

On a scale of 1 (Poor) to 5 (Excellent), please rate the following:

	1-	2-	3-	4-	5-	TOTAL-
- EventBrite for Registration	0.00% 0	0.00% 0	0.00% 0	12.00% 3	88.00% 22	25
- Networking Reception	0.00% 0	0.00% 0	33.33% 7	4.76% 1	61.90% 13	21
- Speakers	0.00% 0	4.00% 1	20.00% 5	32.00% 8	44.00% 11	25
- Hotel Accommodations	0.00% 0	0.00% 0	4.55% 1	0.00% 0	95.45% 21	22
	1-	2-	3-	4-	5-	TOTAL-
- Relevance of Statewide Theme	0.00% 0	12.00% 3	8.00% 2	20.00% 5	60.00% 15	25
- Relevance of Material Presented	0.00% 0	8.00% 2	20.00% 5	20.00% 5	52.00% 13	25
	1-	2-	3-	4-	5-	TOTAL-
- Meeting Rooms	0.00% 0	0.00% 0	0.00% 0	19.23% 5	80.77% 21	26
- Food/Refreshments	0.00% 0	3.85% 1	3.85% 1	7.69% 2	84.62% 22	26
- Audio/Video	0.00% 0	0.00% 0	0.00% 0	15.38% 4	84.62% 22	26

Comments on your total conference experience:

- Answered: 18
- Skipped: 8
 - I think this continued the positive momentum of the State network toward a Top 5 national program.
 - I like the OCLC. Easy to navigate, and this years food selections were excellent! For the evening reception though, some of the offerings especially for the mushrooms were really not cooked through and they didn't taste very good, for future reference. The sponsor was very generous though especially for hosting. Nice touch with the beverages as well.
 - Always great to share with other attendees. This was valuable!
 - good
 - Best yet
 - The speakers didn't seem to know what the SBDC was and didn't answer our questions.
 - Really enjoyed the breakout sessions. Most were very relevant!
 - Good speakers and food. Might be more convenient to have the event at the hotel where we stay.
 - Good investment of time.
 - Really great program. Enjoyed all of it and learned a lot.
 - Was a great time!
 - Great Experience...Excellent Conference
 - Enjoyed most of it and learned things to bring back and work with client. Would have liked to have been educated a little on the new Center IC. The workshops I picked all felt like sales pitches in some way. They had the tools and I could refer my clients to them and they would work with them for me... In some cases that would be great to have the outside professional help, but I was hoping for a tool that I would have access to. I left with a resource, that is not close to my area, and no tools to use myself.
 - Very positive. I wish more people had stayed for the reception or stayed longer. The session on OhioMeansJobs was too long and went into way more detail than we will ever use. James Brown from Digipoint was a confusing session and he didn't seem well prepared. On the flip side, Scott Shields was well prepared, professional and did an excellent job. Anita Web Weaver session was good too. EAN session was informative. Overall I thought the group put a nice conference together. Always enjoy networking with others in the Ohio Network.
 - Excellent! They keep getting better.
 - nice.....but offer a suggestion that after the first evening that the after hour be held back at the hotel. Very limited time to talk with other counselors during the conference and this would help.
 - Very good, got a lot of great resources. Now, I need to put them into action.

Which Workshops did you attend and did you benefit from them?

