

Survey: **2008 Utah SBDC Client Satisfaction Survey**

 [Export Raw Results as Excel](#)

Issues: **All**

Invited: **355**      Responses: **56 (16 %)**



1. From your initial consultation, please check each category you would like the SBDC to provide further assistance.

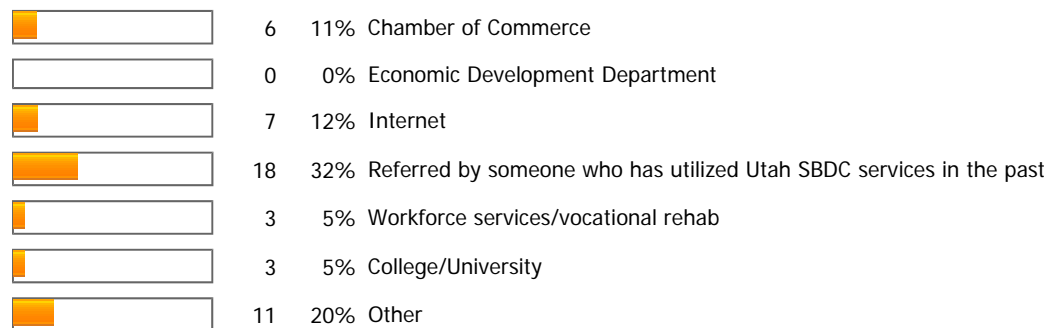
Customer Categories for **Asst Sought**

18	Business Accounting/Budget
1	Business Acquisition
18	Business Counseling
7	Business Expansion
22	Business Plan
4	Buy/Sell a Business
16	Cash Flow Management
5	Customer Relations
8	eCommerce
3	Exporting/Importing
17	Financing/Capital
3	Franchising
15	Funding & Investors
2	Government Contracting
10	Human Resources/Employees
5	Intellectual Property
2	International Trade
11	Legal Issues
15	Managing Business
17	Marketing/Sales
21	Start-up Assistance
18	Tax Planning
2	Technology/Computers

Above is count of customers that responded to survey with each category **currently** checked.

2. How did you learn of the SBDC?

	6	11% Advertisement
	2	4% Bank or Credit Union



3. Regarding the staff and location of the SBDC:

Was it easy to find and get to the SBDC?



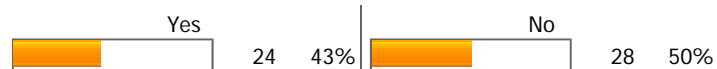
Was it easy to get an appointment?



Were you made aware of other assistance programs?

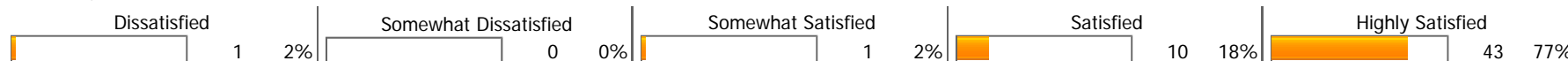


Were you advised about financial assistance training?

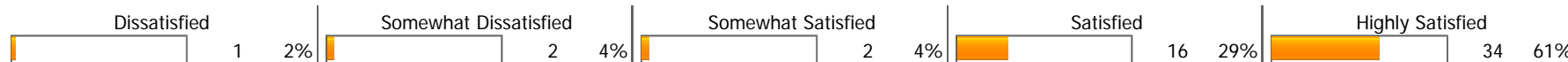


4. Regarding the overall experience working with the SBDC:

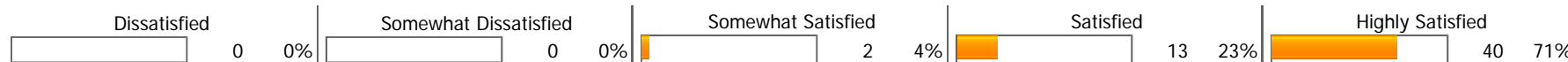
The ability of the counselor to listen to me.



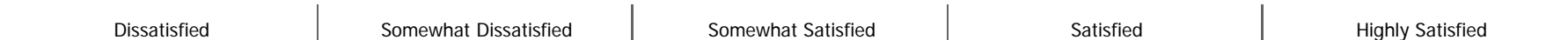
The overall consulting service I received.



The staff's professionalism.

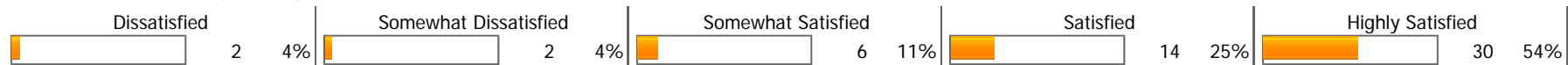


The counselor's knowledge and skills to help me with my problem.



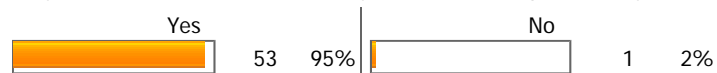


The counselor's knowledge finding assistance for me.

