

**ASBDC
ECONOMIC IMPACT SURVEY
OHIO SBDC**



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Confidential and Proprietary Information
National Business Research Institute, Inc.

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ASBDC - Economic Impact Survey - Ohio SBDC

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Appendix A: ASBDC Economic Impact Survey

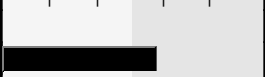

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Section I: Response Rates

Group Name	Number Responding	Number Possible	Response Rate
Total Company	23,403	268,773	9%
Ohio SBDC	911	11,578	8%





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Section II: Comparative Topic Analysis

Topics		Average Number Responding	Mean	Benchmark Percentile Mean	Benchmark Percentile Mean Graph	Poor	Below Average	Average	Above Average	Excellent
ALL TOPICS	Total Company	21,515	4.31	59		3%	3%	13%	23%	59%
	Ohio SBDC	825	4.19	56		5%	3%	14%	25%	53%

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Section II: Comparative Topic Analysis

Topics		Average Number Responding	Mean	Benchmark Percentile Mean	Benchmark Percentile Mean Graph	Poor	Below Average	Average	Above Average	Excellent
OVERALL SATISFACTION	Total Company	21,512	4.27	69		4%	4%	13%	20%	59%
	Ohio SBDC	824	4.13	65		6%	4%	15%	23%	53%
KNOWLEDGE & EXPERTISE	Total Company	21,517	4.34	48		3%	2%	12%	25%	58%
	Ohio SBDC	825	4.24	47		4%	2%	14%	27%	54%

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Section III: Comparative Topic And Item Analysis

OVERALL SATISFACTION

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Poor	Below Average	Average	Above Average	Excellent	
54. How would you describe your overall working relationship with the SBDC advisor who provided counseling t...	Total Company	21,512	4.27	69		4%	4%	13%	20%	59%
	Ohio SBDC	824	4.13	65		6%	4%	15%	23%	53%

ASBDC - Economic Impact Survey - Ohio SBDC

Section III: Comparative Topic And Item Analysis

KNOWLEDGE & EXPERTISE

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Poor	Below Average	Average	Above Average	Excellent
53. How would you rate the knowledge and expertise of your SBDC advisor? <div style="text-align: right; padding-right: 20px;"> Total Company Ohio SBDC </div>	21,517	4.34	48		3%	2%	12%	25%	58%
	825	4.24	47		4%	2%	14%	27%	54%

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


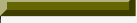
Section IV: Comparative Item Analysis

Sort Key: Ohio SBDC

Items	Number Responding	Mean	Benchmark Percentile	50th	75th	90th	Topic Name
54. How would you describe your overall working relationship with the SBDC advisor who provided counseling to you? Ohio SBDC	824	4.13	65	3.71	4.47	4.87	OVERALL SATISFACTION
53. How would you rate the knowledge and expertise of your SBDC advisor? Ohio SBDC	825	4.24	47	4.49	4.60	4.81	KNOWLEDGE & EXPERTISE

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Section V: Start or Purchase Business

		Number Responding	0% 25% 50% 75% 100%	Percent Responding
1. Did you start or purchase your business?				
Start	Total Company	17,366		74%
	Ohio SBDC	685		75%
Purchase	Total Company	1,973		8%
	Ohio SBDC	60		7%
Never Started or Purchased	Total Company	4,060		17%
	Ohio SBDC	166		18%

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Section VI: Year Started

		Number Responding	0%	25%	50%	75%	100%	Percent Responding
2. What year did you start your business?								
2018	Total Company	1,484						9%
	Ohio SBDC	71						10%
2017	Total Company	3,657						21%
	Ohio SBDC	158						23%
2016	Total Company	2,888						17%
	Ohio SBDC	126						18%
Prior to 2016	Total Company	9,069						52%
	Ohio SBDC	319						47%
Have not yet started	Total Company	221						1%
	Ohio SBDC	8						1%

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Section VII: Year Purchased

		Number Responding	0%	25%	50%	75%	100%	Percent Responding
3. What year did you purchase your business?								
2018	Total Company	203						10%
	Ohio SBDC	5						8%
2017	Total Company	391						20%
	Ohio SBDC	11						19%
2016	Total Company	299						15%
	Ohio SBDC	8						14%
Prior to 2016	Total Company	1,065						54%
	Ohio SBDC	35						59%
Have not yet started	Total Company	8						0%
	Ohio SBDC	0	No valid cases					0%

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Section VIII: Operating Status

		Number Responding	0% 25% 50% 75% 100%	Percent Responding
4. What is the current status of this business?				
Business is still in operation under my ownership.	Total Company	17,508		91%
	Ohio SBDC	676		91%
Business was sold to a new owner.	Total Company	201		1%
	Ohio SBDC	6		1%
Business was closed.	Total Company	535		3%
	Ohio SBDC	12		2%
Have not started.	Total Company	998		5%
	Ohio SBDC	46		6%

