

Introduction

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Welcome to the 2021 Customer Satisfaction Survey for EDA Grantees!

The objective of this survey is to gather feedback related to the post-award experience with EDA, including on the quality of the assistance offered by EDA pertaining to the work on your project*. We greatly appreciate your time and insight! 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 purposes of this survey, "grant", or "award" refer to both grants and cooperative agreements.

PAPERWORK REDUCTION ACT NOTICE

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General Information

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

- Yes
 No

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

- FY 2020
 FY 2019
 FY 2018
 FY 2017
 FY 2016
 FY 2015
 Other (Please Specify):

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

- Public Works
 Economic Adjustment Assistance (including Disaster Supplemental/Assistance to Coal Communities)
 Regional Innovation Strategies
 Research and National Technical Assistance
 Trade Adjustment Assistance for Firms
 Planning
 Local Technical Assistance
 University Centers

Which EDA **Regional Office** did you work with?

Demographic

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

- EDA funded Economic Development Districts (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
- Nonprofit organization
- Other (please specify)

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

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

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

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

Staff Interaction

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

- Your state's EDA economic development representative
- Construction or engineer specialist
- Regional Office Director
- Area Director
- Headquarters staff

No, I do not recall

Other EDA staff (please identify by name or function)

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

	Strongly Agree	Agree	Disagree	Strongly disagree	N/A
EDA staff responded to me in a timely manner when I had a question about the award.	<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 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.	<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 grant experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall, **I am satisfied with the customer service that EDA staff provided during the course of my grant:**

- Strongly Agree
- Agree
- Disagree
- Strongly disagree

Process

How **straightforward** were the following processes **during the course of your grant experience**:

	Very Straightforward	straightforward	Somewhat straightforward, needs improvement	complex	Very complex	N/A
Indirect cost processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progress reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GPRA/Performance reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grant disbursement requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GPRA site visits (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grant close-out activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grant amendment processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Resources

In addition to funding, EDA provided me with resources necessary for successful project implementation during the course of my grant

Strongly Agree

Agree

Disagree

Strongly disagree

Please rank the following resources provided by EDA in terms of their usefulness

StatsAmerica.org

EDA social media announcements

Research reports on eda.gov

EDA staff subject matter expertise

EDA forms and tools (<https://www.eda.gov/tools/grantee-information/index.htm>)

Other resources on eda.gov (e.g., CEDS guidelines)

EDA staff led webinars

The resources listed above convey information clearly

- Strongly agree
- Agree
- Disagree
- Strongly disagree

EDA and other Federal Grant-Making Agencies

Have you worked with other **federal grant-making agencies** in the past?

- Yes
- No

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

	Much better	Better	About the same	Worse	Moderately worse	Much worse
Ability to access funds	<input type="radio"/>	<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"/>	<input type="radio"/>
Quality of information provided by staff	<input type="radio"/>	<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"/>	<input type="radio"/>
Quality and relevance of resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reporting process (including GPRA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resources and tools (e.g., research, StatsAmerica, webinars)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which other Federal grant-making agencies have you worked with?

Overall Satisfaction

Based on your grant experience with EDA, please answer the following:

Extremely Unlikely	Somewhat likely	Extremely likely		
0	3	5	8	10

How likely are you to apply to EDA in the future?

How likely are you to recommend EDA to another stakeholder or organization?

Overall, when I think of EDA's customer services practices, I am satisfied with their quality:

Strongly Agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree
<input type="radio"/>	<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 you experience with EDA's customer service:

Fell short of my expectations	About as expected	Exceeded my expectations								
0	1	2	3	4	5	6	7	8	9	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 my grant:

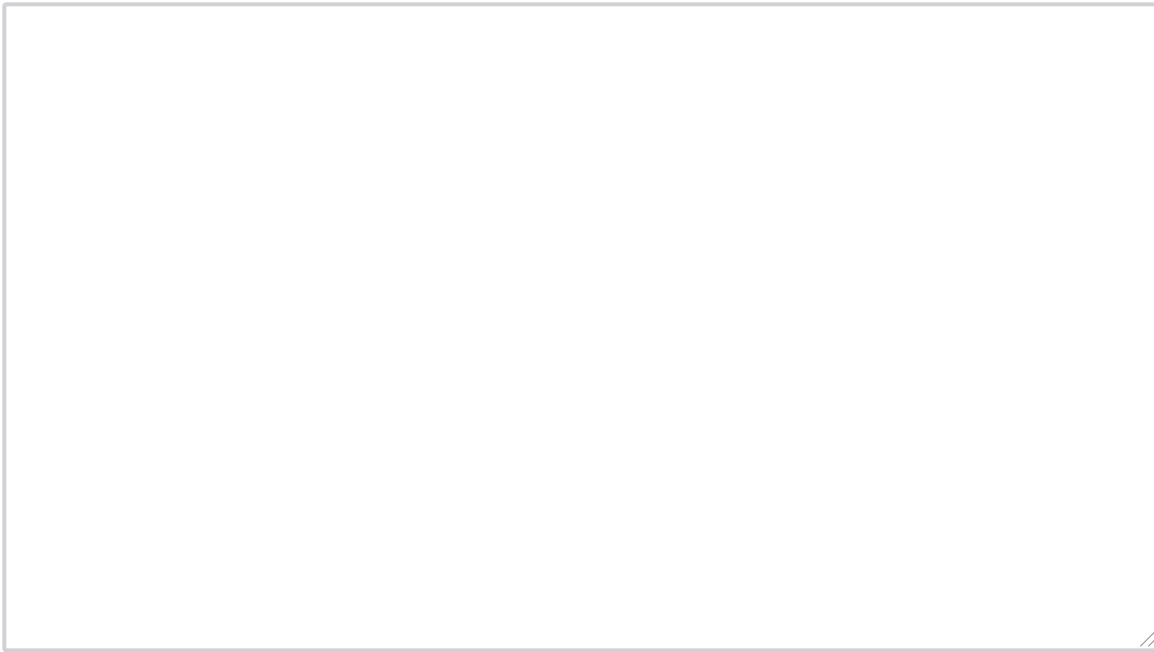
Not very close to ideal	Very close to the ideal
-------------------------	-------------------------

0 Not very close to ideal 4 5 6 7 Very close to the ideal 10
0 1 2 3 4 5 6 7 8 9 10

Narrative

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.)

What **recommendations** would your organization make to EDA to improve the grant experience?



Contact Information

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

Name	<input type="text"/>
Title	<input type="text"/>
Organization	<input type="text"/>
Street address	<input type="text"/>
City/Town	<input type="text"/>
State/Province	<input type="text"/>
ZIP/Postal Code	<input type="text"/>
Country	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

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.

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