




U.S. Small Business  
Administration

## SBA District Office Customer Satisfaction Survey

**Thank you in advance for taking to time to complete SBA's Customer Satisfaction Survey. This survey is expected to take no more than 5 minutes to complete. You are not required to respond to this survey unless it displays a currently valid OMB Control number. The number for this survey is 3245-0404 and the expiration date is 02/28/2021. Your responses are anonymous. Thank you!** 



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SBA District Office Customer Satisfaction Survey

Approximately when were you assisted by the SBA?

Date / Time

\* In which state or US territory did you receive service from the SBA?



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## SBA District Office Customer Satisfaction Survey

Which SBA District Office did you interact with?

- Fresno
- Los Angeles
- Sacramento
- San Diego
- San Francisco
- Orange County/Inland Empire
- Not sure



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## SBA District Office Customer Satisfaction Survey

Which SBA District Office did you interact with?

- Washington, D. C. Metro Area
- Baltimore
- Virginia
- Not Sure



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Which SBA District Office did you interact with?

- Jacksonville
- Miami
- Not sure



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## SBA District Office Customer Satisfaction Survey

Which SBA District Office did you interact with?

- Boise
- Seattle
- Portland
- Not Sure



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## SBA District Office Customer Satisfaction Survey

Which SBA District Office did you interact with?

- Wichita
- Kansas City
- St. Louis
- Not Sure



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## SBA District Office Customer Satisfaction Survey

Which SBA District Office did you interact with?

- Buffalo
- New York City
- Syracuse
- Not sure





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Which SBA District Office did you interact with?

- Cleveland
- Columbus
- Not sure



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## SBA District Office Customer Satisfaction Survey

Which SBA District Office did you interact with?

- Philadelphia/Eastern Pennsylvania
- Pittsburgh
- Not sure



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Which SBA District Office did you interact with?

- Dallas/Fort Worth
- El Paso
- Harlingen
- Houston
- Lubbock
- San Antonio
- Not sure



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If you are unsure of which SBA District Office assisted you, please enter the city and state where you received service. If you received service on a military base, please enter the name of the base.



SBA District Office Customer Satisfaction Survey

Please rate your agreement with the following:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am satisfied with the service I received from the SBA.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This interaction increased my confidence in the SBA.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My need was addressed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy to complete what I needed to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It took a reasonable amount of time to do what I needed to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was treated fairly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees I interacted with were helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On a scale of 1 to 10, with 10 being extremely likely, would you refer the SBA to a friend or colleague?

0 (not likely) 10 (extremely likely)

Please share any other comments:



SBA District Office Customer Satisfaction Survey

The primary reasons for my interaction with the SBA were (select all that apply):

- Receiving business counseling or a referral to a business counselor
- Receiving 8(a) business development assistance
- Attending a Boots to Business or Reboot training
- Receiving assistance for government contracting, including certifications
- Attending training held by the SBA
- Receiving information about options to fund my business, including SBA guaranteed loans and microloans
- Attending a webinar held by the SBA
- Participating in an 8(a) Certified Firm annual review
- Receiving general assistance to start, grow, or expand my business
- Other (please specify)

We would like to gather some demographic information to help us improve customer experience. This information is voluntary and you may elect not to answer any question. Would you be willing to provide your demographic information?

- Yes
- No



SBA District Office Customer Satisfaction Survey

What is your age?

- Under 25
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Prefer not to answer

What is your gender?

- Male
- Female
- Other
- Prefer not to answer

What is your veteran or military status?

- I am not a veteran of the U.S. military nor an Active Duty, Reserve, or National Guard Military Member.
- Veteran
- Service-Disabled Veteran
- Active Duty, Reserve, or National Guard Military Member
- Spouse of Veteran or Active Duty, Reserve, or National Guard Military Member
- Prefer not to answer

What is your race?

- White or Caucasian 
- Black or African American
- Asian
- Other (please specify)
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- Prefer not to answer

What is your ethnicity?

- Hispanic or Latino
- Not Hispanic or Latino
- Prefer not to answer