American Customer Satisfaction Index Small Business Administration Survey

VERSION 1.4 2018

### Introduction

# PROG. NOTE: Move in CONTACT NAME from sample

[CONTACT NAME]: CONTNAME FROM SAMPLE

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# PROG. NOTE: Move in SAMPLE TYPE from sample

[SAMPLE TYPE]: ACTION FROM SAMPLE

1=A (Approved)

2=D (Declined)

3=W (Withdrawn)

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May I speak with (RESTORE CONTACT NAME)?

Hello. The Small Business Administration program has hired my company, [Data Collection Company], to call on their behalf to conduct a brief survey about their low-interest disaster assistance loan program. The purpose of this survey is to provide SBA with feedback from their customers to assist them in improving customer service. Your answers are voluntary and we will not ask any questions about confidential information. If at any time you do not feel comfortable answering a question, please say so. Your responses will be held completely anonymous, and you will never be identified by name. This interview is authorized by the Office of Management and Budget Control No. 1090-0007, which expires July 31, 2018. This interview will take approximately 10 – 15 minutes.

### Screener

***(IF RESPONDENT IS ON THE PHONE, ENTER “1” WITHOUT READING QA AND CONTINUE. IF NOT, REREAD INTRO IF NECESSARY.)***

QA.     May I speak with the person, or one of the persons, who recently applied for a low-interest disaster assistance loan through the Small Business Administration’s Disaster Assistance Program?

1. Yes (**Continue**)
2. Yes, but not available now (**Schedule callback)**
3. No (**Terminate**)
4. Reread intro

DK (**Terminate**)

REF (**Terminate**)

**PROG. NOTE*: If “4” is selected, restore intro***

**Notice of SBA Disaster Loans**

NQ1. From which agencies or other sources did you find out about the Small Business Administration’s Disaster Assistance Program? **(Multiple response)**

* 1. Federal Emergency Management Agency (FEMA)
  2. Small Business Administration (SBA)
  3. Another government organization (please specify)
  4. Online
  5. Media such as TV, radio or newspaper
  6. Social media
  7. Bank or credit union
  8. Employer
  9. Workplace associate
  10. Family member or friend
  11. Paid advisor or expert
  12. Other (please specify)

NQ1. How did you first learn about the Small Business Administration’s Disaster Assistance Program? **(Single response)**

1. Websites
2. Email
3. Text messages
4. Mobile apps
5. In-person
6. Printed materials
7. Other (please specify)

### Website

WQ1. At any time during the loan process did you visit the SBA Office of Disaster Assistance website?

* + 1. Yes
    2. No **(skip to next section DLAP Portal)**
    3. Don’t know **(skip to next section DLAP Portal)**

Please think about your experience using the SBA Office of Disaster Assistance website. Using a scale from 1 to 10 where 1 is “Poor” and 10 is “Excellent” please rate the following:

WQ2. The overall look and feel of the site

WQ3. The website functionality

WQ4. The content and information presented on the website.

WQ5. The website navigation

### DLAP Portal

PQ1. Did you choose to set up an account on the Disaster Loan Assistance portal?

1. Yes
2. No **(skip to next section Application Process)**
3. Don’t know **(skip to next section Application Process)**

Please think about your experience setting up and using your account. Using a scale from 1 to 10 where 1 is “Poor” and 10 is “Excellent” please rate the following:

PQ1. Time required to set up the account

PQ2. Usefulness of general information available to help you complete your loan application

PQ3. How well the information on your member home page meets your needs; this is the page that includes a greeting and your name.

PQ4. The information available on the status of your application

PQ5. Did you have any difficulty setting up your account?

1. Yes
2. No **(skip to next section Application Process)**

PQ12. Please describe any difficulty you had setting up your account? (open end)

### Application Process

Q1. Did you apply using the electronic loan application?

1. Yes
2. No
3. Don’t Know

**If Q1= “YES” ASK Q1a**

Q1a. Please tell me which type of device was used to apply.

