

## Appendix C-1 Large Organization Participant Survey Introduction E-mail

OMB Approval number:  
Expiration Date:

Dear [first name] [last name], participant of the [cluster name],

The [cluster name] ([cluster acronym]) is an implementer of the U.S. Small Business Administration's (SBA) Regional Innovation Clusters (RIC) Initiative. The SBA, via the Regional Innovation Clusters (RIC) Initiative, is investing in regional clusters throughout the United States.

The SBA has hired a small business research organization Optimal Solutions Group, LLC (Optimal) to conduct the evaluation of the RIC Initiative. The objective of this evaluation is to determine if the RIC Initiative is meeting its intended outcomes. The results are expected to provide suggestions for improvements to this valuable small business assistance program. To assist us in this process, we request that you complete the following brief survey using the link below.

Based on event sign-up lists or attendance sheets, [Cluster POC name] stated that you attended or participated in cluster-organized trainings, events (including networking events), activities, and/or services. The purpose of this survey is to learn about your experiences with these events and/or services. ***Even if you are unsure, unaware, or don't recall your attendance in these events or services, we still would like to ask you a few questions that may help [cluster name] or organizations with similar functions tailor their message and outreach to organizations like yours.***

The survey is expected to take less than 20 minutes to complete. Your participation in this survey is completely voluntary. You do not have to answer any questions that you do not want to, and you can stop participating at any time. Your time and cooperation are greatly appreciated.

[Take Survey](#)

- If you have questions about the program, please contact [cluster point of contact] at [cluster POC email].
- If you have questions about your participation in this study, please contact Oswaldo Urdapilleta at Optimal, (301) 306-1170 Ext. 709, [ourdapilleta@optimalsolutionsgroup.com](mailto:ourdapilleta@optimalsolutionsgroup.com)
- If you have any questions or experience technical difficulties accessing or submitting the survey, please contact us at [clusters@optimalsolutionsgroup.com](mailto:clusters@optimalsolutionsgroup.com) or toll free at [1-800-970-2487](tel:1-800-970-2487).

Sincerely,

[cluster point of contact]  
[cluster name]