NO changes made in this document

Section II. Outreach

1. How did you know to contact the Self Employment service?

(A	LL THAT APPLY); [Interviewers FIELD CODE into the following categories]
a.	Used JAN service before
b.	Previous user of JAN service (specify if another employer)
c.	JAN Website
d.	Other website (not JAN website)
e.	Internet search
f.	Referral from:
	Organization (list)
	Government Agency (list)
	Company
	DOL Call Center
	EARN
	JAN Self-employment
g.	Friend/co-worker/word of mouth
h.	Personal contact with JAN staff member
i.	Rehabilitation professional

- j. Medical professional
- k. Educational institution
- l. Union
- m. Legal professional
- n. Newspaper/magazine/book/professional journal article
- o. Television (report or advertisement)
- p. Listed in a directory
- q. I&R Service
- r. Conference
- s. JAN Publication or Brochure
- t. JAN presentation
- u. Used JAN self-employment service before
- v. Previous user of JAN self-employment service
- w. Self-employmentWebsite
- x. Self-employment Publication or Brochure
- y. Other (please specify): _____

2. Before you contacted the Self-employment service, what did you expect the Self-employment service to provide to you?

(Record response verbatim. Query for additional information so that sufficient detail to code into one or more of the following categories.)

a. Information on starting a small business

- 1. developing a business concept
- 2. market research
- 3. writing a business plan
- 4. obtaining capital
- 5. loan guarantees

b. Managing a Business

- 1. technical assistance resources
- 2. growing a business
- 3. personnel management
- 4. financial management
- 5. developing a marketing plan

c. Disability Issues

- 1. Social Security
- 2. PASS plans
- 3. health care
- 4. working at home

Other . Please specify:

Section III. Self-employment Interaction Outcomes

1. Self-Employment Information:

Where are you now in the process of self-employment? [Interviewers to read information in parentheses only if asked] SELECT ONLY ONE RESPONSE

- a. [Are you] Considering the idea of self-employment
- b. Planning stages (Writing the business plan, exploring opportunities and ways agencies and organizations can help with a variety of issues in the planning process)
- c. Initial start up stages (Submitting the business plan, organizing work incentive options, approval from VR or other micro enterprise or funding source, licensing, zoning and tax issues in place)
- d. Near operation (Funding and operation is in place and business is about to open its doors)
- e. Business established
- f. Business expansion
- e. Hiring other employees
- f. DK
- g. RF

2.	Did the information	you received from	om the S	Self-employment	service hel	lp you to ge	et in touch v	with
loc	cal resources?							

- a. Yes (If Yes, Continue to question 3)
- b. No (Go to Section IV)
- c. DK (Go to Section IV)
- d. RF (Go to Section IV)
- 3. Which of the following resources did you contact based on your consultation with the Self-employment service (YES/NO to each)
 - a. Financing, economic development, and/or microenterprise programs Yes No
 - b. Business planning and technical assistance organizations (includes business incubators, nonprofit organizations, local business development offices, community development offices, women's business councils etc.) Yes No
 - c. State vocational rehabilitation (VR) program (includes programs providing small business development assistance within VR) Yes No
 - d. Small Business Administration (SBA) office (includes Small Business Development Centers, Women's Business Centers, Service Corps of Retired Executives (SCORE) or other affiliated programs) Yes No
 - e. Veteran's Business Development programs (includes SBA Veteran's programs, Dept. of Veteran's Affairs) Yes No
 - f. Social Security Administration and related programs (includes organizations that provide information on work incentive and benefits counseling) Yes No
 - g. Federal government business resources (includes IRS, Department of Commerce, Dept. of Housing and Urban Development) Yes No
 - h. Credit or personal financial counseling services Yes No
 - i. Health Insurance resources Yes No

į.	Other	

Section V. Self-employment Web site

A. User Satisfaction - Ease of Use

1. Have you visited the Self Employment Service website within the last year?	[Interviewers may
respond that the website is at http://www.jan.wvu.edu/sbses if asked]	

- a. YES [Go to Q 3]
- b. NO [Skip to Section VI.]
- c. DK [Skip to Section VI.]
- d. RF [Skip to Section VI.]

2. On a	a scale from 1 t	to 5 with 1 being	difficult and 5 easy,	, how was the website	to navigate?
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1 2 3 4 5 (difficult) (easy)

[If response = "1", query "So, the website was difficult to navigate?"]

8 = DK 9 = RF

3.	On the same scale (difficult)	le, how was i 2	it for you to 3	4	ne information th 5 (easy)	at you neede 8 = DK 9 =	d from the website? = RF
	[If response = "1 website?"]	", query "So	, it was diff	icult for y	ou to get the inf	ormation tha	t you needed from the
4.	Using the same s resources?	scale from 1	to 5, how w	as it for y	ou to find inforr	nation to con	tact relevant
	1 (difficult)	2	3	4	5 (easy)	8 = DK 9 =	= RF
	[If response = "1 resources?]	", query "So	, it was diff	icult for y	ou to find inforr	nation to con	itact relevant
5.	What did you hop	e to find on	the website	?			
6.	Did you find it? _ If No, Please exp		0				
Th	e last few questi		e general.			out will not q	uery for comments.]
	On a scale from ntact the Self Emp		_	icult to us	se and 5 as easy,	how easy or	difficult was it to
(d	1 2 ifficult)		3	4	5 (easy)	8. DK	9. RF
	[If response = "1 Employment ser		, it was diff	icult for y	ou to contact the	e Small Busii	ness & Self
	Spontaneous Co	mments:					
	On a scale of 1 to the receptionist?	5 with 1 bei	ng "not cou	rteously"	and 5 being "co	urteously," h	ow were you treated
(r	1 2 not courteously)		3	4	5 (courteously)	8 = DK	9 = RF
	[If response = "1	", query "So	, the recepti	ionist was	s not courteous?"		
	Spontaneous Co	mments:					

3.	On that same scale, how were you treated by the consultant?								
(r	1 not courteously	2	3	4	5 (courteously)	8 = DK 9 = RF			
	[If response = "1", query "So, the consultant was not courteous?"]								
	Spontaneous	Comments:							
	6. On a scale from 1 to 5 with 1 being "not understand" and 5 being "understood", how well did the consultant understand your needs?								
(no	1 ot understand)	2	3	4	5 (understood)	8 = DK 9 = RF			
	[If response =	"1", query "Sc	, the consultan	t did not	understand your n	eeds?"]			
	Spontaneous	Comments:							
	5. On a scale from 1 to 5, with 1 being "did not meet my needs at all" and 5 being "met my needs exceptionally well", how well did the information that you received meet your needs?								
	1 (not at all)	2	3	4	5 (exceptionally we	8. DK 9. RF ll)			
	[If response =	"1", query "Sc	, the information	on you re	eceived did not me	et your needs at all?"]			
ō.	How could th	e services you	received have b	etter me	t your needs.				
7.		se the service aş b.	gain, if you nee No	ded info	rmation?	8 = DK 9 = RF			
3.	Where would	you get this ty	pe of information	on if the	Self Employment	service did not exist?			
Э.	Have you refe	erred other peop	ple to the Self E	Employn	ent service?				
	a. Yes b. No								
				_		ng "very likely to refer", how mployment service?			
,	1 Very unlikely	2 3	4	5 Very li	kely	8. DK 9. RF			

11. We would appreciate any comments or suggestions that you may have about the Self Employment service.

Thank you for your participation.