1. Mobile
2. Computer
3. Other

**If Q1= “YES” READ INTRO1, THEN ASK Q2-Q7**

**If Q1= “NO” OR “DON’T KNOW” READ INTRO2 THEN ASK Q2-Q7**

INTRO1 Now, let’s think about the electronic application process required after you received a disaster loan application to complete from the SBA’s Disaster Assistance Program…. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the following:

INTRO2 Now, let’s think about the paper application process required after you received a disaster loan application to complete from the SBA’s Disaster Assistance Program…. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the following:

Q2. SBA making it clear to you what information was required from you for completing the application

Q3. Clarity of application instructions

Q4. Ease of attaining the information required to fill out the application

Q5. The ease of filling out the loan application paperwork

Q6. Amount of paperwork required to complete the loan application

Q7. Clarity of the terms of the loan program

### Customer Service Center

Q8. During the process were you in contact with the SBA customer service center?

1. Yes

2. No (**skip to next section Q14 ‘Recovery Center’**)

And thinking about the customer service you received from the SBA’s personnel… On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the following:

Q9. Availability of customer service personnel

Q10. Professionalism of customer service personnel

Q11. Knowledge of customer service personnel

Q12. Helpfulness of customer service personnel

Q13. Ability to answer your questions or if needed to direct you to the correct SBA representative

### Recovery Center

Q14. Did you visit a local disaster recovery center?

1. Yes

2. No (**skip to next section Q21 ‘Inspection Process’**)

And thinking about your recovery center experience on a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the following:

Q15. Ease of finding location

Q16. Hours of operation being convenient

Q17. Availability of SBA staff

Q18. Professionalism of SBA staff

Q19. Knowledge of SBA staff

Q20. Helpfulness of SBA staff

### Inspection Process

Q21. Did a SBA Damage Inspector contact you to estimate the cost to repair your disaster damaged or destroyed property?

1. Yes

2. No (**skip to the next section ‘Decision Process’—INTRO TO LQ1**)

Q22. Did you or your representative meet with the Inspector on site?

1. Yes (indicates an on-site inspection or on-site “Post Desktop” **continue TO Q23)**

2. No (**indicates a “Desktop inspection, only”— continue TO Q23)**

In recalling the discussion with the Inspector on a scale of “1” to “10” where “1” is “poor” and “10” is “excellent”, please rate the following:

Q23. Introduction of Inspector

Q24. Clear explanation of inspection purpose

Q25. Responsiveness to questions

Q26. Program knowledge

Q27. Courteousness

Q28. Professionalism

Q29. Explanation of next steps

### Decision Process

Now, let’s think about the decision process from SBA’s Disaster Assistance Program….

Please rate the following aspects of the Application Loan Officer you spoke with about the loan decision process. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate their…

LQ1 Program knowledge

LQ 2 Ability to answer your question

LQ 3 Courtesy

LQ 4 Professionalism

LQ 5 Communication skills

On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the following:

Q30. The timeliness of the decision

Q31. Fairness of the decision based on requirements

### Loan Closing

Q32. Did you receive a loan closing package?

1. Yes

2. No (**skip to next section ‘ACSI Benchmark Questions—INTRO TO Q38**)

Now, let’s think about the loan closing package you received. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the following:

Q33. Clarity of information in package about closing process

Q34. Ease of following the required steps to close

Q35. Timeliness of receiving loan funds AFTER the closing was complete

Q36. How was your loan closed?

1. SBA Center with SBA staff (**skip to next section ‘ACSI Benchmark Questions—INTRO TO Q38**)

1. Mail
2. Other

Q37. Did you obtain assistance by phone during the closing process?

1. Yes

2. No

SQ1. Did you interact with a Case Manager during the loan closing process?

