**OMB Number: 2900-0837  
Respondent Burden: 5 minutes   
Expiration Date: 09/27/2018**

This information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, and completing and reviewing the collection of information. No person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Customer satisfaction surveys are used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this survey will lead to improvements in the quality of service delivery by helping to shape the direction and focus of specific programs and services. Submission of this form is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

**Awards and Return on Investment after 2015 National Veterans Small Business Engagement (NVSBE)  
(Small Business)**

Personally identifiable information is not required. Your participation in this survey is anonymous and voluntary. Your individual answers will remain private and reported only in the aggregate.

**If you are not the person in your company who attended the 2015 NVSBE and who has procurement information, please reply back via email at survey-support@turnaroundfactor.com and let us know who is the person who attended and who has procurement information.**

**For questions 1 through 12, please consider the 2015 NVSBE that took place in November 17-19, in Pittsburgh, PA. We would appreciate your input regarding this event, as it will provide valuable input for future events.**

1. Please select your organization type. **Check all that apply.**

\_\_\_\_Veteran-Owned Small Business  
\_\_\_\_Service-Disabled Veteran-Owned Small Business  
\_\_\_\_8 (a) Small Business  
\_\_\_\_Women Owned Small Business  
\_\_\_\_HubZone Small Business  
\_\_\_\_Minority Owned Small Business  
\_\_\_\_Other, **please explain\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_`**

2. Have you submitted proposals on federal procurement opportunities as a result of connections you made or improved, or information received at the 2015NVSBE?

\_\_\_\_Yes   
\_\_\_\_No **(Go to Q.5)**

3. If yes, have you received any federal procurement awards based on those proposals submitted because of connections made or information received at the 2015 NVSBE?

\_\_\_\_Yes  
\_\_\_\_No **(Go to Q.5)**

4. Please select the agencies that awarded you those contracts as prime or subcontractor? **Please select all that apply.**

\_\_\_\_ Department of Army- Corps of Engineers   
\_\_\_\_ Department of Commerce  
\_\_\_\_ Department of Defense (**Not** Army Corps of Engineers)  
\_\_\_\_ Department of Health and Human Services   
\_\_\_\_Department of Labor  
\_\_\_\_ Department of State / United States Agency for International Development  
\_\_\_\_ Department of Veterans Affairs  
\_\_\_\_ General Services Administration   
\_\_\_\_ National Aeronautics and Space Administration   
\_\_\_\_ Small Business Administration   
\_\_\_\_Commercial contracts from commercial customers.   
 **Please specify name of firm\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  
\_\_\_\_Other. **Please specify**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Have you received any corporate or private industry awards based on connections made or information received at the 2015 NVSBE?

\_\_\_\_Yes  
\_\_\_\_No **(GO TO Q.7.A IF FEDERAL AWARDS RECEIVED. IF NO FEDERAL OR CORPORATE AWARDS RECEIVED, GO TO Q. 10)**

6. For what industry type or [North American Industry Classification System](http://www.census.gov/eos/www/naics/) (NAICS) was / were the corporate or private industry award(s)? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7.A. To what extent do you believe your attendance at the 2015 NVSBE facilitated receiving those federal procurement awards?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 5 Attendance was the Main Reason | 4 Attendance Strongly Influenced | 3 Attendance had Some Influence | 2 Attendance had Minor Influence | 1 Attendance did not Influence at All | N/A Did Not receive Award |
| A. Federal Procurement Awards |  |  |  |  |  |  |

**(IF NO DEFERAL OR CORPORATE CONTRACTS RECEIVED, GO TO Q. 10)**

7.B. To what extent do you believe your attendance at the 2015 NVSBE facilitated receiving those corporate / private industry procurement awards?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 5 Attendance was the Main Reason | 4 Attendance Strongly Influenced | 3 Attendance had Some Influence | 2 Attendance had Minor Influence | 1 Attendance did not Influence at All | N/A Did Not receive Award |
| B. Commercial /Private Industry Procurement Awards |  |  |  |  |  |  |

**(IF NO DEFERAL OR CORPORATE CONTRACTS RECEIVED, GO TO Q. 10)**

8. What is the total dollar amount of the **prime** contract(s), to include federal and corporate or private industry you perceive that your business has been awarded as result of attending the 2015NVSBE?

