

GRANTEE EXPERIENCE SURVEY

This survey is designed to gather feedback on customer satisfaction of grantees with EDA and the grant management experience. For the purposes of this survey, 'grant' refers to both grants and cooperative agreements. Your feedback will help EDA improve its customer service and grant management system to better serve communities like yours in the future.

Overall Satisfaction

1. **Rate your overall satisfaction level for working with EDA on your most recent grant:**
 - Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied nor satisfied
 - Satisfied
 - Very satisfied

 2. **How likely are you to apply to EDA for a grant in the future?**
 - Not at all likely
 - Not likely
 - Unsure
 - Likely to apply
 - Will definitely apply

 3. **During the course of your grant experience, describe who at EDA you interacted with (check all that apply):**
 - Your state's EDA economic development representative
 - Construction or engineer specialist
 - Regional Office Director
 - Other EDA Staff, if you recall identify who by name or function:

- *****NOTE - Skip Pattern:** *For each type of EDA staff selected, respondent encounters a Rate the Customer Service provided by this staff member. This will consist of the following elements: overall customer service, clarity of information provided, and responsiveness. Each element to be assessed via a 5-point scale (Very dissatisfied, dissatisfied, neither satisfied nor dissatisfied, satisfied, very satisfied). [SEE SAMPLE SKIP PATTERN AT END OF DOCUMENT]*
4. **In the course of your grant, was follow-up by EDA staff satisfactory?**
 - Don't recall
 - Yes

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- No
- Additional Comments _____

5. Compared to your grant management experience with other Federal government agencies, please indicate whether EDA's customer service was better, worse, or about the same for the factors listed below.

Factor / Rank	Much worse	Worse	About the same	Better	Much better	N/A
Ability to access funds						
Ability to process amendments						
Quality of information provided by staff						
Timeliness and accessibility of staff						

6. Other comments (such as: on your overall satisfaction level, interactions with staff or how your experience with EDA compares to your experience with other federal grant programs.)

7. Describe any recommendations to improve EDA's communication and customer service:

Demographic

8. Please identify what type of entity you represent:

- EDA funded Economic Development District (EDD)
- Other regional economic development organization
- State government
- Local government
- Indian Tribe

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- Institution of higher education
- Nonprofit organization
- Other (please specify) _____

9. Which type of geographic area does your organization represent, primarily?

- Rural
- Urban

10. If EDA has follow-up questions about your survey responses, may we contact you?

(If so, fill in fields)

Name _____
 Title _____
 Organization _____
 E-mail address _____
 Phone number _____
 Street address _____
 City _____
 State _____
 ZIP code _____

Thank you for taking the time to complete this survey. The responses you provided will permit EDA to continuously improve its customer service and grant management system.

*******NOTE - Two examples for Skip Pattern that follows Question 3:**

Interaction with: <i>Your state's economic development representative for EDA</i>	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Overall customer service					
Clarity of information provided					
Responsiveness					

Interaction with: <i>Construction or Engineer Specialist</i>	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied

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Overall customer service					
Clarity of information provided					
Responsiveness					