**OMB Number 2900-0769**

**Respondent Burden: 12 minutes**

**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. When did you start the Level 1 Certification?

\_\_\_\_\_\_ Month & Year   
 \_\_\_\_\_\_Never Started **(SURVEY HAS FINISHED**)

1. When did you complete the Level 1 Certification?

\_\_\_\_\_\_ Month & Year **(Go to Question No.7)**  
\_\_\_\_\_\_Not Finished

1. **(If you have not finished Level 1)** How many Level 1 courses have you completed?

\_\_\_\_\_\_**(Please write the number down)**

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

\_\_\_\_\_1 Definitively Not

\_\_\_\_\_2 Probably Not

\_\_\_\_\_3 Maybe

\_\_\_\_\_4 Probably Yes

\_\_\_\_\_5 Definitively Yes

1. **(If you have not finished Level 1)** What has been the major impediment for you to finish it?  
   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. When did you start the Level 2 Certification?

\_\_\_\_\_\_ Month & Year   
 \_\_\_\_\_\_Never Started **(Go to Question No.12)**

1. When did you complete the Level 2 Certification?

\_\_\_\_\_\_ Month & Year **(Go to Question No.12)**

\_\_\_\_\_\_Not Finished

1. **(If you have not finished Level 2)** How many Level 2 courses have you completed?

\_\_\_\_\_\_**(Please write the number down)**

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

\_\_\_\_\_1 Definitively Not

\_\_\_\_\_2 Probably Not

\_\_\_\_\_3 Maybe

\_\_\_\_\_4 Probably Yes

\_\_\_\_\_5 Definitively Yes

1. **(If you have not finished Level 2 yet)** What has been the major impediment for you to finish it?  
   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. How helpful has been/was your PTAC counselor while going through the FCC program?

\_\_\_\_\_Very Helpful

\_\_\_\_\_Helpful

\_\_\_\_\_Not very helpful

1. How could the PTAC counselor be more helpful during the FCC process? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_**\_\_
2. 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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Please evaluate the following statements **using a 5 point scale, where 1 is Totally Disagree, 2 is Disagree, 3 is Neither Agree, nor Disagree, 4 is Agree, 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.

\_\_\_\_G. I have been able to bid on more government contracts because of the knowledge acquired through the FCC program.

1. 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 #20)**  
   \_\_\_\_\_\_\_
2. As identified in question number 16, of those awards that can be attributed to the knowledge gained through the FCC program, how many new employees have you been able to add to your company? \_\_\_\_\_\_\_\_
3. How many of these new employees are still working on your company?\_\_\_\_\_\_\_
4. As identified in question number 16, of those awards that can be attributed to the knowledge gained through the FCC program, what percentage of your annual revenue does it represent? \_\_\_\_\_\_\_\_
5. In your own words, how has the FCC program helped you in doing business with the Federal Government?  
   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. 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  
    \_\_\_\_\_\_\_Expand the FCC program to include non-Veteran owned businesses   
    \_\_\_\_\_\_\_ Other(s). **Please explain\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
7. For the following questions, **please use a 5 point scale, where 1 is Definitively Not at all, and 5 is Definitively Yes.** If Level 3 and 4 certifications were available,

\_\_\_\_A. How probable is that you complete the Level 3 certification?

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

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