

Illinois SBDC Network Needs Assessment Survey

	Count	Percent
0. Method of approaching the respondent?		
Online	6411	100.0%
SBDC	0	0.0%
Website	0	0.0%
Mail	0	0.0%
Phone	0	0.0%
6411		
1. FINANCIAL MANAGEMENT - Select up to three areas that presently concern you.		
Sources of capital	3091	52.7%
Access to capital	2653	45.3%
Writing a business plan	2543	43.4%
Taxes	1948	33.2%
Cash flow management	1503	25.6%
Bookkeeping/financial statements	1371	23.4%
Purchasing/cost control	991	16.9%
Budgeting	961	16.4%
Overview of money management	861	14.7%
Credit and collections	814	13.9%
None	205	3.5%
16941		
2. MARKETING - Select up to three areas that presently concern you.		
Advertising	2505	45.2%
Marketing strategies	2432	43.9%
Networking	1481	26.7%
Sales techniques	1334	24.1%
Market research	1148	20.7%
Public relations	1016	18.3%
Marketing overview	873	15.8%
Selling to the government	844	15.2%
None	821	14.8%
Merchandising techniques	735	13.3%
Franchising	336	6.1%
13525		
3. COMPUTER SYSTEMS - Select up to three areas that presently		

concern you.

Web sites	1759	32.6%
Accounting software	1679	31.1%
Computerizing a business	1661	30.7%
None	1586	29.4%
E-commerce	1233	22.8%
Use of internet	690	12.8%
Databases	667	12.3%
Spreadsheets	664	12.3%
Email	278	5.1%
Overview of computers	221	4.1%
Word processing	180	3.3%

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4. GENERAL MANAGEMENT - Select up to three areas that presently concern you.

Insurance	2124	38.4%
Pricing	1431	25.9%
Business expansion	1402	25.4%
Strategic planning	1186	21.5%
Legal work	1139	20.6%
Setting goals	866	15.7%
Business research	763	13.8%
Patents/trademarks/copyrights	627	11.3%
Leasing versus buying	596	10.8%
Inventory control	560	10.1%
Retirement planning	520	9.4%
Facility planning and management	473	8.6%
Policies and procedures manuals	459	8.3%
None	443	8.0%
Business checkup/evaluation	440	8.0%
Effective communication	389	7.0%
Production	334	6.0%
Quality control	288	5.2%
Security	279	5.0%
Succession planning	261	4.7%
Diversification	186	3.4%
Disaster contingency planning	154	2.8%
Conflict Management	131	2.4%
Technology transfer	93	1.7%
Other (please comment)	72	1.3%

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5. INTERNATIONAL TRADE - Select up to three areas that presently concern you.

None	4135	81.8%
Importing	386	7.6%
Locating overseas buyers and agents	371	7.3%
Exporting	311	6.2%
International trade overview	231	4.6%
Logistics and international shipping	198	3.9%
Trade barriers	140	2.8%
Mentoring from other exporters	116	2.3%
Export working capital	108	2.1%
Overseas trade shows	107	2.1%
International trade credit	101	2.0%
Specialized trade topics	95	1.9%
Cultural aspects of exporting	94	1.9%
Export credit insurance	70	1.4%
Export collections	59	1.2%

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6. PERSONNEL MANAGEMENT - Select up to three areas that presently concern you.

None	2252	43.0%
Customer service	1612	30.8%
Hiring/firing	1291	24.7%
Motivating employees	1258	24.0%
Overview of personnel management	1170	22.4%
Workplace ethics	677	12.9%
Employee evaluations	587	11.2%

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7. REGULATORY/COMPLIANCE - Select up to three areas that presently concern you.

Government services to small businesses	3656	67.3%
Small business legislation	3288	60.5%
Compliance with federal regulations	2587	47.6%
Health care reform	822	15.1%
None	708	13.0%
Conservation/recycling	405	7.5%
Drug-free workplace	371	6.8%

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8. If you could have someone conduct a confidential audit of your business to point out its strengths and weaknesses, how likely would you be to take advantage of this service?

Very likely	2585	47.4%
Somewhat likely	1754	32.2%
Not very likely	569	10.4%
Very unlikely	545	10.0%

5453

9. In what month do you prefer to attend seminars?

No preference	1844	33.6%
Do not attend seminars (skip the rest of this section)	1409	25.7%
January	504	9.2%
February	479	8.7%
June	422	7.7%
July	369	6.7%
May	355	6.5%
March	351	6.4%
October	339	6.2%
August	333	6.1%
September	333	6.1%
April	306	5.6%
November	229	4.2%
December	193	3.5%

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10. On what weekday do you prefer to attend seminars?

