

established by law for veterans and their survivors, and service personnel. Executive Order 12862, Setting Customer Service Standards, requires Federal agencies and departments to identify and survey its customers to determine the kind and quality of services they want and their level of satisfaction with existing service. VBA uses customer satisfaction surveys to

gauge customer perceptions of VA services as well as customer expectations and desires. The results of these information collections lead to improvements in the quality of VBA service delivery by helping to shape the direction and focus of specific programs and services.

An agency may not conduct or sponsor, and a person is not required to

respond to a collection of information unless it displays a currently valid OMB control number. The **Federal Register** Notice with a 60-day comment period soliciting comments on this collection of information was published on September 2, 2003, at pages 52270–52272.

#### NATIONAL SURVEY ACTIVITIES

Year	Number of respondents	Estimated annual burden (hours)	Frequency of response
<b>Survey of Veterans' Satisfaction with the VA Compensation and Pension Claims Process</b>			
2004 .....	24,000	7,920	One-time.
2005 .....	24,000	7,920	One-time.
2006 .....	24,000	7,920	One-time.
<b>Survey of Veterans'/Dependents' and Servicemembers' Satisfaction with the VA Education Claims Process</b>			
2004 .....	2,968	979	One-time.
2005 .....	2,968	979	One-time.
2006 .....	2,968	979	One-time.
<b>Survey of Educational Institution Certifying Officials</b>			
2005 .....	1,000	330	One-time.
2006 .....	1,000	330	One-time.
<b>Survey of Veterans' Satisfaction with the VA Home Loan Guaranty Process</b>			
2004 .....	7,560	1,262	One-time.
2005 .....	7,560	1,262	One-time.
2006 .....	7,560	1,262	One-time.
<b>VA Loan Guaranty Lender Satisfaction Survey</b>			
2004 .....	1,992	498	One-time.
2005 .....	1,992	498	One-time.
2006 .....	1,992	498	One-time.
<b>VA Survey of Veterans' Satisfaction with the Vocational Rehabilitation &amp; Employment Program</b>			
2004 .....	3,300	1,089	One-time.
2005 .....	3,300	1,089	One-time.
2006 .....	3,300	1,089	One-time.
<b>Insurance Customer Surveys</b>			
2004 .....	2,800	280	One-time.
2005 .....	2,800	280	One-time.
2006 .....	2,800	280	One-time.
<b>Undetermined Focus Groups (Targeted population groups are to be decided)</b>			
2004 .....	500	1,000	One-time.
2005 .....	500	1,000	One-time.
2006 .....	500	1,000	One-time.
<b>Telephone Survey</b>			
2004 .....	7,200	1,224	One-time.
2005 .....	7,200	1,224	One-time.
2006 .....	7,200	1,224	One-time.
<b>VA Regional Office-Based Survey Activities Customer Satisfaction Focus Groups</b>			
2004 .....	600	1,800	One-time.
2005 .....	600	1,800	One-time.
2006 .....	600	1,800	One-time.