



The VA provides free, confidential support 24/7 for Veterans and their family and friends. If you are in crisis, contact the Veterans Crisis Line by dialing 1 (800) 273-8255 (Press 1), or texting 838255, or visiting <https://www.veteranscrisisline.net>. If you are homeless or at risk of homelessness, contact the National Call Center for Homeless Veterans (NCCHV) by dialing 1 (877) 424-3838 or visiting <https://www.va.gov/HOMELESS/>.

OMB Number: 2900-0876  
Expiration: 03/31/2023  
Estimated Burden: 3 minutes

# Help us serve you better.

We want to hear about your recent VA Office of Small and Disadvantaged Business Utilization (OSDBU) customer service experience. By indicating how much you agree or disagree with the statements below, you directly help us improve our services.

This survey should take approximately 3 minutes to complete.

Which department did you interact with during your most recent experience with OSDBU?

- ☐ Acquisition Support Team (AST)
- ☐ Call Center
- ☐ Center for Verification and Evaluation (CVE)
- ☐ Contract Management Team (CMT)
- ☐ Direct Access Program (DAP)
- ☐ Executive Front Office
- ☐ Human Resources (HR)
- ☐ IT System Integration (ITSI)
- ☐ Policy
- ☐ Shared Services
- ☐ Strategic Outreach, Communications, Education, and Training (SOC)
- ☐ Quality Assurance (QA)

Next

By filling out this survey, you are authorizing VA database access to retrieve Veteran contact information to follow up with you accordingly for purposes of service recovery, potential crisis, or to learn more about feedback you have shared regarding your experience with VA. VA may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 3 minutes to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law.



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I am satisfied with my most recent [OSDBU Department] experience.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Please select the specific services the Shared Services team provided to you from the list below (check all that apply). [Logic: only display when Shared Services is selected in Q1.>](#)

☐ Equipment/Supplies

☐ Reports

☐ Time Keeping

☐ Other

Please select the specific services the Contract Management team provided to you from the list below (check all that apply). [Logic: only display when CMT is selected in Q1.>](#)

☐ Contract Closeout

☐ Contract Modification

☐ Contractor Performance Assessment Reporting (CPAR)

☐ Independent Government Cost Estimate (IGCE)/Performance Work Statement (PWS) support

☐ Option Year Renewal

☐ Technical Evaluation Support

☐ Other

Please select the specific services the Executive Front Office team provided to you from the list below (check all that apply). [Logic: only display when Executive Front Office is selected in Q1.>](#)

☐ Administrative Support

☐ Budget

☐ Correspondence

☐ External Meetings

☐ New Purchase

☐ Outreach Events

☐ Other

Please select the specific services the IT System Integration team provided to you from the list below (check all that apply). [Logic: only display when ITSI is selected in Q1.>](#)

☐ Customer Relationship Management (CRM)

☐ Event Management Software as a Service (EMSS)

☐ Fedmine

☐ SharePoint

☐ Training

☐ Web Portal

☐ Other

Please select the specific services the Quality Assurance team provided from the list below (check all that apply). [Logic: only display when Quality Assurance is selected in Q1.>](#)

☐ Adhoc Reports

☐ Audit

☐ Budget

☐ Corrective Actions

☐ Freedom of Information Act (FOIA)

☐ Policy/Standard Operating Procedures (SOP)

☐ Records Management

☐ Other

I received the service I needed from the [OSDBU Department] team.

[Logic: Omit "team" when Contract Management Team \(CMT\) & Acquisition Support Team \(AST\) is selected>](#)

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

It was easy to get the service I needed from the [OSDBU Department] team.

[Logic: Omit "team" when Contract Management Team \(CMT\) & Acquisition Support Team \(AST\) is selected>](#)

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The [OSDBU Department] staff were available when I needed them.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I received the service from the [OSDBU Department] team within a reasonable timeframe.

[Logic: Omit "team" when Contract Management Team \(CMT\) & Acquisition Support Team \(AST\) is selected>](#)

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I felt like a valued customer with the [OSDBU Department] team.

[Logic: Emit "team" when Contract Management Team \(CMT\) & Acquisition Support Team \(AST\) is selected>](#)

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Finish

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# Thank you for choosing VA.

