

APPENDIX B Former Tenant Phone Questionnaire

Date call made: _____

Company – «Company»

Owner – «Owner», Phones - «Phone», «Phone_2»

Actually spoke with _____

Entered Incubator in – «Yr Entered», Left/Graduated from Incubator in – «Yr Left Inc» Confirm Dates

1. Are you still in business?

Yes No Sold
CONTINUE thru Question 14 **START AT**

2. What type of business are you in? (write a description if possible) Do you know your SIC Code? _____

Manufacturing	Food
Retail	High Tech
Service	

3. Is the company located inside Mesa County?

Yes No

Where?	Grand Junction	Palisade	Fruita	Clifton
	Loma	DeBeque	Collbran	Uninc. Mesa

4. Do you own or rent your property?

Rent Own

5. What was your reason for graduating from the Incubator? (circle most applicable answer)

Outgrew space	Spent maximum time allowable
Achieved milestone	Growth rate of firm exceeded Inc. talents
Forced to leave	Firm had an experienced Management Team

Other (please explain):

6. I'd like to read off a list of services offered by the Incubator to tenants and find out what services you used and how important you think they were to your business. Please rate on a scale of 1 to 5 (5 being highest).

	did not use		Importance			
Phone system	0	1	2	3	4	5
Fax	0	1	2	3	4	5
Copier	0	1	2	3	4	5
Loaner furniture	0	1	2	3	4	5
Counseling	0	1	2	3	4	5
Networking	0	1	2	3	4	5
Training Classes	0	1	2	3	4	5
Reception services	0	1	2	3	4	5
TAB	0	1	2	3	4	5
Tenant Lunches	0	1	2	3	4	5
Access to Interns	0	1	2	3	4	5
Conference Rooms	0	1	2	3	4	5
Access to Capital	0	1	2	3	4	5
RLF Funding	0	1	2	3	4	5

7. How would you rate the Incubator as being influential to your success? (circle one)

Unimportant Somewhat Important Important Very Important

8. How many jobs have been created by your company (including owners)?

_____ Full-time _____ Part-time _____ Seasonal _____

9. What is the average wage for an employee at your company?

\$5-\$7 \$8-\$10 \$11-\$13 \$14-\$17 \$18-\$20 \$21+

10. What is the estimated size of your payroll?

\$0-\$25,000 \$25,001-\$50,000 \$50,001-\$100,000 \$100,001-\$200,000 \$200,001+

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

If 'YES,' WHAT BENEFITS? Vacation Sick Leave Holiday Pay Dental
Health Vision Cafeteria Plan Life Insurance Retirement

12. 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+

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

Details (please explain):

14. 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 Incubator?

STOP - STILL IN BUSINESS

INTERVIEWER – see last page

25. Why did your company discontinue operations?

Lack of Capital Change of Market Divorce/Family Health issues

Other (please explain):

26. What could have been done at the Incubator to help your business succeed? (circle all applicable)

Nothing More frequent Counseling More/Other Services Lower rent
More funding More Educational/Training Opportunities

Other (please explain):

27. Depending on the timeframe you were in business, do you feel there were any economic factors that influenced your company's situation?

9/11 Change in Competitive Conditions Seasonality 1980s Bust

Other (please explain):

28. 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 Incubator?

STOP – OUT OF BUSINESS

INTERVIEWER – see last page

38. What was your reason for selling the company?

Needed the capital

No longer interested

Divorce

Health Reasons

Details (please explain):

39. Was a profit made on the sale of the company?

Yes

No

Broke even

40. Offhand, are you aware of what the buyer has done with your former company?

Details (please explain):

41. 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 Incubator?

INTERVIEWER'S COMMENTS
