

Thank You for your recent application submission to EDA. In order to better our grant process, we would ask that you please take 10 minutes to help us improve your experience with the Economic Development Administration. EDA is committed to building a more transparent and accountable government, with an emphasis on greater efficiency and effectiveness.

In no way will the responses to this survey impact the outcome of your application. All surveys will remain anonymous unless you indicate otherwise. Again the purpose of this effort is to make EDA more responsive to your needs.

This information collection contains requirements subject to the Paperwork Reduction Act (PRA). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to penalty for failure to comply with, a collection of information subject to the requirements of the PRA, unless that collection of information displays a currently valid OMB control number. The estimated response time for this collection is 10 minutes. The response time includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this estimate or any other aspects of this collection of information, including suggestions for reducing the length of this questionnaire, to Economic Development Administration, Attn., _____, via email at _____ or telephone (XXX) XXX-XXXX.

About You

- 1) Are you a:
 - Current
 - Former grantee
 - Other, please specify _____

- 2) What type of region do you consider your organization as primarily representing?
 - Rural
 - Urban
 - Combined (Rural and Urban)
 - Other: _____

- 3) Please indicate the type of entity for which you are completing this survey.
 - Economic Development District
 - State Government
 - Local Government

- Other Public Agency
 - Indian Tribe
 - Institution of Higher Education
 - Not-for-Profit Organization
 - Other, please specify _____
- 4) In which EDA region is your office located? Indicate State.
- Atlanta Regional Office (AL, FL, GA, KY, MS, NC, SC, TN)
 - Austin Regional Office (AR, LA, NM, OK, TX)
 - Chicago Regional Office (IL, IN, MI, MN, OH, WI)
 - Denver Regional Office (CO, IA, KS, MO, MT, ND, NE, SD, UT, WY)
 - Philadelphia Regional Office (CT, DE, DC, ME, MD, MA, NH, NJ, NY, PA, RI, VT, VA, WV, PR, VI)
 - Seattle Regional Office (AK, AZ, CA, HI, ID, NV, OR, WA, AS, MP, GU, FM, MH, PW)
- 5) In the past calendar year, how often did you have contact with EDA representatives regarding your project(s) or initiatives (include both regional office staff and economic development representatives)?
- 6 or more times
 - 3-5 times
 - 1-2 times
 - None
- 6) If you had contact with EDA regarding your project, who initiated it:
- You
 - An EDA representative
 - Both (EDA and You)
 - Other: _____
- 7) If initiated by you, what were the reasons for your contact?
- Technical Assistance
 - Grant Information/Clarification

Other

8) If initiated by EDA, what were the stated reasons?

Outreach

Educational/Informational

Other: _____

Application Process

9) Did you submit your application for a preliminary review prior to the application deadline in time to receive the results of EDA's technical and merit reviews?

Yes

No

9a) if yes was your experience with EDA representatives constructive and beneficial with the technical assistance

Yes

No

Not Applicable

9b) If "no", please indicate why not: _____

In regards to your final application submission?

Yes

No

Not Applicable

9c) If "no", please indicate why not: _____

10) Was sufficient guidance provided to you by your EDA representative with your grant application in regards to the submission via Grants.Gov?

Yes

No

Not Applicable

11) Did you access any of the following tools to answer any of your general questions? If so, please rate your experience with the tool:

	Very Good	Good	Fair	Did not use /access
<input type="checkbox"/> Webinar	_____	_____	_____	_____
<input type="checkbox"/> FAQ provided on the EDA's website	_____	_____	_____	_____
<input type="checkbox"/> Helpful hints provided on EDA's website	_____	_____	_____	_____
<input type="checkbox"/> EDA Staff	_____	_____	_____	_____

12) If you did not use any of the above tools, please indicate the reasons for why you didn't use.

13) Additional comments:

14) Did you receive any EDA technical assistance?

- Yes
- No
- Not Applicable

15) If you did receive technical assistance, were you pleased with the service?

- Yes
- No

15a) If "no", briefly explain? _____

16) Overall, do you believe the grant application process was fair and transparent?

- Yes
- No

16a. If "no", what do you think could be done to make EDA's process more transparent?

####

All of the remaining questions will have the following choices:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/ Not Applicable

Communication

17) EDA outreach was frequent and timely.

18) The goals and strategic priorities of the EDA were communicated effectively.

19) Overall, EDA was proactive and customer-service focused in your dealings?

19a. If not, what could EDA do to better facilitate communication?-

Customer Service

20) When I contacted EDA and/or vice versa, I was satisfied with the level of service provided to me.

21) EDA's customer service and follow-up is timely.

21a. From the date of your request, how soon thereafter did EDA follow up? _____
(indicate time in business days)

22) EDA Regional Office staff provided customized assistance that helped you in applying for the appropriate federal funding.

23) Please indicate what other federal agencies you have worked within the last 12-24 months.

- Department of Energy
- Department of Labor
- Small Business Administration

- Department of Treasury
- Housing and Urban Development
- USDA Rural Development
- Other: _____

24) Compared to other federal agencies, how would you rank EDA's program flexibility and adaptability to your needs.

25) Overall, EDA representatives were customer-service focused in my interactions.

26) I would recommend or speak positively about EDA to others.

27) Considering all of my experiences with EDA, I have a good relationship with EDA. If you would like, please explain why specifically you are satisfied or dissatisfied with EDA.

28) May we contact you if needed for follow up information?

- Yes
- No

29) May we add you to our mailing list for EDA Information?

- Yes
- No

30) If you have any additional comments or suggestions you would like to share with EDA, please respond below.

Respondent Information (Optional)

Name

E-mail

Address

Phone

City, State, ZIP Code

Thank you for your participation!