

Attachment C: B2B Survey

Evaluation of B2B Introduction Course Web-based Survey for Instructors

Informed Consent Form

Evaluation of Boots to Business Virtual Training. The U.S. Small Business Administration (SBA) is conducting the study of the Boots to Business Training Program (B2B). B2B provides participants with an overview of business ownership and is open to transitioning service members (including National Guard and Reserve) and their spouses.

What is this study and what will you ask me to do?

The objective of this formative evaluation is to examine the implementation of the “*Introduction to Entrepreneurship*” course in the virtual delivery format.

Who is doing this project?

This project is being conducted by a small business research organization called Optimal Solutions Group (Optimal), and the project is sponsored by the U.S. Small Business Administration (SBA).

What is the time required to participate in this project?

Your participation in this study will last less than 10 minutes.

Will my answers be confidential?

Your responses will be kept strictly confidential and your name will never be used in any reports produced from this study. All survey responses will be identified as aggregated statistics in form of averages, percentages, and frequency counts. All survey responses will be stored as de-identified information and these data will be provided to the SBA.

Do I have to participate in this project?

Your participation in this study is completely voluntary. You have the right to not participate. You also can stop participating at any time, and you do not have to answer any questions that you do not want to.

What if I want more information?

- If you have questions about this study, please contact Shay Meinzer at SBA, (202) 539-1429, shay.meinzer@sba.gov.
- If you have questions about your participation in this study, please contact Optimal at (301) 306-1170 Ext. 709 or ourdapilleta@optimalsolutionsgroup.com
- For more information about the B2B, please visit:
<https://www.sba.gov/sba-learning-platform/boots-business>

This survey is intended for instructors who have taught an online Boots to Business class in the last two years. By clicking NEXT, you acknowledge that

- 1) you understand the information presented in this consent form,
- 2) your participation is voluntary, and
- 3) you have taught an online Boots to Business class in the last two years.

Teaching experience

1. What's your affiliation?

[Subtext: Choose one]

SBA District Office

- SBDC
- SCORE
- VBOC
- WBC
- IVMF
- Other, specify: _____ [fill in the blank]

2. Which virtual environment do you have experience teaching?

[Subtext: Choose all that apply]

- Synchronistic: learner (s) and instructor (s) are in the same place, at the same time, in order for learning to take place.
- Asynchronous: instructors usually set up a learning path, which students engage with at their own pace.

B2B training provided

3. To what extent are you satisfied with the virtual platform(s) that you used for teaching B2B classes?

[Subtext: In the *matrix* below, rate your satisfaction with each platform that you used]

Microsoft Teams

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- Not Applicable

Zoom

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- Not Applicable

Google Meet

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

- Not Applicable

Skype

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- Not Applicable

GoToMeeting

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- Not Applicable

Adobe Connect

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- Not Applicable

Cisco WebEx Meetings

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- Not Applicable

Blackboard Collaborate

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- Not Applicable

Other Program 1

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied

- Very satisfied
- Not Applicable

Other Program 2_

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- Not Applicable

Other Program 3

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- Not Applicable

4. Based on your overall experience teaching virtual courses including B2B, which platforms were best to facilitate participant engagement?

[Subtext: Select no more than 3]

- Microsoft Teams
- Zoom
- Google Meet
- Skype
- GoToMeeting
- Adobe Connect
- Cisco WebEx Meetings
- Blackboard Collaborate
- Other Program 1
- Other Program 2
- Other Program 3

5. Why do you think the platforms you selected above are the best for providing virtual training (specific features, easiest to use, facilitate engagement, etc.)? If you selected Other Program 1, 2, or 3, please list the programs here.

[Subtext: Please elaborate] _____

6. What was the course duration of the B2B virtual classes that you taught?

[Subtext: Choose all that apply]

- One day
- Two days
- Do not remember

Perceptions of the relative value of virtual and in-person B2B training

The questions below compare different modalities of B2B training delivery to each other. We are looking for your professional opinion on the relative effectiveness of the B2B training modalities on the outcomes of knowledge, confidence and motivation of B2B participants. These questions are not asking about an instructor's perspective of their own effectiveness of the delivery (how in-person training may allow instructors more interaction with participants, for example).

7. [Matrix Question] Compared to in person B2B classes that you taught, how do the VIRTUAL CLASSES compare with respect to increasing/improve participants'

KNOWLEDGE about starting a business and entrepreneurship in general?

- Much more effective than in-person
- More effective than in-person
- About the same effectiveness as in-person
- Less effective than in-person
- Much less effective than in-person
- Don't know

CONFIDENCE in their abilities to successfully start or own a business?

- Much more effective than in-person
- More effective than in-person
- About the same effectiveness as in-person
- Less effective than in-person
- Much less effective than in-person
- Don't know

MOTIVATION to start or own a business?

- Much more effective than in-person
- More effective than in-person
- About the same effectiveness as in-person
- Less effective than in-person
- Much less effective than in-person
- Don't know

8. How do the **virtual** and **in-person** B2B classes **compare overall**? The **virtual** classes were:

[Subtext: Choose one]

- Much more effective than in-person
- More effective than in-person
- About the same effectiveness as in-person
- Less effective than in-person
- Much less effective than in-person
- Don't know

9. How do the **one-day** and **two-days** B2B classes **compare overall**? The **one-day** classes were:

[Subtext: Choose one]

- Much more effective than two-days
- More effective than two-days

- About the same effectiveness as two-days
- Less effective than two-days
- Much less effective than two-days
- Don't know

Implementation of virtual and in-person B2B classes

The questions below ask about different activities (participant engagement, training, and I.T.) on the virtual and in-person modalities of B2B training.

10. [Matrix style question with two columns: virtual and in-person] During your **virtual/in-person** B2B classes, did you conduct any of the following activities regarding participant engagement?
[Subtext: In the matrix below, choose all that apply on both the virtual and in-person modalities of B2B training.]
- Engage participants in problem-solving activities
 - Engage participants in debate-style discussions
 - Engage participants via discussion boards, e-mails, virtual meetings, chat rooms, etc.
 - Engage in peer interaction/encouragement
 - None of the above
11. [Matrix style question with two columns: virtual and in-person] During your **virtual/in-person** B2B classes, did you conduct any of the following activities regarding training?
[Subtext: In the matrix below, choose all that apply on both the virtual and in-person modalities of B2B training.]
- Conduct assessments to identify types of training topics that participants need
 - Provide one-to-one feedback
 - Promote participants' social relationships and networks
 - Facilitate a sense of online learning community
 - None of the above
12. [Matrix style question with two columns: virtual and in-person] During your **virtual/in-person** B2B classes, did you conduct any of the following activities regarding I.T.?
[Subtext: In the matrix below, choose all that apply on both the virtual and in-person modalities of B2B training.]
- Conduct assessments to determine technological abilities of participants for using Internet, computer, information technology tools, and applications
 - Provide or refer participants to training for using information technology systems, tools, and applications
 - Provide or refer participants to technical assistance for using information technology systems, tools, and applications

Suggestions for improvement to B2B training

13. What should the SBA know about facilitators and barriers to conducting virtual training? (challenges, best-practices, suggestions about what worked or what could be better, etc.):
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