- Answered: 24
- Skipped: 2

ANSWER CHOICES-	RESPONSES-
<p>Responses</p> <p>HR For Small Business - Susan Boothe</p> <ul style="list-style-type: none"> • Good overview. • Great presentation. This covered a lot of information in the little time provided. This would make a great series of multiple training. 	<p>20.83</p> <p>%</p> <p>3</p>
<p>Responses</p> <p>Access to Capital - Crowd Funding, CRF Loans, SBA Loans - I. Andre Gibson, Dave Townsend, Lily Vail</p> <ul style="list-style-type: none"> • Good panel experiences • Attended this - didn't learn anything new • No, I didn't think it discussed enough about various crowdfunding sites, and other access to capital besides lending • Very good • yes 	<p>20.83</p> <p>%</p> <p>5</p>
<p>Responses</p> <p>Effective Presentations - Know yourself, know your audience - Anita Web Weaver</p> <ul style="list-style-type: none"> • excellent • Attended this - didn't learn anything new • Great presentation. More of a refresher but engaging and thoughtful • Yes • Effective presentations 	<p>20.83</p> <p>%</p> <p>5</p>
<p>Responses</p> <p>Commerce - Digipoint - James Brown</p> <ul style="list-style-type: none"> • I did not connect w/ this speaker at all; he lost the room and seemed to be on the defensive with us. Worst class of the event for me. • I attended this one. The speaker did not possess the experience in speaking to a group like ours, and even with help from the audience, he didn't realize how to present his knowledge and why a customer could be helped by the Digipoint products. He could not help us to help him in providing him as a good contact for our clients. He was very nice about it and was trying hard. He was just not experienced enough for what we would be looking for regarding our clientele. The products were beneficial though. <p>not relevant, was promoting his services without giving us information to help advise our clients</p> <ul style="list-style-type: none"> • Attended - would not recommend • It was helpful to me. 	<p>37.50</p> <p>%</p> <p>9</p>

ANSWER CHOICES-**RESPONSES-**

- Acceptable
- Terrible presenter (sorry). Felt like it was a sales pitch the entire time. I almost felt sorry for him....
- Confusing and I thought he insulted some of the people who asked questions. His message was not clear and most people felt he was trying to sell us.
- Yes, but I felt he didn't understand his audience and our needs.

Responses

4.17%

Featured Industry - Cures, Crutches, Cars - Drew Cook

1

Responses

29.17

Cash Flow and Financial Management - Financial Modeling - Jason Heyman

%

- Good updates
- Attended this one - absolutely loved his model would love to have access to it
- Attended - really great
- Very good.
- Excellent
- Good session, but would need to utilize his tool. I liked it and would like to somehow have help with it for clients sometimes.
- Awesome! I need the tool.

7

Responses

16.67

Critical Thinking - Understanding the Critical Thinking and its Value - Anita Web Weaver

%

- This was the best use of group participation that I saw. Small group was open with comments and insights. Good intelligent conversation.
- Useful insights -- unfortunately some participants dominated the discussion with their political agenda, which was inappropriate.
- Enjoyed her style. It was very interactive.
- critical thinking

4

Responses

41.67

Marketing for Both Center and Business - Rusty Allison, Jessika Philips

%

- This was an excellent presentation. Learned a great deal.
- Yes
- very informative - good speakers
- excellent

10

ANSWER CHOICES-**RESPONSES-**

- Didn't talk enough about marketing for your centers
- Informative
- Good
- Excellent!
- Yes
- Great job by both presenters!

Responses

25.00

Cybersecurity - Tools to Preparing SMB's for Cyber Threats - James R. Gast

%

- Good uses of everyday examples; offered resources and free consulting.
- Attended this - useful information
- Good presentation and learned things - but again, he didn't have tools for us to use. We need to refer to him.
- Yes
- cybersecurity

6

Responses

25.00

Commerce - Helping Our Clients Grow a Business Online - Connie Spruill

%

- excellent
- This needed to focus more on the types of ecommerce and not just action words on your website
- Attended - not what i was expecting but good.
- Very good.
- Average
- too fast

6

Responses

12.50

Time Management - Managing Priorities to Maximize Your Day - Anita Web Weaver

%

- Yes
- Excellent!
- Didn't learn too much new, but it was interactive and a good discussion.

3

Responses

16.67

Workplace Security - Best Practices White Collar Crime - Jonathan Skaggs

%

- Good presentation from someone with behind the scenes experience. Info could be used at our Center.
- This was an interesting breakout. It did provide some good knowledge and what signs of security we should be aware of.

