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VBA adjusts Veteran Signals survey of education beneficiaries

WASHINGTON – Today the VA announced that it will adjust its Veteran Signals survey of education beneficiaries schedule to ensure thorough analysis of its recently completed 2018 survey.

In 2018, the Veterans Benefits Administration (VBA), conducted a Veteran Signals (VSignals) survey of Education beneficiaries. More than 23,000 beneficiaries were surveyed, and VBA received over 2,000 responses. VBA is reviewing the results of the survey and exploring process improvements based on the results. This survey cycle is complete.

A new education survey is scheduled to deploy in early 2020, in conjunction with the implementation of the remaining Forever GI Bill provisions.

VBA suspended the Veterans Signal Education Service survey for 2019 while it analyzes the 2018 results, develops an internal service recovery plan, refines the instrument, and ensures appropriate resourcing.

This suspension corresponds to the period of time in which VBA will complete the implementation of the Forever GI Bill. This ensures that the new survey instrument incorporates the Veterans experience with the complete Forever GI Bill benefits.

“Rest assured the VBA continues to listen actively and often to Veterans on the department’s important education issues through various venues, including a dedicated call center where we receive approximately 10,000 calls per day,” said VA Acting Deputy Secretary Jim Byrne. “Our customer service agents handle these calls and help Veterans with their education claims and issues. We listen to Veterans and address their concerns in real time. We have found that this is the most efficient and expeditious way to handle Veterans’ issues.”

VBA also obtains feedback from Congress and VSOs, including VSOs whose primary mission is in the education arena, through monthly meetings.

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