No preference	1863	42.7%
Saturday	978	22.4%
Wednesday	610	14.0%
Monday	598	13.7%
Tuesday	554	12.7%
Friday	463	10.6%
Thursday	447	10.2%

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11. During what time do you prefer to attend seminars?

Morning	1581	36.2%
No preference	1565	35.8%
Afternoon	713	16.3%

Evening	712	16.3%
Lunch	508	11.6%

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12. What length seminar do you prefer?

No preference	1690	38.5%
Half day	1192	27.2%
2 hours	1103	25.2%
Full day	320	7.3%
Several days	80	1.8%

4385

13. What is your #1 choice for education delivery?

Seminar	1294	27.2%
No preference	1020	21.4%
Internet class	908	19.1%
Self-Study Materials	800	16.8%
Video training	333	7.0%
Traditional Multi-week class	318	6.7%
Other (please comment)	87	1.8%

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14. How many miles would you drive to attend a seminar?

41 - 60	1133	25.1%
21 - 30	989	21.9%
11 - 20	986	21.9%
0 - 10	856	19.0%
31 - 40	545	12.1%

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15. What is the best method to notify you of upcoming events?

Email	3170	66.4%
Mail	1089	22.8%
Phone	213	4.5%
Website	208	4.4%
Newspaper	52	1.1%
Chamber of Commerce	30	0.6%
Trade magazines	14	0.3%

4776

16. Please select up to 5 of your community's greatest strengths as a place to do business.

Infrastructure - Utilities	330	8.3%
Infrastructure - Roads	897	22.6%
Infrastructure - Telecommunications	391	9.8%
Infrastructure - Air Service	129	3.2%
Infrastructure - Rail Service	211	5.3%
Infrastructure - Transportation System	490	12.3%
Infrastructure - Communications System	256	6.4%
Infrastructure - Water and Sewer Systems	171	4.3%
Infrastructure - Quality of Labor Pool	283	7.1%
Infrastructure - Quality of Management Pool	51	1.3%
Gvt. Factors - State Support/Incentives	235	5.9%
Gvt. Factors - State Laws/Regulations	134	3.4%
Gvt. Factors - County Support/Incentives	128	3.2%
Gvt. Factors - County Laws/Regulations	95	2.4%
Gvt. Factors - City Support/Incentives	272	6.8%
Gvt. Factors - City Laws/Regulations	181	4.6%
Gvt. Factors - Federal Support/Incentives	108	2.7%
Gvt. Factors - Federal Laws/Regulations	63	1.6%
Gvt. Factors - Favorable Tax Structure	104	2.6%
Gvt. Factors - Regulatory Environment	39	1.0%
Support Svcs. - Police Protection	526	13.2%
Support Svcs. - Job Training	272	6.8%
Support Svcs. - Health Care	199	5.0%
Support Svcs. - Fire Protection	362	9.1%
Support Svcs. - Educational System	699	17.6%
Support Svcs. - Cultural Opportunities	479	12.1%
Support Svcs. - Recreational Opportunities	437	11.0%
Support Svcs. - Medical Services	273	6.9%
Support Svcs. - Potential for Growth	1629	41.0%
Support Svcs. - Availability of Business Assistance	385	9.7%
Business Costs - Land	435	10.9%
Business Costs - Facilities	462	11.6%
Business Costs - Labor	400	10.1%
Business Costs - Housing	407	10.2%
Business Costs - Insurance	189	4.8%
Business Costs - Healthcare	124	3.1%
Business Costs - Management	147	3.7%
Business Costs - Access to Major Customers	758	19.1%
Business Costs - Access to Financing	230	5.8%

Business Costs - Access to Suppliers	373	9.4%
Misc. - Disaster Preparedness	60	1.5%
Misc. - Substance Abuse Programs	71	1.8%
Misc. - Crime Prevention and Control	313	7.9%
Misc. - Marketing Region for Economic Development	394	9.9%
Misc. - Management/Labor Relations	90	2.3%
Misc. - Weather/Climate	227	5.7%
Misc. - Overall	418	10.5%
Misc. - Other (please comment)	166	4.2%

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17. Please select up to 5 of your community's greatest weaknesses as a place to do business.