Your feedback is very important to us. If you would like to provide additional comments around your experience with your OSDBU customer service experience, please email us at [elizabeth.torres@va.gov](mailto:elizabeth.torres@va.gov).

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# Help us serve you better.

We want to hear about your experience with the verification application process conducted by the Center for Verification and Evaluation (CVE). Filling out the survey will directly help us improve the CVE process.

This survey should take approximately 3 minutes to complete.

**Please select the process that you used to complete the Center for Verification and Evaluation (CVE) verification application.**

Select your response

Completed the verification process on the Center for Verification and Evaluation (CVE) Vendor Information Pages (VIP) website.

A Center for Verification and Evaluation (CVE) staff member assisted me with the verification process

All of the above

Next

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I am overall satisfied with my experience with the Center for Verification and Evaluation (CVE) verification process.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Is this your first time applying for Center for Verification and Evaluation (CVE) verification?

☐ Yes

☐ No, I am submitting a reverification application

☐ No, but my previous application was denied

Was your application approved?

☐ Yes

☐ No

☐ Waiting for a decision

It was easy to navigate the Vendor Information Pages (VIP) website.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The Vendor Information Pages (VIP) website provided clear and easy-to-understand instructions regarding the verification process.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

It was easy to find the information I needed on the Vendor Information Pages (VIP) website.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The process to upload my documents to the Vendor Information Pages (VIP) website was quick.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The Vendor Information Pages (VIP) website clearly communicated when I completed a step in the verification process.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

It was easy to complete my Center for Verification and Evaluation (CVE) application on the Vendor Information Pages (VIP) website.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The status of my application was clear on the Vendor Information Pages (VIP) website.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I trust VA Center for Verification and Evaluation (CVE) to objectively evaluate my business for verification.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I would recommend other Service Disabled Veteran-Owned Small Business (SDVOSB) or Veteran Owned Small Business (VOSB) Owners apply for Center for Verification and Evaluation (CVE) verification.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Finish

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I am overall satisfied with my experience with the Center for Verification and Evaluation (CVE) verification process.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Is this your first time applying for Center for Verification and Evaluation (CVE) verification?

- ☐ Yes
- ☐ No, I am submitting a reverification application
- ☐ No, but my previous application was denied

Was your application approved?

- ☐ Yes
- ☐ No
- ☐ Waiting for a decision

Who was your primary point of contact?

Select your response

Aaron Gorman

Alex Boisclair

Amy Endicott

Ashley Fadley

Carly Caves

Courtney Tressler

Daniel Wampler

David Reams

Derek Yoder

Duane Stein

Henry Jackson

Jason Buckley

Jenny Rusk

Jessica Spiker

Joanna Lam

Judith Upperman

Kelly Reed

Kelsey Smith

LeDeanna Adams

Lisa Storch

Lisa Swift

Lisa Varndell

Louise Dunn

Meaghan Ramos

Melinda Fazenbaker

Melissa Anderson

Melissa Bryner

Melissa McKenzie

Natalie Helms

Rachael Harper

Sally Staley

Shelly Cassidy

Stephanie Abe

Susan Mallett

Susan Pickerill

Woody Thuelusma

Yali Molina

Call Center Agent

I don't know or I don't remember

Other

I received the contact information for my Center for Verification and Evaluation (CVE) case analyst.

- ☐ Yes
- ☐ No

It was easy to contact my Center for Verification and Evaluation (CVE) case analyst.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The Center for Verification and Evaluation (CVE) case analyst assigned to me was helpful in the verification process.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The Center for Verification and Evaluation (CVE) case analyst addressed my needs in a timely manner.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The Center for Verification and Evaluation (CVE) case analyst was able to effectively guide me through the Center for Verification and Evaluation (CVE) process and procedures.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

My Center for Verification and Evaluation (CVE) case analyst was attentive to my needs during the Center for Verification and Evaluation (CVE) verification process.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I trust VA Center for Verification and Evaluation (CVE) to objectively evaluate my business for verification.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I trust VA OSDBU to live up to their commitment to serve Veteran Business Owners applying for Center for Verification and Evaluation (CVE) designation as a Service Disabled Veteran-Owned Small Business (SDVOSB) or Veteran Owned Small Business (VOSB).

