11/29/2021

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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	t did you interact v	with during your	most recent exper	ience with
OSDBU?	-		-	

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

Next



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/.

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Strongly Disagree	, INSAUTER	Agree	Strongly Agree	
1	2	3	4	5
asa salact tl	na snacific sarv	ices the Shared S	ervices team	provided to you from
				ervices is selected in Q
	ment/Supplies			
Repo	rts			
Time	Keeping			
Othe:	-			
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	-	oply). Logic: only di		
Contr	act Closeout			
Contr	act Modification			
Contr	actor Performan	ce Assessment Re	porting (CPAR)
•	endent Governm ment (PWS) sup	nent Cost Estimate port	(IGCE)/Perfor	mance Work
Optio	n Year Renewal			
	sical Evaluation (Support		
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Techi		Support		
Other	specific service	es the Executive F		am provided to you
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Corrective Actions

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>

nor Disagree

3

Adhoc Reports

Freedom of Information Act (FOIA)

Disagree

2

Disagree

Audit

Budget

Strongly

Disagree

1

Strongly

Disagree

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

Neither Agree

Agree

4

Agree

Strongly

Agree

5

Strongly

Agree

Agree

5

nor Disagree Agree Disagree

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

Neither Agree

Neither Agree Strongly Strongly Disagree Agree Disagree nor Disagree

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	Neither Agree	Agree	Strongly				

nor Disagree

3 1 2 4

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.

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.



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Help us serve you better.

We want to hear about your experience with the verification application process coducted 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.

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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Disagree

Was your application approved?

Yes

No

website.

was quick.

Disagree

1

Disagree

1

to the extent provided by law.

step in the verification process.

Disagree

Disagree

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

Agree

Agree

(CVE) verification process. Strongly **Neither Agree** Strongly

Agree

I am overall satisfied with my experience with the Center for Verification and Evaluation

	1	2	3	4	5
	s this your first erification?	t time applying f	for Center for Ve	erification and E	Evaluation (CVE)
	Yes				
	No, I a	am submitting a r	reverification app	lication	
(No, bu	ut my previous ar	oplication was de	enied	

nor Disagree

Waiting for a decision

It was easy to navigate the Vendor Information Pages (VIP) website.
To trace out y to training and the relation in the relation in any trace of the year.

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

Strongly **Neither Agree** Strongly Disagree Agree

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

	1	2	3	4	5			
L								
٦	The process to upload my documents to the Vendor Information Pages (VIP) website							

nor Disagree

Strongly **Neither Agree** Strongly Agree Disagree Disagree nor Disagree Agree

1	2	3	4	5			
The Vendor Information Pages (VIP) website clearly communicated when I completed a							

Strongly Neither Agree Strongly Disagree Agree Disagree nor Disagree 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 Neither Agree Strongly Disagree Agree Disagree nor Disagree Agree

1	2	3	4	5	
The status of m	y application w	as clear on the \	/endor Informat	ion Pages (VIP)	website.
Strongly	Disagree	Neither Agree	Agree	Strongly	

nor Disagree

Disagree

2

2

Agree

Agree

4

Agree

5

Agree

5

1	2	3	4	5	
I trust VA Cente business for ve		n and Evaluatior	ı (CVE) to objec	tively evaluate r	ny
Strongly	Disagree	Neither Agree	Agree	Strongly	

Disagree nor Disagree Disagree Agree

					-
		vice Disabled Vet less (VOSB) Owr		•	,
Evaluation (CV Strongly	(E) verification. Disagree	Neither Agree	Agree	Strongly	

nor Disagree

3

3

Finish

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

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Privacy Policy



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Disagree

(CVE) verification process.

