

CODE VA – Customer Satisfaction Survey (v4)

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Privacy Notice: Information collected on this survey is not contained within a Privacy Act System of Records as the information is not retrieved by a unique identifier. The information contained within the survey will not be shared and is used to categorize participant responses by user types and to schedule a meeting with the participant if they choose to further discuss their experience with the team.

Survey Questions (3-5 Minutes)

Thank you for agreeing to take part in our User Feedback Survey. All questions are optional.

1. Describe why you came to CODE VA today. Please select all that apply.
 - a. To access CODE VA’s software catalog
 - b. To learn more about VA Utilities
 - c. To explore VA-certified software platforms
 - d. To add content to CODE VA’s Software Catalog / Guides and Tech Docs
 - e. Other (Please specify)
 - i. [Open Text Field]
2. Were you able to do everything you wanted on CODE VA today?
 - a. Yes [Go to Question 3]
 - b. No
 - i. Why weren’t you able to do everything you wanted to do on CODE VA today?
 1. [Open Text Field]
3. Overall, how satisfied are you with your experience on CODE VA today?
 - a. Very unsatisfied
 - b. Unsatisfied
 - c. Neutral
 - d. Satisfied
 - e. Very Satisfied

4. Have you been anywhere else to find what you wanted on CODE VA today?
 - a. Yes
 - i. Where did you go for help?
 1. [Open Text Field]
 - b. No [Go to Question 5]
5. If you wish to provide additional feedback to the CODE VA team, please do so here.
 - a. [Open Text Field]
6. Thank you for your feedback! Are you interested in participating in future research studies that would help us improve VA's developer experience with CODE VA?
 - a. Yes
 - i. What is your name?
 1. [Open Text Field]
 - ii. What is your email?
 1. [Open Text Field]
 - b. No