

3245-0392 RIC Data Collection Instruments Markup: 2019 to 2022

Appendix B-5 Small Business Survey v5 compared to 2019 version

1. [NEW QUESTION] Did you participate (either in person or virtually) in any business training, technical assistance services, and/or matchmaking, networking, or showcasing events or activities in [YEAR]?
 - Yes
 - No

If yes to Q1, proceed to Q2.

If no to Q1, proceed to Q4-Q5 and then skip to the thank you page.

2. [NEW QUESTION] Did you participate (either in person or virtually) in any business training and/or matchmaking, networking, or showcasing events or activities *organized by or connected with* **{cluster name}**?
 - Yes
 - No
3. [NEW QUESTION] Did you participate (either in person or virtually) in any one-on-one counseling or technical assistance services or activities *organized by or connected with* **{cluster name}**?
 - Yes
 - No

If yes to Q2 OR Q3, proceed to Q6 and the full survey.

If no to both Q2 AND Q3, proceed to Q4-Q5 and then skip to Q27.

*Based on the administrative records from **{cluster name}**, you took part in or registered in business trainings, technical assistance services and/or matchmaking, networking, or showcasing events or activities organized by or connected with **{how name}**. If you are unsure, unaware, or don't recall your attendance in these events or services, we would still like to ask you a few questions that may help **{cluster name}** and organizations with similar functions tailor their outreach to firms like yours. We greatly appreciate your time and cooperation.*

4. [NEW QUESTION] What are the reasons you did not engage or participate in events or activities organized by or connected with **{cluster name}**? (Select all that apply.)
 - Don't have direct ties with **{cluster name}** or its network
 - Don't expect to receive any benefits from cluster participation
 - Don't have the time to participate
 - I sold or closed my business

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- Don't remember or did not know it was a "cluster" event or activity
 - Other, please specify:
5. [NEW QUESTION] What can **{cluster name}** or an organization with similar functions offer you or your business to improve your engagement with its activities, services, and/or business network?
[text box]

To gather information on the types of firms that are not engaging with the **{cluster name}** or are unaware of **{cluster name}** services, we would like to ask you a few questions that may help clusters tailor their message and outreach to organizations like yours. **skip ahead to Q27.**

RIC Program Participation

6. [NEW QUESTION] Please provide the month and year in which your business began attending events or activities or began receiving services *organized by or connected with* **{cluster name}**:
- Month: MM
 - Year: YYYY
7. [OLD QUESTION] Why did your business attend or participate in **{cluster name}**-organized trainings, events (including networking events), activities, and/or services in [year]? (Select all that apply.)
- To access **{cluster name}** services (e.g., counseling, trainings, events)
 - To access new domestic or global markets
 - To network with other small businesses, large businesses, and/or potential clients
 - To access government procurement opportunities
 - To integrate into the industry's supply chain
 - [NEW ITEM] To obtain new funding
 - [NEW ITEM] To improve innovation (e.g., develop new products or services)
 - Other, please specify:
8. [REVISED QUESTION] How many times did your business attend (either in person or virtually) **{cluster name}**-organized or sponsored trainings, and/or matchmaking, networking, or showcasing events or activities in [year]?
[numeric box]

Old question: How frequently did your small business attend cluster-sponsored networking and showcase events between October 1, [year], and September 30, [year +1]?

- Never
 - Rarely
 - Occasionally
 - Often
 - Always
9. [REVISED QUESTION] How many times did your business participate (either in person or virtually) in **{cluster name}**-organized or sponsored one-on-one counseling or technical assistance services in [year]?

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[numeric box]

Old question: How frequently did your small business participate in cluster services or activities, such as training and one-on-one counseling, between October 1, [year], and September 30, [year +1]?

- *Never*
- *Once every 6 months*
- *Once every 3 months*
- *Once a month*
- *More than once a month*

10. [OLD QUESTION] Could you have received the same services or joined in comparable events elsewhere as those provided or organized by **{cluster name}** (e.g., Small Business Development Centers [SBDCs], chamber of commerce)?

