**OMB Number: 2900–New CVE Verification  
Respondent Burden: 3 minutes  
Expiration Date: xx/xx/xxxx**

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**Pre- Application Survey**

1. **How do you evaluate the Verification process information available at VetBiz.gov?**

1 ☐ Poor 2 ☐Fair 3 ☐Good 4 ☐Very Good 5 ☐ Excellent

1. **Which VetBiz resources did you use? (Check all that apply.)**

☐ Verification Assistance Briefs

☐ Frequently Asked Questions (FAQs)

☐ Verification Self-Assessment Tool

☐ Verification Resource Tool

☐ Verification Assistance Counselor Program

☐ **Other.** **Please explain\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **(*If the Verification Assistance Counselor Program was selected.*)** **How would you evaluate the Verification Assistance Counselor Program?**

1 ☐ Poor 2 ☐Fair 3 ☐Good 4 ☐Very Good 5 ☐ Excellent

1. ***(If not good, fair or poor)*** **How can CVE improve its Verification Assistance Counselor Program?**
2. **Did you call the CVE Contact Center during the application process?**

Yes ☐ No ☐**( Go to Q. 6)**

* 1. **If yes, how helpful was team with resolving your issue(s)?**

1☐Not helpful 2 ☐Not so helpful 3 ☐Neutral 4 ☐Helpful 5 ☐ Very helpful

**b. Was your issue(s) resolved over the phone?**

Yes ☐ **(Go to Q.6)** No ☐

1. **Were you required to provide Clarifying Documents as part of your Verification process?**

☐ Yes No ☐

1. **(If yes) How helpful these Clarifying documents were to provide relevant information to the process?**

1☐Not helpful 2 ☐Not so helpful 3 ☐Neutral 4 ☐Helpful 5 ☐ Very helpful

1. **Was your company selected for the Pre-Determination Findings (PDF) process?**

☐ Yes No ☐

1. **(If yes) How useful was for you to fix items based on the Pre-Determination Findings?**

1☐Not useful 2 ☐Not so useful 3 ☐Neutral 4 ☐Useful 5 ☐ Very Useful

1. **Did you take advantage of the Pre-Decision process? (This process allows you to withdraw your application due to indications that it will be denied.)**

☐ Yes No ☐

1. **How would you evaluate your experience with CVE while applying for the verification program?**

1 ☐ Poor 2 ☐Fair 3 ☐Good 4 ☐Very Good 5 ☐ Excellent

1. **Please provide any comments, feedback or suggestions to improve the CVE Pre-application Verification process.**