

**J.D. Power and Associates
Veterans Benefits Administration Call Center Satisfaction Research Program
National Pension Call Center
Invitation Announcement and Survey Questionnaire
OMB Control No: 2900-0744**

Announcement

May I please speak with [INSERT CUSTOMER NAME FROM SAMPLE]?

Hello, my name is [INSERT INTERVIEWER NAME], and I am calling on behalf of J.D. Power and Associates. We understand that you contacted the Department of Veterans Affairs Call Center on [INSERT DATE FROM SAMPLE] with a question or problem and we would like to obtain your feedback on your customer experience.

S1. The survey will only take a few minutes to complete. Is this a good time for you?

- 1 YES
- 2 NO
- 3 WRONG NUMBER/NO ONE BY THAT NAME
- 4 DID NOT CONTACT THE VA (OR Department of Veterans Affairs) Customer Service

[IF CODE 2 NO ARRANGE CALLBACK; IF 3 OR 4 THANK AND TERMINATE;
OTHERWISE CONTINUE]

[NO QS2]

S3. Can you briefly describe the reason for your call on (DATE FROM SAMPLE)? (open capture)

(DO NOT READ LIST --POST CODE FROM THE FOLLOWING)

- a. To submit a new claim
- b. Question or problem about a pending claim (ask S4, do not ask Q6)
- c. Question or problem about a claim that is denied (ask S4b, do not ask Q6)
- d. To change your address or direct deposit information
- e. To report the death of an individual who received VA benefits
- g. To ask a general question
- i. Question or problem about a payment (over- or under- payment, back payment, non-receipt of payment, etc.)
- j. Question or problem about specific benefit (Disability compensation, Post 9/11 GI Bill, health care, home loan, etc.)
- k. To report a change in status (add/change dependents, disability

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status, etc.)

- l. To request a document or form
- m. To make or change an appointment
- n. To follow-up on a prior issue
- h. About something else, not previously mentioned
(IF PUNCH H: ASK: PLEASE SPECIFY: _____)

S4. If claim is pending ask...how long has your claim been pending? (Open Capture)

(DO NOT READ LIST --POST CODE FROM THE FOLLOWING)

- a. About a claim that has been pending for less than 6 months
- b. About a claim that has been pending for 7-12 months
- c. About a claim that has been pending for more than 1 year

S4a. For which benefit were you calling about?

(DO NOT READ LIST --POST CODE FROM THE FOLLOWING)

- a. Disability Pension
- b. Death Pension
- c. Disability Compensation
- d. Special Monthly Pension Benefits
- e. Housebound Benefits
- f. Burial Benefits
- g. Dependency and Indemnity Compensation (DIC)
- h. Accrued Benefits
- i. Other

S4b. If calling about a denied claim ask...about how long ago was your claim denied?
(Open Capture)

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Survey

Q1. During your call, did you need (or request) a form mailed or faxed to you?

[IF RESPONDENT IS UNSURE, CODE ANSWER AS "NO"]

1. Yes
2. No

Q1a. <If yes to Q1.> Did the agent offer to email this to you?

[IF RESPONDENT IS UNSURE, CODE ANSWER AS "NO"]

1. Yes
2. No

[NO Q2-Q3]

Q4. Did you experience any difficulty understanding the information provided by the representative?

[IF RESPONDENT IS UNSURE, CODE ANSWER AS "NO"]

1. Yes
2. No

Q5. How many times did you contact the VA regarding this issue? (Open Capture)

[ACCEPT NUMERICAL VALUES BETWEEN 1-99. IF RESPONDENT IS UNSURE, CLARIFY: **We are talking about how many times you contacted the VA concerning the issues from your most recent call.**]

Q6. Was your most recent issue resolved? (Skip if answered B or C to S3)

[IF RESPONDENT IS UNSURE, CODE ANSWER AS "NO"]

1. Yes
2. No

Q7. Did you find the upfront message in the phone system valuable?

1. Yes
2. No

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IF RESPONDENT IS CONFUSED WITH THE TERM "UPFRONT MESSAGE",
CLARIFY: **When we say upfront message, we mean the message you hear
before speaking to a representative.**

Please rate your call experience with the VA on the following item using a 1 to 10 scale where 1 is Unacceptable, 10 is Outstanding and 5 is Average. You may use any number between ONE and TEN to rate your experience. Please rate:

[ACCEPT NUMERICAL VALUES BETWEEN 1-10. IF SOMEONE SAYS MORE THAN ONE NUMBER (E.G. 7 OR 8), PLEASE HAVE THEM PICK ONE NUMBER. IF SOMEONE SAYS THEY ARE NOT SURE OR SOMETHING DOES NOT APPLY TO THEM, PLEASE SAY, "I'm not able to enter that response to this question. What number should I put in to best reflect your answer to <read attribute again>?]

