

OMB Control No. 0690-0030

Expiration Date: 4/30/19

Trade Adjustment Assistance for Firms (TAAF) Firm Satisfaction Survey

Dear Name:

The Economic Development Administration (EDA) is conducting a review of the services provided by EDA-funded Trade Adjustment Assistance Centers (TAAC) to firms which have participated in the Trade Adjustment Assistance for Firms (TAAF) program. Our goal is to improve program performance and make it easier for firms to participate in the TAAF program.

As part of this effort, the survey below is being piloted to assess the clarity and effectiveness of the survey instrument from your perspective as a TAAC client firm. Your firm has been randomly selected to participate. EDA would greatly appreciate your cooperation to complete this short pilot survey. Participation is voluntary.

This survey will take less than 5 minutes to complete.

Your servicing TAAC will not be aware of your responses to this survey. TAACs will receive aggregate results compiled from the responses of multiple client firms, with no individual firm identified.

1. Were the goals, requirements, and benefits of the TAAF program clearly explained to you by the TAAC representative?

YES _____

NO _____

2. Did the TAAC set clear expectations for how long it may take EDA to review and approve your firm's application for eligibility under the TAAF program (i.e. petition). For example, did the TAAC inform you that EDA petition review time is dependent upon the volume of petitions received, that "acceptance" of a petition by EDA does not guarantee certification, and that additional information may be requested by EDA after the petition is submitted for approval?

YES _____

NO _____

3. Does your firm have an Adjustment Proposal (business recovery plan) that has been approved by EDA? If YES, continue to Question 4. If NO, go to Question 8.

YES _____

NO _____

4. Did the TAAC set clear expectations regarding availability of program funds to support the projects in your firm's Adjustment Proposal (e.g. did the TAAC explain that unexpected changes to the program may prevent full funding of projects)?

YES _____ NO _____

5. Did the TAAC set clear expectations regarding the approval and project implementation phases of the Adjustment Proposal process (e.g., did the TAAC explain that the TAAF program would not pay for any project activities that took place prior to EDA approval of the Adjustment Proposal)?

YES _____ NO _____

6. Have you completed at least one project under your Adjustment Proposal? If YES, continue to question 7. If NO, go to Question 8.

YES _____ NO _____

7. Did the project(s) meet your firm's objectives? If it is too early to tell, please select "N/A".

YES _____ NO _____ N/A _____

8. On a scale of 1 to 5, with 1 being "Very Dissatisfied" and 5 being "Very Satisfied," how satisfied were you with the service received by the TAAC?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____

9. Comments (Optional):