



U.S. Department  
of Veterans Affairs

The VA provides free, confidential support 24/7 for Veterans and their family and friends. If you are in crisis, contact the **Veterans Crisis Line** by dialing 1 (800) 273-8255 (Press 1), or texting 838255, or visiting <https://www.veteranscrisisline.net>. If you are homeless or at risk of homelessness, contact the **National Call Center for Homeless Veterans (NCCHV)** by dialing 1 (877) 424-3838 or visiting <https://www.va.gov/HOMELESS/>.

OMB Number: 2900-0876  
Expiration: 03/31/2023  
Estimated Burden: 2 minutes

## Help us serve you better.

Due to the COVID-19 pandemic, we want to hear about your recent experience receiving the COVID-19 vaccine at VA. By answering the following questions, you directly help us improve VA services.

This survey should take you approximately 2 minutes to complete.

**How did you sign up for the COVID-19 vaccine through the VA? Please select all that apply. Required**

<input type="checkbox"/> Phone
<input type="checkbox"/> Email
<input type="checkbox"/> Website
<input type="checkbox"/> Walk in
<input type="checkbox"/> Text
<input type="checkbox"/> Other

**It was easy to sign up for the COVID-19 vaccine through the VA. Required**

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

**Upon arrival, I received my COVID-19 vaccine in a timely manner. Required**

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

**I felt respected and comfortable throughout my VA COVID-19 vaccine experience. Required**

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

**I trust VA to deliver the COVID-19 vaccine. Required**

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

**Would you like to volunteer your demographic information to help VA better serve you? Required**

<input type="radio"/> Yes
<input type="radio"/> No

**Next**

We are asking for this information so that you can provide compliments, recommendations, or concerns to VA. By filling out this survey, you are authorizing VA database access to retrieve Veteran contact information to follow up with you accordingly for purposes of service recovery, potential crisis, or to learn more about feedback you have shared regarding your experience with VA. VA may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 2 minutes to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law.

[Privacy Policy](#)





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We are working to better understand our customers. The following questions are voluntary.

**Are you Hispanic or Latino?**

☐ Yes

☐ No

**How would you describe your race? Select all that apply.**

☐ American Indian or Alaska Native

☐ Asian

☐ Black or African American

☐ Native Hawaiian or Other Pacific Islander

☐ White

**How do you describe your gender?**

☐ Male

☐ Female

☐ Non-Binary / Third Gender

☐ Prefer not to say

**What is your age group?**

☐ <30

☐ 30-39

☐ 40-49

☐ 50-59

☐ 60-69

☐ >=70

**Finish**

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## Thank you for choosing VA.

The U.S. Department of Veterans Affairs uses these surveys to collect your feedback in order to continuously improve your experience with VA services.

Please visit [VA.gov](https://va.gov) to explore benefits, resources, and information at VA.

Whether you're just getting out of the service or you've been a civilian for years, the [VA Welcome Kit](#) can help guide you to the benefits and services you've earned.

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