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CVE Site Inspection Survey: Regular

1. How many times has your company been site inspected by CVE during the last 12 months?

2. Did you receive a complete site inspection by the CVE representative?
 Yes (site inspection was completed) **(Go to Q. 4)**
 No (the site inspection was not completed due to unavailability of Veteran or other reason)

3. *(If not completed)* Why was the site inspection not completed? Please explain.

4. Were you told in advance that your company was going to be inspected?
 Yes
 No

5. Did the CVE representative present a VA Identification Card and a credential letter as proof of identity prior to beginning the site inspection?
 VA PIV card
 Credential letter
 None of those

6. Did the site inspector tell you what he/she was seeking during the inspection?
 Yes
 No

7. Were additional documents requested during or after the site inspection?
 Yes
 No **(Go to Q. 9)**

8. Did the site inspector tell you why the documents were requested and provide uploading information and assistance?
 Yes

No. **Please explain** _____

9. Were you personally interviewed?

Yes

No

10. Were other managers/employees interviewed during the site inspection?

Yes

No

11. How long did the site inspection take?

Less than 1 hour

1 to 3 hours

Over 3 hours

12. How satisfied are you with the CVE representative who conducted the site inspection?

Very Satisfied (**Go to Q. 14**)

Satisfied (**Go to Q. 14**)

Unsatisfied

Very Unsatisfied

13. (*If Unsatisfied or Very unsatisfied*) Why were you Unsatisfied or Very Unsatisfied with the CVE representative who conducted the site inspection? Please explain.

14. In general, how satisfied are you with the site inspection process?

Very Satisfied (**Go to Q. 16**)

Satisfied (**Go to Q. 16**)

Unsatisfied

Very Unsatisfied

15. (*If Unsatisfied or Very Unsatisfied*) Why were you Unsatisfied or Very Unsatisfied with the site inspection process? Please explain.

16. Did the inspector answer all your questions?

Yes (**Go to Q. 18**)

No

17. (*If all questions were not answered*) What questions did the inspector not answer?

18. Has your company gone through a simplified renewal process prior to the inspection?

Yes

No

19. Has your company received contracts for the Department of Veterans Affairs during the last 2 years?

- Yes
- No

20. Has your company received contracts for any Federal agency (other than VA) during the last 2 years?

- Yes
- No

21. How long has your company been in business?

- Less than a year
- 1 to 3 years
- 4 to 5 years
- More than 5 years

22. How many employees does your company have?

- 1 (myself)
- 2 to 25
- 26 to 50
- 51 to 100
- More than one hundred

23. What type of firm do you own?

- Sole proprietorship
- General partnership
- LP
- LLP
- LLLP
- LLC or Ltd. Co.
- PLLC
- Corp. or Inc.
- PC (Professional Corporations)

24. Do you have any suggestions on how to improve CVE's site inspection process or any comments that you would like to share with the Executive Director of OSDBU? Please explain.

25. Now think about your experiences with **all the services** provided by the Department of Veterans Affairs (which include healthcare, benefits programs, or memorial services). Please tell us how you feel about the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly agree
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I got the service I needed.					
It was easy to get the service I needed.					
I felt like a valued customer.					
I trust VA to fulfill our country's commitment to Veterans.					