- Q8. Promptness in speaking to a person
- Q9. Representative's concern for your needs
- Q10. Knowledge of the representative
- Q11. Courtesy of the representative
- Q12. The usefulness of information provided for your problem, question or request
- Q13. Timeliness of resolving your problem, question or request
- Q14. Your Overall Service Experience on <Insert Date >

Question 14T addition if Call Center is being monitored this month (rotating question):

Q14T. What is the primary reason that you rated your overall service experience a (enter #)? (Open Capture)

Q15: Now, thinking about the Department of Veteran Affairs and all of the services and benefits you receive, please rate your overall experience USING THE SAME 1 TO 10 POINT SCALE.

Q16. Based on the benefits administered by VA and the service you received, how likely are you to inform another veteran to seek assistance by calling the VA?

1. Definitely Will Not
2. Probably Will Not
3. Probably Will
4. Definitely Will

Now think about your experiences with all the services provided by the Department of Veterans Affairs (which include healthcare, benefits programs, or memorial services). Please tell us how you feel about the following statements.

The first statement is...

Q16a. "I got the service I needed." Would you say you would...

1. Strongly Disagree

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2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

The second statement is...

Q16b. "It was easy to get the service I needed." Would you say you would...

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

The final statement is...

Q16c. "I felt like a valued customer." Would you say you would...

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

Next, we're going to ask you a few questions about online chat and eBenefits.

[Do not read Question 17 until directed; program is not yet implemented.]

Q17. Are you aware that you can contact VA via online chat?

1. Yes
2. No

[ASK Q18-20a IF CALLER HAS AN EBENEFITS ACCOUNT INDICATOR IN SAMPLE FILE]

Q18. Did you attempt to access eBenefits for information regarding your claim, question or request before calling VA?

1. Yes
2. No

Q18a. <If yes to Q18.> Why did you have to call VA to get information? (open capture)

(DO NOT READ LIST --POST CODE FROM THE FOLLOWING)

- 1) Website was down
- 2) Have trouble navigating the system/website/Could not find any information
- 3) Did not understand information/information was not clear
- 4) Do not have my log-in information

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- 5) Do not feel that eBenefits website is safe for my personal information
- 6) Reset/Forgot my password
- 7) Could not upload documentation/difficulty in uploading
- 8) Other (please specify)

Please rate your experience with VA on the following items using a 1 to 10 scale where 1 is Unacceptable, 10 is Outstanding and 5 is Average. You may use any number between ONE and TEN to rate your experience. Please rate:

[ACCEPT NUMERICAL VALUES BETWEEN 1-10. IF SOMEONE SAYS MORE THAN ONE NUMBER (E.G. 7 OR 8), PLEASE HAVE THEM PICK ONE NUMBER. IF SOMEONE SAYS THEY ARE NOT SURE OR SOMETHING DOES NOT APPLY TO THEM, PLEASE SAY, "I'm not able to enter that response to this question. What number should I put in to best reflect your answer to <READ ATTRIBUTE AGAIN>?]

Q19. Please rate your overall experience using eBenefits

[Do not read Question 20 until directed; program is not yet implemented.]

Q20. Did the representative assist you by jointly navigating your computer screen? (CoBrowse feature)

1. Yes
2. No

Q20a. <If Yes to Q20.> Please rate your overall experience using the joint navigation feature USING THE SAME 1 TO 10 POINT SCALE.

[ASK Q21. IF CALLER DOES NOT HAVE AN EBENEFITS ACCOUNT INDICATOR IN SAMPLE FILE]

Q21. Did the representative provide you with information on how to sign up for eBenefits?

1. Yes
2. No

Q21a. <If Yes to Q21.> Did the representative offer to transfer you to a contact specialist to sign up for an eBenefits account?

1. Yes
2. No

Q21b. <If No to Q21.> Would you like VA to contact you with information on how to sign up for an eBenefits account?

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1. Yes
2. No

Thank you very much for your time. Your feedback will help us provide the best service possible for our nations' veterans. Good-bye.

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