

**SBA 2021 New Proposal Eng**  
FCG IA number:

Question Text

Q1. How was your experience on our website?

Q2. What brings you to SBA.gov today?

Q3. What is your goal on SBA.gov today?

Q4. (Only shows to those who select "Other" in Q3) What brings you to SBA.gov?

Q5. Which program(s) are you considering? (Check all that apply)

Q6. (Only shows to those who select "Other" in Q5) What program are you considering?

Q7. Were you able to complete your goals in visiting SBA.gov?

**Q8. (Only shows to those who select "No" in Q7) What will you do next in regard to your goal(s)?**

**Q9. (Only shows to those who select "Other" in Q8): What other action will you take to achieve your goal(s)?**

**Q10. Did you find what you were looking for in a reasonable amount of time?**

**Q11. (Only shows to those who select "No" on Q10) How can we help you find it more efficiently?**

**Q12. What is your veteran status or association?**

**Q13. What is your gender?**

**Q14. Which demographic groups apply to you?**

**Q15: Please leave any other feedback about why you came to SBA.gov and your experience on our website today.**

# Business Feedback Survey

30683

## Answer Text

Star rating ( out of 5 stars)

COVID-19 relief

Traditional business loans

Natural disaster recovery

Starting and managing a business

Account update or registration

Local assistance

Federal contracting

Other

Help obtaining a loan or grant

Help with an existing loan or grant

Just gathering information

Help or guidance

Update existing account

Create new account

Connect with counselors

Sign up for courses or events

View local resources and information

Find a local office

Help for existing government contractors

Explore new opportunities

Other

(Open-ended response field)

Paycheck Protection Program Loan

Economic Injury Disaster Loan (EIDL)

Targeted EIDL Advance or Supplemental Targeted Advance

Restaurant Revitalization Fund

Shuttered Venue Operators Grant

Small Disadvantaged Business

Women-Owned Small Business (WOSB)

Veteran assistance

8(a) Business Development

SBA Mentor-Protégé

HUBZone

Other

Unsure

(Open-ended response field)

Yes

No

Return to SBA.gov
Contact an SBA District Office
Contact another resource featured on SBA.gov
Contact SBA customer service
Take no action
Other
(Open-ended response field)
Yes
No
(Open-ended response field)
Non-veteran
Veteran
Service-disabled veteran
Spouse of veteran
Choose not to answer
Male
Female
Non-binary
Choose not to answer
American Indian or Alaskan Native
Asian
Black or African American
Hispanic or Latine
Native Hawaiian or Other Pacific Islander
White
Choose not to answer
(Open-ended response field)

**[CLIENT NAME & SURVEY NA**  
FCG IA number: [EAM can help

Question Text

Q1.

Q2.

Q3.

Q4.

Q5.

Q6.

Q7.

**ME] Feedback Survey**  
provide this number]

Answer Text

Start rating ( 5 stars)


(Open ended question)