

(SBA Sitewide Survey February

FCG IA number:

Question Text

Q1. How was your experience on our website?

Q2. Did you visit SBA.gov for COVID-19 (coronavirus) relief assistance?

Q3. Do you better understand how to apply for relief funding after visiting this site?

Q4. What are you looking for on SBA.gov?

Q5. Which loans are you considering? (Check all that apply)

Q6. What will you do next to get relief for your business?

Q7. What is your next step?

Q8. What is your primary purpose for visiting SBA.gov today?

Q9. What is that other purpose?

Q10. Were you able to complete your goal(s) in visiting SBA.gov?

Q11. What will you do next in regard to your goal(s)?

Q12. Let us know how to help better serve our audience.
Q13. Please leave any other feedback below.

2019) Feedback Survey

30683

Answer Text

Star rating (out of 5 stars)

Yes

No

No response

Yes

No

I am not looking for funding

No response

(Open-ended response field)

Paycheck Protection Program Loan

Economic Injury Disaster Loan (EIDL)

Traditional SBA Loan

I don't know

No response

Return to SBA.gov

Contact an SBA District Office

Contact a bank or lender

No action

Other

No response

(Open-ended response field)

Help with starting a new business

Manage my current business

Explore funding options

General education/training

Contracting and certification

Other

No response

(Open-ended response field)

Yes

No

No response

Return to SBA.gov and try again

Contact an SBA District Office

Contact another resource featured on SBA.gov

Take no action

Other

No response

(Open-ended response field)
(Open-ended response field)

[CLIENT NAME & SURVEY NA

FCG IA number: [EAM can help

Question Text

Q1.

Q2.

Q3.

Q4.

Q5.

Q6.
Q7.

ME] Feedback Survey
provide this number]

Answer Text

Start rating (5 stars)

[illegible][illegible][illegible]

(Open ended question)