

Description of Changes to the MEP Client Impact Survey

Below is a question-by-question list of the changes to the MEP Client impact survey. The questions numbers used in this document reflect the new question numbers. If the question number has changed from the previously approved survey, it is noted in the description.

1. No change.
2. No change.
3. No change.
4. No change.
5. **New question** inserted below question 4. This question is designed to help MEP determine if manufacturing clients are growing their businesses through new customers, markets, products, or services as a result of the services provided by MEP centers.

Did the services you received directly help your establishment (check all that apply)?

- Get new customers
- Enter new markets
- Create new products
- Create new services

6. **New question**. This question is asked if the respondent checks at least one of the 4 options in question 5. MEP is determining what percent of new sales are accounted for by the program's innovation services in order to evaluate its effectiveness.

What percentage of the [FILL: NewSales_AMT] in new sales you indicated in question 4 is attributable to new customers, new markets, new products, or new services? _____%

7. Old question number 6, otherwise unchanged.
8. **New question**. This question is asked if the respondent checks at least one of the 4 options in question 5. MEP is determining what percent of retained sales are accounted for by the program's innovation services in order to evaluate its effectiveness.

What percentage of the [FILL: RtnSales_AMT] in retained sales you indicated in question 7 is attributable to new customers, new markets, new products, or new services? _____%

9. Old question number 5, otherwise unchanged.
10. Old question number 7, otherwise unchanged.
11. Old question number 8, otherwise unchanged.

12. Old question number 9. Option 'A' was added to help measure manufacturer's investment in new products or processes. Previously, these investment impacts would have been categorized under the "other areas" section. NIST MEP management felt that adding additional granularity to this question would help better identify the areas of new investment that MEP centers were having an impact on. As a result of the addition of option 'A,' old option 'A' is now option 'B,' old option 'B,' is now option 'C,' old option 'C' is now option 'D,' and old option 'C' is now option 'E.'

As a result of the services you received, has your establishment increased its investment over the past 12 months in:

- a. New products or processes?
 - 1 Yes How Much? \$ _____
 - 2 No 8 Don't know 9 Refused to answer
- b. Plant or equipment?
 - 1 Yes How Much? \$ _____
 - 2 No 8 Don't know 9 Refused to answer
- c. Information systems or software?
 - 1 Yes How much? \$ _____
 - 2 No 8 Don't know 9 Refused to answer
- d. Workforce practices or employee skills?
 - 1 Yes How much? \$ _____
 - 2 No 8 Don't know 9 Refused to answer
- e. Other areas of business?
 - 1 Yes How much? \$ _____
 - 2 No 8 Don't know 9 Refused to answer

13. Old question number 10, otherwise unchanged.

14. Old question number 11, otherwise unchanged.

15. Old question number 12, otherwise unchanged.

16. Old question number 13, otherwise unchanged.