

Market Access and Compliance (MAC) Customer Satisfaction Survey

Introduction

The U.S. Department of Commerce (DOC), International Trade Administration (ITA), Market Access and Compliance (MAC) unit's country, regional and international desk officers help U.S. businesses eliminate or reduce trade barriers, resolve trade policy issues, and ensure that U.S. trading partners fully meet their obligations under established trade agreements. MAC ensures access to world markets for American companies and workers so they can compete on a "level playing field." For more information about MAC please visit: www.trade.gov/mac/

The staff of the Market Access and Compliance unit asks for your participation in this customer survey to help improve its effectiveness as a service provider and enhance the usefulness of its products and services.

This anonymous survey will take approximately 12-15 minutes to complete and is being conducted via a secure server. Your response is confidential. CFI Group, a third party research and consulting firm, is administering the survey.

Please click on the "Next" button below to begin the survey.

This survey is authorized by Office of Management and Budget Control No. 1505-0191. All responses to this collection of information are voluntary and will be provided confidentially to the extent allowed by law. Notwithstanding any other provision of law, no person is required to respond to nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Reports Clearance Officer, International Trade Administration, Department of Commerce, Room 4001, 14th and Constitution Avenue, N.W., Washington, D.C. 20230.

Comments or questions on the survey? Please email MAC_survey@mail.cfigroup.com

FOR NON-CUSTOMERS ONLY:

SCREENER1. Does your business involve a product or service that you export or intend to export from the U.S. within the next 12 months?

1. Yes (If 'Yes' then go to DEMO1)
2. No (If 'No' ask SCREENER2)

SCREENER2. Have you used services or resources outside of your organization to get information on issues related to foreign trade barriers to exporting?

1. Yes (If 'Yes' then go to DEMO1)
2. No (If 'No'-Terminate survey-go to close)

Respondent Background/Demographics

DEMO1. Are you a U.S. Federal Government employee?

1. Yes (If 'Yes' go to AWARE1)
2. No (If 'No' ask DEMO2)

DEMO2. In which region of the U.S. does your organization conduct the majority of operations?

1. North East (Maine, New Hampshire, Vermont, New York, Massachusetts, Rhode Island, Connecticut, Pennsylvania, New Jersey, Delaware, Maryland, West Virginia)
2. South East (Virginia, North Carolina, South Carolina, Georgia, Florida, Alabama)
3. Great Lakes (Michigan, Wisconsin, Ohio, Illinois, Indiana)
4. South (Kentucky, Tennessee, Mississippi, Louisiana, Arkansas, Missouri, Oklahoma, Texas)
5. Central (Minnesota, Iowa, Kansas, Nebraska, South Dakota, North Dakota, Montana, Wyoming, Colorado, Utah)
6. West (Washington, Idaho, Oregon, California, Arizona, New Mexico, Nevada)

7. Other (Alaska, Hawaii, U.S. Territories)

DEMO3.1 What is the primary business of your organization (select one)?

1. Manufacturer
2. Service Company
3. Trade Association or other Non-Profit Association
4. Public Authority, excluding Trade Associations or other Non-profit
5. Legal or Business Representative for U.S. or Foreign Companies
6. Wholesaler
7. Export Management or Trading Company
8. Franchiser
9. Importer/Broker
10. Joint Venture/Licensee
11. Retail/Retail Chain
12. Other (Specify)

(If DEMO 3.1 = 5, ask DEMO 3.2, ELSE GO TO DEMO4)

DEMO3.2 Which of the following does your organization most frequently represent?

1. U.S. company seeking to resolve alleged unfair trade practices excluding anti-dumping/countervailing duty matters
2. U.S. company involved in U.S. anti-dumping/countervailing duty matters
3. U.S. company involved in foreign anti-dumping/countervailing duty matters
4. Foreign company involved in U.S. anti-dumping/countervailing duty matters
5. Other (Specify)

DEMO4. What is the primary industry in which your organization conducts business (select one)?

1. Aerospace and Defense
2. Agribusiness, Food and Food Processing
3. Architecture, Construction and Engineering
4. Automotive and Ground Transportation
5. Banking, Financial Services and Insurance
6. Chemicals, Petrochemicals, Materials and Composites
7. Consumer Goods
8. Education and Training
9. Energy
10. Entertainment and Professional Services
11. Environmental Technology
12. Healthcare, including Pharmaceuticals
13. Information, Communications and eCommerce Technology
14. Machinery
15. Metals and Mining
16. Textiles and Apparel
17. Travel and Tourism
18. Other (Specify)

DEMO5. How many employees does your organization have?

