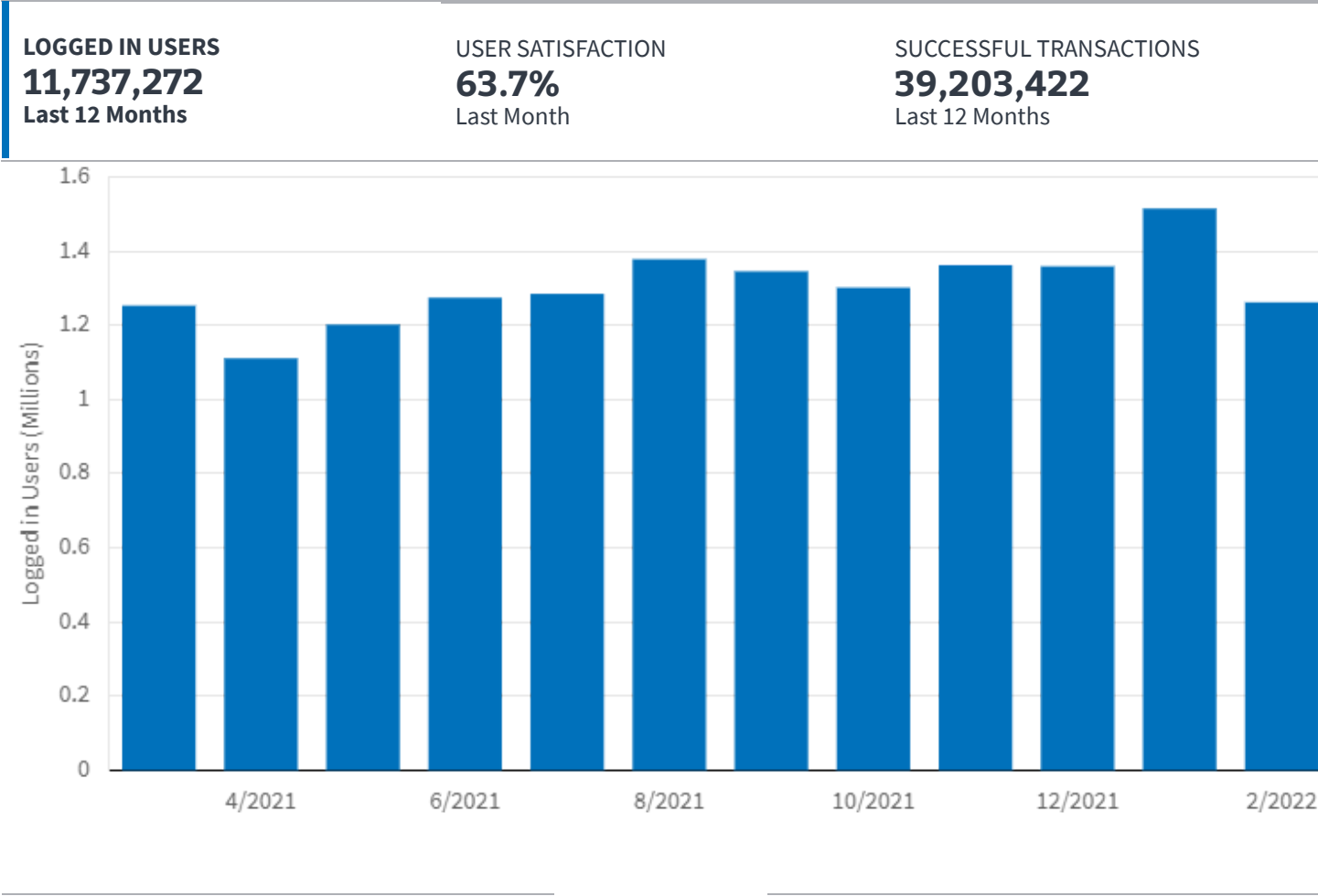


We are transforming VA.gov into a single unified digital experience for all Veterans. This performance dashboard tracks our progress in that mission by sharing metrics that support our three North Star goals:

1. Increase the use of self-service tools
2. Decrease the time Veterans spend waiting for an outcome
3. Consistently deliver a satisfying, reliable, and secure experience

VA.gov at a glance

How is this measured? ▾



VA.gov service

How is this measured? ▾

Health Care

Usage data from previous 30 days

TOTAL USERS

1,000,529

⬇️ Down 39% compared to prior year period

USER SATISFACTION

100.0%

⬆️ Up 42% compared to prior year period

Tool	Transactions
Complete COVID-19 online screening	625,563
Schedule and view VA appointments online	72,069
Apply for health care benefits	15,402
COVID-19 Vaccine interest form sign ups	146

Education

Usage data from previous 30 days

TOTAL USERS

471,734

⬆️ Up 5% compared to prior year period

USER SATISFACTION

65.2%

⬇️ Down 7% compared to prior year period

Tool	Transactions
Check Post 9/11 GI Bill benefits	56,609
Apply for education benefits	16,629
Manage education benefits	10,696
Apply for education benefits as an eligible dependent	5,787
Apply to use transferred education benefits	2,893

Tool	Transactions
Manage education benefits as an eligible dependent	1,929
Apply for VET TEC	1,578
Apply for education benefits under the NCS program	175
GI Bill® Comparison Tool	117
GI Bill® School Feedback Tool	58

Pension & Fiduciary

Usage data from previous 30 days

TOTAL USERS

130,921

⬇️ Down 3% compared to prior year period

USER SATISFACTION

74.8%

⬆️ Up 17% compared to prior year period

Tool	Transactions
Apply for Veterans Pension benefits	614

Disability

Usage data from previous 30 days

TOTAL USERS

821,277

⬆️ Up 30% compared to prior year period

USER SATISFACTION

71.5%

⬇️ Down 2% compared to prior year period

Tool	Transactions
Check VA claim or appeal status	1,762,009

Tool	Transactions
File for disability compensation	44,334

Burials & Memorials

Usage data from previous 30 days

TOTAL USERS

92,657

⬆ Up 8% compared to prior year period

USER SATISFACTION

77.5%

⬇ Down 13% compared to prior year period

Tool	Transactions
Apply for pre-need eligibility determination	1,783
Apply for burial benefits	1,490

Profile & Records

Usage data from previous 30 days

TOTAL USERS

630,876

⬆ Up 20% compared to prior year period

USER SATISFACTION

58.0%

⬇ Down 13% compared to prior year period

Tool	Transactions
Download VA benefits letters	382,702
Update contact information & preferences	89,896
Update direct deposit information	14,174



U.S. Department of Veterans Affairs

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