Strongly

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Expiration: 03/31/2023

Strongly

Disagree nor Disagree Agree 5

Agree

I am overall satisfied with my experience with the Center for Verification and Evaluation

Neither Agree

this yo rificatio	
	Yes
	No, I am submitting a reverification application No, but my previous application was denied
as your	application approved?
	Yes
	No
	Waiting for a decision
ho was	your primary point of contact?
Select	your response ~
Aaron	Gorman
Alex E	Boisclair
Amy E	Endicott
Ashle	y Fadley
Carly	Caves
Court	ney Tressler
Danie	I Wampler
David	Reams
Derek	Yoder
Duane	e Stein
Henry	Jackson
Jason	Buckley
Jenny	Rusk
Jessid	ca Spiker
Joanr	a Lam
Judith	Upperman
Kelly	Reed
Kelse	y Smith
LeDea	anna Adams
Lisa S	Storch
Lisa S	Swift
Lisa V	/arndell
Louise	e Dunn
Meag	han Ramos
Melin	da Fazenbaker
Meliss	sa Anderson
Meliss	sa Bryner
Meliss	sa McKenzie
Natali	e Helms
Racha	ael Harper
Sally	Staley
Shelly	Cassidy
Steph	anie Abe
Susar	n Mallett
Susar	n Pickerill
Wood	ly Thuelusma
Yali M	lolina
Call C	Senter Agent
l don'	know or I don't remember
Other	
se anal	
Yes	

The Center for Verification and Evaluation (CVE) case analyst addressed my needs in a timely manner. Strongly **Neither Agree** Strongly Disagree Agree Disagree nor Disagree Agree

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

Neither Agree

nor Disagree

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

Agree

4

Agree

4

4

Agree

Agree

4

4

4

Neither Agree

nor Disagree

3

Neither Agree

nor Disagree

3

3

The Center for Verification and Evaluation (CVE) case analyst assigned to me was

Disagree

2

Disagree

2

2

Disagree

Disagree

2

2

2

helpful in the verification process.

Strongly

Disagree

1

Strongly

Disagree

1

1

procedures.

Strongly

Disagree

Disagree

1

1

Strongly

Agree

5

Strongly

Agree

5

5

Strongly

Agree

Agree

5

5

5

1	2	3	4	5	
My Center for Vo					my needs
Strongly	Disagree	Neither Agree	Agree	Strongly	

nor Disagree

3

business for verification. Strongly **Neither Agree** Strongly Disagree Agree Disagree nor Disagree Agree

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

applying for Ce	nter for Verific	ation and Evaluati	on (CVE) desi	ran Business Owner gnation as a Service n Owned Small Busi)
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	

3

Finish

3



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(CVE) verification process.

Yes

Yes

Was your application approved?

Estimated Burden: 3 minutes

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Expiration: 03/31/2023

Strongly Strongly **Neither Agree** Disagree Agree Disagree Agree nor Disagree

I am overall satisfied with my experience with the Center for Verification and Evaluation

1	2	3	4	5
Is this your first verification?	time applying f	or Center for Ve	erification and E	valuation (CVE)

No, I am submitting a reverification application

No, but my previous application was denied

amy Endicott ashley Fadley carly Caves courtney Tressler caniel Wampler cavid Reams cerek Yoder chane Stein denry Jackson cason Buckley cenny Rusk cessica Spiker coanna Lam cudith Upperman celly Reed celsey Smith ceDeanna Adams cisa Storch cisa Swift cisa Varndell couise Dunn cleaghan Ramos cellinda Fazenbaker cellissa Anderson		
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Melinda Fazenbaker Melissa Anderson		
Melissa Anderson		
Melissa Bryner		
vicii33a Di yrici		
Melissa McKenzie		
Natalie Helms		
Rachael Harper		
Sally Staley		
Shelly Cassidy		
Stephanie Abe		
Susan Mallett		
Susan Pickerill		
Woodly Thuelusma		
Yali Molina		
Call Center Agent		
don't know or I don't remember		
Other		
ceived the contact information for my Cente	er for Verification	on and Evaluation
e analyst. Yes		
No		
as easy to contact my Center for Verification	n and Evaluation	on (CVE) case an
Strongly Disagree Disagree Neither Agree nor Disagree	Agree	Strongly Agree
1 2 3	4	5
	_	
Center for Verification and Evaluation (CV oful in the verification process.		assigned to me

