

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**)
3. When did you complete the Level 1 Certification?
_____ Month & Year (**Go to Question No.7**)
_____ Not Finished
4. (**If you have not finished Level 1**) How many Level 1 courses have you completed?
_____ (**Please write the number down**)
5. (**If you have not finished Level 1**) Do you expect to finish it? **Please use a 5 point scale, where 1 is Definitely Not, and 5 is Definitely Yes.**
_____ 1 Definitely Not
_____ 2 Probably Not
_____ 3 Maybe
_____ 4 Probably Yes
_____ 5 Definitely Yes
6. (**If you have not finished Level 1**) What has been the major impediment for you to finish it?

7. When did you start the Level 2 Certification?
_____ Month & Year
_____ Never Started (**Go to Question No.12**)
8. When did you complete the Level 2 Certification?
_____ Month & Year (**Go to Question No.12**)
_____ Not Finished

9. (If you have not finished Level 2) How many Level 2 courses have you completed?
_____ (Please write the number down)

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

_____ 1 Definitely Not

_____ 2 Probably Not

_____ 3 Maybe

_____ 4 Probably Yes

_____ 5 Definitely Yes

11. (If you have not finished Level 2 yet) What has been the major impediment for you to finish it?

12. How helpful has been/was your PTAC counselor while going through the FCC program?

_____ Very Helpful

_____ Helpful

_____ Not very helpful

13. How could the PTAC counselor be more helpful during the FCC process?

14. 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 _____

15. 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.

16. 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)**

17. 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? _____

18. How many of these new employees are still working on your company? _____

19. 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?

20. In your own words, how has the FCC program helped you in doing business with the Federal Government?

21. 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** _____

22. For the following questions, please use a 5 point scale, where 1 is Definitely Not at all, and 5 is Definitely 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.