\_\_\_\_Federal Awards: [\_\_\_Text Box\_\_\_]

\_\_\_\_Corporate or Private Industry Prime Contracts: [\_\_\_Text Box\_\_\_]

\_\_\_\_ No contracts awarded

9. What is the total dollar amount of the **sub-**contract(s), to include federal and corporate or private industry you perceive that your business has been awarded as result of attending the 2015NVSBE?   
  
\_\_\_\_Federal Awards: [\_\_\_Text Box\_\_\_\_]

\_\_\_\_Corporate or Private Industry Prime Contracts: [\_\_\_Text Box\_\_\_]

\_\_\_\_ No contracts awarded  
  
10. For the following statements, please evaluate using a scale from 1 to 5 with 5 beingExpectations Highly Exceeded, and 1 Did Not Meet Any Expectations.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **5  Expectations Highly Exceeded** | **4 Expecta-tions Somewhat Exceeded** | **3 Met Expecta-tions** | **2 Met Some Expecta-tions** | **1 Did Not Meet Any Expecta-tions** |
| The ROI received from **VA PDM** **connections** made at the 2015NVSBE. |  |  |  |  |  |
| The ROI received from **Commercial PDM connections** made at the 2015NVSBE. |  |  |  |  |  |
| THE ROI received from **attending the 2015 NVSBE.** |  |  |  |  |  |
| The ROI on the **information** received at the **2015** NVSBE. |  |  |  |  |  |

11. How can VA help you to increase your procurement opportunities at the NVSBE? **Please explain.**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

12. Please list any questions you may have regarding access to procurement opportunities, and provide your email address in order to respond to you. **(Optional)  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**For questions 13 through 15, please consider the 2016 NVSBE, which will take place in Minneapolis, MN on November 1st – 3rd. We would appreciate your input regarding this event, as it will provide valuable input as we plan it.**

13.. Will you attend the 2016 NVSBE in Minneapolis, MN on November 1st - 3rd?   
\_\_\_\_Yes  
\_\_\_\_No  
\_\_\_\_Not sure

14. What are the three (3) main reasons for you to attend the **2016** NVSBE on November 1st - 3rd? Please identify the 1st, 2nd, and 3rd.   
\_\_\_\_Meet federal procurement decision makers  
\_\_\_\_Meet VA procurement decision makers  
\_\_\_\_Meet with commercial customers  
\_\_\_\_Meet with Senior or Executive leaders  
\_\_\_\_Identify small business partners  
\_\_\_\_Meet with prime contractors (large business)  
\_\_\_\_Attend to learning sessions to improve procurement readiness  
\_\_\_\_Other. **Please explain\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

15. How did you learn about the **2015** NVSBE? **(Please select all that apply.)**

\_\_\_\_At a conference /event. **Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

\_\_\_\_On VA’s website

\_\_\_\_Word-of-mouth

\_\_\_\_Social Media

\_\_\_Twitter

\_\_\_LinkedIn

\_\_\_Facebook

\_\_\_Instagram

\_\_\_Other Social Media. **Please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

\_\_\_\_Other. **Please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

16. What social media do you use to learn about events/opportunities such as the NVSBE ? Select all that apply?   
\_\_\_\_Twitter  
\_\_\_\_LinkedIn  
\_\_\_\_Facebook  
\_\_\_\_Instagram  
\_\_\_\_Other Social Media.  **Please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
\_\_\_\_None (I do not use social media)**

17. What is the Dun & Bradstreet’s DUNS number for your organization? **(Optional)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  
 *Note: It is not required that you or your organization provide personally identifiable information (PII) to complete this survey. The purpose of requesting the DUNS is to gather relevant demographic data. Providing your DUNS will not result in disclosure of PII associated with your responses.*

18. 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.** |  |  |  |  |  |

***Thank you for your time and feedback!  
 We look forward to see you at this year’s event!***