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Section IX: Major Activity

		Number Responding	0%	25%	50%	75%	100%	Percent Responding
5. What was the major activity of your business or proposed business in 2016? Please check one.								
Retailing	Total Company	3,010						16%
	Ohio SBDC	109						15%
Services (personal or professional)	Total Company	7,678						40%
	Ohio SBDC	338						46%
Wholesale (distribution, etc.)	Total Company	742						4%
	Ohio SBDC	22						3%
Manufacturing	Total Company	1,621						8%
	Ohio SBDC	51						7%
Construction (all general, and other contractors)	Total Company	995						5%
	Ohio SBDC	29						4%
Agriculture, Forestry, Fishing and Hunting	Total Company	35						0%
	Ohio SBDC	0	No valid cases					0%

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Section IX: Major Activity

	Number Responding	Percent Responding				Percent Responding	
		0%	25%	50%	75%		100%
5. What was the major activity of your business or proposed business in 2016? Please check one.							
Mining	Total Company	0	No valid cases				0%
	Ohio SBDC	0	No valid cases				0%
Utilities	Total Company	7					0%
	Ohio SBDC	0	No valid cases				0%
Transportation and Warehousing	Total Company	42					0%
	Ohio SBDC	0	No valid cases				0%
Information	Total Company	64					0%
	Ohio SBDC	0	No valid cases				0%
Finance and Insurance	Total Company	32					0%
	Ohio SBDC	0	No valid cases				0%
Real Estate and Rental and Leasing	Total Company	28					0%
	Ohio SBDC	0	No valid cases				0%



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Section IX: Major Activity

	Number Responding	Percent Responding					Percent Responding
		0%	25%	50%	75%	100%	
5. What was the major activity of your business or proposed business in 2016? Please check one.							
Professional, Scientific, Technical Services	Total Company	236					1%
	Ohio SBDC	0	No valid cases				
Management of Companies and Enterprises	Total Company	20					0%
	Ohio SBDC	0	No valid cases				
Administrative and Support	Total Company	37					0%
	Ohio SBDC	0	No valid cases				
Educational Services	Total Company	66					0%
	Ohio SBDC	0	No valid cases				
Health Care and Social Assistance	Total Company	97					1%
	Ohio SBDC	0	No valid cases				
Arts, Entertainment, and Recreation	Total Company	105					1%
	Ohio SBDC	0	No valid cases				



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Section IX: Major Activity

	Number Responding	0%	25%	50%	75%	100%	Percent Responding
5. What was the major activity of your business or proposed business in 2016? Please check one.							
Accommodation and Food Service	Total Company	81					0%
	Ohio SBDC	0	No valid cases				0%
Other (please specify)	Total Company	4,334					23%
	Ohio SBDC	190					26%



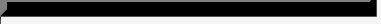
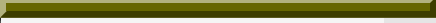





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Section X: Debt/Equity Assistance

Items	Number Responding	Mean	Mean Graph	No	Yes
23. Did the SBDC assist you in obtaining debt or equity financing?					
<p style="text-align: right;">Total Company</p>	<p style="text-align: center;">21,625</p>	<p style="text-align: center;">1.13</p>		<p style="text-align: center;">87%</p>	<p style="text-align: center;">13%</p>
<p style="text-align: right;">Ohio SBDC</p>	<p style="text-align: center;">838</p>	<p style="text-align: center;">1.12</p>		<p style="text-align: center;">88%</p>	<p style="text-align: center;">12%</p>


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Section XI: Debt or Equity Financing

		Number Responding	0%	25%	50%	75%	100%	Percent Responding
24. Which of the following debt or equity financing did you receive:								
SBA Loans	Total Company	1,363						49%
	Ohio SBDC	46						46%
Other Loans	Total Company	1,378						50%
	Ohio SBDC	58						58%
Equity Raised from Investors	Total Company	254						9%
	Ohio SBDC	7						7%
Commercial Bank Loans	Total Company	53						2%
	Ohio SBDC	0	No valid cases					0%
Owner Equity Investment (cash, credit cards, property)	Total Company	21						1%
	Ohio SBDC	0	No valid cases					0%
Other Equity Investment (venture capital, stock, grant)	Total Company	25						1%
	Ohio SBDC	0	No valid cases					0%

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Section XII: Government Contract Assistance

Items	Number Responding	Mean	Mean Graph	No	Yes
31. Did the SBDC assist you in acquiring or securing a government contract? <div style="text-align: right; margin-right: 20px;"> Total Company Ohio SBDC </div>	1,561 0	1.04 0.00	 <p style="text-align: center;">No valid cases</p>	96% 0%	4% 0%

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Section XIII: Overall Satisfaction

Items	Number Responding	Mean	Benchmark Percentile Graph	No	Yes
			0 20 40 60 80 100		
50. Was the overall service you received from the SBDC beneficial?	Total Company	21,525	1.88		
	Ohio SBDC	826	1.85	12%	88%
55. Did the counselor respond to your needs?	Total Company	399	1.86		
	Ohio SBDC	0	0.00	No valid cases	14% 0%
56. In general, did the range of counseling services available meet your needs?	Total Company	399	1.79		
	Ohio SBDC	0	0.00	No valid cases	21% 0%
58. Did your Minnesota SBDC consultant violate any of those standards?	Total Company	493	1.01		
	Ohio SBDC	0	0.00	No valid cases	99% 0%


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Section XIII: Overall Satisfaction

