

## General Information

### Welcome to the 2018 Customer Satisfaction Survey for EDA grantees!

The objective of this survey is to gather feedback on your experience related to the grant management experience with EDA, as well as the quality of the assistance offered by EDA pertaining to the work on your project. For the purposes of this survey, 'grant' refers to both grants and cooperative agreements.

Your feedback will help EDA improve its customer service to better serve you and communities and/or organizations like yours in the future.

We greatly appreciate your time and insight.

If you have any questions or concerns, please email [programevaluation@eda.gov](mailto:programevaluation@eda.gov).

\* Do you have a multi-year award with EDA?

\* Please indicate the fiscal year of the award(s) that your organization had received (check all that apply):

FY 2018

FY 2017

FY 2016

FY 2015

FY 2014

FY 2013

\* Under which program(s) did you receive an EDA award(s)? (Check all that apply)

- Public Works
- Economic Adjustment Assistance
- Regional Innovation Strategies
- Research and National Technical Assistance
- Trade Adjustment Assistance for Firms
- Planning
- Local Technical Assistance
- University Centers

\* Which EDA Office did you work with?

\* Please identify what type of entity you represent:

- EDA funded Economic Development Districts (EDD)
- State government
- Local government
- Institution of higher education
- American Indian/Alaska Native tribe
- Other regional economic development organization
- Nonprofit organization
- Other
- Other (please specify)

\* What type of geographic area does your organization primarily represent?

- Rural
- Urban
- Regional (combination of Urban and Rural)

\* What source did you use to identify your region as Rural/Urban/Regional?

[Census.gov](https://www.census.gov)

[USDA ERS](#)

Other (please specify)

**Grantee Satisfaction with EDA and EDA Staff**

Please rate EDA staff coordination given the following statements:

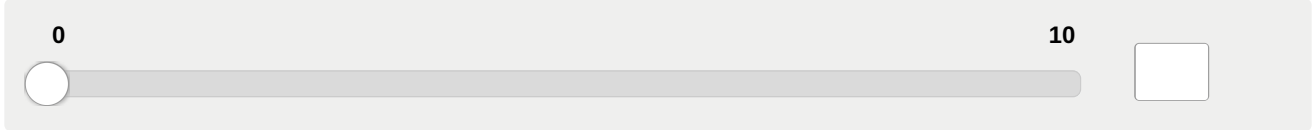
|   | Extremely Agree       | Agree                 | Disagree              | Extremely Disagree    |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| EDA staff responded to me in a timely manner.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff accommodated my requests and questions.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff provided me with accurate and clear information.                                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff I interacted with were reliable and helpful during the course of my grant experience. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please rate how strongly you agree or disagree with the following statements regarding your overall experience with EDA:

|   | Strongly agree        | Agree                 | Disagree              | Strongly disagree     |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| EDA gave me a reasonable amount of time to do what I needed to do during the course of my grant experience. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA addressed my needs during the course of my grant experience.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA helped me understand what I needed to do during the course of my grant experience.                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA treated me fairly during the course of my grant experience.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA's programs are aligned with my communities and/or organisations needs.                                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

On a scale of 0 (extremely unlikely) to 10 (extremely likely), how likely are you to apply to EDA in the future?

0 10



**EDA vs other Federal Grant-Making Agencies**

In this section, we want to get an understanding of how EDA compares to other federal grant-making agencies you may have worked with.

Have you worked with other grant-making federal agencies?

What other federal grant-making agencies have you worked with?

- U.S. Department of Agriculture(USDA)
- U.S. Department of Energy(DOE)
- U.S. Department of Housing and Urban Development (HUD)
- U.S. Department of Labor (DOL)
- Environmental Protection Agency (EPA)
- Small Business Administration (SBA)
- Department of Veterans (VA)
- Other (please specify)

Please rate your experience with EDA as compared to other federal grant-making agencies:

|   | Much Better           | Better                | About the same        | Worse                 | Much Worse            |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Compared to other federal grant-making agencies, the quality of information provided by EDA staff is:           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Compared to other federal grant-making agencies, the clarity of requirements specified in EDA NOFO/NOFA/FFO is: | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Compared to other federal grant-making agencies, the timeliness and accessibility of EDA staff is:              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Compared to other federal grant-making agencies, the grant process with EDA is:                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Compared to your grant management experience with other federal grant-making agencies, please indicate whether EDA's customer service was better, worse, or about the same for the factors listed below:

|  | Much better           | Better                | About the same        | Worse                 | Much worse            |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Ability to access funds                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to process amendments            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of information provided by staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness and accessibility of staff    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

\* On a scale of 1 (extremely unlikely) to 10 (extremely likely) how likely are you to recommend EDA over other federal grant-making agencies?

1           10

**Overall Satisfaction**

On a scale of 0 to 10, with 0 being extremely unlikely and 10 being extremely likely, how likely are you to recommend EDA in the future based on your overall experience?

0 10



What aspect of your experience with EDA did you appreciate the most?

- Staff Coordination
- Process
- Clarity of Information
- Access to Funds
- Available Resources

Other comments (such as: on your overall satisfaction level, interactions with staff or how your experience with EDA compares to your experience with other federal grants programs.)

Describe any recommendations to improve EDA's communication and customer service:



**Feedback on Resources**

**Please rate the clarity of the following resources during your grant experience:**

|   | Extremely clear       | Clear                 | somewhat clear,<br>needs improvement | Unclear               | Extremely unclear     |
|---|-----------------------|-----------------------|--------------------------------------|-----------------------|-----------------------|
| Information on funding opportunities conveyed on eda.gov                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/> | <input type="radio"/> |
| Information conveyed in application forms for EDA funding                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/> | <input type="radio"/> |
| Information conveyed in EDA's funding opportunity documents (NOFO/NOFA/FFO) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>                | <input type="radio"/> | <input type="radio"/> |

**Did you take advantage of the following resources to guide your project activities ? (check all that apply):**

- <https://eda.gov/resources/>
- <https://www.eda.gov/about/investment-priorities/>
- <https://www.eda.gov/programs/>
- <https://eda.gov/tools/>
- <https://eda.gov/performance/>
- N/A

Other (please specify)

## Contact Information

If EDA has follow-up questions about your survey response, may we contact you? (If so fill in fields)

Name

Title

Organization

Street address

City/Town

State/Province

ZIP/Postal Code

Country

Email Address

Phone Number

*Thank you for taking the time to complete this survey. The responses you provided will permit EDA to continuously improve its customer service and grant management system.*