



## VOV CONTINUOUS MEASUREMENT SATISFACTION RESEARCH STUDY

### BACKGROUND

The Voice of the Veteran (VOV) Continuous Measurement Satisfaction Research Study was implemented to ascertain our clients' satisfaction with the benefits and services provided by the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA). As with the VOV Call Center Satisfaction Research Program, VA partnered with J.D. Power to survey Servicemembers, Veterans and their beneficiaries. This initiative will focus specifically on: Compensation, Vocational Rehabilitation and Employment, Pension, Home Loan Guaranty, and Education lines of business.

### MEASURING BENEFIT SATISFACTION

As VBA strives to increase customer satisfaction, the VOV Continuous Measurement Satisfaction Research Study will enable VBA to collect valuable feedback, formulate program and policy changes, and implement industry best practices regarding the delivery of benefits and services. Our goal is to better serve those who have served our country by striving to provide top level customer service.

### PARTICIPATION IS VOLUNTARY

While VBA encourages Veterans and beneficiaries to participate in the VOV Continuous Measurement Satisfaction Research Study, participation is completely voluntary. Regardless of participation in the survey, eligibility for benefits (both current and future) will not be affected. Participants will be randomly selected and asked to provide their input via a mail or online survey.

The expected time commitment for completing the survey is approximately 12-15 minutes. All information obtained from the survey instruments will be kept strictly confidential. For questions regarding the survey instrument, please call the toll free number 1-877- 774-JDPA (5372) or email JDPA at [VeteransAffairs@JDPA.com](mailto:VeteransAffairs@JDPA.com). You may also contact VA for more information regarding the ongoing VOV Continuous Measurement Satisfaction Research Study (toll-free) at 1-800-827-1000.



Disabilities determined by VA to be related to your military service can lead to monthly non-taxable compensation, enrollment in the VA health care system, a 10-point hiring preference for federal employment and other important benefits. Ask your VA representative or Veterans Service Organization representative about Disability Compensation, Pension, Health Care, Caregiver Program, Career Services, Educational Assistance, Home Loan Guaranty, Insurance and/or Dependents and Survivors' Benefits.



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