

National Institute of Standards and Technology (NIST)

Manufacturing Extension Partnership (MEP) Program

Building Construction Technology Extension Pilot (BCTEP) Client Impact Survey

Our organization is committed to evaluating success based on the effect we have on our clients. Please help us provide you with more effective services in the future by sharing your feedback with us.

Your participation is greatly appreciated. Thank you for your time.

To better assist you and other clients in the future, we need your feedback to evaluate the effectiveness and impact of the services we provided to your company. Your participation is voluntary.

This survey is underwritten by the Manufacturing Extension Partnership (MEP) at the National Institute of Standards and Technology (NIST), which provides funding for local manufacturing extension programs throughout the United States and Puerto Rico. Your comments provide us with important information to judge the quality and usefulness of our services.

This collection of information contains Paperwork Reduction Act (PRA) requirements approved by the Office of Management and Budget (OMB). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to a 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. Public reporting burden for this collection is estimated to be 15 minutes per response, including 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 burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to the National Institute of Standards and Technology, Attn: Dede McMahon, deirdre.mcmahon@nist.gov or 301-975-8328.

OMB Control No. 0693-xxxx

Expiration Date: xx-xx-xxxx

1. What were the two most important factors for your firm choosing to work on the Building Retuning project?

- Center/staff Expertise
- Cost/price of services
- Fair and unbiased advice/services
- Reputation for results
- Knowledge of your industry

- Specific services not available from other providers
- Lack of other providers nearby
- Other (specify) _____
- Don't know
- Refused to answer

2. Has your company used any other external resources/providers to address your building energy usage over the past 12 months?

1 Yes 2 No 8 Don't know 9 Refused to answer

3. As a result of the assistance you received for this project, is your establishment more profitable?

- a. Yes
- b. No
- c. Don't Know
- d. Refuse to answer

4. Did the services you received directly lead you to create any jobs over the past 12 months?

1. 1 Yes How many? _____
 2. 2 No 8 Don't know 9 Refused to answer

5. Did the services you received lead you to retain any jobs over the past 12 months?

1. 1 Yes How many? _____
 2. 2 No 8 Don't know 9 Refused to answer

6. Did the services you received directly result in cost savings in labor, materials, energy, overhead, or other areas over what would otherwise have been spent in the past 12 months?

1 Yes How much? \$ _____
 2 No 8 Don't know 9 Refused to answer

7. As a result of the services you received, has your establishment increased its investment over the past 12 months in:

a. Energy related new plant or equipment / upgrades?

1 Yes How Much? \$ _____
 2 No 8 Don't know 9 Refused to answer

b. Energy related information systems or software?

- 1 Yes How much? \$ _____
2 No 8 Don't know 9 Refused to answer

c. Energy related workforce development / training?

- 1 Yes How much? \$ _____
2 No 8 Don't know 9 Refused to answer

d. Other areas of business?

- 1 Yes How much? \$ _____
2 No 8 Don't know 9 Refused to answer

8. As a result of the services you received, did your establishment avoid any unnecessary investments or save on any investments in the past 12 months?

1. Yes How much was saved/ avoided?
\$ _____
2. No 8 Don't know 9 Refused to answer

9. (Manufacturing Question) As a result of the assistance you received for this project, has your establishment (check all that apply)

- Increased workforce efficiency
- Reduced environmental impacts, such as reduced energy usage or reduced pollution)?
- Improved work environment?

10. (Commercial & Education Question)) As a result of the assistance you received for this project, has your establishment (check all that apply)

- Increased productivity (output per hour)?
- Reduced environmental impacts, such as reduced energy usage or reduced pollution)?
- Increased capacity?
- Improved work environment?

11. If your establishment did not act on some or all of the recommendations, why not?

12. As a result of the assistance you received for this project, has your establishment been able to (check all that apply):

- Complete a basic current employee knowledge and skills assessment?
- Identified skill and/or knowledge gaps that need to be addressed?
- Become more informed about occupation-specific work credentials or certifications necessary to validate employee competence?
- More easily develop existing workforce?

13. As a result of the assistance you received for this project, has your establishment filled open job vacancies?

- a. Yes How many vacancies were filled? _____
- b. No
- c. Don't Know
- d. Refuse to answer

14. As a result of the assistance you received for this project, did your establishment realize specific environmental or energy related savings?

- Yes How Much? _____
- No
- Don't Know
- Refuse to answer

15. As a result of the assistance you received for this project, did your establishment realize any of the following over the past 12 months? Check all that apply:

- Reduced electricity usage?
 - MM BTUs Saved _____
- Reduced electricity demand?
 - kWh Reduction _____
- Reduced natural gas consumption?
 - MCF or BTU _____
- Reduced diesel or gasoline fuel consumption
 - Gal. _____
- Reduced steam consumption (piped in only)?
 - Lbs/hour _____
- Air emissions reduction?
 - Lbs. reduced? _____
- Reduced water consumption?
 - Gallons reduced _____
- Don't Know
- Refuse to answer

16. Did this establishment participate in or use any of the following additional energy management assistance over the past 12 months (post retuning training)? Check all that apply

- Energy Audit or Assessment
- Technical Assistance, including consultations, demonstrations, engineering design, or analysis
- Technical Information, including software and reference materials
- Training, including workshops, seminars, and presentations
- Financial Assistance, including loans, tax credits, rebates, and subsidies
- None:_____
- Other Specify_____

17. For analytical purposes, we would like to verify who completed this survey.

What is your name?

What is job title?