1. 1-19
2. 20-49
3. 50-99
4. 100-249
5. 250-499
6. 500-999
7. 1,000-9,999
8. 10,000 or more

DEMO6.1 In how many countries does your organization conduct business, excluding the U.S.?

1. 0
2. 1
3. 2-4

4. 5-9
5. 10 – 19
6. 20 – 49
7. 50 or more

(If DEMO 6.1 = 2 through 7, ask DEMO 6.2, ELSE GO TO DEMO7)

DEMO6.2. In which one foreign country does your organization conduct the most business?

DEMO7. Approximately, what percentage of your organization's global revenues are exports?

1. 0%
2. 1% - 9%
3. 10% - 24%
4. 25% - 49%
5. 50% - 74%
6. 75% - 100%
7. Not Applicable

Categories of Service - Awareness and Use

This survey asks about your organization's experiences with the specific services and information offered by the Department of Commerce, International Trade Administration, Market Access and Compliance (MAC) unit.

(If NON-CUSTOMER, ask only AWARE questions)

(If CUSTOMER and DEMO1 = Yes, Skip Use1.2, Use1.3, Use1.4)

(FIRST GROUP OF SERVICES – OPENING MARKETS)

The Market Access and Compliance unit helps open markets in foreign countries by eliminating or reducing trade barriers, developing trade policy, and providing liaison support for businesses.

Please answer both questions for each MAC service listed below.

AWARE1. Are you aware that MAC offers the following services related to opening markets?

1. Yes
2. No

(If Select AWARE1 = 1, ask USE1)

USE1. Please indicate which services you have used.

1. Have Used
2. Have Not Used
3. Unsure

(OPENING MARKETS)

1. Opens New Markets in Foreign Countries for U.S. Businesses by Eliminating or Reducing Trade Barriers
2. Counsels U.S. Businesses on the Use of International Trade Agreements
3. Conducts/Supports Negotiations with Foreign Governments on Trade Policy Issues and Initiates and Conducts Commercial Dialogues
4. Provides U.S. Businesses with Input Opportunities to Influence Future or Existing Trade Policies
5. Conducts Development Programs (e.g. SABIT)
6. Improves Understanding of Business Practices in Foreign Countries for U.S. Businesses (e.g. Good Governance Program)
7. Facilitates Communication Between U.S. Businesses and Foreign Governments

(SECOND GROUP OF SERVICES – ENSURING FOREIGN COMPLIANCE)

The Market Access and Compliance unit helps monitor and ensure foreign country compliance with international trade agreements.

AWARE2. Are you aware that MAC offers foreign country trade compliance case resolution through the Trade Compliance Center (TCC)?

1. Yes
2. No

(If Select AWARE2 = 1, ask USE2.1)

USE2. Please indicate if you have used this service.

1. Have Used
2. Have Not Used
3. Unsure

(THIRD GROUP OF SERVICES – INFORMATION)

The Market Access and Compliance unit offers information related to trade and international agreements.

AWARE3. Are you aware that MAC offers information related to trade laws, policy, international agreements, commercial conditions in foreign countries, and resolving trade issues?

1. Yes
2. No

(If Select AWARE3 = 1, ask USE3.1)

USE3. Please indicate if you have used this information.

1. Have Used
2. Have Not Used
3. Unsure

Categories of Service - Follow-up questions if particular service is used

(If NON-CUSTOMER, Skip Categories of Service Section)

(If Select USE1.1, ASK CS1)

CS1. Think about MAC's role in opening markets unfairly closed by foreign trade barriers, to your business or industry, including issues with foreign government practices, standards, regulations and intellectual property rights.

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Ability to enhance knowledge on foreign country markets
- b. Ability to help your organization enter a new market and/or expand existing business opportunities in foreign countries

(If Select USE1.2, ask CS2)

CS2. Think about the counseling you have received from MAC on the use of international trade agreements that open markets to ensure a "level playing field."