Infrastructure - Utilities	180	5.3%
Infrastructure - Roads	350	10.2%
Infrastructure - Telecommunications	152	4.4%
Infrastructure - Air Service	192	5.6%
Infrastructure - Rail Service	171	5.0%
Infrastructure - Transportation System	202	5.9%
Infrastructure - Communications System	103	3.0%
Infrastructure - Water and Sewer Systems	134	3.9%
Infrastructure - Quality of Labor Pool	354	10.4%
Infrastructure - Quality of Management Pool	87	2.5%
Gvt. Factors - State Support/Incentives	375	11.0%
Gvt. Factors - State Laws/Regulations	257	7.5%
Gvt. Factors - County Support/Incentives	290	8.5%
Gvt. Factors - County Laws/Regulations	175	5.1%
Gvt. Factors - City Support/Incentives	403	11.8%
Gvt. Factors - City Laws/Regulations	291	8.5%
Gvt. Factors - Federal Support/Incentives	192	5.6%
Gvt. Factors - Federal Laws/Regulations	118	3.5%
Gvt. Factors - Favorable Tax Structure	292	8.5%
Gvt. Factors - Regulatory Environment	94	2.8%
Support Svcs. - Police Protection	166	4.9%
Support Svcs. - Job Training	298	8.7%
Support Svcs. - Health Care	238	7.0%
Support Svcs. - Fire Protection	38	1.1%
Support Svcs. - Educational System	287	8.4%
Support Svcs. - Cultural Opportunities	291	8.5%
Support Svcs. - Recreational Opportunities	214	6.3%
Support Svcs. - Medical Services	139	4.1%

Support Svcs. - Potential for Growth	287	8.4%
Support Svcs. - Availability of Business Assistance	603	17.6%
Business Costs - Land	423	12.4%
Business Costs - Facilities	464	13.6%
Business Costs - Labor	297	8.7%
Business Costs - Housing	328	9.6%
Business Costs - Insurance	552	16.1%
Business Costs - Healthcare	471	13.8%
Business Costs - Management	97	2.8%
Business Costs - Access to Major Customers	361	10.6%
Business Costs - Access to Financing	745	21.8%
Business Costs - Access to Suppliers	273	8.0%
Misc. - Disaster Preparedness	89	2.6%
Misc. - Substance Abuse Programs	134	3.9%
Misc. - Crime Prevention and Control	237	6.9%
Misc. - Marketing Region for Economic Development	202	5.9%
Misc. - Management/Labor Relations	78	2.3%
Misc. - Weather/Climate	325	9.5%
Misc. - Overall	175	5.1%
Misc. - Other (please comment)	124	3.6%

12348

18. In my view, my business opportunities during the next 1 to 3 years will.

Improve	3285	73.7%
Get worse	191	4.3%
Remain the same	344	7.7%
Don't know	639	14.3%

4459

19. In what general category does your business fall?

Service	1611	44.4%
Retail	785	21.6%
Other (please comment)	466	12.8%
Construction	319	8.8%
Finance/Insurance/Real Estate	160	4.4%
Manufacturing	146	4.0%
Wholesale	95	2.6%
Agribusiness	46	1.3%

3628

SIC- 1721	1	0.0%
sic 6153	1	0.0%
SIC, 3711, 3713,3714 - NAICS 336120, 336211, 336212	1	0.0%
SIC20-39	1	0.0%
SIC5497	1	0.0%
sics	1	0.0%
T3980	1	0.0%
Transitional Housing	1	0.0%
web/wholesale/retail pro audio	1	0.0%

2331

21. Including the business owner(s), how many employees do you have? (Please enter numbers).

A. Full time (more than 20 hours/week): (Top 10 responses)

1	1149	40.3%
2	590	20.7%
0	330	11.6%
3	238	8.4%
4	134	4.7%
5	92	3.2%
6	49	1.7%
10	30	1.1%
8	25	0.9%
7	20	0.7%
12	16	0.6%
15	15	0.5%
20	15	0.5%
40	10	0.4%
14	9	0.3%
9	9	0.3%
01	8	0.3%
13	8	0.3%
30	6	0.2%
11	5	0.2%
02	4	0.1%
16	4	0.1%
25	4	0.1%
35	4	0.1%
50	4	0.1%
none	4	0.1%
125	3	0.1%

