

Appendix C-1 Intermediary Web Survey and Telephone Interview

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THE INTERMEDIARY WEB SURVEY

1. What's your organization type? (choose one)
 - a private, nonprofit community development corporation
 - a consortium of private, nonprofit community development corporations
 - a quasi-governmental economic development entity
 - an agency of a nonprofit entity established by a Native American Tribal Government
 - other, specify
2. In which month and year did your organization begin providing loans to small businesses?

3. In which month and year did your organization begin participating in the SBA Microloan program? _____
4. Does your organization still participate in the SBA Microloan program?
 - Yes (skip the next question)
 - No
5. In which month and year did your organization stop participating in the SBA Microloan program? _____
6. Does your organization have any eligibility standards for Microloan program borrowers?
 - Yes
 - No (skip the next question)
7. Which of the following eligibility standards does your organization have for Microloan program borrowers? (choose all that apply)
 - Business credit score
 - Owner's personal credit score
 - No bankruptcies or foreclosures in the last one to two years
 - Have sufficient income to support loan repayment
 - Have good payment history with other business or personal creditors
 - Demonstrate need for financing and/or inability to get bank financing
 - Business age

- Business management experience
 - Other, specify
8. How frequently do you contact your microloan borrowers during their loan repayment period?
- Never, (skip the next question)
 - Once
 - Once per quarter
 - Once per month
 - Once per week
 - More than once per week
 - Other, specify
9. What is the primary mode of communication with microloan borrowers? (choose one)
- In-person
 - Letters, printed materials
 - Email information and materials
 - Webinar, teleconferencing, telephone
 - Other, specify
10. Does your organization participate in other federal, state, or local lending programs?
- Yes
 - No (skip the next question)
11. In which lending programs does your organization participate in? (choose all that apply)
- USDA Rural Micro-entrepreneur Assistance (RMAP)
 - USDA Farm Service Agency (FSA) Microloan
 - Community Development Financial Institutions (CDFI)
 - 7(a) Loan Guaranty
 - 504 Certified Development Company Loan (CDC/504) Program
 - Small Business Investment Company (SBIC)
 - Community Advantage Program
 - America's Recovery Capital (ARC) Loan Program
 - Other, specify
12. Does your organization use *external* sources to deliver technical assistance and training to Microloan borrowers?
- Yes
 - No (skip the next question)
13. Which of the following *external* sources of technical assistance and training does your organization use? (choose all that apply)
- Women's Business Centers (WBC)
 - Veteran's Business Outreach Centers (VBOC)
 - Small Business Development Centers (SBDC)
 - SCORE Chapters (formerly Service Corps of Retired Executives)

- USDA Rural Micro-entrepreneur Assistance (RMAP)
- USDA Farm Service Agency (FSA) Microloan
- Community Development Financial Institutions (CDFI)
- Local firms, organizations, colleges, or universities
- Other, specify

14. Does your organization provide technical assistance or training to Microloan borrowers?

- Yes
- No (skip the next training questions)

15. Does your organization conduct outreach activities or assessments to identify Microloan borrowers for the specific types of technical assistance or training based on their business needs and performance?

- Yes
- No (skip the next question)

16. (IF YES) Which types of outreach activities or assessment for technical assistance or training does your organization conduct with Microloan borrowers?

- outreach and advertisement
- needs assessment measures
- interviews
- site visits
- other methods, specify

17. Which topics are typically covered during the training or technical assistance that your organization provides? (choose all that apply)

- Business formation
- Business growth plan
- Business management (marketing, sales, Human Resources, accounting, etc.)
- Taxes, licenses, permits, legal requirements, federal, state, and local laws etc.
- Obtaining contracts
- Access to business financing, capital, bonding.
- Networking with other businesses, agencies, and organizations
- Innovation and entrepreneurship
- Referrals to business resources and training programs
- Information about loan servicing and addressing loan repayment difficulties
- Other, specify

18. What are the typical delivery modes for the training or technical assistance that your organization provides? (choose all that apply)

- In-person
- Webinar, teleconferencing, telephone
- Web information (videos, articles, peer sharing of online information)
- Email information and materials
- Printed materials
- Other, specify

19. What are the settings for the training or technical assistance that your organization provides? (choose all that apply)
- One-on-one
 - Small groups
 - Large groups
 - Other, specify
20. Does your organization conduct post-training survey and feedback with Microloan borrowers to determine effectiveness of technical assistance and training?
- Yes
 - No
21. To what extent did the ***trainings and technical assistance*** provided by your organization improve the business growth outcomes (revenue, employment, new business formation, business survival) for Microloan borrowers?
- To a very large extent
 - To a large extent
 - To a moderate extent
 - To a small extent
 - Not at all
22. Please use this space to explain your response to the question above. That is, why do you feel the trainings and technical assistance either had an impact or did not have an impact.
23. To what extent did the ***loans*** provided by your organization improve the business growth outcomes (revenue, employment, new business formation, business survival) for Microloan borrowers?
- To a very large extent
 - To a large extent
 - To a moderate extent
 - To a small extent
 - Not at all
24. Please use this space to explain your response to question above. That is, why do feel the microloans either had an impact or did not have an impact.
25. Provide suggestions for program improvements to better serve the financial and business needs of borrowers: _____