Items	Number Responding	Mean	Benchmark Percentile	1	2	3	4	5	6	7	8	9	10
51. Do you feel the services you received at the SBDC helped you make more informed business decisions?
...													
Total Company	495	8.40	68	3%	1%	2%	1%	4%	3%	7%	18%	13%	48%
Ohio SBDC	0	0.00	N/A	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%


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Section XIII: Overall Satisfaction

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Very Dissatisfied	Somewhat Dissatisfied	Satisfied	Somewhat Satisfied	Very Satisfied
52. Overall, how satisfied were you with the consulting and/or training you received from your local SBDC? <div style="text-align: right; padding-right: 20px;"> Total Company Ohio SBDC </div>	1,637	4.31	68	 <p>0 20 40 60 80 100</p>	7%	4%	9%	9%	70%
	0	0.00	N/A	No valid cases	0%	0%	0%	0%	0%

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Section XIII: Overall Satisfaction

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Very Dissatisfied	Dissatisfied	Undecided	Satisfied	Very Satisfied
62. How satisfied were you with your SBDC consulting experience overall? <div style="text-align: right; padding-right: 20px;"> Total Company Ohio SBDC </div>	492	4.28	68	 <p>0 20 40 60 80 100</p>	4%	4%	10%	25%	58%
	0	0.00	N/A	No valid cases	0%	0%	0%	0%	0%





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Section XIII: Overall Satisfaction

	Number Responding	0%	25%	50%	75%	100%	Percent Responding
57. Do you consider public educational resources, like the University of Georgia SBDC to be very valuable, somewhat valuable or not valuable?							
Very Valuable							
Total Company	996						88%
Ohio SBDC	0	No valid cases					0%
Somewhat Valuable							
Total Company	120						11%
Ohio SBDC	0	No valid cases					0%
Not Valuable							
Total Company	19						2%
Ohio SBDC	0	No valid cases					0%

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Section XIII: Overall Satisfaction

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	
					0	20	40	60	80	100
68. Please specify your level of satisfaction with the following statements related to your overall experien... Based on my experience, I would use the SBDC's services in the future.	Total Company	401	4.36	48		3%	3%	11%	20%	63%
	Ohio SBDC	0	0.00	N/A	No valid cases	0%	0%	0%	0%	0%
The assistance I received from the SBDC was helpful.	Total Company	400	4.30	76		4%	4%	8%	27%	58%
	Ohio SBDC	0	0.00	N/A	No valid cases	0%	0%	0%	0%	0%
The guidance provided was useful in starting or operating my business.	Total Company	398	4.15	66		5%	4%	14%	27%	51%
	Ohio SBDC	0	0.00	N/A	No valid cases	0%	0%	0%	0%	0%
The SBDC helped me to effectively identify my business issues.	Total Company	398	4.11	70		4%	5%	17%	29%	47%
	Ohio SBDC	0	0.00	N/A	No valid cases	0%	0%	0%	0%	0%

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Section XIV: Comparable Assistance

Items	Number Responding	Mean	Mean Graph	No	Yes
63. Was comparable assistance available from a private consultant at a price you could afford? <div style="text-align: right; margin-right: 20px;"> Total Company Ohio SBDC </div>	<div style="text-align: right; margin-right: 20px;"> 492 0 </div>	<div style="text-align: right; margin-right: 20px;"> 1.17 0.00 </div>	<div style="text-align: center;">  <p>No valid cases</p> </div>	<div style="text-align: center; margin-top: 20px;"> 83% 0% </div>	<div style="text-align: center; margin-top: 20px;"> 17% 0% </div>

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Section XV: Contribution by SBDC

Items	Number Responding	Mean	Performance Graph			Little or None	Some	Significantly
			1	2	3			
64. Please rate the level of contribution by the SBDC. Leave blank if not applicable.								
Added employees	Total Company	389	1.29			78%	15%	7%
	Ohio SBDC	0	0.00	No valid cases		0%	0%	0%
Cancelled/delayed plans to go into business	Total Company	388	1.25			83%	10%	8%
	Ohio SBDC	0	0.00	No valid cases		0%	0%	0%
Changed a business strategy	Total Company	419	1.78			44%	34%	22%
	Ohio SBDC	0	0.00	No valid cases		0%	0%	0%
Developed a business plan	Total Company	449	2.07			31%	31%	38%
	Ohio SBDC	0	0.00	No valid cases		0%	0%	0%
Developed a marketing strategy	Total Company	424	1.82			42%	34%	24%
	Ohio SBDC	0	0.00	No valid cases		0%	0%	0%
Improved productivity	Total Company	402	1.55			58%	29%	13%
	Ohio SBDC	0	0.00	No valid cases		0%	0%	0%

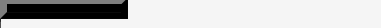
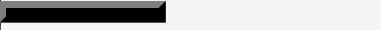




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Section XV: Contribution by SBDC

Items	Number Responding	Mean	Performance Graph	Little or None	Some	Significantly	
				1	2	3	
64. Please rate the level of contribution by the SBDC. Leave blank if not applicable.							
Increased sales or revenue	Total Company	407	1.65		52%	32%	16%
	Ohio SBDC	0	0.00	No valid cases	0%	0%	0%
Obtained a government contract	Total Company	379	1.11		92%	4%	3%
	Ohio SBDC	0	0.00	No valid cases	0%	0%	0%
Obtained business financing	Total Company	410	1.54		66%	14%	20%
	Ohio SBDC	0	0.00	No valid cases	0%	0%	0%
Started or purchased a business	Total Company	403	1.70		56%	18%	26%
	Ohio SBDC	0	0.00	No valid cases	0%	0%	0%