- Yes
- No
- Don't know

11. [OLD QUESTION] Does your business participate in other business-support programs or organizations that are not affiliated with **{cluster name}** (e.g., SBDCs, chamber of commerce)?

- Yes
- No
- Don't know

If yes to Q11, proceed to Q12.

If no (or don't know) to Q11, proceed to Q13.

12. [OLD QUESTION] (IF YES) Which of the following business-support programs or organizations does your business participate in? *(Select all that apply.)*

- Small Business Administration (SBA) programs (e.g., 7(j), 8(a), T.H.R.I.V.E. Emerging Leaders)
- Small Business Development Centers
- SCORE Association
- Women's Business Centers
- Veteran's Business Outreach Centers
- U.S. Export Assistance Center
- Procurement Technical Assistance Center
- Business, industry, or professional organizations or associations
- Chamber of commerce
- Federal programs
- State or local government programs
- Other, please specify:

13. [NEW QUESTION] During [year], did your business achieve any innovations (e.g., develop new products/services, trademarks, licenses, patents)?

- Yes
- No

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If yes to Q13, proceed to Q14-Q15.

If no Q13, proceed to Q16.

14. [IF YES to Q13] [OLD QUESTION] During [year], how many of the following innovations did your business achieve?
- New products or services developed: _____
 - [NEW ITEM] Trademarks or brand registrations obtained: _____
 - Technologies licensed to others: _____
 - Technologies obtained licensing rights to: _____
 - Patents filed: _____
 - Patents awarded: _____
 - Other, please specify: _____
15. [IF YES to Q13] [NEW QUESTION] To what extent did **{cluster-name}** or **{cluster-name}**-organized trainings, events (including networking events), activities, and/or services help your business facilitate innovation?
- Too early to tell
 - Not at all
 - A little
 - Somewhat
 - Much
 - Very much

RIC Program Feedback

16. [REVISED QUESTION] [(IF Q8>0) How satisfied are you with the trainings or matchmaking, networking, and/or showcasing events or activities provided or organized by **{cluster name}** in [year]?
- Very dissatisfied
 - Dissatisfied
 - Unsure
 - Satisfied
 - Very satisfied
17. [REVISED QUESTION] [(IF Q9>0) How satisfied are you with the one-on-one counseling or technical assistance services provided or organized by **{cluster name}** in [year]?
- Very dissatisfied
 - Dissatisfied
 - Unsure
 - Satisfied
 - Very satisfied

Old question: How satisfied is your small business with the services and activities provided by the cluster between October 1, [year], and September 30, [year +1]?

- *Very dissatisfied*

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- Dissatisfied
- Unsure
- Satisfied
- Very satisfied

18. [REVISED QUESTION] To what extent did **{cluster-name}** and/or **{cluster name}**-organized trainings, events (including networking events), activities, and/or services help your business achieve any of the following benefits?

{cluster-name} and/or {cluster name}-related activities helped my business:	Too early to tell	Not at all	A little	Somewhat	Much	Very much	N/A
Increase profit margin							
Increase revenue							
Increase and/or retain staff							
[NEW ITEM] Continue staying in business							
Start/open a new business							
[NEW ITEM] Improve business management processes and operations							
Export products and/or services							
Develop or improve collaboration or relationships with other businesses or organizations							
Improve participation in industry supply chain							
Other, please specify:							

Old question: As a result of cluster participation, your small business achieved the following: (on the scale: Strongly disagree; Disagree; Neither; Agree; Strongly agree)

Deleted items of the old question:

- A revised marketing strategy
- The development of new products and/or services
- Commercialization of new technology
- The licensing of new technology
- The filing of one or more patents
- The award of one or more patents
- Access to cleared secure facilities
- The development of a proof of principal and/or functional prototype
- The third party evaluation and/or validation of technology

19. [OLD QUESTION] In [year], have **{cluster name}** and/or **{cluster name}**-organized trainings, events (including networking events), activities, and/or services helped your business establish any new business relationships (e.g., buying/selling goods/services, project collaboration, joint ventures)?

