



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: 5 minutes

# Help us serve you better.

We want to hear about your experience as a participant or supporter for <Event Name> on <Interaction Date> hosted by the Department of Veteran Affairs. [Update](#)

This survey should take approximately 5 minutes to complete.

[Update](#)

Which option best describes your role in this outreach event?

Select your response

Veteran

Active Military

Guard/Reserve

Survivor

Caregiver

Dependent

Interested Party (VSO/Stakeholder/Community organization/Non-profit)

How would you describe your gender identity?

- ☐ Male
- ☐ Female
- ☐ Transgender Man
- ☐ Transgender Woman
- ☐ Non-Binary/Third Gender
- ☐ Prefer not to say
- [Update](#)

What is your race/ethnicity? Please select all that apply.

- ☐ Hispanic or Latino
- ☐ White
- ☐ Black or African American
- ☐ Asian
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Choose not to respond
- [Update](#)

Please provide the zip code of your permanent residence. (Enter ‘00000’ if using an APO/FPO.)

Do you currently receive VA benefits such as compensation, pension, education, home loan, pre-burial, or survivor benefits?

- ☐ Yes
- ☐ No

Next

<sup>1</sup>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. Your contact information and response may be referred to the Veterans Crisis Line if an automated review indicates your response may be concerning. The Veterans Crisis Line may contact you for follow up as a request of that referral. <sup>2</sup>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 5 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.

[Logic: 1) Required if Service Recovery. 2). Required unless exception.]



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: 5 minutes

# Help us serve you better.

We want to hear about your experience as a participant or supporter for &ltEvent Name> on &ltInteraction Date> hosted by the Department of Veteran Affairs. [Update](#)

This survey should take approximately 5 minutes to complete.

How did you learn about the VA Outreach Event?

- ☐ Email
- ☐ Event Flyer
- ☐ Newspaper
- ☐ Radio
- ☐ Referral from Veteran Organization
- ☐ Social Media
- ☐ TV
- ☐ Vet Resources
- ☐ Word of Mouth

[Update](#)

What challenges did you experience attending the in-person outreach event? Please select all that apply. [Update](#)

- ☐ The venue distance was too far away
- ☐ It was difficult for me to get transportation to/from the event
- ☐ The venue was not accessible for my disability needs
- ☐ The event was not on a date and/or time that was convenient for me
- ☐ I did not experience any challenges attending the in-person outreach event
- ☐ Not applicable- I did not attend an in-person outreach event

[ Logic: When "Not applicable- I did not attend an in-person outreach event" is selected, do not present following question. ]

What challenges did you experience during the in-person outreach event? Please select all that apply. [Update](#)

- ☐ I was unable to get connected to appropriate resources and services at the event
- ☐ I experienced a long wait time for service
- ☐ I did not experience any challenges during the in-person outreach event

What challenges did you experience accessing the virtual outreach event? Please select all that apply. [Update](#)

- ☐ I did not receive all the information needed to access the virtual outreach event
- ☐ I experienced technical issues during the virtual outreach event
- ☐ I was unable to get connected to appropriate resources and services at the virtual outreach event
- ☐ I experienced a long wait time for service at the virtual outreach event
- ☐ I did not experience any challenges accessing the virtual outreach event
- ☐ Not applicable- I did not attend a virtual outreach event

What information or services did you receive while attending the event? Please select all that apply.

- ☐ Claim Assistance: Appeals Status
- ☐ Claim Assistance: Burial
- ☐ Claim Assistance: Claim for Increase
- ☐ Claim Assistance: Claims Status
- ☐ Claim Assistance: Claim for a Previously Denied Claim
- ☐ Claim Assistance: Decision Reviews and Counseling
- ☐ Claim Assistance: Dependency Adjustments
- ☐ Claim Assistance: First time Filing a Claim
- ☐ Claim Assistance: New Claim
- ☐ Compensation and Pension Exam Scheduling
- ☐ Community Services
- ☐ Healthcare Enrollment
- ☐ Homeless Support
- ☐ Personal VSO Appointment
- ☐ Pre-Need Eligibility for Burial
- ☐ Review Letter from VA
- ☐ VA.gov Enrollment
- ☐ VSO/CVSO Referrals

[Update](#)

I was able to get my information and/or service support needs met at the event.

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

I trust in VA and their Community Partners in meeting my care and benefit needs.

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

I would recommend this event to others.

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

This event met my expectations.

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

Next

<sup>1</sup>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. Your contact information and response may be referred to the Veterans Crisis Line if an automated review indicates your response may be concerning. The Veterans Crisis Line may contact you for follow up as a request of that referral. <sup>2</sup>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 5 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.

[Logic: 1) Required if Service Recovery. 2) Required unless exception.]



VA



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: 5 minutes

# Thank you for choosing VA.

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

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

<sup>1</sup>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. Your contact information and response may be referred to the Veterans Crisis Line if an automated review indicates your response may be concerning. The Veterans Crisis Line may contact you for follow up as a request of that referral. <sup>2</sup>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 5 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.

[Logic: 1) Required if Service Recovery. 2). Required unless exception.]