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Ability to provide interpretation of agreements and policy
- b. Ability to help your organization enter a new market and/or expand existing business opportunities in foreign countries

(If Select USE1.3, ask CS3)

CS3. Think about MAC's role in conducting and supporting negotiations with foreign governments on international trade policies as well as initiating and conducting commercial dialogues.

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Effectiveness in establishing initial negotiations with foreign governments on trade issues
- b. Effectiveness in representing your organization's interests to foreign governments
- c. Quality of feedback received throughout the negotiation process

(If Select USE 1.4, ask CS4)

CS4. Think about the opportunities that MAC provides to your organization for input and/or comments on trade policies (e.g. advisory committees, Federal Register items, ITA online comment forms, etc.).

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Ease of providing input
- b. Availability of opportunities to provide input

(If Select USE1.5, ask CS5)

CS5. Think about the development programs (e.g. SABIT) your organization has participated in that MAC has organized and facilitated.

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Ability to establish or expand relationships with foreign businesses
- b. Ability to increase your business presence or business opportunities in a foreign region
- c. Ability to expand your business knowledge about foreign markets

(If Select USE1.6, ask CS6)

CS6. Think about the information that your organization has received from MAC to improve or enhance knowledge of specific business practices in foreign countries (e.g. Good Governance Program).

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Accuracy of information presented
- b. Relevance to your business or industry
- c. Effectiveness of improving your knowledge on the business operating climate in foreign countries

(If Select USE 1.7, ask CS7)

CS7. Think about the times that MAC has helped facilitate communication between your organization and a foreign government that represents a country to which you export or would like to export goods/services.

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Effectiveness of providing interaction with foreign government
- b. Ability to assist in developing communication strategy for interaction with foreign government/entity

(If Select USE2, ask CS8.1 and C8.2)

CS8.1 Think about the times that MAC has helped ensure foreign government compliance with negotiated trade agreements for your organization.

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Timeliness of assistance and follow up (noting that the average timeframe for foreign country trade compliance case resolution is between 2 to 3 years)
- b. Quality of guidance received through process
- c. Quality and relevance of developed strategy
- d. Ability to achieve resolution to foreign trade compliance issue

CS8.2 Please indicate which foreign government trade compliance issue(s) your organization enlisted the Trade Compliance Center's assistance in resolving. (Select all that apply)

- Intellectual Property and Piracy
- Standards and Technical Regulations
- Customs
- Quotas and Import Licensing
- Government Procurement
- Other: _____

(If Select USE 3.1, ask CS9.1)

CS9.1 Think about the information MAC has provided you related to trade laws, policy, international agreements, and resolving trade problems.

Please indicate the specific type(s) of information you obtained. (Select all that apply)

- Trade Agreement Details (e.g. FTA, WTO, bilateral investment treaties)
- Intellectual Property Protection
- False Goods/Counterfeiting
- Misclassification of Products for Customs Purposes
- Compliance, Certification & Testing Regulations
- Port/Airfreight Capacity Issues
- Interpretation of Rules
- Export Controls
- Trade Statistics and Customs
- Government Procurement
- Commercial Conditions in Specific Countries
- Other: _____

Please indicate the specific source(s) you used to obtain this information.

1. Trade and Related Agreements Database (TARA) (via www.trade.gov)
2. www.Stopfakes.gov
3. China Gateway
4. MAC Officer
5. Other: _____

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Ease of finding information
- b. Information meeting your business needs
- c. Accuracy of information

(If Select CS 9.1.1, ask CS9.1.1.1)

CS9.1.1.1 Think about your experience using the Trade and Related Agreements Database (TARA).

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Ease of finding information
- b. Information meeting your business needs
- c. Accuracy of information

(If Select CS 9.1.2, ask CS9.1.2.1)

CS9.1.2.1 Think about your experience using www.Stopfakes.gov.

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Ease of finding information
- b. Information meeting your business needs

c. Accuracy of information

(If Select CS 9.1.3, ask CS9.1.3.1)

CS9.1.3.1 Think about your experience using the China Gateway.

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Ease of finding information
- b. Information meeting your business needs
- c. Accuracy of information

(If Select CS 9.1.4, ask CS9.1.4.1)

CS9.1.4.1 Think about your experience obtaining information from a MAC officer.