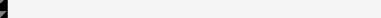




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Section XVI: Service/Benefit Importance

	Number Responding	Percent Responding					Percent Responding	
		0%	25%	50%	75%	100%		
65. During your meeting(s) with the Business Adviser, what do you feel was the most important service or benefit you received?								
Improved knowledge or skills	Total Company	82						17%
	Ohio SBDC	0	No valid cases					0%
Developed an action plan that addressed your specific issues	Total Company	110						22%
	Ohio SBDC	0	No valid cases					0%
Assisted with research	Total Company	31						6%
	Ohio SBDC	0	No valid cases					0%
Identified the underlying cause of problem(s) (if any)	Total Company	9						2%
	Ohio SBDC	0	No valid cases					0%
Brainstorming solution(s)	Total Company	57						12%
	Ohio SBDC	0	No valid cases					0%
Explored feasibility / Evaluated ideas	Total Company	53						11%
	Ohio SBDC	0	No valid cases					0%

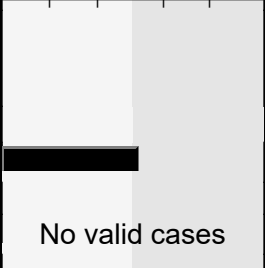
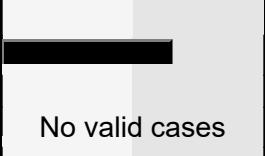
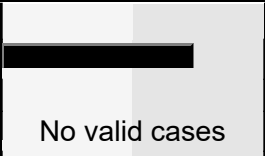
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Section XVI: Service/Benefit Importance

	Number Responding	Percent Responding					Percent Responding
		0%	25%	50%	75%	100%	
65. During your meeting(s) with the Business Adviser, what do you feel was the most important service or benefit you received?							
Assisted with loan application	Total Company	5					1%
	Ohio SBDC	0	No valid cases				
Business plan review	Total Company	44					9%
	Ohio SBDC	0	No valid cases				
Financial review and planning	Total Company	59					12%
	Ohio SBDC	0	No valid cases				
International trade information	Total Company	11					2%
	Ohio SBDC	0	No valid cases				
Other (please specify)	Total Company	33					7%
	Ohio SBDC	0	No valid cases				

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Section XVII: SBDC Consultant

Items	Number Responding	Mean	Benchmark Percentile	Benchmark Percentile Graph	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	
67. Please rate your SBDC consultant on the following attributes.										
Accessibility	Total Company	403	4.36	52		4%	2%	8%	27%	60%
	Ohio SBDC	0	0.00	N/A	No valid cases	0%	0%	0%	0%	0%
Professionalism	Total Company	401	4.58	65		2%	2%	6%	17%	73%
	Ohio SBDC	0	0.00	N/A	No valid cases	0%	0%	0%	0%	0%
Responsiveness	Total Company	402	4.34	73		3%	4%	9%	22%	61%
	Ohio SBDC	0	0.00	N/A	No valid cases	0%	0%	0%	0%	0%

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Section XVIII: 2018 Issues/Challenges

Items	Number Responding	Mean	Importance Graph*	Least Important (10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	Most Important (1)
				69. In 2018, please rank the top issues, challenges or barriers facing your businesses growth from 1... Accessing Business Intelligence and Information									
Total Company	1,371	5.67		13%	12%	9%	9%	10%	9%	10%	9%	10%	11%
Ohio SBDC	0	0.00	No valid cases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Accessing Capital or Financing													
Total Company	1,423	4.77		16%	9%	6%	5%	4%	7%	5%	8%	12%	28%
Ohio SBDC	0	0.00	No valid cases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Economic Uncertainty													
Total Company	1,383	5.56		13%	11%	10%	7%	8%	10%	8%	12%	10%	11%
Ohio SBDC	0	0.00	No valid cases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Financial Management													
Total Company	1,378	5.30		5%	8%	9%	12%	11%	14%	14%	13%	11%	5%
Ohio SBDC	0	0.00	No valid cases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Market Growth Development													
Total Company	1,417	4.55		4%	5%	8%	9%	11%	10%	11%	12%	13%	16%
Ohio SBDC	0	0.00	No valid cases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Operations Management													
Total Company	1,369	5.63		5%	9%	12%	13%	14%	12%	13%	10%	9%	3%
Ohio SBDC	0	0.00	No valid cases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