Strongly **Neither Agree** Strongly Disagree Agree nor Disagree Disagree Agree

The Center for Verification and Evaluation (CVE) case analyst was able to effectively

4

Agree

4

4

Agree

4

5

Strongly

Agree

5

5

5

Strongly

Agree

5

(VIP)

3

guide me through the Center for Verification and Evaluation (CVE) process and

Neither Agree

nor Disagree

2

Disagree

2

2

2

Disagree

2

timely manner.

1

procedures.

Strongly

Disagree

1

1

Strongly

Disagree

1

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

1	2	3	4	5	
I received the verification pr	service I needed rocess.	during the Cent	er for Verificatio	on and Evaluatio	on (CVE)
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	

3

It was easy to navigate the Vendor Information Pages (VIP) website. Strongly **Neither Agree** Strongly Disagree Agree nor Disagree Agree Disagree

It was easy to fi website.	nd the informa	tion I needed on	the Vendor Info	rmation Pages (
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree

3

It was easy to complete my Center for Verification and Evaluation (CVE) application on

3

Strongly Neither Agree Strongly Disagree Agree Agree

1	2	3	4	5
I trust VA Cente business for ver		n and Evaluation	n (CVE) to objec	tively evaluate n

Neither Agree

nor Disagree

3

the Vendor Information Pages (VIP) website. Disagree nor Disagree

Finish

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

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Strongly

Agree

Strongly

Agree

Strongly

Agree

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.

Agree

Overall, I am satisfied with the CVE Webinar.

Strongly Disagree Neither Agree

Disagree

1	2	3	4	5
How did you lea	rn about this C	VE Webinar?		
D : 4	A D	(DAD) E (D		

nor Disagree

O Direct Access Program (DAP) Events Page

O	Direct Access Frogram (DAF) Events Fage
0	Email
0	Event Management Software as a Service (EMSS)
0	Federal Business Opportunities (FBO)
0	OSDBU Calendar
0	Vendor Information Pages (VIP) Website
0	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

Strongly Disagree Neither Agree Agree Strongly

The information presented at the CVE Webinar was understandable.

Disagree		nor Disagree	3.00	Agree
1	2	3	4	5
	•			

Strongly Disagree Neither Agree Agree Agree

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

					<u> </u>
	1	2	3	4	5
•	The information	at the CVE Wel	oinar was prese	nted in the best	order.

Strongly Disagree Disagree

1	2	3	4	5
Did you have ar	ny technical issi	ues during the C	CVE Webinar?	

O No

Disagree

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

Yes

Strongly

Disagree

8(a)

to the extent provided by law.

HUBZone

Minority-Owned

1	2	3	4	5	
What socio-eco apply.	nomic classific	ations apply to y	your business?	Please check al	I that

Neither Agree

nor Disagree

Agree

Large Business

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

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



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

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.

Virtual

expectations.

understandable.

Strongly

Strongly

Disagree

Disagree

1

Strongly

Disagree

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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/.

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Strongly

Strongly

Agree

Agree

5

Strongly

Agree

We want to hear about your recent VA Office of Small and Disadvantaged

Help us serve you better.

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	Neither Agree	Agree	Strongly
Disagree	Disagree	nor Disagree	Agree	Agree

1	2	3	4	5
How did you lea	arn about this S	OC Business De	evelopment Trai	ning?

Direct Access Program (DAP) Events Page

	=
0	Email
0	Event Management Software as a Service (EMSS)
0	Federal Business Opportunities (FBO)
0	OSDBU Calendar
0	Vendor Information Pages (VIP) Website
0	Other

Registering for the SOC Business Development Training was easy.