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Information meeting your business needs
- b. Accuracy of information

Customer Service - Asked to all respondents

(If NON-CUSTOMER, Skip Customer Service Section)

POC1. Think about the one-on-one interactions you have had with MAC officers and the counseling services you have used.

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Officer's knowledge of your industry
- b. Officer's understanding of your business needs
- c. Officer's knowledge of foreign markets
- d. Officer's ability to clearly communicate service scope
- e. Officer's effectiveness in facilitating interaction with other U.S. Government offices or representatives
- f. Officer's ability to clearly communicate process and timeframes, including anticipated completion dates

POC2. Think about the officer(s) you work with at MAC.

Please rate the following on a scale of "1" to "10," where "1" is "poor" and "10" is "excellent." If a particular item does not apply, please select "N/A."

- a. Follow up by staff
- b. Ease of access to staff and assistance
- c. Helpfulness of staff
- d. Responsiveness of staff to your questions or concerns

POC3. Think about the officer(s) that you work with at MAC.

Over the past 12 months approximately how many times in total have you had contact with MAC officers?

- 1. 0
- 2. 1-4
- 3. 5-9
- 4. 10-24
- 5. 25-49
- 6. 50-99
- 7. 100 or more

Satisfaction

(If NON-CUSTOMER, Skip Satisfaction Section)

Now think about all of the MAC services that your organization has had experience with and not just the ones you were asked about in this survey, keeping in mind that certain MAC services are subject to U.S. law, statutory limitations and international obligations.

SAT1.1 Using a “1” to “10” scale where “1” means “Not at All Satisfied” and “10” means “Extremely Satisfied,” please rate...

- Your overall satisfaction with the services provided by MAC

(Ask SAT 1.2 If SCORE ON SAT1.1 is 5 or lower)

SAT1.2 Please describe the reason for the rating you gave to your overall satisfaction with the services from MAC. <OPEN-ENDED>

SAT2. Using a scale from “1” to “10” where “1” now means “Does Not Meet Expectations” and “10” means “Exceeds Expectations,” please rate...

- The extent to which the services provided by MAC have fallen short or exceeded your expectations

SAT3. Now, imagine an ideal organization (either private or public) that assists you with issues relating to eliminating or reducing foreign trade barriers (including foreign trade compliance with agreements dialogues, trade policy advocacy, etc.). Using a scale where “1” means “Very Far from Ideal” and “10” means “Very Close to Ideal,” please rate...

- How well MAC compares with this ideal organization

Outcome Behaviors

(If NON-CUSTOMER, Skip Outcome Behaviors Section)

OUT1. How likely are you to use MAC services again in the future? Use a scale from “1” to “10,” where “1” means “not very likely” and “10” means “very likely.”

OUT2. How likely are you to use other MAC services in addition to those you have previously used? Use a scale from “1” to “10,” where “1” means “not very likely” and “10” means “very likely.”

OUT3. How likely are you to recommend MAC services to a professional colleague? Use a scale from “1” to “10,” where “1” means “not very likely” and “10” means “very likely.”

Alternate Service Providers

(If DEMO1 = Yes, Go to OM8)

ASP1.1 Please indicate which of the following types of information you have primarily received from a source other than MAC. (Select all that apply)

1. Trade Agreement Details (e.g. FTA, WTO, bilateral investment treaties)
2. Intellectual Property Protection
3. False Goods/Counterfeiting
4. Misclassification of Products for Customs Purposes
5. Compliance, Certification & Testing Regulations
6. Port/Airfreight Capacity Issues
7. Interpretation of Rules
8. Export Controls
9. Trade Statistics and Customs

10. Government Procurement
11. Commercial Conditions in Specific Countries

ASP1.2 Please indicate which of the following types of services your organization has primarily received from a source other than MAC. (Select all that apply)

1. Opening markets in foreign countries (via enhancing knowledge on country markets and/or eliminating or reducing foreign trade barriers)
2. Counseling on use of international trade agreements that open markets to ensure a "level playing field"
3. Conducting negotiations with foreign governments on trade policy issues and initiating and conducting commercial dialogues
4. Opportunities for input to influence future or existing trade policies
5. Development program(s) that builds partnerships and provides technical assistance by training foreign business leaders in U.S. business practices
6. Improving or enhancing understanding of specific business practices in foreign countries (e.g. good governance program)
7. Facilitating communication between your organization and foreign governments
8. Resolving foreign country trade compliance issues regarding international agreements

(FOLLOW UP FOR EACH ANSWER SELECTED IN ASP1.1 and ASP1.2)

(Ask if ASP1.1 = 1 through 11)

ASP 1.1.1 You indicated that your organization received trade/export related information from a source other than MAC. Which of the following best characterizes the organization that provided the access to this information?

