



VBA Data Management Office



Vocational Rehabilitation & Employment Customer Satisfaction Survey Results

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A national survey of Vocational Rehabilitation and Employment or VR&E participants has been conducted and its results are available available here. VBA now has customer satisfaction data for this program at the Service Delivery Network or SDN level.

The survey questionnaires were developed for veterans involved in the Evaluation and Planning, Training & Education (Rehabilitation), and Employment Services Phases of VR&E programs.

Three reports are available for each SDN. These reports detail customer satisfaction results for the above-mentioned VR&E program phases. A national report is also available for each phase.

In preparation for the VR&E national survey and its pretest, a series of focus groups were conducted at four regional offices during September and October 1998. Focus groups are used to assess both veteran and employee opinions of the program and to aid the design of the national customer satisfaction survey. Written summaries of the focus group sessions are also offered below.

All files are in *Adobe Acrobat* Portable Document Format (PDF). Relative file sizes are listed below each report's or questionnaire's title.

National Reports

Evaluation & Planning <small>(PDF/215KB)</small>	Employment Services <small>(PDF/177KB)</small>	Training & Education <small>(PDF/170KB)</small>
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Service Delivery Network Reports

SDN 1

<u>Evaluation & Planning</u> (PDF/218KB)	<u>Employment Services</u> (PDF/176KB)	<u>Training & Education</u> (PDF/170KB)
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SDN 2

<u>Evaluation & Planning</u> (PDF/218KB)	<u>Employment Services</u> (PDF/178KB)	<u>Training & Education</u> (PDF/170KB)
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SDN 3

<u>Evaluation & Planning</u> (PDF/218KB)	<u>Employment Services</u> (PDF/186KB)	<u>Training & Education</u> (PDF/170KB)
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SDN 4

<u>Evaluation & Planning</u> (PDF/217KB)	<u>Employment Services</u> (PDF/176KB)	<u>Training & Education</u> (PDF/170KB)
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SDN 5

<u>Evaluation & Planning</u> (PDF/218KB)	<u>Employment Services</u> (PDF/178KB)	<u>Training & Education</u> (PDF/170KB)
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SDN 6

<u>Evaluation & Planning</u> (PDF/219KB)	<u>Employment Services</u> (PDF/179KB)	<u>Training & Education</u> (PDF/170KB)
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SDN 7

<u>Evaluation & Planning</u> (PDF/224KB)	<u>Employment Services</u> (PDF/176KB)	<u>Training & Education</u> (PDF/172KB)
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SDN 8

<u>Evaluation & Planning</u> (PDF/217KB)	<u>Employment Services</u> (PDF/177KB)	<u>Training & Education</u> (PDF/174KB)
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SDN 9

Evaluation & Planning (PDF/218KB)	Employment Services (PDF/177KB)	Training & Education (PDF/171KB)
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Survey Questionnaires

Evaluation & Planning (PDF/801KB)	Employment Services (PDF/739KB)	Training & Education (PDF/699KB)
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Mailing Materials

Mailing Materials (PDF/186KB)
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VR&C Survey Focus Group Reports

Denver (PDF/15KB)	Indianapolis (PDF/16KB)	Pittsburgh (PDF/16KB)	New Orleans (PDF/16KB)	Program Employees (PDF/42KB)
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427 times since 11-4-99.



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