4

ANSWER CHOICES-**RESPONSES-**

- Excellent
- Yes

Responses

4.17%

Access to Capital - Driving Economic Impact - Fred Crispen

1

- Great presentation. I liked the real world examples and was interested in what Fred had to say about Fintech

Responses

50.00

Business Valuations - Help Clients Understand Various Methods - Scott Shields

%

12

- This was the best workshop ever!. Scott did an excellent job explaining Business Valuations and what is involved. Very clear message and very educational!
- VERY informative!
- good speaker, lots of info
- Excellent.
- Best of the series.
- Excellent
- Excellent
- Great presenter and willing to work with our client, but we would need to refer to him. This is fine in some cases but I was hoping to get a tool for me to use in working with my clients.
- Excellent. I was able to use this information for a client already.
- Good basic overview of business valuations.
- business valuations
- Great information!

Responses

8.33%

Creative Thinking - Angie Hollerich

2

- YEs

Responses

25.00

Digital Transformation of a Small Business - Douglas Acker

%

6

- I appreciated to "geek talk" but needed more SBDC-relevant content; how will this help us do our jobs?
- terrible; sales pitch for services to large companies
- I attended this session. He said he was brought in at the last minute so I'll give him the benefit of the doubt, however, it was nothing like the agenda suggested and he was very out of tune of what small businesses needed.
- He wasn't really aware of what the SBDC was

ANSWER CHOICES-**RESPONS
ES-**

- Attended- When we asked questions, speaker thought we could relate to clients with \$45m in sales. not bad overall but maybe not applicable to our clients.
- a little out of touch. only pushed being on the cloud

Which round table were you part of? How did you feel after the discussion?

Answered: 25

Skipped: 1

ANSWER CHOICES-**RESPONS
ES-**[Responses](#)

12.00

Administrative Support

%

- Excellent
- Nice to connect with others and share some experiences/thoughts.

3

[Responses](#)

36.00

SBDC Advisors

%

- OK
- lots of questions, little answers
- SBDC Advisors; excellent
- This was a good discussion.
- Nice conversation. Similar issues. Good collaboration. Could have used more time for this session.
- Nice to hear from other advisors
- Good topics evolved.
- We had a good discussion and many were on the same page.
- SBDC Advisors

9

[Responses](#)

52.00

SBDC Directors

%

- We need to do this more often as a group (2x/yr-?); this session was not long enough with all the talent & experience in the room to offer comments.

13

ANSWER CHOICES-

**RESPONS
ES-**

- Attended this roundtable. As always, more time can be dedicated to type of discussion. It was great to hear from our peers and their contributions. It helps us to identify those centers with best practices, etc.
- Very good
- Very helpful!
- X - Nothing all that new, M. Bower's discussion was helpful.
- Connected, excited, empowered
- Very helpful group of people and they made me feel confident and included
- Good Session - Excellent
- Like we could have used way more time.
- It was beneficial. Spent too much time on one centers best practices.
- I felt I had much more understanding how processes vary for different SBDCs and felt more "belonging" to the group.
- needed more structure
- Good discussion. It would be great to get the directors together more often.

[Responses](#)

0.00%

Export Assistance

0

Comments on the Plenary Sessions

Answered: 22

Skipped: 4

ANSWER CHOICES-

**RESPONS
ES-**

[Responses](#)

77.27

State of the SBDC

%

- It's always nice to have this type of preso after a record year. Data in print would be nice to take back to Centers & share w/ stakeholders.
- It is always good to hear from from our stakeholders. It keeps us fresh and up to date for all staff.
- Great
- excellent
- good

17

ANSWER CHOICES-

**RESPONS
ES-**

- Good
- good
- Very good.
- Good
- Useful
- Good
- Excellent
- Good
- Very good.
- Excellent! Good information.
- great
- Good information. I like to see how we stand.

Responses

86.36

%

Export Assistance - Opportunities for Collaboration

19

- Did not see all of it; a bit slow pace but good content for us to "refresh"
 - really liked this session. It really helped to learn more about how each EAN can help our
 - Excellent
 - Great
 - good information
 - good
 - good
 - Good
 - great
 - Good
 - Ok
 - Interesting
 - Excellent
 - Good
 - Very informative. Could have used more time.
 - Very good! Learned some good things.
 - great
-

ANSWER CHOICES-**RESPONS
ES-**

- I thought it was a little long.
- Test

Responses

100.00

Workforce Transformation and Ohio Means Jobs - Mark Birnbrich

%

- Good after lunch speakers with a timely topic. Entertaining & serious in the same preso- hard to do but pulled it off.
- This was a good session, but the speaker went into too much detail. It went on too long for the second day of sessions. No offense to the speaker, Mark Birnbrich, but in the future, just relaying how to manage the materials, will be helpful enough.
- Excellent
- Great
- great information
- excellent
- Very good!
- good
- Same info as last year
- too long but engaging
- Good
- I would like to see this deleted for next year. Every other year?
- Excellent
- Fun, but long
- Excellent
- Mark is always funny, and we sometimes forget what is there for our clients so it was a good reminder.
- Way, way too much detail.

