

SBTC CLIENT IMPACT EVALAUTION SUMMARY FOR FY06-07
Conducted in May 2008 by
The Department of Survey Research at Virginia Tech

Number of SBTC clients who agreed to participate in the survey: 17 (100%)

Q1. How did you first learn about the Southside Business Technology Center?

<u>Respondent #</u>	<u>Response</u>
1	Friend from the area told me.
2	At Incubator. I met Eva, was impressed with her.
3	Phyllis (VP at Carter Bank). She's on the board of the SBTC.
4	Eva Doss.
5	Through Martha Walker (Danville Community College extension program contact).
6	Met Eva.
8	Newspaper.
9	Met Eva at a reception in building.
11	Through business contact - Dick Ephgrave
12	Through board members and educators' meeting at VT in 2003.
13	We are in the same building (Business Incubator).
14	Our executive director is on their board.
15	Through word of mouth in Martinsville (no one in particular).
16	I knew Mrs. Doss personally. The Incubator is in the same building as my wife's business.
17	He was the President of Chamber of Commerce in Patrick County.

Q2. Why did you choose the SBTC to assist you with your business needs?

<u>Respondent #</u>	<u>Response</u>
1	They had assistance that was not available elsewhere.
2	Impressed with Eva.
3	I am a small under-capitalized and under-appreciated small business. I needed help. They were affordable, quality help.
4	Rates are good. They are a VT service. Eva Doss's reputation.
5	They had the expertise, resources, and talent needed to meet our needs.
6	Eva is good sales lady. They offered a good scope of work.
8	Best solutions provided for our needs.
9	They offered what we were looking for.
11	Good reputation. They are professional and willing to work with us.
12	Good reputation. They are local and have high quality of work.
13	They approached us. They are convenient and have good prices.
14	Good sense of business plans.
15	Novice in business. I was good in my area, but needed help with the business aspects.
16	I thought they were easy to reach quickly and readily available.
17	Mrs. Doss attended Chamber meetings. Gave overall view of program.

Q3. Overall, how satisfied were you with the services you received from the SBTC? Would you say you were very satisfied, somewhat satisfied, somewhat dissatisfied, or not at all satisfied?

100% of all clients were very satisfied or satisfied with the services received from the SBTC.

Q4. Given your experience with the SBTC, would you use their services again if you had such a need in the future?

100% of all clients would use SBTC services again.

Q5. Please tell me the extent to which you agree with each of the statements I mention.

a) The services provided by the SBTC on my project led to increased revenue for my business.

100% of clients who had a project with a goal to increase revenues agreed.

b) The services provided by the BTC led to the creation of jobs.

100 % of clients who had a project with a goal to create jobs agreed.

c) The services provided by the SBTC led to increased investments by my business.

100% of clients who had a project with a goal to increase investments agreed.

d) The services provided by the SBTC led to cost savings for my business.

93.3% of clients who had a project with a goal to save costs agreed.

6.7% of clients disagreed, because their purchased additional equipment based on the project.

e) The services led to the avoidance of unnecessary investments by my company.

100% of clients who had a project with a goal to avoid unnecessary investments agreed.

f) The services helped my company to be more competitive.

100% of clients who had a project with a goal to become more competitive agreed

g) The SBTC staff had the necessary expertise for my project.

100% of all clients agreed

h) The SBTC staff was easy to work with.

100% of all clients agreed

Q6. Can you estimate what the additional revenues will be within the next 2 years as a result of the SBTC project?

50% of clients who said that they will generate additional revenues also said their investments will be \$525,000 on average, equaling \$2,231,250.

50% of clients declined/refused to answer the question.

Q7. How many jobs would you estimate will be created in the next 2 years because of the SBTC project?

71.4% of clients who said that they will create jobs as the result of the project also said that they will create 16 jobs on average, equaling 156 jobs.

28.6% of clients declined to answer the question.

Q8. How much are you expecting to invest as a result of the SBTC project?

71.2% of clients who said that they expect to invest as a result of the project also said that they will invest \$1,006,000 on average, equaling \$6,105,414 total investments.
28.8% of clients declined to answer the question.

Q9. What is your expected approximate total cost savings over the next 2 years as a result of the project?

57.1 % of clients who said that they will save on costs as the result of the project also said that they will save \$226,500 on average; equaling \$1,651,864.5 total.
42.9% of clients declined/refused to answer the question.

Q10. What was the approximate savings resulting from the avoidance of unnecessary investments?

53.8% of clients who said that they will avoid unnecessary investments as a result of the project also said that they will save \$62,500 on average; equaling \$327,250 total.
46.2% of clients declined to answer the question.

Q11. Is there anything the SBTC staff in particular could have done to improve the service they provided to your company?

86.7% of clients said NO

13.3% of clients said YES

<u>Respondent #</u>	<u>Response</u>
1	Services went well.
2	Great job.
3	Bring lunch.
4	Needed business implementation plans.
6	Great job.
8	Superb.
12	Superb job.
14	In process of implementing plans now. Needs at least 6 months to give answers to previous financial questions.
16	They provided exactly what information we needed!
17	Good follow-up; I recommend them.
17	New guy is nice, but has small language barrier. It took a while to get through.

Q12. Is there anything else about your experiences with the SBTC you can share that might help them improve their services?

<u>Respondent #</u>	<u>Response</u>
1	Great experience; nothing else to add.
2	They are very focused and diligent. They produce a great product.
3	No. If they could help the current economy it would help.
4	No.
5	Both representatives are excellent, accommodating, helpful, and reasonable. I worked with a superior person with good experience.
6	Keep Eva.
8	Could not have done anything better.
9	Not really. They were responsive, responding to inaccuracies and adjusting to meet our needs.
11	Terrific job. They worked with us and kept to OUR schedule.
12	Very pleased.

- 13 No.
- 14 They needed more IT business-type pieces. They had a pretty good handle on the project.
- 15 No, quite satisfied. They had all their ducks in a row.
- 16 No. Great experience.
- 17 Stefan is new to the area. He had to get acclimated to market. I think he will better understand our area now.