

**EMAIL SUBJECT LINE:** How Was Your Experience Receiving Your VA Education Benefits?  
**EMAIL PREHEADER:** Tell us about your experience receiving VA Education Benefits.



OMB Number: 2900-0876  
Expiration: 03/31/2023  
Estimated Burden: 5 minutes

# Your opinion matters.

Dear <First Name Last Name>,

We care about your trust and satisfaction with VA. Please take this [5 minute survey](#) to let us know about your experience receiving VA Education Benefits. What did we get right or how we can improve? The more information you share with us, the better we can serve you.

Take Our Survey

Thank you,

**Veterans Experience Office**  
Department of Veterans Affairs

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.

The Veterans Crisis Line provides free, confidential support for Veterans and their families and friends in crisis. Dial 988 (Press 1) or 1 (800) 273-8255 (Press 1), or text 838255 to receive confidential support 24/7 (System of Records Notice VA158VA10NC5). Visit <https://www.veteranscrisisline.net> for more information.

Additionally, the National Call Center for Homeless Veterans (NCCHV) provides free, confidential support for Veterans and their family members and friends who are homeless or at risk of homelessness. Veterans can either call or chat online with the National Call Center for Homeless Veterans where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week. Dial 1 (877) 424-3838 or visit <https://www.va.gov/HOMELESS/> to receive confidential support.

Please do not reply to this email - it is unmonitored.

If you wish to share your feedback, please do so by <Month DD, YYYY at TT:TT>.

You received this email because you provided your email address to VA. If you would like to opt out from receiving future surveys, please click below.

[Unsubscribe from this VA Survey](#) | [Privacy Policy](#)

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 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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# Your feedback is important to us.

Dear <First Name Last Name>,

VA still wants to hear about your experience receiving VA Education Benefits. Tell us if we got it right or how we can serve you better by taking this [5 minute survey](#).

Take Our Survey

Thank you,

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# Help us serve you better.

We want to hear about your experience with receiving education benefit payments from VA Education Service. By responding to this survey, you will directly help us improve, and provide better support to beneficiaries like you.

This survey should take you approximately 5 minutes to complete.

I trust VA to effectively administer my education benefits. REQUIRED

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

I received my education benefits in a timely manner (e.g., Tuition & Fees, Yellow Ribbon, Monthly Housing Allowance, Books & Supplies, or Monthly Stipend).

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

When I enrolled in school, I understood that my education benefits may vary depending on changes to my enrollment (i.e., adjusting my course load).

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

I understood where to find information regarding the amount of my education benefits.

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

If I had an issue with my education benefits, I was satisfied with the assistance that I received from VA.

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

After receiving my education benefits, I understand how to receive education benefits in the future.

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

My payments matched my expectations based on the information I have received from VA.

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

I found VA’s web-based benefits systems easy to use (e.g., Statement of Benefits, My Education Benefits, etc.).

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

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

- ☐ Yes [\[Logic proceed to Demographics page\]](#)  
☐ No [\[Logic skip Demographics page\]](#)

Next

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# Help VA improve its services.

We are working to better understand our customers. The following questions are voluntary. By providing your data, your responses can help us improve VA care and services. Thank you for your participation.

How would you describe your race? Please select all that apply.

- ☐ Hispanic or Latino
- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White
- ☐ Middle Eastern or North African

How would you describe your gender? Please select all that apply.

- ☐ Male
- ☐ Female
- ☐ Transgender Man
- ☐ Transgender Woman
- ☐ Non-Binary/ Third Gender
- ☐ Prefer not to say
- ☐ Other

REQUIRED

Which sexual orientation do you most identify with? Please select all that apply.

- ☐ Heterosexual or Straight
- ☐ Gay
- ☐ Lesbian
- ☐ Bisexual
- ☐ Queer
- ☐ Prefer not to say
- ☐ Other

REQUIRED

Do you have a disability? (i.e., recorded or regarded as having a physical or mental impairment which substantially limits one or more major life activities)

- ☐ Yes
- ☐ No

Is English the language you prefer to speak in your everyday life?

- ☐ Yes
- ☐ No

Finish

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VA



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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 learn where we can make improvements to increase your trust and satisfaction with VA.

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

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