- Yes
- No

20. [OLD QUESTION] In [year], have **{cluster name}** and/or **{cluster name}**-organized trainings, events (including networking events), activities, and/or services helped your business

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establish any new relationships with the following types of organizations or resources in your community or region?

I was able to establish relationships with:	How many relationships were formed?	How many times did your business engage with or receive assistance from these relationships? [NEW SUB-QUESTION]	How helpful were these relationships for your business's operations and/or growth? [NEW SUB-QUESTION]
[NEW ITEM] Federal, state, or local government agencies	•	At least once per: • Year • Quarter • Month • Week	• Too early to tell • Not at all • A little • Somewhat • Much • Very much
[NEW ITEM] Foundations, nonprofits, and nongovernment organizations	•	At least once per: • Year • Quarter • Month • Week	• Too early to tell • Not at all • A little • Somewhat • Much • Very much
[NEW ITEM] Business organizations, associations, and chambers of commerce	•	At least once per: • Year • Quarter • Month • Week	• Too early to tell • Not at all • A little • Somewhat • Much • Very much
Large firms, corporations, and companies	•	At least once per: • Year • Quarter • Month • Week	• Too early to tell • Not at all • A little • Somewhat • Much • Very much
Universities, research centers, and institutes	•	At least once per: • Year • Quarter • Month • Week	• Too early to tell • Not at all • A little • Somewhat • Much • Very much
Other small business owners, community leaders, and residents that can support my business	•	At least once per: • Year • Quarter • Month • Week	• Too early to tell • Not at all • A little • Somewhat • Much • Very much

Financing and Contracts

21. [OLD QUESTION] Did your business obtain new financing (e.g., loan, capital, grants) in [year]?

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- Yes
- No

22. **[OLD QUESTION]** [IF Q21 YES] For each of the following sources of financing, please provide the number of instances and the total dollar amount obtained by your business in [year]. *If you do not have exact values, please give your best estimate for each type.*

	Number of instances obtained	Total amount obtained
SBA loans (e.g., 7(a), CDC/504, EIDL, PPP)		
NonSBA loans		
Venture or angel capital		
Grants (e.g., SBIR/STTR, competition winnings)		
Line of credit (excluding credit cards)		
Other forms of financing (e.g., friends and family, crowdfunding)		

23. **[REVISED QUESTION]** [IF Q21 YES] To what extent did **{cluster name}** and/or **{cluster name}**-organized trainings, events (including networking events), activities, and/or services help your business obtain any new financing?
- Too early to tell
 - Not at all
 - A little
 - Somewhat
 - Much
 - Very much

Old question: Rate the influence that cluster participation had on your small business' ability to obtain any form of financing between October 1, [year] and September 30, [year + 1]:

- *Not Influential*
- *Slightly Influential*
- *Somewhat Influential*
- *Very Influential*
- *Extremely Influential*

24. **[NEW QUESTION]** In [year], was your business awarded any new prime contracts with, or subcontracts connected with, a government, corporate, or nonprofit entity?
- Yes
 - No

25. **[NEW QUESTION]** [If Q24 yes] For each of the following entities, please provide the number of contracts or subcontracts and the value obtained by your business during [year]. *If you do not have exact values, please give your best estimate for each type.*

Entity	Number of contracts or subcontracts	Value of contracts or subcontracts (dollars)

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Government (federal, state, or local)		
Corporate		
Nonprofit (hospitals, academic institutions, or other organizations)		
Other, please specify:		

26. [REVISED QUESTION] [IF Q24 YES] To what extent did **{cluster name}** and/or **{cluster name}**-organized trainings, events (including networking events), activities, and/or services help your business receive any award of contracts or subcontracts?
- Too early to tell
 - Not at all
 - A little
 - Somewhat
 - Much
 - Very much

Old question: As a result of cluster participation, your small business achieved the following: (on the scale: Strongly disagree; Disagree; Neither; Agree; Strongly agree)

