

General Information

Welcome to the 2020 Customer Satisfaction Survey for EDA Applicants!

The objective of this survey is to gather feedback on your experience and satisfaction related to applying for an EDA grant* and launching a project. If you have any questions or concerns, please email programevaluation@eda.gov.

Your feedback will help us improve customer service to better serve you and communities and/or organizations like yours!

**For the purposes of this survey, the terms "award", "grant", and "cooperative agreement" are used interchangeably.*

Please indicate the **fiscal year** of your application (check all that apply):

FY 2019

FY 2018

* Which **competition(s)** did you apply for? (Check all that apply)

Economic Development Assistance Programs (EDAP)*

This includes applications for Economic Adjustment Assistance or Public Works and Assistance to Coal Communities (ACC)

EDA Planning Program and Local Technical Assistance Program

Regional Innovation Strategies Program

EDA University Center Economic Development Program

Fiscal Year 2018 Disaster Supplemental (*eligible grantees in communities impacted by natural disasters in 2017*)

Fiscal Year 2019 Disaster Supplemental (*communities impacted by natural disasters in 2018 and Floods and Tornadoes in 2019.*)

During the course of your application, do you recall which EDA staff you worked with the most; if yes, please check below:

- Economic Development Representative
- Regional Director
- Headquarters Staff
- Area Director
- No, I do not recall
- Other EDA staff (please identify by name or function)

How did your organization learn about EDA?

- Internet resources (eg., EDA website, grants.gov, etc)
- Interaction with EDA staff
- Members of the United States Congress or their staff
- State, Local or Tribal Government
- EDA-funded Economic Development District
- Other (Please Specify.)

Proposal-specific questions

* When applying for an EDAP grant, did you take advantage of the **proposal stage**?

Yes

No

Proposal Stage Questions

Did you contact EDA staff prior to **submitting your proposal**?

- Yes
- No

During the proposal stage, approximately **how long did it take to receive your first communication (e.g., e-mail, call)** from EDA? *Please note: this does not include the automated submission confirmation.*

- 5 business days or less
- 10 business days or less
- 20-22 business days (one month) or less
- Over one month but less than three months
- Three months or more
- N/A, did not receive a communication from EDA

Approximately, **how much time were you given to submit the full application** after the proposal?

- 5 business days or less
- 10 business days or less
- 20-22 business days (one month) or less
- Over one month but less than three months
- Three months or more
- Do not recall

* What was your experience with EDA staff during the course of your **proposal submission**:

| | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| EDA staff responded in a timely manner when I reached out about my proposal. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff accommodated my circumstances and requests regarding my proposal submission | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff were responsive and helpful during the course of the proposal stage. | <input type="radio"/> | <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"/> | <input type="radio"/> |
| EDA staff provided me with a reasonable amount of time to respond to inquiries/resolve issues with my proposal. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Application Submission/Staff

Did you contact EDA staff **prior to submitting** your most recent application?

- Yes
- No

* What was **your experience with EDA staff** during the course of your **application submission**:

| | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| EDA staff responded in a timely manner when I reached out about my application. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff accommodated my circumstances and requests. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff provided me with a reasonable amount of time to respond to inquiries/resolve issues with my application. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff provided me with accurate and clear information that was consistent with information on the Notification of Funding Announcement/Opportunity. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff were responsive and helpful during the course of my application | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Application Status

* Do you know the **status** of your application?

Yes

No

Application Results Feedback

* Approximately **how long after submitting your application did you receive your first communication (e.g., email) from EDA?** *Please note that this does not include the automated submission confirmation.*

- 5 business days or less
- 10 business days or less
- 20-22 business days (one month) or less
- Over one month but less than three months
- Three months or more
- N/A, did not receive a communication

* From the time you submitted the application, approximately **how long did it take to receive an award or denial notification from EDA?**

- 5 business days or less
- 10 business days or less
- 20-22 business days (one month) or less
- Over one month but less than three months
- Three months or more
- N/A, application withdrawn

* Was your application **successful?**

- Yes
- No

Application Results Feedback

* Please identify how satisfied or dissatisfied you were with the following elements related to **feedback on your application**:

| | Very satisfied | Satisfied | Dissatisfied | Very dissatisfied | N/A |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Clarity of information conveyed | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Helpfulness (usefulness) of information conveyed | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness of response | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Feedback on Kick-off Meeting

From when you received your award from EDA, how long was it (or has it been) until your project **kick-off meeting**?

- 5 business days or less
- 10 business days or less
- 20-22 business days (one month) or less
- Over one months but less than three months
- Three months or more
- N/A, did not have a kick-off meeting

* Please identify how satisfied or dissatisfied you were with the following elements related to the kick-off meeting:

| | Very satisfied | Satisfied | Dissatisfied | Very Dissatisfied | N/A |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Clarity of information conveyed | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Helpfulness (usefulness) of information conveyed | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness of kick-off meeting | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Feedback on Launching Your Project

Since receiving an award from EDA, has your organization **launched its project activities**?

