



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**: Dial 988 (Press 1) or 1 (800) 273-8255 (Press 1), text 838255, or visit <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 learning about the Veteran Readiness & Employment (VR&E) Program, also known as Chapter 31. By responding to this survey, you will directly help us improve the program and provide better support to Veterans like you. Your ability to become employed and live independently is important to us!

This survey should take approximately 5 Minutes to complete.

This section of the survey asks about the period before you applied for VR&E.

When you first heard about VR&E, did you know that it focuses on helping Veterans obtain employment?

- ☐ Yes, that was my understanding
- ☐ I didn't know anything specific about the Program
- ☐ I had a different understanding
- ☐ Don't remember

How did you hear about VR&E? [select all that apply]

- ☐ Word of mouth (other Veterans, family members, doctor)
- ☐ VetSuccess on Campus (VSOC) counselor or Integrated Disability Evaluation System (IDES) counselor on military installation
- ☐ During my transition from active duty (TAP)
- ☐ Upon receipt of a VA disability rating decision
- ☐ Other *[Logic: When selected, the checkbox becomes a text box]*

If you learned about VR&E through independent research, what sources of information did you look at? [select all that apply]

- ☐ VA.gov or benefits.VA.gov websites
- ☐ VHA contact (doctor, etc.)
- ☐ Print advertisements (e.g., magazines, newspapers)
- ☐ Social media (e.g., Facebook, LinkedIn)
- ☐ Other *[Logic: When selected, the checkbox becomes a text box]*

If you did not apply immediately after leaving the military, which of the following, if any, led to a delay?

- ☐ Did apply as soon as possible after leaving the military
- ☐ Didn't know about it
- ☐ Didn't think I qualified for it
- ☐ Used GI Bill benefits
- ☐ Other *[Logic: When selected, the checkbox becomes a text box]*

Thinking about the information you had about VR&E before applying:

It was easy to understand

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Remember
1	2	3	4	5	<input type="radio"/>

Thinking about the information you had about VR&E before applying:

It included the most important information needed to understand VR&E

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Remember
1	2	3	4	5	<input type="radio"/>

Thinking about the information you had about VR&E before applying:

It was useful in deciding if VR&E was right for me

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Remember
1	2	3	4	5	<input type="radio"/>

Have you met with your counselor for the initial evaluation yet?

- ☐ Yes *[Logic: Continue]*
- ☐ No *[Logic: go to trust question]*

This section of the survey asks about applying for VR&E.

After you met with your counselor, did you clearly understand...

what services are provided by VR&E?

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Remember
1	2	3	4	5	<input type="radio"/>

After you met with your counselor, did you clearly understand...

which services you were eligible for based on your entitlement?

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Remember
1	2	3	4	5	<input type="radio"/>

After you met with your counselor, did you clearly understand...

that you would only receive services required for you to reach your program goals?

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Remember
1	2	3	4	5	<input type="radio"/>

After you met with your counselor, did you clearly understand...

that there is a difference between eligibility and entitlement? That a Veteran needs to be eligible to apply for VR&E, and then determined entitled to receive services?

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable (N/A)
1	2	3	4	5	<input type="radio"/>

After you met with your counselor, did you clearly understand...

that if a Veteran receives compensation for a service-connected disability, that makes them automatically eligible to apply for VR&E benefits as well?

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable (N/A)
1	2	3	4	5	<input type="radio"/>

I trust VR&E to help me prepare for, obtain, and maintain suitable employment or achieve independence in daily living **Required**

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

Finish

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. 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 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. 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.

