | |
| | b. No | | | |
| | (Ask Q66 if Q65 is yes, otherwise go to Q68) | | | |
| 66 | What branch? (Mark only one) | Socio-Economic Differentiator for Congress/VA Leadership | Assess branch of service | Veterans' level of satisfaction with the enrollment for their benefit may differ based on their branch of service. |
| | a. Air Force | | | |

| Question # | Question | Source | Uses | Justification |
|------------|--|--|---|--|
| | b. Army | | | |
| | c. Coast Guard | | | |
| | d. Marine Corps | | | |
| | e. Navy | | | |
| | (Ask Q67 if Q65 is no, otherwise go to Q68) | | | |
| 67 | When you left the military, what branch of service were you in? (Mark only one) | Socio-Economic Differentiator for Congress/VA Leadership | Assess branch of service | Veterans' level of satisfaction with the enrollment for their benefit may differ based on their branch of service. |
| | a. Air Force | | | |
| | b. Army | | | |
| | c. Coast Guard | | | |
| | d. Marine Corps | | | |
| | e. Navy | | | |
| 68 | Which of the following best describes your eligibility for education benefits? (Mark only one) | 2004 VA Survey of Dependents Satisfaction with the VA Education Benefits Claims Process Survey | Determine the eligibility status for recipient of the education benefit | Satisfaction may differ based on who is receiving the benefit. The type of beneficiary may impact expectations of the benefit enrollment process as well as the level of engagement with VA related to benefit enrollment. |
| | a. Veteran | | | |
| | b. Active duty | | | |
| | c. Surviving child of the deceased veteran | | | |
| | d. Child of the veteran | | | |
| | e. Widow or widower of the veteran | | | |
| | f. Current or former spouse of the veteran | | | |
| 69 | Do you have any other comments or concerns about your experience? (Open Capture) | Benefit Experience Requirement | Allow Veterans' the opportunity to provide additional information related to their experience | Veterans' may have additional information related to their experience that will help understand and interpret their overall experience. This may include elements of the experience that are not easily captured in quantitative form. |