



Prompt that will be included within the SVOG portal:

The SBA is requesting your feedback on your experience with the Shuttered Venue Operators Grant Program. We will use your responses to understand your perceptions and inform our analysis concerning program impact. No identifying information will be shared or published, and analysis will be done at the aggregate, not individual, level. Your participation in this survey is voluntary.

This survey is expected to take no more than 5 minutes to complete. SBA may not conduct this survey and you are not required to respond to it unless a current valid OMB Control Number is displayed. The OMB Control Number for this survey is 3245-0404; the expiration date is March 31, 2024.

Survey Questions

1. In your opinion, how important was the SVOG grant to keeping your business open or reopening your business?

- Very important
- Somewhat important
- Neither important nor unimportant
- Somewhat unimportant
- Not at all important

Explain*:

(2,500 character limit)

2. Before you received the grant, did you have a timeline for reopening?

- Yes, but we had not yet reopened
- Not applicable, we were already open
- No

3. Did the SVOG grant help reopen your business sooner than you would have otherwise?

- Yes
- No

If yes, how much sooner did your business reopen?

- 1-2 months
- 3-4 months
- 5-6 months
- 6+ months

4. Was the amount of the SVOG grant sufficient to help meet your obligations?

- Yes
- No

5. My need was addressed by the SVOG:

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

6.

Overall, how satisfied are/were you with the following:						
	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	N/A
SVOG Grant Application (ease of use)						
SVOG Portal (e.g.; ability to complete application, communication, document transmittal)						
Assistance from:						
Resource Partner(s) such as: <ul style="list-style-type: none"> • Small Business Development Center • Women’s Business Center • SCORE • Veterans Business Outreach Center 						
SBA District Offices						
Disaster Assistance Customer Service Center						

7. Do you have anything else you'd like to add?

(3,750 character limit)

Thank you for completing the SBA’s SVOG Customer Experience Survey.