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CVE Site Inspection Survey: Historical

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

2. When was the most recent CVE site inspection conducted?
____Month ____Year

For the following questions, please consider your experience during the most recent site inspection

3. Did you receive a complete site inspection by the CVE representative?
____Yes (site inspection was completed) **(Go to Q. 5)**
____No (the site inspection was not completed due to unavailability of Veteran or other reason)
4. *(If not completed)* Why was the site inspection not completed? Please explain.

5. Were you told in advance that your company was going to be inspected?
____Yes
____No
6. 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
7. Did the site inspector tell you what he/she was seeking during the inspection?
____Yes
____No
8. Were additional documents requested during or after the site inspection?
____Yes

No (**Go to Q. 10**)

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

Yes

No. **Please explain** _____

10. Were you personally interviewed?

Yes

No

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

Yes

No

12. How long did the site inspection take?

Less than 1 hour

1 to 3 hours

Over 3 hours

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

Very Satisfied (**Go to Q. 15**)

Satisfied (**Go to Q. 15**)

Unsatisfied

Very Unsatisfied

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

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

Very Satisfied (**Go to Q. 17**)

Satisfied (**Go to Q. 17**)

Unsatisfied

Very Unsatisfied

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

17. Did the inspector answer all your questions?

Yes (**Go to Q. 19**)

No

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

19. How long did it take for you to receive a formal notification on the site inspection outcome?

- Less than a month
- 1 to 3 months
- More than 3 months
- Never received one

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

23. How long has your company been in business?

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

24. How many employees does your company have?

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

25. 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)

26. 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? Please explain.

27. 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
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.					