1. Other U.S. Government agency
2. State or local government
3. Bank or financial institution
4. Export trading company
5. Independent consultant for fee
6. Law firm
7. Congressional office
8. Shipper/freight forwarder
9. Trade industry or other professional organization
10. Internal unit within your organization
11. Other (Specify)

(Ask if ASP1.2 = 1)

ASP 1.2.1 You indicated that your organization received assistance in opening markets in foreign countries (via knowledge on country markets and/or eliminating or reducing foreign trade barriers) from a source other than MAC. Which of the following best characterizes the organization that provided the assistance in opening markets in foreign countries?

1. Other U.S. Government agency
2. State or local government
3. Bank or financial institution
4. Export trading company
5. Independent consultant for fee
6. Law firm
7. Congressional office
8. Shipper/freight forwarder
9. Trade industry or other professional organization
10. Internal unit within your organization
11. Other (Specify)

(Ask if ASP1.2 = 2)

ASP 1.2.2 You indicated that your organization received counseling on the use of international trade agreements from a source other than MAC. Which of the following best characterizes the organization that provided the counseling on trade agreements?

1. Other U.S. Government agency
2. State or local government

3. Bank or financial institution
4. Export trading company
5. Independent consultant for fee
6. Law firm
7. Congressional office
8. Shipper/freight forwarder
9. Trade industry or other professional organization
10. Internal unit within your organization
11. Other (Specify)

(Ask if ASP1.2 = 3)

ASP 1.2.3 You indicated that your organization used a source other than MAC to conduct negotiations with foreign governments on trade policy issues and/or conduct commercial dialogues. Which of the following best characterizes the organization that you used to conduct negotiations with foreign governments on trade policy issues and/or commercial dialogues?

1. Other U.S. Government agency
2. State or local government
3. Bank or financial institution
4. Export trading company
5. Independent consultant for fee
6. Law firm
7. Congressional office
8. Shipper/freight forwarder
9. Trade industry or other professional organization
10. Internal unit within your organization
11. Other (Specify)

(Ask if ASP1.2 = 4)

ASP 1.2.4 You indicated that your organization provided input, that may influence future or existing trade policies, through a source other than MAC. Which of the following best characterizes the organization that you used to provide input?

1. Other U.S. Government agency
2. State or local government
3. Bank or financial institution
4. Export trading company
5. Independent consultant for fee
6. Law firm
7. Congressional office
8. Shipper/freight forwarder
9. Trade industry or other professional organization
10. Internal unit within your organization
11. Other (Specify)

(Ask if ASP1.2 = 5)

ASP 1.2.5 You indicated that your organization participated in a development program that builds partnerships and provides technical assistance by training foreign business leaders in U.S. business practices, and that it was organized by an entity other than MAC. Which of the following best characterizes the organization that you used to participate in the development program?

1. Other U.S. Government agency
2. State or local government
3. Bank or financial institution
4. Export trading company
5. Independent consultant for fee
6. Law firm
7. Congressional office
8. Shipper/freight forwarder
9. Trade industry or other professional organization
10. Internal unit within your organization

11. Other (Specify)

(Ask if ASP1.2 = 6)

ASP 1.2.6 You indicated that your organization used a source other than MAC to improve or enhance your knowledge of specific business practices in foreign countries (e.g. good governance). Which of the following best characterizes the organization that you used to improve your knowledge of specific business practices in foreign countries?

1. Other U.S. Government agency
2. State or local government
3. Bank or financial institution
4. Export trading company
5. Independent consultant for fee
6. Law firm
7. Congressional office
8. Shipper/freight forwarder
9. Trade industry or other professional organization
10. Internal unit within your organization
11. Other (Specify)

(Ask if ASP1.2 = 7)

ASP 1.2.7 You indicated that your organization used a source other than MAC to facilitate communication between your organization and foreign governments. Which of the following best characterizes the organization that you used to facilitate communication between your organization and foreign governments?