- Yes
- No

* **How long did it take to launch project activities** since receiving the grant? If not applicable, please check "N/A."

- 5 business days or less
- 10 business days or less
- 20-22 business days (one month) or less
- Over one month but less than three months
- Three months or more
- N/A

Apart from your kick-off meeting, did you contact **EDA staff** in order to start your project activities?

- Yes
- No

* What was your **experience with EDA staff** during the course of **launching your project activities**:

| | Strongly Agree | Agree | Disagree | Strongly Disagree | N/A |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| EDA staff responded to me in a timely manner when I had a question about launching project activities. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff accommodated my circumstances and requests while launching my project activities. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff provided me with a reasonable amount of time to respond to inquiries/resolve issues with my award. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff provided me with accurate and clear information about launching my project activities. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EDA staff were responsive and helpful during the course of launching my project activities. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Feedback on Resources

Did you take advantage of any of the following EDA resources to **guide your application process**?
(Check all that apply)

- <https://www.eda.gov/funding-opportunities/>
- <https://www.eda.gov/about/investment-priorities/>
- <https://www.eda.gov/programs/>
- <https://www.eda.gov/tools/>
- <https://www.eda.gov/performance/>
- N/A
- Other (please specify)

Please **rank** the following elements in EDA resources in terms of their **usefulness to the application process**:

| | | |
|---|---|---|
| ☰ | <input style="width: 100%; height: 20px;" type="text"/> | The information conveyed on funding opportunities on eda.gov |
| ☰ | <input style="width: 100%; height: 20px;" type="text"/> | The information conveyed in application forms for EDA's funding. |
| ☰ | <input style="width: 100%; height: 20px;" type="text"/> | The information as conveyed through EDA's funding opportunity documents (NOFOs/NOFAs) |
| ☰ | <input style="width: 100%; height: 20px;" type="text"/> | The information in EDA's social media postings (e.g., LinkedIn, Twitter, and Facebook) |

* The information on **funding opportunities conveyed on eda.gov** is:

| | | | | |
|-----------------------|-----------------------|-----------------------------------|-----------------------|-----------------------|
| Extremely Clear | Clear | Somewhat clear, needs improvement | Unclear | Extremely Unclear |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

* The information (e.g., requirements) conveyed in **application forms for EDA's funding** is:

| | | | | |
|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|
| Extremely Clear | Clear | Somewhat Clear, needs improvements | Unclear | Extremely Unclear |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

* The information as conveyed through **EDA's funding opportunity documents (NOFOs/NOFAs)** is:

| | | | | |
|-----------------------|-----------------------|-----------------------------------|-----------------------|-----------------------|
| Extremely Clear | Clear | Somewhat clear, needs improvement | Unclear | Extremely Unclear |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Overall Satisfaction

* How likely are you to **apply to EDA for a grant in the future?**

- Will definitely apply
- Likely to apply
- Unsure
- Not likely
- Not at all likely

* Based on your overall application experience, how likely are you to recommend EDA to another stakeholder or organization **on a scale of 0 (extremely unlikely) to 10 (extremely likely)** ?

0 10

* Compared to **your application experience with other federal grant-making agencies**, please rate your experience with EDA.

| | Much better | Better | About the same | Worse | Much worse |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Clarity of requirements as specified in the Notice of Funding Availability(NOFA)/Notice of Funding Opportunity (NOFO) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Clarity of requirements as specified in the application forms | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of application process | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall satisfaction with application process | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Subject matter expertise of EDA 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"/> |
| Programs alignment with my community's/organizations needs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

* On a scale from **0 (fell short of my expectations)** to **10 (exceeded my expectations)**, please rank your experience with EDA's customer service:

0 10

* On a scale from **0 (not very close to the ideal)** to **10 (very close to the ideal)** please rank your overall experience with EDA during the course of your grant:

0 10

Other comments (such as why you would or would not consider applying to EDA in the future, more information about your interaction with EDA staff or how EDA compares in your experience to applying to federal grant programs):

What **recommendations** would your organization make to EDA to improve the application process?

Demographic

Please identify what **type of entity** you represent:

- EDA funded Economic Development District (EDD)
- State government
- Local government
- Institution of higher education
- American Indian Tribe (or consortium of tribes)/Alaska Native tribal entity
- Other regional economic development organization
- Non-profit organization
- Other (please specify)

* Which 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 above?

- [Census.gov](https://www.census.gov)
- [USDA ERS](https://www.usda.gov/ers)
- Other source (please specify)

Contact Information

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

Name

Organization

Title

Street address

City/Town

State

ZIP Code

Email Address

Phone Number

Thank you so much for taking the time to complete this survey!

The responses you provided will permit EDA to improve its customer service and application process.