*Longer Bars indicate higher importance

ASBDC - Economic Impact Survey - Ohio SBDC

Section XVIII: 2018 Issues/Challenges

Items	Number Responding	Mean	Importance Graph*	Least Important (10)	(9)	(8)	(7)	(6)	(5)	(4)	(3)	(2)	Most Important (1)	
69. In 2018, please rank the top issues, challenges or barriers facing your businesses growth from 1... Regulations/Taxes	Total Company	1,378	5.87		10%	13%	12%	11%	10%	9%	11%	9%	9%	6%
	Ohio SBDC	0	0.00	No valid cases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Strategic Planning	Total Company	1,395	5.23		5%	9%	11%	9%	11%	12%	11%	12%	12%	8%
	Ohio SBDC	0	0.00	No valid cases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Technology	Total Company	1,374	6.33		18%	12%	11%	12%	9%	9%	8%	7%	8%	7%
	Ohio SBDC	0	0.00	No valid cases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Workforce and Human Resources	Total Company	1,384	5.25		10%	8%	9%	11%	9%	10%	10%	10%	9%	14%
	Ohio SBDC	0	0.00	No valid cases	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

*Longer Bars indicate higher importance

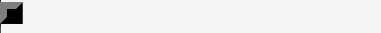
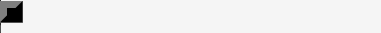
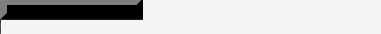
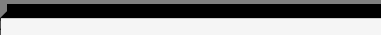
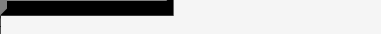
ASBDC - Economic Impact Survey - Ohio SBDC

Section XIX: 2018 Hiring

	Number Responding	0% 25% 50% 75% 100%					Percent Responding
70. In 2018, do you plan to increase, decrease or maintain the same number of EMPLOYEES?							
	Decrease substantially						
	Total Company	29					2%
	Ohio SBDC	0	No valid cases				0%
	Decrease moderately						
	Total Company	14					1%
	Ohio SBDC	0	No valid cases				0%
	Stay the same						
	Total Company	743					50%
	Ohio SBDC	0	No valid cases				0%
	Increase moderately						
	Total Company	616					41%
	Ohio SBDC	0	No valid cases				0%
	Increase substantially						
	Total Company	97					6%
	Ohio SBDC	0	No valid cases				0%






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Section XX: 2018 Sales Revenues

		Number Responding	0%	25%	50%	75%	100%	Percent Responding
71. In 2018, do you expect your total SALES REVENUES to increase, decrease or stay the same?								
Decrease substantially	Total Company	45						3%
	Ohio SBDC	0	No valid cases					0%
Decrease moderately	Total Company	46						3%
	Ohio SBDC	0	No valid cases					0%
Stay the same	Total Company	285						19%
	Ohio SBDC	0	No valid cases					0%
Increase moderately	Total Company	785						52%
	Ohio SBDC	0	No valid cases					0%
Increase substantially	Total Company	337						23%
	Ohio SBDC	0	No valid cases					0%


ASBDC - Economic Impact Survey - Ohio SBDC

Section XXI: 2018 International Sales Revenues

	Number Responding	Percent Responding					Percent Responding	
		0%	25%	50%	75%	100%		
72. In 2018, do you expect your INTERNATIONAL SALES REVENUES to increase, decrease or stay the same?								
Decrease substantially	Total Company	33						2%
	Ohio SBDC	0	No valid cases					0%
Decrease moderately	Total Company	9						1%
	Ohio SBDC	0	No valid cases					0%
Stay the same	Total Company	1,170						78%
	Ohio SBDC	0	No valid cases					0%
Increase moderately	Total Company	209						14%
	Ohio SBDC	0	No valid cases					0%
Increase substantially	Total Company	77						5%
	Ohio SBDC	0	No valid cases					0%




ASBDC - Economic Impact Survey - Ohio SBDC

Section XXII: International Assistance

Items	Number Responding	Mean	Mean Graph	No	Yes
73. Would you like assistance in helping expand your business internationally? <div style="text-align: right; margin-right: 20px;"> Total Company Ohio SBDC </div>	1,498 0	1.32 0.00	 <p style="text-align: center;">No valid cases</p>	68% 0%	32% 0%

ASBDC - Economic Impact Survey - Ohio SBDC

Section XXIII: Ease of Accessing Capital

	Number Responding	0%	25%	50%	75%	100%	Percent Responding
74. In 2017, was your ability to access the capital you needed harder easier or as expected to aquire? More difficult than expected	Total Company	494					33%
	Ohio SBDC	0	No valid cases				0%
Less difficult than expected	Total Company	98					7%
	Ohio SBDC	0	No valid cases				0%
As expected	Total Company	906					60%
	Ohio SBDC	0	No valid cases				0%


ASBDC - Economic Impact Survey - Ohio SBDC

Section XXIII: Ease of Accessing Capital

		Number Responding	0%	25%	50%	75%	100%	Percent Responding
75. In 2018, if needed, do you expect to find it harder, easier or about the same to obtain the financing you need to grow or support your business?								
Harder	Total Company	310						21%
	Ohio SBDC	0	No valid cases					0%
Easier	Total Company	211						14%
	Ohio SBDC	0	No valid cases					0%
About the same	Total Company	977						65%
	Ohio SBDC	0	No valid cases					0%

ASBDC - Economic Impact Survey - Ohio SBDC

Section XXIV: Education

Items	Number Responding	Mean	Mean Graph	No	Yes
76. Have you ever attended or graduated from a State University in Florida?					
Total Company	1,497	1.27	 <p style="font-size: small;">No valid cases</p>	73%	27%
Ohio SBDC	0	0.00		0%	0%

