VEO Veterans Signals: Board of veterans’ affairs

**Customer Experience Data: $TODAY | $MON $REPORT\_PERIODly Report**

**Board Trust Score Over Time for Past Four Months:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  | |  | |  | |
| **$MONPREV3** | **$YEARPREV3** | **$MONPREV2** | **$YEARPREV2** | **$MONPREV1** | **$YEARPREV1** | **$MON** | **$YEAR** |
| $TPREV3 | | $TPREV2 | | $TPREV1 | | $TCURR | |

**Likert-Scale Questions with Most Favorable Score for Past 90 Days:**

|  |  |  |
| --- | --- | --- |
| **Survey** | **Three Questions with Highest Score for Past 90 Days** | **% (Strongly) Agree** |
| **$MOSTFAVSURVEY1** | **$MOSTQUEST1** | **$MOSTDISAGREE1** |
| **$MOSTFAVSURVEY2** | **$MOSTQUEST2** | **$MOSTDISAGREE2** |
| **$MOSTFAVSURVEY3** | **$MOSTQUEST3** | **$MOSTDISAGREE3** |

**Likert-Scale Questions with Least Favorable Score for Past 90 Days:**

|  |  |  |
| --- | --- | --- |
| **Survey** | **Three Questions with Highest Score for Past 90 Days** | **% (Strongly) Disagree** |
| $LEASTFAVSURVEY1 | $LEASTQUEST1 | $LEASTDISAGREE1 |
| $LEASTFAVSURVEY2 | $LEASTQUEST2 | $LEASTDISAGREE2 |
| $LEASTFAVSURVEY3 | $LEASTQUEST3 | $LEASTDISAGREE3 |

**Trust Score by Gender/Age for Past 90 Days:**

|  |  |  |
| --- | --- | --- |
| **Gender** | **Number of Respondents** | **Trust** |
| XX | XX | XX.X% |
| XX | XX | XX.X% |

|  |  |  |
| --- | --- | --- |
| **Age Group** | **Number of Respondents** | **Trust** |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |

**Top Concerns from Free-Text Responses:**

⋅ $CONCERN1  
⋅ $CONCERN2  
⋅ $CONCERN3

**A $REPORT\_PERIOD in Review:** In **February 2019,** the Appeals Modernization Act (AMA) fully launched. Previously, had the choice to file their appeal through both the Legacy or the AMA systems. All participants receive surveys after filing, having a hearing, and receiving a decision. These surveys ask the respondent to answer a series of Likert-scale questions. The following section provides an overview of the changes in scores from $DATEW1 to $DATEW2.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **$REPORT\_PERIOD Ending** | **Number of Respondents** | **Trust Scores Across the Surveys** | | | |
| AMA | Legacy | Hearing | Decision |
| **$WEEK**  **$MON** | **$N1** | **$TA1%** | **$TA2%** | **$TB%** | **$TC%** |
| $DN1 respondents from $PREV | $DTA1  from $PREV | $DTA2  from $PREV | $DTB  from $PREV | $DTC  from $PREV |

**BLUF:** $MAIN\_BLUF

Percentage of Compliments, Concerns, and Recommendations in the $FTN1 Free-Text Reponses Submitted in $NOW

**Compliments**  
**$CM1%**  
**$DCM1 since $PREV**

**Concerns  
$CN1%  
$DCN1 since $PREV**

**Recommendations  
$RC1%  
$DRC1 since $PREV**

**Brief Breakdown of Trust Score by Demographic for $NOW:**

**By Age:** T**he $AGEW1 age group show higher Trust than $AGEW2 age group.**

**($AGEW1: $TAGEW1%**, n=$NAGEW1; $AGEW2: $TAGEW2**%**, n=$NAGEW2**)**

**By Gender:** $GENDERW1s show higher Trust than $GENDERW2s.

($GENDERW1s: $TGENDERW1%, n=$NGENDERW1; $GENDERW2s: $TGENDERW2%, n=$NGENDERW2)

**By Race:** Respondents who identify as $RACEW1 show higher Trust than respondents who identify as $RACEW2.

($RACEW1: $TRACEW1%, n=$NRACEW1; $RACEW2: $TRACEW2%, n=$NRACEW2)

**By Period of Service:** Respondents who served during the $PERIODW1 period show higher Trust than respondents who served during the $PERIODW2 period.

($PERIOD1: $TPERIODW1%, n=$NPERIODW1; $PERIODW2: $TPERIODW2%, n=$NPERIODW2)

**By Representative:** Respondents who worked with a representative from the $REPW1 show higher Trust than respondents who worked with a representative from the $REPW2.

