

### Federal Contractor Certification Program Survey

The Department of Veterans Affairs (VA) Office of Small and Disadvantage Business Utilization (OSDBU) is evaluating its Federal Contractor Certification (FCC) Program. You have been selected to answer this survey because, according to our records, you have enrolled to this program. The collected information will be used to evaluate the program and make improvements as needed. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 12 minutes. Submission of this form is voluntary and failure to response will have no impact on benefits to which you may be entitled. Your responses will be kept private to the intent of the law and will be incorporated to the answers provided by other respondents.

1. Please list the state or states where you do business:

\_\_\_\_\_

2. Please check the FCC level or levels you have approved:

\_\_\_\_1

\_\_\_\_2

3. When did you start the Level 1 Certification?

\_\_\_\_ Month

\_\_\_\_ Year

\_\_\_\_ Never Started (**SURVEY HAS FINISHED**)

4. When did you finish the Level 1 Certification?

\_\_\_\_ Month

\_\_\_\_ Year

\_\_\_\_ Not Finished (**Go to Question#5**)

5. (**If you have not finished Level 1**) Do you expect to finish it? Please use a 5 point scale, where 1 is Definitely Not, and 5 is Definitely Yes.

\_\_\_\_1 Definitely Not

\_\_\_\_2 Probably Not

\_\_\_\_3 Maybe

\_\_\_\_4 Probably Yes

\_\_\_\_5 Definitely Yes

6. (**If you have not finished Level 1**) What has been the major impediment for you to finish it?

\_\_\_\_\_

7. When did you start the Level 2 Certification?:

\_\_\_\_ Month

\_\_\_\_ Year

\_\_\_\_ Never Started (**Go to Question #11**)

8. When did you finish the Level 2 Certification?

\_\_\_\_\_ Month

\_\_\_\_\_ Year

\_\_\_\_\_ Not Finished (**Go to Question #9**)

9. (**If you have not finished Level 2**) Do you expect to finish it? Please use a 5 point scale, where 1 is Definitely Not, and 5 is Definitely Yes.

\_\_\_\_\_ 1 Definitely Not

\_\_\_\_\_ 2 Probably Not

\_\_\_\_\_ 3 Maybe

\_\_\_\_\_ 4 Probably Yes

\_\_\_\_\_ 5 Definitely Yes

10. (**If you have not finished Level 2 yet**) What has been the major impediment for you to finish it?

\_\_\_\_\_

11. How helpful was your PTAC counselor while going through the FCC program?

\_\_\_\_\_ Very Helpful

\_\_\_\_\_ Helpful

\_\_\_\_\_ Not very Helpful

12. Why would you say your PTAC counselor was or has not been helpful? (**insert response from Question #11**)

\_\_\_\_\_

13. Please rank the parts of the Level 1 FCC program that have been more beneficial to you? Please use the number 1 for the most beneficial.

\_\_\_\_\_ Understanding the FAR

\_\_\_\_\_ Business Development: market research; marketing practices

\_\_\_\_\_ How to read, understand and respond to a solicitation

\_\_\_\_\_ Types of Contracts

\_\_\_\_\_ Changes, terminations, protests

\_\_\_\_\_ Subcontracting

\_\_\_\_\_ Pricing Training; accounting structure; DCAA audits

\_\_\_\_\_ Developing a QA Plan

\_\_\_\_\_ Ethics

\_\_\_\_\_ Introduction to Wide Area Workflow (WAWF)

\_\_\_\_\_ Other(s). **Please explain**\_\_\_\_\_

14. **For the following questions, please use a 5 point scale, where 1 is Totally Disagree, and 5 is Totally Agree;**

\_\_\_\_ A. I have been able to apply the skills and knowledge gain through the certification to my business.

\_\_\_\_ B. I have applied the knowledge gained through the certification program while writing proposals for government contracts.

\_\_\_C. I feel the certification program is a worthwhile investment of my time and resources.

\_\_\_D. This certification program has produced positive results in my business.

\_\_\_E. Due to this program I am more confident when responding to a Request for Proposal (RFP).

\_\_\_F. This certification program has improved my comfort level when working with Government contracts.

15. Of the contracts your company has been awarded since starting the FCC program, how many of those awards can you attribute to the knowledge gained through the program? **(If none, please go to Question #18)**

\_\_\_\_\_

16. As identified in question number 15, of those awards that can be attributed to the knowledge provided by the FCC program, how many new employees have you been able to add to your company? \_\_\_\_\_

17. How many of these new employees are still working on your company? \_\_\_\_\_

18. As identified in question number, of those awards that can be attributed to the knowledge FCC program, what percentage of your annual revenue does it represent? \_\_\_\_\_

19. In your own words, how has the FCC program helped you in doing business with the Federal Government?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

20. How can the VA improve the FCC program? **(You can select more than one answer)**

- \_\_\_\_\_ Reduce the number of courses
- \_\_\_\_\_ Eliminate the comprehensive/final exam
- \_\_\_\_\_ Receive more support/help from the PTAC counselor
- \_\_\_\_\_ Offer classes (boot camp) in place of online courses
- \_\_\_\_\_ Offer some contracting preference when responding to VA solicitations
- \_\_\_\_\_ Develop the exams/tests for the next levels (Levels 3 and 4)
- \_\_\_\_\_ Have a PTAC FCC counselor in each PTAC office
- \_\_\_\_\_ Promote the program among small business owners
- \_\_\_\_\_ Promote the program among contracting officers and program managers
- \_\_\_\_\_ Other(s). **Please explain** \_\_\_\_\_

**21. For the following questions, please use a 5 point scale, where 1 is Definitely Not at all, and 5 is Definitely Yes.** VA is working on making the Level 3 and 4 certifications available.

\_\_\_A. How probable is that you complete the Level 3 certification once the comprehensive exam becomes available?

\_\_\_\_B. How probable is that you complete one of the Level 4 certification for your field (Manufacturing, Information Technology, Services or Construction) once the comprehensive exams become available?

**Thank you for your time and the provided information.**