- *The award of a private sector contract or subcontract*
- *The award of civilian government (federal, state, or local) contract or subcontract*
- *The award of a Department of Defense contract or subcontract*

Business Characteristics

27. [OLD QUESTION] Please indicate your job title. *(Select all the apply.)*
- Owner/Co-owner
 - Partner
 - President
 - Vice President
 - Founder
 - C-level executive: Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, etc.
 - Board Director/Member
 - Manager/Director
 - Other, please specify:
28. [OLD QUESTION] Which one of the following options best describes your current business status?
- I am not yet in business *(Proceed to Q41)*
 - The business was established before I or my team first took part in the cluster
 - The business was established after I or my team first took part in the cluster
 - [NEW ITEM] The business has been temporarily closed
 - [NEW ITEM] The business has been sold *(Proceed to Q29)*
 - [NEW ITEM] The business has been permanently closed *(Proceed to Q29)*
29. [NEW QUESTION] [If your business has been closed or sold] When was it closed or sold?

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Month: MM

Year: YYYY

30. [OLD QUESTION] Please indicate the month and year when your business was first established:

Month: MM

Year: YYYY

31. [REVISED QUESTION] What's the industry of your business? *(Based on two-digit NAICS code.)*

- 11 Agriculture, Forestry, Fishing, and Hunting
- 21 Mining
- 22 Utilities
- 23 Construction
- 31-33 Manufacturing
- 42 Wholesale Trade
- 44-45 Retail Trade
- 48-49 Transportation and Warehousing
- 51 Information
- 52 Finance and Insurance
- 53 Real Estate Rental and Leasing
- 54 Professional, Scientific, and Technical Services
- 55 Management of Companies and Enterprises
- 56 Administrative and Support and Waste Management and Remediation Services
- 61 Educational Services
- 62 Health Care and Social Assistance
- 71 Arts, Entertainment, and Recreation
- 72 Accommodation and Food Services
- 81 Other Services (except Public Administration)
- 99 Other, please specify:

Old question: Please provide the primary and secondary six-digit 2017 NAICS codes for your small business

32. [OLD QUESTION] Please provide total annual revenue of your business for the following three calendar years:

If an exact figure is not available to you, please provide an estimate.

- In [YEAR-2]: _____ (dollars)
- In [YEAR-1]: _____ (dollars)
- In [YEAR]: _____ (dollars)

33. [OLD QUESTION] On average, how many employees, including paid owner(s), did your business have for the following three calendar years?

If an exact figure is not available to you, please provide an estimate.

In [YEAR-2] number of:

- Fulltime employees: _____
- Part-time employees: _____

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[NEW ITEM] Contracted employees (receiving 1099 tax form): _____
In [YEAR-1] number of:

Fulltime employees: _____

Part-time employees: _____

[NEW ITEM] Contracted employees (receiving 1099 tax form): _____

In [YEAR] number of:

Fulltime employees: _____

Part-time employees: _____

[NEW ITEM] Contracted employees (receiving 1099 tax form): _____

34. [NEW QUESTION] Does your business currently hold any officially designated certifications (e.g., Women-Owned, 8(a), Minority-Owned)?

Yes

No

If yes to Q34, proceed to Q35.

If no Q34, proceed to Q36.

35. [OLD QUESTION] (IF YES) Does your business currently hold any of the following officially designated certifications? *(Select all that apply.)*

No certificates apply

SBA-certified 8(a) Business

SBA-certified HUBZone Business

SBA-certified Small Disadvantaged Business

SBA-certified Women-Owned Small Business or Economically Disadvantaged Women-Owned Small Business

Certified Minority-Owned Business

Certified Service-Disabled Veteran-Owned Business or Veteran-Owned Business

Other certificates, please specify:

36. [NEW QUESTION] Does your small business currently have any of the following owner designations? *(Select all that apply.)*

Veteran-Owned Business

Women-Owned Business

Minority-Owned Business

Small Business

Other, please specify:

37. [NEW QUESTION] What is the legal structure of your business? *(Select all that apply.)*

Corporation

LLC

S-Corporation

Sole Proprietorship

Partnership

Other, please specify:

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38. [NEW QUESTION] Is your business registered in the System for Award Management (SAM)?
- Yes
 - No
 - Don't know

39. [NEW QUESTION] What is your business SAM.GOV Unique Entity Identifier (UEI) number, if applicable?