ASBDC - Economic Impact Survey - Ohio SBDC

Section XXIV: Education

		Number Responding						Percent Responding
77. Which university(s) have you attended or graduated from?								
Florida Agricultural and Mechanical University (FAMU)								
	Total Company	28						7%
	Ohio SBDC	0	No valid cases					0%
Florida Gulf Coast University (FGCU)								
	Total Company	12						3%
	Ohio SBDC	0	No valid cases					0%
Florida Polytechnic University								
	Total Company	0	No valid cases					0%
	Ohio SBDC	0	No valid cases					0%
New College of Florida								
	Total Company	4						1%
	Ohio SBDC	0	No valid cases					0%
University of Florida (UF)								
	Total Company	75						18%
	Ohio SBDC	0	No valid cases					0%
University of South Florida (USF)								
	Total Company	47						12%
	Ohio SBDC	0	No valid cases					0%


ASBDC - Economic Impact Survey - Ohio SBDC

Section XXIV: Education

		Number Responding						Percent Responding
			0%	25%	50%	75%	100%	
77. Which university(s) have you attended or graduated from?								
Florida Atlantic University (FAU)	Total Company	19						5%
	Ohio SBDC	0	No valid cases					0%
Florida International University (FIU)	Total Company	53						13%
	Ohio SBDC	0	No valid cases					0%
Florida State University (FSU)	Total Company	79						19%
	Ohio SBDC	0	No valid cases					0%
University of Central Florida (UCF)	Total Company	69						17%
	Ohio SBDC	0	No valid cases					0%
University of North Florida (UNF)	Total Company	29						7%
	Ohio SBDC	0	No valid cases					0%
University of West Florida (UWF)	Total Company	40						10%
	Ohio SBDC	0	No valid cases					0%

ASBDC - Economic Impact Survey - Ohio SBDC

Section XXV: Willingness to Recommend

Items	Number Responding	Mean	Mean Graph	No	Yes
78. Would you recommend the SBDC to a friend or business associate? <div style="text-align: right; padding-right: 20px;"> Total Company Ohio SBDC </div>	<div style="text-align: right; padding-right: 10px;"> 21,507 824 </div>	<div style="text-align: right; padding-right: 10px;"> 1.92 1.90 </div>		<div style="text-align: center; padding-top: 20px;"> 8% 10% </div>	<div style="text-align: center; padding-top: 20px;"> 92% 90% </div>

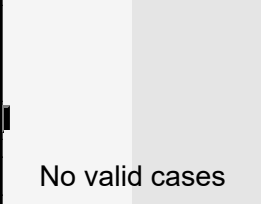
ASBDC - Economic Impact Survey - Ohio SBDC

Section XXVI: Testimonial

Items	Number Responding	Mean	Mean Graph	No	Yes
83. Do we have your permission to use your testimonial in marketing materials or stakeholder correspondence?					
<p style="text-align: right;">Total Company</p>	21,389	1.73		27%	73%
<p style="text-align: right;">Ohio SBDC</p>	823	1.72		28%	72%

ASBDC - Economic Impact Survey - Ohio SBDC

Section XXVII: Client Specific

Items	Number Responding	Mean	Mean Graph	No	Yes
60. Did your SBDC consultant ask that you contract for personal or professional services with him or her on a fee-for-service basis? <div style="text-align: right; margin-right: 20px;"> Total Company Ohio SBDC </div>	1,497 0	1.03 0.00	 <p style="text-align: center;">No valid cases</p>	97% 0%	3% 0%

Economic Impact Survey

Conducted By
National Business
Research Institute



We appreciate your participation in this important survey for the Small Business Development Center (SBDC) in your state. This year all of the SBDCs in the country are working together with the National Business Research Institute (NBRI) to collect our responses to this survey. Please be assured that all individual responses will be held in the strictest confidence.

Your responses to the following questions will help guide our efforts to enhance our services and ensure that small business owners' needs are being met. Additionally, the findings from this survey provide our state and federal funding partners a calculation of their return on investment. It is their investment that allows us to provide consulting services at no direct cost.

Thanks for taking a few minutes of your valuable time to complete this survey!

Instructions:

1. Proceed to the survey questions by clicking on the Next Page button below.
2. After reaching the survey questions, please read each of the survey questions completely. Then, indicate your response using the scale shown on the survey.

3. After answering the survey questions, please click on the Submit Survey button to submit your answers for processing.

Did you start or purchase your business?

Start

Purchase

Never Started or Purchased

What year did you start your business?

Please Select ▼

What year did you purchase your business?

Please Select ▼

What is the current status of this business?

Business is still in operation under my ownership.

Business was sold to a new owner.

Business was closed.

Have not started.

What was the major activity of your business or proposed business in 2016? Please check one.

Retailing

Services (personal or professional)

Wholesale (distribution, etc.)

Manufacturing

Construction (all general, and other contractors)

Agriculture, Forestry, Fishing and Hunting

Mining

Utilities

- Transportation and Warehousing
- Information
- Finance and Insurance
- Real Estate and Rental and Leasing
- Professional, Scientific, Technical Services
- Management of Companies and Enterprises
- Administrative and Support
- Educational Services
- Health Care and Social Assistance
- Arts, Entertainment, and Recreation
- Accommodation and Food Service
- Other (please specify)

Including yourself, and other owners, how many people did you employ at the end of each calendar year below? If you were not operating, please enter 0 (zero).