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Finish

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I am overall satisfied with my experience with the Center for Verification and Evaluation (CVE) verification process.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Is this your first time applying for Center for Verification and Evaluation (CVE) verification?

- ☐ Yes
- ☐ No, I am submitting a reverification application
- ☐ No, but my previous application was denied

Was your application approved?

- ☐ Yes
- ☐ No
- ☐ Waiting for a decision

Who was your primary point of contact?

Select your response

Aaron Gorman

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Amy Endicott

Ashley Fadley

Carly Caves

Courtney Tressler

Daniel Wampler

David Reams

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Stephanie Abe

Susan Mallett

Susan Pickerill

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Yali Molina

Call Center Agent

I don't know or I don't remember

Other

I received the contact information for my Center for Verification and Evaluation (CVE) case analyst.

- ☐ Yes
- ☐ No

It was easy to contact my Center for Verification and Evaluation (CVE) case analyst.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The Center for Verification and Evaluation (CVE) case analyst assigned to me was helpful in the verification process.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The Center for Verification and Evaluation (CVE) case analyst addressed my needs in a timely manner.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The Center for Verification and Evaluation (CVE) case analyst was able to effectively guide me through the Center for Verification and Evaluation (CVE) process and procedures.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I received the service I needed during the Center for Verification and Evaluation (CVE) verification process.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

It was easy to navigate the Vendor Information Pages (VIP) website.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

It was easy to find the information I needed on the Vendor Information Pages (VIP) website.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

It was easy to complete my Center for Verification and Evaluation (CVE) application on the Vendor Information Pages (VIP) website.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

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Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
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# Help us serve you better.

We want to hear about your recent VA Office of Small and Disadvantaged Business Utilization (OSDBU) Center for Verification and Evaluation (CVE) Webinar experience. By indicating how much you agree or disagree with the statements below, you directly help us improve our services.

This survey should take approximately 3 minutes to complete.

Overall, I am satisfied with the CVE Webinar.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

How did you learn about this CVE Webinar?

- ☐ Direct Access Program (DAP) Events Page
- ☐ Email
- ☐ Event Management Software as a Service (EMSS)
- ☐ Federal Business Opportunities (FBO)
- ☐ OSDBU Calendar
- ☐ Vendor Information Pages (VIP) Website
- ☐ Other

Registering for the CVE Webinar was easy.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information I received at the CVE Webinar met my expectations.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information presented at the CVE Webinar was understandable.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information presented at the CVE Webinar was useful to me.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information at the CVE Webinar was presented in the best order.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Did you have any technical issues during the CVE Webinar?

- ☐ Yes
- ☐ No

I am satisfied with the customer service provided by the team.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

What socio-economic classifications apply to your business? Please check all that apply.

- ☐ 8(a)
- ☐ HUBZone
- ☐ Large Business
- ☐ Minority-Owned
- ☐ Small Business
- ☐ VA Verified Service-Disabled Veteran-Owned Small Business (VA SDVOSB)
- ☐ VA Verified Veteran Owned Small Business (VA VOSB)
- ☐ Women-Owned Small Business (WOSB)
- ☐ Other

Finish

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VA



U.S. Department  
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OMB Number: 2900-0876  
Expiration: 03/31/2023  
Estimated Burden: 3 minutes

# Thank you for participating in our survey.

Your feedback is very important to us. If you would like to provide additional comments around your experience with this OSDBU event, topics you'd like to see in future events, and/or how we can improve your OSDBU experience; please email us at [vip@va.gov](mailto:vip@va.gov).

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OMB Number: 2900-0876  
Expiration: 03/31/2023  
Estimated Burden: 3 minutes

# Help us serve you better.

We want to hear about your recent VA Office of Small and Disadvantaged Business Utilization (OSDBU) Strategic Outreach, Communications, and Training (SOC) Business Development Training experience. By indicating how much you agree or disagree with the statements below, you directly help us improve our services.

This survey should take approximately 3 minutes to complete.

Overall, I am satisfied with the SOC Business Development Training.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

How did you learn about this SOC Business Development Training?