1. Yes

2. No **(**(**skip to next section ‘ACSI Benchmark Questions—INTRO TO Q38**)

Please rate the following aspects of the Case Manager you spoke with about the loan decision process. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate their…

SQ 2 Program knowledge

SQ 3 Ability to answer your question

SQ 4 Courtesy

SQ 5 Professionalism

SQ 6 Communication skills

### ACSI Benchmark Questions

Satisfaction includes many things. Let’s move on and talk about your overall satisfaction with the SBA’s Disaster Assistance Program loan application process.

Q38. First, please consider all your experiences to date with the SBA loan application process. Using a 10-point scale on which “1” means “very dissatisfied” and “10” means “very satisfied,” how **satisfied** are you with the SBA loan application process?

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Q39. Considering all your expectations, to what extent has the SBA’s loan application process fallen short of or exceeded your expectations? Using a 10-point scale on which “1” now means “falls short of your expectations” and “10” means “exceeds your expectations,” to what extent has the SBA loan application process fallen short of or exceeded your expectations?

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Q40. Forget the SBA loan application process for a moment. Now, I want you to imagine an ideal process that offers low-interest loans for disaster recovery assistance. (**PAUSE**) How well do you think the SBA loan application process compares with that ideal? Please use a 10-point scale on which “1” means “not very close to the ideal” and “10” means “very close to the ideal.”

### Confidence

Q44. How confident are you that the SBA’s Disaster Assistance Program will do a good job in the future providing low-interest disaster recovery loans? Using a 10-point scale on which “1” means “not at all confident” and “10” means “very confident,” how confident are you that SBA will do a good job in the future?

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Q45. If asked, how willing would you be to say positive things about the job the SBA’s Disaster Assistance Program is doing in issuing low-interest loans? Using a 10-point scale on which “1” means “not at all willing” and “10” means “very willing,” how willing would you be to say positive things about the SBA?

### Custom Questions

**{IF SAMPLE TYPE=1 ASK INTRO TO CQ1; OTHERWISE GO TO QD5A}**

Now, we need to ask you a few questions about the loan process and the type of loan you received…

CQ1. Does the loan payment established in your loan terms add an undue burden to your monthly budget?

1 Yes

2 No

3 Don’t know

CQ2. Considering how important the Disaster Program was to your ability to recover, using a 10-point scale on which “1” means “not at all important” and “10” means “very important”, how important was the Disaster Program to your ability to recover?

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QD2. SBA’s Disaster Assistance Program provides loans to various disaster survivors. What type of loan did you receive from SBA? *(****READ CODES 1-4; ACCEPT UP TO FOUR MENTIONS)***

1. Personal Property Replacement Loan (Renter)
2. Personal or Real Property Replacement Loan (Homeowner)
3. Physical Disaster Loan (Business Owner)
4. Economic Injury Loan (Business Owner)

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**{IF QD2 = 1, ASK QD2A; OTHERWISE GO TO FILTER BEFORE QD2B}**

QD2A. Were you able to replace your disaster-damaged personal property within six months **after you received all your loan proceeds**?

1. Yes
2. No

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**{IF QD2 = 2, ASK QD2B; OTHERWISE GO TO FILTER BEFORE QD2C}**

QD2B. Were you able to repair your disaster-damaged home or replace your disaster- damaged personal property within six months **after you received all your loan proceeds**?

1. Yes
2. No

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**{IF QD2 = 3, ASK QD2C; OTHERWISE GO TO FILTER BEFORE QD2D}**

QD2C. As a recipient of a physical disaster loan for your business, were you able to repair or replace your disaster-damaged property within six months **after you received all your loan proceeds**?

1. Yes
2. No

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**{IF QD2 = 4, ASK QD2D; OTHERWISE GO TO QD5A}**

QD2D. As a recipient of an economic injury loan, was your business in operation within six months **after you received all your loan proceeds**?

1. Yes
2. No

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QD5A. Could you please tell me the name of your city?

**[OPEN END]**

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QD5B. May I please have your zip code?

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Thank you for your time today. The Small Business Administration would like to thank you for your feedback and will use it to improve its services. Have a good day.