Disagree	Disagree	nor Disagree	Agree	Agree
1	2	3	4	5

How	did you attend the SOC Business Development Training?
0	In Person

Strongly Neither Agree Strongly Disagree Agree

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

	Disagree		nor Disagree	3	Agree
	1	2	3	4	5
1	The information	presented at th	e SOC Busines	s Development	Training was

Disagree Agree nor Disagree Disagree Agree

Neither Agree

1	2	3	4	5	
The information me.	presented at th	ne SOC Busines	s Development	Training was us	eful to

Neither Agree

nor Disagree

Disagree

Disagree

2

Disagree

Small Business

Other

to the extent provided by law.

2 3 5 1

Agree

Agree

4

Agree

			-			
The information at the SOC Business Development Training was presented in the best order.						
Strongly	Disagroo	Neither Agree	Agroo	Strongly		

nor Disagree

1 2 3 5 4

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			

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

3

0	Yes
0	No
I am s	satisfied with the customer service provided by the team.

Neither Agree

nor Disagree

3 1 2 4 5

What soc apply.	What socio-economic classifications apply to your business? Please check all that apply.					
	8(a)					
	HUBZone					
	Large Business					
	Minority-Owned					

VA Verified Service-Disabled Veteran-Owned Small Business (VA SDVOSB) VA Verified Veteran Owned Small Business (VA VOSB) Women-Owned Small Business (WOSB)

Finish

located on the OMB Internet Page at https://www.reginfo.gov/public/do/PRAMain. Information gathered will be kept private

OSDBU - SOC Business Development Training

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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) 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?

O	In Persor
\bigcirc	Virtual

Stronaly

Yes

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.

Disagree	Disagree	nor Disagree	Agree	Agree
1	2	3	4	5

Neither Agree

Stronaly

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

0	No				

By filling out this survey, you are authorizing VA database access to retrieve Veteran contact information to follow up with

Finish



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Strongly

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The VA provides free, confidential support 24/7 for Veterans and their family and

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

Strongly

Agree

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.

Disagree	Disagree	nor Disagree	Agree

1	2	3	4	5		
How did you learn about this DAP Small Business Event?						

Neither Agree

Direct Access Program (DAP) Events Page

	Direct tooses i regiam (D/ ii) Evente i age
0	Email
0	Event Management Software as a Service (EMSS)
0	Federal Business Opportunities (FBO)
0	OSDBU Calendar
0	Vendor Information Pages (VIP) Website
0	Other
ĺ	

Registering for the DAP Small Business Event was easy.

Disagree	Disagree	nor Disagree	Agree	Agree
1	2	3	4	5

How did you attend the DAP Small Business Event?

0	In Person
0	Virtual

Neither Agree Strongly Strongly

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

Disagree	Disagree	nor Disagree	Agree	Agree
1	2	3	4	5

Neither Agree Strongly Strongly Disagree Agree Disagree nor Disagree Agree

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

1	2	3	4	5		
The information presented at the DAP Small Business Event was useful to me.						

Strongly Neither Agree Strongly Disagree Agree nor Disagree Agree Disagree

	1	2	3	4	5	
•	The information	at the DAP Sm	all Business Ev	ent was present	ed in the best o	rder.

Neither Agree

nor Disagree

Disagree

Strongly

Strongly

Disagree

apply.

Disagree Agree 3 1 2 5 4

Agree

Agree

Strongly

Strongly

Agree

5

The DAP Small customer needs		nt built trust towa ent information.	ards VA's comm	itment to meeti	ng
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	

1 2 3 5 4

Did you have any technical issues during the DAP Small Business Event?				
0	Yes			
0	No			

Neither Agree

nor Disagree

3 1 2 4

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

Disagree

Small Business

SDVOSB)

8(a)
HUBZone
Large Business
Minority-Owned

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

	Other
	Women-Owned Small Business (WOSB)
Ш	va verified veteran Owned Small Business (va vosb)

VA Verified Service-Disabled Veteran-Owned Small Business (VA

Finish

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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