



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 recent experience with any of the care or services provided by the Department of Veterans Affairs (which include healthcare, benefits programs, or memorial services). By indicating how much you agree or disagree with the statements below, you directly help us improve VA services.

This survey should take you approximately 1 minute to complete.

I trust VA to fulfill our country’s commitment to Veterans.

Required

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

1

2

3

4

5

It was easy to get the care or service I needed.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

1

2

3

4

5

I got the care or service I needed.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

1

2

3

4

5

I felt like a valued customer.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

1

2

3

4

5

I have trust and confidence in VA to provide Veterans with health care services.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

1

2

3

4

5

I have trust and confidence in VA to provide benefits programs and services, such as pension services, disability benefits, claims processing, appeals of existing claims, and GI Bill benefits.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

1

2

3

4

5

I have trust and confidence in VA to provide Veterans and their families with memorial services, such as burial or cremation.

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

1

2

3

4

5

Why does VA not have your trust?

Logic: This question is displayed if likert scale response options 1 or 2 are selected for the first trust question

☐ I had a bad experience

☐ I know someone personally who had a bad experience

☐ I’ve heard of people who’ve had bad experiences

☐ I don’t trust governments

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

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 minute 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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# 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.

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

Are you Hispanic or Latino?

- ☐ Yes
- ☐ No

Which Hispanic/Latino culture do you most identify with? Please select all that apply.

[Logic: Only display when Yes is selected]

- ☐ Mexican, Mexican American, Chicano
- ☐ Puerto Rican
- ☐ Cuban
- ☐ Another Hispanic, Latino, or Spanish Origin. Please specify in the text box below.

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 [Logic: when Prefer not to say is selected, no other option can be selected in the question]
- ☐ Other

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

- ☐ Heterosexual or Straight
- ☐ Gay
- ☐ Lesbian
- ☐ Bisexual
- ☐ Queer
- ☐ Prefer not to say [Logic: when Prefer not to say is selected, no other option can be selected in the question]
- ☐ Other

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.

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