The business SAM.GOV Unique Entity Identifier (UEI) would allow the SBA to conduct analysis of business growth over time. We will strictly keep your SAM.GOV Unique Entity Identifier (UEI) confidential and securely stored.

<Text box >

- Don't know
 - Don't want to report
40. [NEW QUESTION] What is your business website, if applicable?

<Text box >

- Don't know
- Don't want to report

[If you answered yes to Q2 or Q3, proceed to Q40.]

41. [NEW QUESTION] *[If yes to Q2 OR Q3]* Please provide suggestions for improving the trainings, events, activities, or services including networking provided or organized by **{cluster name}**:

THE LIST OF OLD QUESTIONS DELETED FROM THE NEW SURVEY:

Please provide your business' nine-digit DUNS number, excluding any dashes:

What aspect(s) of cluster participation and assistance did the business's founder(s) find instrumental in the process of starting the small business? Select all that apply:

- Access to information on the relevant markets and technologies that the business focused on or planned to focus on
- Assistance and advice in completing and filing the required paperwork for the registration/incorporation of the business
- Assistance in developing a business and/or marketing plan
- Ability to meet, to interact with, and to query other small business owners in similar industries
- Assistance in identifying or obtaining funding
- Assistance in identifying a business partner or key employee
- Other (please specify)

Appendix C-3 Large Business Survey compared to 2019 version

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1. [NEW QUESTION] Did your organization participate (either in person or virtually) in any trainings or matchmaking, networking, and/or showcasing events or activities *organized by or connected with* **{cluster name}**?
 - Yes
 - No

If yes to Q1, proceed to Q4 and the full survey.

If no to Q1, proceed to Q2-Q4 and then skip to the thank you page.

*Based on the administrative records from **{cluster name}**, your organization took part in or registered for business trainings, technical assistance services, and/or matchmaking, networking, or showcasing events or activities organized by or connected with **{cluster name}**. If you are unsure, unaware, or don't recall your attendance in these events or services, we would still like to ask you a few questions that may help **{cluster name}** and organizations with similar functions tailor their messages and outreach to organizations like yours. We greatly appreciate your time and cooperation.*

2. [NEW QUESTION] What are the reasons you did not engage or participate in events organized or connected with **{cluster name}**? (Select all that apply.)
 - Don't have direct ties with the **{cluster name}** or its participants
 - Don't expect to receive any benefits from cluster participation
 - Don't have the time to participate
 - I sold or closed my business
 - Don't remember or did not know it was a "cluster" event or activity
 - Other, please specify:
3. [OLD QUESTION] What services or actions on the part of the **{cluster name}** would improve your organization's engagement with **{cluster name}**'s activities, services, and/or business networks?
[text box]
4. [OLD QUESTION] Which one of the following options best describes your organization?
 - A large, for-profit, public or private company
 - A public or private university or research institution
 - A public sector agency
 - A foundation or nonprofit organization
 - A business association
 - Other, please specify:

RIC Program Participation

5. [OLD QUESTION] Please provide the month and year in which your organization first engaged with or attended events or activities *organized by or connected with* **{cluster name}**:
 - Month: MM
 - Year: YYYY

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6. [OLD QUESTION] Why did your organization engage with, attend, or participate in trainings, events (including networking events), or activities *organized by or connected with {cluster name}*? (Select all that apply.)
- To provide input on legislation and regulations affecting your industry
 - To help spur regional economic development and support your community
 - To improve your organization's or industry's supply chain
 - To find partners interested and knowledgeable in transferring technology to the market
 - To gain access to, and information on, new technologies with commercialization potential
 - To identify contractors or subcontractors
 - To find partners for the pursuit of funding
 - [NEW ITEM] To contribute to the growth of the business ecosystem
 - Other, please specify:

7. [REVISED QUESTION] In [YEAR], how many times did your organization attend (either in person or virtually) matchmaking, networking, or showcasing events and/or activities *organized by or connected with {cluster name}*?
[numeric box]

Old question: How frequently does your organization participate in cluster-organized events that are announced to your organization?

