2. VE Disability Claim Email & Surveys

Copy Decks :: V1.0

[Summary 1](#_Toc482352002)

[Target Audiences 2](#_Toc482352003)

[Notes 2](#_Toc482352004)

[Disability Claim Survey Email Copy (#1) 3](#_Toc482352005)

[Disability Claim Survey Reminder Email Copy (#2) 4](#_Toc482352006)

[Survey Header 4](#_Toc482352007)

[Survey Rating Scale Questions 5](#_Toc482352008)

[(1) Filing (Rating Scale Questions) 5](#_Toc482352009)

[(2) Scheduling (Rating Scale Questions) 5](#_Toc482352010)

[(3) Exam (Rating Scale Questions) 5](#_Toc482352011)

[(4) Notification (Rating Scale Questions) 6](#_Toc482352012)

[All 4 Surveys Free Text (Final) Questions 6](#_Toc482352013)

[Disability Claim Survey Confirmation 6](#_Toc482352014)

# Summary

This copy document provides copy for 4 separate email surveys including

(1) Filing, (2) Scheduling, (3) Exam and (4) Notification sent to recipients who are somewhere in the process of filing a VA Disability Claim.

## Target Audiences

To be included in the survey sample, respondents must be:

1. Veterans
2. Survivors/Dependents of Veterans
3. VSOs

[to]

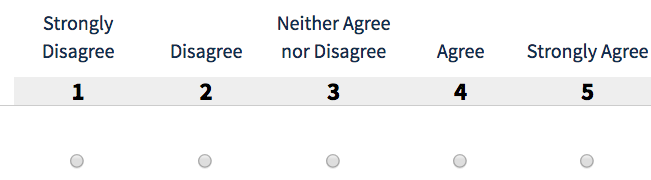
A. An email address

[AND]

B. Within the last [X years, X months] recipients have initiated or completed a Disability Claim or Supplemental Claim using any the following channels:

1. Filed a claim through eBenefits (Veteran)
   1. Initiated a claim but did not complete submission
   2. Submitted a claim and awaiting a decision (no exam needed).
   3. Submitted a claim and awaiting a C&P exam to be scheduled
      1. Have received notification of a scheduled exam.
      2. Completed an exam and awaiting a decision.
   4. Have received a decision.
2. Filed a claim through a VSO
   1. Initiated a claim but did not complete submission
   2. Submitted a claim and awaiting a decision (no exam needed).
   3. Submitted a claim and awaiting a C&P exam to be scheduled
      1. Have received notification of a scheduled exam.
      2. Completed an exam and awaiting a decision.
   4. Have received a decision.
3. Filed a claim through Mail/Courier (Veteran)
   1. Submitted a claim and awaiting a decision (no exam needed).
   2. Submitted a claim and awaiting a C&P exam to be scheduled
      1. Have received notification of a scheduled exam.
      2. Completed an exam and awaiting a decision.
   3. Have received a decision.
4. Filed a claim in person at a Regional Office (Veteran)
   1. Initiated a claim but did not complete submission.
   2. Submitted a claim and awaiting a decision (no exam needed).
   3. Submitted a claim and awaiting a C&P exam to be scheduled
      1. Have received notification of a scheduled exam.
      2. Completed an exam and awaiting a decision.
   4. Have received a decision.

# Notes

1. Text with <carets> in the copy indicates a string from a database.
2. Text with [brackets] indicates notes, comments, options, dummy text or annotates browser behaviors.
3. Margin comments call out details or issues that may require follow up or a discussion with a designer, developer, or writer.
4. **Headings** label and demarcate sections of the experiences and 4 separate surveys.
5. All rating scale questions are 5 point RADIO buttons and permit only one response per question and are labeled as follows:

**[(1) Strongly Disagree (2) Disagree (3) Neither Agree nor Disagree (4) Agree (5) Strongly Agree]**

## Disability Claim Survey Email Copy (#1)

[From:] Veterans Experience Office

Subject Line for

[Filing 1:] Filing Your VA Disability Claim Survey

[Scheduling 2:] Scheduling Your VA Disability Claim Survey

[Exam 3:] VA Disability Claim Exam Survey

[Notification 4:] VA Disability Claim Survey

[From:] Veterans Experience Office

Dear <FirstName>: or <Salutation> <LastName>:

Take two minutes to let us know how we are doing by answering this short survey about your Disability Claim experience with VA.

Please know that your ratings and feedback will be treated with the strictest confidence and have no impact on your claims decision. Your opinion is invaluable for identifying areas in our process that need improvement and we look forward to your response.

Thank you.

## Disability Claim Survey Reminder Email Copy (#2)

[From:] Veterans Experience Office

Subject Line

[Filing 1:] Survey Reminder: Filing Your VA Disability Claim

[Scheduling 2:] Survey Reminder: Scheduling Your VA Disability Claim

[Exam 3:] Survey Reminder: VA Disability Claim Exam

[Notification 4:] Survey Reminder: VA Disability Claim

Dear <FirstName>: or <Salutation> <LastName>:

[From:] Veterans Experience Office

We are awaiting your response regarding your Disability Claim experience with VA. Please take two minutes to let us know how we are doing.

Please know that your ratings and feedback will be treated with strictest the confidence and have no impact on your claims decision. Your opinion is invaluable for identifying areas in our process that need improvement and we look forward to your response.

Thank you.

## Survey Header

All 4 Surveys for the Disability Claims Survey have the following header:

<Page Title>Tell Us About Your VA Disability Claim Experience</Page Title>

# Survey Rating Scale Questions

## (1) Filing (Rating Scale Questions)

1. I was provided with adequate instructions and resources to prepare my claim.
2. It was easy for me to complete my claim.
3. (a)I was satisfied with the assistance that I received from < VSO Name> when filing my claim.

(b.)I was satisfied with the assistance that I received from < RO Name> when filing my claim.

1. I knew what to expect from the disability claims process.
2. I trust VA with my claim

[or]

1. I was satisfied with the way my claim was handled.

## (2) Scheduling (Rating Scale Questions)

1. I got my exam appointment at a time that worked for me.
2. When I was contacted for my appointment, I was treated with courtesy and respect.
3. I was scheduled to be examined for the conditions I claimed in my submission.
4. I found VA’s instructions useful about getting to my appointment.
5. The time between submitting my claim and my exam appointment was reasonable.
6. The distance I had to travel for my exam was reasonable.
7. I trust VA with my claim

[or]

1. I was satisfied with the way my claim was handled.

## (3) Exam (Rating Scale Questions)

1. After I arrived at the exam facility, office staff were courteous and accommodating.
2. The examiner told me what to expect.
3. I felt comfortable during the exam.
4. The exam facility was clean.
5. My examiner listened to me.
6. My examiner recognized my claimed conditions.
7. I knew what to expect after my exam was completed.
8. I trust VA with my claim

[or]

1. I was satisfied with the way my claim was handled.

## (4) Notification (Rating Scale Questions)

1. The time between submitting my claim and receiving my notification letter was reasonable.
2. I felt the claims decision was fair.
3. The decision was clearly explained.
4. I trust VA with my claim. (Regardless of whether you agree or disagree with the claims decision.)

[or]

1. I was satisfied with the way my claim was handled. (Regardless of whether you agree or disagree with the claims decision.)

## All 4 Surveys Free Text (Final) Questions

1. What specifically drove your ratings for this experience? Please share any additional feedback.
2. How might VA make it easier to file and submit your disability [or]supplemental claim? Please share any additional feedback.