

Appendix B7. WBC Client Outcome Survey Frequently Asked Questions

[ATTACHMENT TO APPENDIX B6. WBC CLIENT INITIAL EMAIL]

Q Why is the Small Business Administration (SBA) conducting the study?

A SBA administers the Women’s Business Center (WBC) program, which provides entrepreneurial development services, such as business training, counseling, mentoring, and referrals, for business owners and those considering starting a business through a network of local WBCs. The study is being conducted to track WBC program outcomes such as client satisfaction, adoption of new business practices, or changes in business size or scope.

Q Why did you select me for the survey?

A The selected participants are representative of individuals who received training or mentoring, counseling, or assistance from a local WBC in 2017. You were chosen to represent others like you across the country; you can help inform SBA of your changes in business practices and performance after receiving one or more services from your local WBC. You will also have an opportunity to suggest improvements to the program.

Q How long will the survey take?

A The survey takes only approximately 6 minutes to complete.

Q How does SBA protect the privacy of the information provided?

A Your answers to the survey will only be used for recordkeeping purposes and may not be disclosed or used in identifiable form for any other purpose. This means that your personal information will be kept private, and the answers you provide will not be associated with your personal information.

Q Who should I contact if I have questions about the study or survey?

A If you have questions or concerns about this survey or would like to complete the survey over the phone, please contact the study team by email at womensbusiness@2mresearch.com or by phone at 1-XXX-XXX-XXXX (toll-free) from 9:00 a.m. to 4:00 p.m. Monday through Friday CST. If you call us outside of these hours, please leave a message, and we will return your call the following business day.