2	2	0.1%
00	2	0.1%
09	2	0.1%
100	2	0.1%
130	2	0.1%
22	2	0.1%
26	2	0.1%
34	2	0.1%
37	2	0.1%
60	2	0.1%
70	2	0.1%
85	2	0.1%
yes	2	0.1%
0`	1	0.0%
03	1	0.0%
1.5	1	0.0%
1/5	1	0.0%
110	1	0.0%
138	1	0.0%
147	1	0.0%
1700	1	0.0%
18	1	0.0%
19	1	0.0%
200	1	0.0%
23	1	0.0%
2-3	1	0.0%
27	1	0.0%
28	1	0.0%
31	1	0.0%
33	1	0.0%
3to4	1	0.0%
40+	1	0.0%
4060419	1	0.0%
44	1	0.0%
45	1	0.0%
4-5	1	0.0%
4-6	1	0.0%
50-60	1	0.0%
514	1	0.0%
53	1	0.0%

55	1	0.0%
65	1	0.0%
7000	1	0.0%
72	1	0.0%
76	1	0.0%
80	1	0.0%
800	1	0.0%
8-10	1	0.0%
na	1	0.0%
one	1	0.0%

156592

B. Part time (less than 20 hours/week): (Top 10 responses)

0	542	31.5%
1	504	29.3%
2	269	15.7%
3	115	6.7%
4	75	4.4%
5	59	3.4%
6	27	1.6%
10	25	1.5%
8	22	1.3%
15	10	0.6%
7	10	0.6%
20	8	0.5%
12	7	0.4%
9	4	0.2%
01	3	0.2%
17	3	0.2%
25	3	0.2%
30	3	0.2%
40	3	0.2%
50	3	0.2%
02	2	0.1%
14	2	0.1%
-	1	0.1%
.5	1	0.1%
>20	1	0.1%
1/15	1	0.1%
120	1	0.1%

16	1	0.1%
18	1	0.1%
20 less	1	0.1%
20/hrs/wk	1	0.1%
20-30	1	0.1%
24-28	1	0.1%
27	1	0.1%
3000	1	0.1%
5-10	1	0.1%
8-20	1	0.1%
na	1	0.1%
None	1	0.1%
same	1	0.1%
yes	1	0.1%

156592

22. Choose your legal form of organization.

Sole Proprietorship	1598	47.2%
Corporation	1028	30.4%
Limited Liability Company (LLC)	472	13.9%
Partnership	287	8.5%

3385

23. Enter the zip code of your PRIMARY business location. (Top 10 responses)

60619	35	0.9%
60617	31	0.8%
60620	30	0.8%
60628	30	0.8%
60643	29	0.8%
60622	25	0.7%
62959	24	0.6%
61701	23	0.6%
60188	22	0.6%
60473	21	0.6%
61265	21	0.6%
61401	20	0.5%
62025	20	0.5%
62301	20	0.5%
62703	20	0.5%
62704	20	0.5%

75889	1	0.0%
77095	1	0.0%
78133	1	0.0%
78193	1	0.0%
78233	1	0.0%
78411	1	0.0%
80915	1	0.0%
83686	1	0.0%
84465	1	0.0%
88102	1	0.0%
88260	1	0.0%
90265	1	0.0%
92101	1	0.0%
93012	1	0.0%
93720	1	0.0%
94089	1	0.0%
94601	1	0.0%
94611	1	0.0%
94710	1	0.0%
95370	1	0.0%
96923	1	0.0%
97031	1	0.0%
97303	1	0.0%
98012	1	0.0%

3703

24. Please check all that apply to your business.

Female-owned	1694	51.3%
Home-based	1470	44.5%
Minority-owned	1177	35.7%
Family-owned	1174	35.6%
Franchise unit	69	2.1%

5584

25. For how many years has your business been operating?

Less than 1 year	1884	57.1%
1 to 3 years	611	18.5%
Over 10 years	341	10.3%
5 to 10 years	237	7.2%
3 to 5 years	229	6.9%

3302

26. Please select the business owner(s) race.

Caucasian	2255	66.7%
African American	782	23.1%
Multi-racial	119	3.5%
Multiple owners with multiple races	109	3.2%
Asian/Pacific Islander	71	2.1%
Native American/Native Alaskan	46	1.4%

3382

27. Please select the business owner(s) ethnicity.

Non-Hispanic	2806	89.3%
Hispanic	183	5.8%
Multiple owners with multiple ethnic backgrounds	152	4.8%

3141

28. Which of the following categories best describes your business' revenue for the past fiscal year?

Less than \$100,000	2638	82.5%
\$100,001 to \$500,000	345	10.8%
\$500,001 to \$1,000,000	101	3.2%
\$1,000,001 to \$5,000,000	80	2.5%
Over \$5,000,000	33	1.0%

3197