2017 Number of full-time paid employees
(35 hours or more per week)

2017 Number of part-time paid employees
(fewer than 35 hours per week)

2017 Number of full-time independent
contractors (35 hours or more per week)

2017 Number of part-time independent
contractors (fewer than 35 hours per week)

2017 Number of independent contractors
(1099s)

2016 Number of full-time paid employees
(35 hours or more per week)

2016 Number of part-time paid employees
(fewer than 35 hours per week)

2016 Number of full-time independent
contractors (35 hours or more per week)

2016 Number of part-time independent
contractors (fewer than 35 hours per week)

2016 Number of independent contractors
(1099s)

Jobs Saved is defined as the number of jobs that were at possible risk of loss and were saved or retained as a result of the SBDC's assistance.

Please estimate the number of jobs saved as a result of the SBDC assisting you in improving your business strategy or operations. Enter '0' (zero) if none.

Existing Full-time jobs saved

Existing Part-time jobs saved

Existing Independent Contractors jobs
saved (1099s)

What was the approximate gross sales revenue of your business (before costs) during the following calendar years? If you were not operating, please enter 0 (zero).

Please use whole dollars only. No \$, commas, decimals, K or M. Enter '0' (zero) if none.

2017 \$

Please estimate what percentage of your 2017 sales were to out of state customers. If you were not operating, please enter 0 (zero).

2017 %

What was the approximate gross sales revenue of your business (before costs) during the following calendar years? If you were not operating, please enter 0 (zero).

Please use whole dollars only. No \$, commas, decimals, K or M. Enter '0' (zero) if none.

2016 \$

Please estimate the amount of gross sales revenue maintained as a result of the SBDC assisting you in improving your business strategy or operations.

Please use whole dollars only. No \$, commas, decimals, K or M. Enter '0' (zero) if none.

Existing revenue maintained \$

No

Yes

Did the SBDC assist you in obtaining debt or equity financing?

Which of the following debt or equity financing did you receive:

SBA Loans

Other Loans

Equity Raised from Investors

Commercial Bank Loans

Owner Equity Investment (cash, credit cards, property)

Other Equity Investment (venture capital, stock, grant)

What was the estimated total amount of SBA Loans your business obtained in 2016-2017. Please use whole dollars only. No \$, commas, decimals, K or M. \$

What was the estimated total amount of Other Loans your business obtained in 2016-2017. Please use whole dollars only. No \$, commas, decimals, K or M. \$

What was the estimated total amount of Equity Raised from Investors your business obtained in 2016-2017. Please use whole dollars only. No \$, commas, decimals, K or M. \$

What was the estimated total amount of Commercial Bank Loans your business obtained in 2016-2017. Please use whole dollars only. No \$, commas, decimals, K or M. \$

What was the estimated total amount of Owner Equity Investment your business obtained in 2016-2017. Please use whole dollars only. No \$, commas, decimals, K or M. \$

What was the estimated total amount of Other Equity Investment your business obtained in 2016-2017. Please use whole dollars only. No \$, commas, decimals, K or M. \$

Did the SBDC assist you in acquiring or securing a government contract?

Please use whole dollars only. No \$, commas, decimals, K or M. Enter '0' (zero) if none.

FEDERAL GOVERNMENT DOD PRIME
Contracts - Number of Contracts (#)

FEDERAL GOVERNMENT DOD PRIME
Contracts - Value of Contracts (\$)

FEDERAL GOVERNMENT DOD SUB Contracts
- Number of Contracts (#)

FEDERAL GOVERNMENT DOD SUB Contracts
- Value of Contracts (\$)

Other FEDERAL GOVERNMENT PRIME
Contracts - Number of Contracts (#)

Other FEDERAL GOVERNMENT PRIME
Contracts - Value of Contracts (\$)

Other FEDERAL GOVERNMENT SUB
Contracts - Number of Contracts (#)

Other FEDERAL GOVERNMENT SUB
Contracts - Value of Contracts (\$)

Please use whole dollars only. No \$, commas, decimals, K or M. Enter '0' (zero) if none.

STATE GOVERNMENT PRIME Contracts -
Number of Contracts (#)

STATE GOVERNMENT PRIME Contracts -
Value of Contracts (\$)

STATE GOVERNMENT SUB Contracts -
Number of Contracts (#)

STATE GOVERNMENT SUB Contracts - Value
of Contracts (\$)

LOCAL GOVERNMENT PRIME Contracts -
Number of Contracts (#)

LOCAL GOVERNMENT PRIME Contracts -
Value of Contracts (\$)

LOCAL GOVERNMENT SUB Contracts -
Number of Contracts (#)

LOCAL GOVERNMENT SUB Contracts - Value
of Contracts (\$)

PRIVATE SECTOR Contracts - Number of
Contracts (#)

PRIVATE SECTOR Contracts - Value of
Contracts (\$)

No

Yes

Was the overall service you received from the SBDC beneficial?

