

APENDIX A

MAIL SURVEY - Small Business Development Center (SBDC), A Program of the Business Incubator Center

1. How many times have you come into the SBDC for counseling? 1 time 2-4 times 5-7 times 8-10 times

2. Why did you initially come in for counseling? (circle all that are applicable)

- | | | | | |
|---------------------------|-------------------|-------------------------------|---------------------------------|-------------------|
| Idea Feasibility Advice | Marketing Advice | Corporate Structure Questions | Regulatory Issues | Business Strategy |
| Business Plan Development | Business Strategy | Inventory Control | Selling to Government/contracts | |
| Accounting Advice | Needed Funding | Financial Analysis | Loan Package Development | |

Other (Please explain):

3. Were your questions answered satisfactorily by the SBDC counselor? Yes No

(If No, please explain):

4. Would you recommend SBDC counseling to others? Yes No

5. What was the state of your business when you came in for SBDC counseling? Not yet started (CONTINUE) Already Existing (SKIP TO Question 10)

6. After receiving SBDC counseling, did you go into business? Yes (CONTINUE) No (SKIP TO Question 18)

7. Was the SBDC a factor in deciding whether to start your business? Yes No

8. How did you fund your business? Bank Loan RLF Loan Personal Finances Friends/Family Other Investors Credit Cards

Other (Please Explain):

9. How much funding did your business require? \$0-\$5,000 \$5,001-\$15,000 \$15,001-\$25,000 \$25,001-\$50,000 \$50,001-\$100,000
 \$100,001-\$150,000 \$150,001-\$200,000 \$200,001-\$250,000 \$250,001-\$500,000 \$500,001+

10. How many jobs have been created by your company, including owners? # _____, Full-time _____ Part-time _____ Seasonal _____

11. What is the average hourly wage for an employee at your company? \$5-\$7 \$8-\$10 \$11-\$13 \$14-\$17 \$18-\$20 \$21+

12. What is the estimated size of your annual payroll? \$0-\$25,000 \$25,001-\$50,000 \$50,001-\$100,000 \$100,001-\$200,000 \$200,001+

13. Does your company provide employees with benefits? Yes No

If yes, please check all applicable. Vacation Sick Leave Holiday Pay Health Dental Vision Cafeteria Plan Life Insurance Retirement

14. What were your revenues from 2002? \$0-\$50,000 \$50,001-\$100,000 \$100,001-\$150,000 \$150,001-\$250,000 \$250,001-\$500,000
 \$500,001-\$750,000 \$750,001-\$1,000,000 \$1,000,001-\$3,000,000 \$3,000,001+

15. Within the next two years, do you have any plans for expansion? Yes No

Details (please explain):

16. What additional services could the SBDC provide that you would use?

Details (please explain):

17. Is there anything that we haven't asked that you think would be important for us to know regarding the effectiveness of the SBDC?



STOP—EXISTING OR STARTED BUSINESS



START – NEVER STARTED BUSINESS

18. Why did you decide to not start your business? Lack of Capital Lack of Feasibility Lack of Business Expertise Lack of Family Support

Other (please explain):

19. Was the counseling you received from the SBDC a factor in not starting your business? Yes No

20. Were your questions answered satisfactorily by your SBDC counselor? Yes No

(If No, please explain):

21. What additional services could the SBDC provide that you would use?

Details (please explain):

22. Is there anything that we haven't asked that you think would be important for us to know in regards to the effectiveness of the Small Business Development Center?
