



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 988 (Press 1), or 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 with the VSO Liaison Office in VA Headquarters. By responding to this survey, you will directly help us improve the service we provide to VSOs. Your mission is important to us!

This survey should take you approximately 5 minutes to complete.

Please indicate your satisfaction for the following types of communications for the situations described:

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

1. Short Information Sheet: For a straightforward issue; suitable for distribution to members
2. Memo: For news that will not negatively impact your program, and does not require input/feedback
3. Group Call/Teleconference: For discussion/input to/feedback on an issue or activity
4. In-Person Meeting: For an issue that requires a nuanced explanation or a candid conversation
5. One-on-One Phone Call: For an issue that requires a nuanced explanation or a candid conversation

How often do communications from the VSO Liaison Office meet these standards?

Never Rarely Sometimes Generally Always

6. Openness, providing an appropriate degree of disclosure about the subject
7. Easy to understand, using plain language

8. Timely, reaching you when you need the information
9. Appropriate breadth of coverage for the subject
10. Appropriate amount of detail for the subject
11. Meaningful, with information that is useful to your program
12. Effective, making you better informed on the subject

How satisfied are you with efforts by the VSO Liaison Office to:

Very Dissatisfied Dissatisfied Neutral Satisfied Very Dissatisfied

13. Get your feedback on past or current activities/issues
14. Get your input on future activities/issues
15. Which VSO do you represent? [drop down list]

Finish

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.

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