

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

2. 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** _____

3. (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

4. (If not good, fair or poor) How can CVE improve its Verification Assistance Counselor Program?

5. Did you call the CVE Contact Center during the application process?

Yes No (Go to Q. 6)

a. 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

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

Yes No

7. (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

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

Yes No

9. (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

10. 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

11. 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

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