

OMB Control No. 0690-0030

Expiration Date: 4/30/19

Trade Adjustment Assistance for Firms (TAAF) Firm Satisfaction Survey

Dear Name:

The Economic Development Administration (EDA) is conducting a review of the services provided by Trade Adjustment Assistance Centers (TAAC) to firms which have participated in the TAAF program. Our goal is to improve our performance and make it easier for firms to participate in the TAAF program. I would greatly appreciate your cooperation to complete this short survey. This will take less than 5 minutes to complete.

All of the responses can be answered with a yes or no response. Rest assured that your responses to the survey will be confidential and will be used only to evaluate the past performance of the TAAC.

1. Were the goals, requirements, and benefits of the program clearly explained to you by the TAAC representative?

YES _____ NO _____

2. Did the TAAC set factual and clear expectations regarding timelines (e.g. EDA petition review time is dependent upon the volume of petitions received, "acceptance" of a petition by EDA does not guarantee certification, and additional information may be requested after the petition is submitted)?

YES _____ NO _____

3. Did the TAAC set clear expectations regarding availability of funds for your firm's AP projects (e.g. Was it made clear that there would likely not be enough funding to support all projects in the AP)?

YES _____ NO _____

4. Did you receive technical assistance to prepare an adjustment proposal prior to petition certification?

YES _____ NO _____

5. Overall, were you satisfied with the service received by the TAAC?

YES _____ NO _____