1 2 3 4 5 6 7 8 9 10

Do you feel the services you received at the SBDC helped you make more informed business decisions?
(1 = not at all to 10 = much more capable)

Very Dissatisfied Somewhat Dissatisfied Satisfied Somewhat Satisfied Very Satisfied

Overall, how satisfied were you with the consulting and/or training you received from your local SBDC?

Poor Below Average Average Above Average Excellent

How would you rate the knowledge and expertise of your SBDC advisor?

How would you describe your overall working relationship with the SBDC advisor who provided counseling to you?

No Yes

Did the counselor respond to your needs?

In general, did the range of counseling services available meet your needs?

Do you consider public educational resources, like the University of Georgia SBDC to be very valuable, somewhat valuable or not valuable?

Very Valuable

Somewhat Valuable

Minnesota SBDC business consultants are required to follow a code of ethics that strictly prohibits them from recommending specific services or products, making a personal investment in your business, or taking any action which may result in their own personal gain from SBDC clients, including charging you a fee for consulting.

No

Yes

Did your Minnesota SBDC consultant violate any of those standards?

Please explain:




Florida SBDC personnel are strictly prohibited from making a personal investment in client businesses, or soliciting outside paid consultant agreements which may result in personal gain from our customers.

No

Yes

Did your SBDC consultant ask that you contract for personal or professional services with him or her on a fee-for-service basis?

Please explain the offer of assistance made.




How satisfied were you with your SBDC consulting experience overall?

No

Yes

Was comparable assistance available from a private consultant at a price you could afford?

As a direct result of the services you received from the SBDC, at what level did the SBDC contribute to any of the following activities or outcomes during 2016-2017?

Please rate the level of contribution by the SBDC. Leave blank if not applicable.

Little or None

Some

Significantly

- Developed a business plan
- Started or purchased a business
- Obtained business financing
- Obtained a government contract
- Developed a marketing strategy
- Increased sales or revenue
- Added employees
- Improved productivity
- Changed a business strategy
- Cancelled/delayed plans to go into business

During your meeting(s) with the Business Adviser, what do you feel was the most important service or benefit you received?

Improved knowledge or skills

- Developed an action plan that addressed your specific issues
- Assisted with research
- Identified the underlying cause of problem(s) (if any)
- Brainstorming solution(s)
- Explored feasibility / Evaluated ideas
- Assisted with loan application
- Business plan review
- Financial review and planning
- International trade information
- Other (please specify)

What information or service(s) might you need from your SBDC Adviser in the future?

Please rate your SBDC consultant on the following attributes.

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Responsiveness

Professionalism

Accessibility

Please specify your level of satisfaction with the following statements related to your overall experience.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree

The assistance I received from the SBDC was helpful.

The SBDC helped me to effectively identify my business issues.

The guidance provided was useful in starting or operating my business.

Based on my experience, I would use the SBDC's services in the future.

In 2018, please rank the top issues, challenges or barriers facing your businesses growth from 1 to 10, with 1 being the biggest issue, 10 being the least.

- Select ▼ Accessing Business Intelligence and Information
- Select ▼ Accessing Capital or Financing
- Select ▼ Economic Uncertainty
- Select ▼ Financial Management
- Select ▼ Workforce and Human Resources
- Select ▼ Market Growth Development
- Select ▼ Operations Management
- Select ▼ Regulations/Taxes
- Select ▼ Strategic Planning
- Select ▼ Technology

In 2018, do you plan to increase, decrease or maintain the same number of EMPLOYEES?

- Decrease substantially
- Decrease moderately
- Stay the same
- Increase moderately
- Increase substantially

In 2018, do you expect your total SALES REVENUES to increase, decrease or stay the same?

- Decrease substantially
- Decrease moderately
- Stay the same
- Increase moderately
- Increase substantially

In 2018, do you expect your INTERNATIONAL SALES REVENUES to increase, decrease or stay the same?

- Decrease substantially
 - Decrease moderately
 - Stay the same
 - Increase moderately
 - Increase substantially
-

No

Yes

Would you like assistance in helping expand your business internationally?

In 2017, was your ability to access the capital you needed harder easier or as expected to acquire?

- More difficult than expected
 - Less difficult than expected
 - As expected
-

In 2018, if needed, do you expect to find it harder, easier or about the same to obtain the financing you need to grow or support your business?

- Harder
 - Easier
 - About the same
-

No

Yes

Have you ever attended or graduated from a State University in Florida?

Which university(s) have you attended or graduated from?

- Florida Agricultural and Mechanical University (FAMU)
- Florida Gulf Coast University (FGCU)
- Florida Polytechnic University

- New College of Florida
- University of Florida (UF)
- University of South Florida (USF)
- Florida Atlantic University (FAU)
- Florida International University (FIU)
- Florida State University (FSU)
- University of Central Florida (UCF)
- University of North Florida (UNF)
- University of West Florida (UWF)

No

Yes

Would you recommend the SBDC to a friend or business associate?

What additional services or training, if any, would you like to receive in the future from the Arizona SBDC?

^

v

What would have made your experience with the SBDC more helpful?

^

v

Do you have other suggestions that will assist us to improve our services?

^

Please provide any comments on the services you received from the SBDC or suggestions for improvement. If you wish, please provide a testimonial for use in SBDC marketing materials.

No

Yes

Do we have your permission to use your testimonial in marketing materials or stakeholder correspondence?