1. Other U.S. Government agency
2. State or local government
3. Bank or financial institution
4. Export trading company
5. Independent consultant for fee
6. Law firm
7. Congressional office
8. Shipper/freight forwarder
9. Trade industry or other professional organization
10. Internal unit within your organization
11. Other (Specify)

(Ask if ASP1.2 = 8)

ASP 1.2.8 You indicated that your organization used a source other than MAC to resolve foreign country trade compliance issues with international agreements. Which of the following best characterizes the organization that you used to resolve foreign trade compliance issues?

1. Other U.S. Government agency
2. State or local government
3. Bank or financial institution
4. Export trading company
5. Independent consultant for fee
6. Law firm
7. Congressional office
8. Shipper/freight forwarder
9. Trade industry or other professional organization
10. Internal unit within your organization
11. Other (Specify)

Other MAC Questions

OM1. In which country or countries does your organization need assistance in opening markets and/or eliminating or reducing foreign trade barriers (e.g. via agreements, dialogues, and trade policy advocacy)? <OPEN-ENDED>

- OM2. Which trade issues does your organization need the most assistance with in foreign countries? (Please select top 2 to 3)
- a. Commercial dispute resolution
 - b. Intellectual property protection and piracy
 - c. Standards and technical regulations
 - d. Discriminatory tariffs and customs barriers
 - e. Discriminatory rules of origin
 - f. Discriminatory certificates of origin requirements
 - g. Quotas and import licensing
 - h. Investment
 - i. Government procurement
 - j. Absence of national and MFN (Most Favored Nation) treatment

OM3. Think about the marketing and promotion of MAC's services.

Please rate the following using a scale of "1" to "10," where "1" means "poor" and "10" means "excellent." If a particular item does not apply, please select "N/A."

- a. Effectiveness of marketing/promotion

What other sources have provided your organization with information about MAC? (Select all that apply)

- a. Professional colleague
- b. Other Government agency
- c. Other ITA agency (e.g. U.S. Commercial Service, Manufacturing and Services)
- d. DOC, ITA, or TCC websites
- e. MAC outreach event
- f. MAC Officer
- g. Seminar or industry trade show
- h. Trade magazine
- i. Trade associations
- j. Webinars
- k. Other _____

OM4. Would your organization benefit from periodically receiving outreach information from MAC detailing its resources and services? <Yes/No>

(If OM4 =Yes ask OM4.1)

OM4.1 How would your organization prefer to receive this information? (Select all that apply)

- a. E-Mail
- b. Via phone
- c. Webinars
- d. Through presentations at industry and trade events
- e. Print media
- f. Other: _____

OM5. Are there specific reasons that you have not used MAC services in the past or might choose not to use MAC services in the future? (Select all that apply)

- a. Previously unaware that particular MAC service exists
- b. Responsiveness of MAC to your request or issue
- c. Previous assistance or information provided by MAC was not adequate or complete
- d. MAC was not effective in resolving issues related to trade barriers
- e. MAC knowledge of foreign markets is incomplete or inaccurate
- f. Services and/or information is not specific enough to your particular industry
- g. Helpfulness of MAC staff
- h. Another organization provides information or services more effectively

OM6. Are there specific services or information types related to eliminating or reducing foreign trade barriers, or compliance with international trade agreements that your organization would like MAC to provide that it currently does not? <OPEN-ENDED>

(If NON-CUSTOMER and SCREENER1=2, ask OM7)

OM7. If your organization is not currently exporting, how likely are you to begin exporting now that you know an organization such as MAC exists, which can support your trade related needs (e.g. reduce or eliminate foreign trade barriers, develop trade policy, and provide liaison support). Use a scale from “1” to “10,” where “1” means “not very likely” and “10” means “very likely.” If not applicable, please select “N/A.”

OM8. Are there any other comments you would like to share with the Market Access and Compliance unit? <OPEN-ENDED>

Closing/Thanks

The staff of the Department of Commerce, International Trade Administration, Market Access and Compliance thanks you sincerely for your time and thoughtful feedback. Your input will be of great assistance as the agency works to improve the services it delivers and to better promote the interests of American workers and businesses.

Please click on ‘Finish’ to submit your survey.