

## Appendix C-2 Small Business Participant Survey Online Introduction

OMB Approval No. 3245-\_\_\_\_\_  
Expiration Date: \_\_\_\_\_

Dear [cluster acronym] participant,

The [cluster name] ([cluster acronym]) is one of the implementer of the U.S. Small Business Administration's (SBA) Regional Innovation Clusters (RIC) Initiative. Together, we are striving to improve our programs and deliver meaningful assistance. To assist us in this process, we request that you complete the small business survey accessible via the URL below.

The purpose of this survey is to learn more about various aspects of your organization's participation in and satisfaction with the services provided by [cluster acronym] as part of the RIC Initiative. This initiative was launched by SBA in September 2010, as a pilot program to support small business participation in regional economic "clusters" – geographically concentrated groups of interconnected businesses, suppliers, academic institutions, service providers, and associated organizations. Your survey responses will also be used to assess the impact of the cluster's services and activities as well as to help guide future cluster initiatives.

### [Take Survey](#)

The survey responses will be collected by Optimal Solutions Group, LLC, which has been contracted by the SBA to conduct an evaluation of the Regional Clusters Initiative. Any information provided in this survey will be kept confidential by Optimal Solutions Group, LLC. Confidentiality, in the context of this survey and the Regional Clusters Initiative evaluation, is defined to mean that no responding business will be identified or named in any publicly-available report or other such publication without their prior, explicit approval.

Your participation in this survey is voluntary and will not have any impact on your participation in future cluster activities or services. The survey is expected to take no more than 20 minutes to complete. You are not required to respond to this survey unless it displays a currently valid OMB Control (or Approval) Number. The number for this survey is 3245-XXXX. Although your response to the survey is voluntary and you are not required to answer each question, we would greatly appreciate your answering all of the questions.

If you have any general questions, please contact [cluster point of contact] at [cluster point of contact email]. For technical assistance in completing the survey, please contact Optimal Solutions Group, LLC, at [clusters@optimalsolutionsgroup.com](mailto:clusters@optimalsolutionsgroup.com) or toll-free at 1-800-970-2487.