($REPW1: $TREPW1%, n=$NREPW1; $REPW2: $TREPW2%, n=$NREPW2)

**Report for the Previous 90 Days ($START90 to $END90)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Number of Respondents** | **Number of Free-Text Responses** | **Percentage of Compliments, Concerns, and Recommendations for Previous 90 Days** | | |
| **Compliments** | **Concerns** | **Recommendations** |
| **$N2** | **$FTN2** | **$CM2%** | **$CN2%** | **$RC2%** |

Analysis of Likert-Scale Responses:

This analysis is an overview of the Likert-scale responses as well as themes found in the free-text feedback.

BLUF: In the $N2 responses that have been submitted since $START90, $T% of the respondents say they “Agree” or “Strongly Agree” to the Trust Question. Out of all A-11 drivers, $D1 had the highest percentage of “Agree” or “Strongly Agree” responses ($D1P%); $D2 had the lowest percentage ($D2P%).

**$IMAGEA11**

**Overview of All Board Survey Questions:**

BLUF: Of all The Board survey questions excluding the Trust question, the three lowest performing questions (highest percentage of “Strongly Disagree” and “Disagree”) are:

1. $VSIGNALS1
2. $VSIGNALS2
3. $VSIGNALS3

Below is the lowest performing question for each of the Board Surveys:

|  |  |
| --- | --- |
| **Survey** | **Lowest performing survey question excluding Trust score** |
| **Appeal** | $APPEAL1 |
| **NOD** | $NOD1 |
| **Hearing** | $HEARING1 |
| **Decision** | $DECISION1 |

|  |  |
| --- | --- |
| **Survey** | **Highest performing survey question excluding Trust score** |
| **Appeal** | $APPEAL2 |
| **NOD** | $NOD2 |
| **Hearing** | $HEARING2 |
| **Decision** | $DECISION2 |

Analysis of Responses by Demographic:

**Trust Percentage by Gender and Age for all Board Responses**

|  |  |  |
| --- | --- | --- |
| **Gender** | **Number of Respondents** | **Trust** |
| XX | XX | XX.X% |
| XX | XX | XX.X% |

|  |  |  |
| --- | --- | --- |
| **Age Group** | **Number of Respondents** | **Trust** |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |

**BLUF:**  For the $N2 responses, $GENDER1s show higher trust than $GENDER2s. Also, respondents in the $AGE1 age group show the highest trust, and respondents in the $AGE2 age group show the lowest trust.

**Trust Percentage by Race with 10 or More Responses**

|  |  |  |
| --- | --- | --- |
| **Race** | **Number of Respondents** | **Trust** |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |

**BLUF:** For the demographic question about race, participants who identified as $RACE1 show the highest percentage of Trust. Veterans who identified as $RACE2 show the lowest percentage of Trust.

**Trust Percentage by Representative with 10 or More Responses**

|  |  |  |
| --- | --- | --- |
| **Representative** | **Number of Respondents** | **Trust** |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |

**BLUF:** Some Board participants have representatives who help them through the process. Participants using a representative from the $REPRESENTATIVE1 show the highest Trust and participants using a representative from the $REPRESENTATIVE2 show the lowest Trust.

**Trust Percentage by Period of Service with 10 or More Responses**

|  |  |  |
| --- | --- | --- |
| **Period of Service** | **Number of Respondents** | **Trust** |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |
| XX | XX | XX.X% |

**BLUF:** For all responses where Period of Service was listed, Veterans serving during $PERIOD1 show the highest Trust, and Veterans during the $PERIOD2 period show the lowest Trust.

**Analysis of Free-Text Responses**:

Percentage of Compliments, Concerns, and Recommendations in the $FTN2 Free-Text Reponses Submitted in the Previous 90 Days

**Compliments**

**$CM2%**

**Concerns**

**$CN2%**

**Recommendations**

**$RC2%**

BLUF: The team analyzed the $FTN2 free-text feedback that have been submitted thus far. Overall, respondents leave compliments for:

⋅ $COMPLIMENT1  
⋅ $COMPLIMENT2  
⋅ $COMPLIMENT3

Some specific concern they leave are for:

⋅ $CONCERN1  
⋅ $CONCERN2  
⋅ $CONCERN3

**Recent Compliments about the Board:**  
$FEEDBACK\_COMPLIMENTS

**Recent Concerns about the Board:**   
$FEEDBACK\_CONCERNS

**ADDENDUM**

For Board review and consideration, below is an **iterative** chart related to Board Trust showing the percentage of respondents who selected “Agree” [4] or “Strongly Agree” [5]) for each survey, For the question, “I trust the Board of Veterans’ Appeals to fulfill our country’s commitment to Veterans and their families.” These responses are broken down by survey type. Please note: there is no data for NOD responses since May 2019 and no responses in July 2019.

**$IMAGETOT**