

Copy of Client Satisfaction Survey

1. Client Feedback

1. How did you hear about the Center's services?

Word of Mouth

College or University

Banker / Lender

Chamber of Commerce / EDC

Internet

Other

Other (please specify)

2. Were you in business when you first received assistance from one of our Centers?

Yes

No

3. Do you presently own a business?

Yes

No

4. Have you attended a training workshop conducted by one of our Centers?

Yes

No

* 5. Which type of Center provided you with assistance?

Small Business Development Center (SBDC)

Procurement Technical Assistance Center (PTAC)

Entrepreneurship Center (EC)

International Trade Center (ITC)

NAFTA Opportunity Center (NOC)

6. What type of assistance did you receive? (Please check all that apply)

- Start a business
- Buy a business
- Expand a business
- Increase sales
- Create new jobs
- Retain existing jobs
- Market research
- Networking opportunities
- E-business / E-commerce
- Secure financial assistance
- Access reference library
- Technology issues
- General regulatory compliance issues
- Environmental compliance
- Permits and licenses
- Patents and trademarks
- Government forms
- Increasing government sales
- Bid matching
- Government specifications and standards
- Certification assistance
- Other

Other (please specify)

7. Please rate the timeliness/responsiveness with regard to your experience with the Center.

- Excellent
- Very good
- Satisfactory
- Poor

8. Please rate Counselor's expertise/knowledge with regard to your experience with the Center.

- Excellent
- Very Good
- Satisfactory
- Poor

9. Please rate the quality of the information received with regard to your experience with the Center.

- Excellent
- Very good
- Satisfactory
- Poor

10. Please rate the overall counseling received with regard to your experience with the Center.

- Excellent
- Very good
- Satisfactory
- Poor

11. Was the overall service that you received beneficial?

- Yes
- No

12. Would you recommend the assistance services to other business owners?

- Yes
- No

13. Please provide any additional comments, opinions and recommendations that you may have. Thank you.