- ☐ Direct Access Program (DAP) Events Page
- ☐ Email
- ☐ Event Management Software as a Service (EMSS)
- ☐ Federal Business Opportunities (FBO)
- ☐ OSDBU Calendar
- ☐ Vendor Information Pages (VIP) Website
- ☐ Other

Registering for the SOC Business Development Training was easy.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

How did you attend the SOC Business Development Training?

- ☐ In Person
- ☐ Virtual

The information I received at the SOC Business Development Training met my expectations.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information presented at the SOC Business Development Training was understandable.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information presented at the SOC Business Development Training was useful to me.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information at the SOC Business Development Training was presented in the best order.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The SOC Business Development Training built trust towards VA's commitment to meeting customer needs for procurement information.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Did you have any technical issues during the SOC Business Development Training?

- ☐ Yes
- ☐ No

I am satisfied with the customer service provided by the team.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

What socio-economic classifications apply to your business? Please check all that apply.

- ☐ 8(a)
- ☐ HUBZone
- ☐ Large Business
- ☐ Minority-Owned
- ☐ Small Business
- ☐ VA Verified Service-Disabled Veteran-Owned Small Business (VA SDVOSB)
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- ☐ Women-Owned Small Business (WOSB)
- ☐ Other

Finish

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OMB Number: 2900-0876  
Expiration: 03/31/2023  
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OMB Number: 2900-0876  
Expiration: 03/31/2023  
Estimated Burden: 3 minutes

# Help us serve you better.

We want to hear about your recent VA Office of Small and Disadvantaged Business Utilization (OSDBU) Lunch "N" Learn experience. By indicating how much you agree or disagree with the statements below, you directly help us improve our services.

This survey should take approximately 3 minutes to complete.

Overall, I am satisfied with the Lunch "N" Learn.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Registering for the Lunch "N" Learn was easy.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

How did you attend the Lunch "N" Learn?

- ☐ In Person
- ☐ Virtual

The information I received at the Lunch "N" Learn met my expectations.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information presented at the Lunch "N" Learn was understandable.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information presented at the Lunch "N" Learn was useful to me.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information at the Lunch "N" Learn was presented in the best order.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Did you have any technical issues during the Lunch "N" Learn?

- ☐ Yes
- ☐ No

Finish

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OMB Number: 2900-0876  
Expiration: 03/31/2023  
Estimated Burden: 3 minutes

# Thank you for participating in our survey.

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OMB Number: 2900-0876  
Expiration: 03/31/2023  
Estimated Burden: 3 minutes

# Help us serve you better.

We want to hear about your recent VA Office of Small and Disadvantaged Business Utilization (OSDBU) Direct Access Program (DAP) Small Business Event experience. By indicating how much you agree or disagree with the statements below, you directly help us improve our services.

This survey should take approximately 3 minutes to complete.

Overall, I am satisfied with the DAP Small Business Event.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

How did you learn about this DAP Small Business Event?

☐ Direct Access Program (DAP) Events Page

☐ Email

☐ Event Management Software as a Service (EMSS)

☐ Federal Business Opportunities (FBO)

☐ OSDBU Calendar

☐ Vendor Information Pages (VIP) Website

☐ Other

Registering for the DAP Small Business Event was easy.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

How did you attend the DAP Small Business Event?

☐ In Person

☐ Virtual

The information I received at the DAP Small Business Event met my expectations.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information presented at the DAP Small Business Event was understandable.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information presented at the DAP Small Business Event was useful to me.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The information at the DAP Small Business Event was presented in the best order.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The DAP Small Business Event built trust towards VA's commitment to meeting customer needs for procurement information.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Did you have any technical issues during the DAP Small Business Event?

☐ Yes

☐ No

I am satisfied with the customer service provided by the team.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

What socio-economic classifications apply to your business? Please check all that apply.

☐ 8(a)

☐ HUBZone

☐ Large Business

☐ Minority-Owned

☐ Small Business

☐ VA Verified Service-Disabled Veteran-Owned Small Business (VA SDVOSB)

☐ VA Verified Veteran Owned Small Business (VA VOSB)

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☐ Other

Finish

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