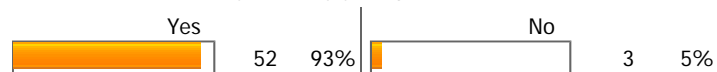


5. Regarding the counseling services you received at the SBDC:

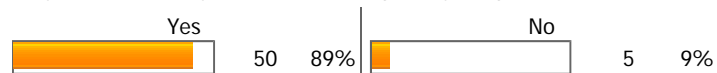
Do you feel the counselor assessed your situation or goals clearly?



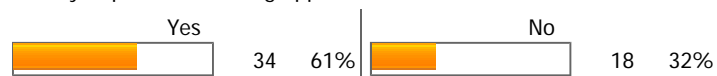
Did the counselor help you clarify your goal?



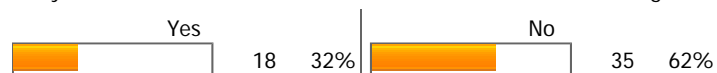
Do you know what you have to do to get to your goal?



Were you provided training opportunities?



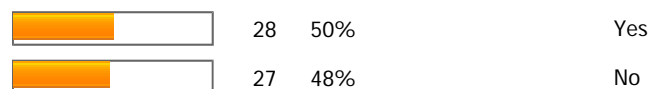
Are you scheduled to return to this center for additional counseling?



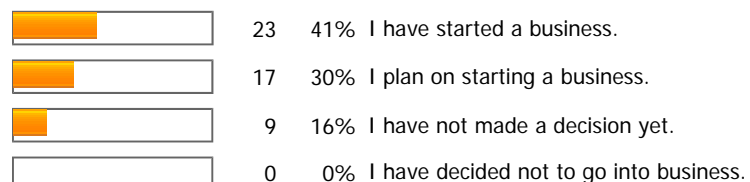
Would you recommend the SBDC to your family or friends?



6. Were you already in business when you first contacted the SBDC?

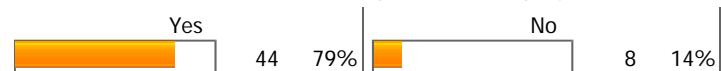


7. Following your consultation with the SBDC, what action have you taken?

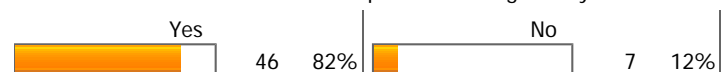


8. Regarding your consultation with the SBDC, please answer yes or no to the following:

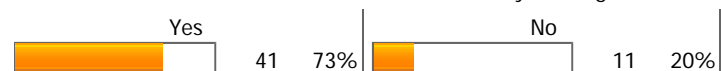
I feel more confident about expanding and improving my business.



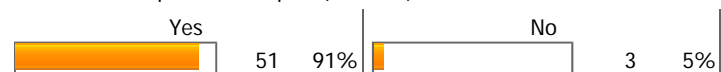
I learned valuable information to help me run and grow my business.



I was able to make better, informed decisions on my existing business.



The counselor provided helpful (relevant) information.



The information received helped me to improve my business.



The consultation helped me to be accountable to a plan of action.



9. Do you have any comments or suggestions on what we could do to improve our services to the Utah business community?

Response (most recent of 29)	Date
I was very very impressed with how knowlegdable Mrs Roundy with all the absolutely info, that I had to have to improve and enhance my manufacturing business. And she've took the necessary step to show me the direction to get to my culturer and be eff	12/5/2008 2:02:55 AM
Angela Roundy is a fantastic counselor. She answered all my questions IN DETAIL. The help she offered was invaluable to the success of my business.	11/18/2008 11:29:13 AM
I had gotten myself into an untenable position with rash decisions made without any knowledge. There was no way she could help me undo my mess, that's why so many negative answers. Thanks, anyway.	11/1/2008 5:02:14 PM
I would like to find out what financial assistant there is that isnt a loan and that helps women to start a business and help with start up costs. I was just told there are loans.	10/29/2008 12:17:07 PM
Jared is a great counselor. I would recommend him to anyone.	10/29/2008 12:00:15 AM
need to add additional counselors that can help and provide a better listing of grants available to assist with start up costs and help	10/28/2008 7:03:10 PM
No, not at this time.	10/28/2008 7:02:06 PM
Very good program. It really goes a long way to help out new businesses with free, quality information from the SBDC.	10/28/2008 7:00:03 PM

angela was fine and refered me to take the new venture course which I thought was going to walk you through writting a business plan step by step. The class was \$500 and teaching me about business but nothing to do with a plan. It would be nice to ha

10/28/2008  
6:20:41 PM

This is a great service I just wish we'd known about it earlier so we could have taken advantage sooner

10/16/2008  
4:35:41 PM

[All Responses](#)

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10. Would you like to be contacted by the SBDC to discuss this survey? (unless requested--all responses are confidential)