22

ANSWER CHOICES-

RESPONSES-

- Excellent presentation of good materials that can be dry.
- awesome
- Wonderful! I had been to workshops about Ohio Means Jobs before, but have never gotten the level of information about how it can help small business owners.
- Great info.

What other information would you like to share with us?

Answered: 14

Skipped: 12

- Appreciate the late start on Day #1. Committee & Staff did a fantastic job to pull this off once again!
- Overall, the committee did a great job this year. It is really hard to be able to satisfy everyone. This year, there was a unique offering of breakout sessions that were relative to what we do.
- Admin did a great job of organizing and FLEXING!
- none
- Most of the classes were good. Several people commented that some of the classes were more of a sales pitch.
- Well organized and meaningful content.
- SBA should consider the adverse impacts of not having budgets in place. While they cannot spend funds not authorized by Congress, are there other actions they could take? If they had a continuing resolution in place to support SBA, then why were they not ready to put budgets for the period of the resolution or resolutions out as they occurred? Why not announce awards for the year, pending funding, and authorize even month to month based on funds available under continuing resolutions? This would reduce disruptive situations, and wasteful rework.

- I appreciate the effort that clearly went in to planning such a great program.
- Another Great Conference!
- I didn't hear if we are still going to use Growth Wheel or where the Lead center is on that. Not sure what all resources are available through lead or what they are exploring for us. Would have been good to get that refresher quickly.
- Could have used Center IC training for reports and to get better use of this software.
- While that is a nice facility it would be great if it could be at the Embassy.
- I like practical information that I can really put to use.

What changes do you recommend for Statewide 2018?

Answered: 19

Skipped: 7

- More time for "Position" meetings; 2. Somehow incorporate more Intra-State promotion: put our Center info on the big screen as an Intro, recognize past State Stars in the room, Note Years of Experience. 3. More audience participation next year to create awareness & buy-in during Accreditation process. 4. Video of Director Goodman distributed to Centers.
- As the year progresses, I'm sure topics of interest will be expressed to Domini to add to a list for Statewide 2018 and for consideration for our planning committee.
- Too early to tell
- perhaps training on the new CIC & Atlas systems
- none
- Liked not starting until 10am day 1. Liked ending early at 2pm on day 2. Instead of an appetizer reception could we have a dinner? Liked the hotel.
- 1 day event or at least 1 and a half days. More time with groups ie. SBDC Advisors
- Start planning earlier so you can vet speakers and really make sure they are answering the questions that are in the descriptions and they know what the SBDC is and their own purpose in their messaging
- Don't do the awards at the end.

ANSWER CHOICES-**RESPONS
ES-**

- Remember that networking is perhaps equally important to scripted sessions. Provide the presentation materials in electronic format (PDF or other easy to open means) for our use. Some could be useful in counseling or in promotional activities.
- I cant think of anything I'd change.
- Keep up the Great Work!
- Center IC training on how to monitor our status in reaching our goals. Emailing clients for follow ups and more advance uses. More tools that we can take back to the office and use - even simple spreadsheet that would make our lives easier.
- Ways to collaborate, more time for best practices.
- Breakout sessions were largely sales pitches and not helpful. Reduce the conference to one day, from two, and focus on core issues.
- Answered in question 8
- It may be nice to end a bit earlier the first day.....then have the after hour back at the hotel. The hotel was serving free drinks for a couple of hours so all the SBDC would have to furnish is food.
- Make sure the speakers understand what kind of information we need. I feel that a couple of the presenters had good information but didn't express it well. They ended up feeling bad about the outcomes.