- Never
- Rarely
- Occasionally
- Often
- Always

8. [OLD QUESTION] In [YEAR], as a result of participation in activities or services *organized by or connected with {cluster name}*, did your organization develop new business relationships with any small businesses, large companies, or other organizations?
- Yes
 - No

If yes to Q8, proceed to Q9.

If no to Q8, proceed to Q10.

9. [OLD QUESTION] [IF YES] In [YEAR], how many business relationships with the following sources did your organization develop?
- Small businesses: _____
 - Large companies: _____
 - [NEW ITEM] Universities or research institutions: _____
 - Public sector agencies: _____
 - Foundations and nonprofit organizations: _____
 - Business associations: _____
 - Other, please specify: _____

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10. [OLD QUESTION] [IF Q9 Small businesses >= 1] In which of the following areas did your organization collaborate with small businesses in [YEAR]? (Select all that apply.)
- A joint funding application (e.g., SBIR/STTR)
 - A joint contract for the provision of services and/or materials to a third party
 - The creation of a joint venture
 - [NEW ITEM] Innovation (e.g., develop a proof of principal, obtain trademark, license technology, patents)
 - [NEW ITEM] Export of products or services
 - [NEW ITEM] Supply chain
 - Other, please specify:
11. [OLD QUESTION] In [YEAR], as a result of participation in activities or services *organized by or connected with* {cluster name}, did any small businesses you met or established relationships with supply your organization with materials, products, and/or services?
- Yes
 - No

If yes to Q11, proceed to Q12.

If no to Q11, proceed to Q13.

12. [OLD QUESTION] [IF YES] In [YEAR], how many of these small businesses supplied your organization with materials, products, and/or services?
[numeric box]
13. [OLD QUESTION] In [YEAR], did your organization supply any materials, products, and/or services to any small businesses that you met or established relationships with from {cluster name}-organized or sponsored events?
- Yes
 - No

If yes to Q13, proceed to Q14.

If no to Q13, proceed to Q15.

14. [OLD QUESTION] [IF YES] In [YEAR], how many of these small businesses did your organization supply with materials, products, and/or services?
[numeric box]

RIC Program Feedback

15. [NEW QUESTION] How satisfied are you with the matchmaking, networking, and/or showcasing events or activities *organized by or connected with* {cluster name} in [YEAR]?
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied nor satisfied
 - Satisfied

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- o Very satisfied

16. [REVISED QUESTION] How much has participation in the activities or services *organized by or connected with*-**{cluster name}** met your expectation of benefits?

- o Too early to tell
- o Not at all
- o A little
- o Somewhat
- o Much
- o Very much

Old question: Have the expected benefits from your organization's participation in the cluster materialized?

17. [OLD QUESTION] To what extent did **{cluster-name}** and/or **{cluster name}**-organized events (including networking events), activities, and/or services help your organization achieve any of the following benefits?

{cluster-name} and/or {cluster name}-related activities helped my organization:	Too early to tell	Not at all	A little	Somewhat	Much	Very much	N/A
Increase and/or retain employees							
[NEW ITEM] Increase profit margin							
[NEW ITEM] Increase revenue							
[NEW ITEM] Increase export of products or services							
[NEW ITEM] Obtain new financing							
[NEW ITEM] Receive the award of contracts or subcontracts							
Strengthen supply chain							
Create or improve relationships or collaborations with companies and organizations							
Enhance ability to spur economic development and support of the region and community							
Other, please specify:							

Old items deleted from the measure:

- *enhanced my organization's ability to innovate (e.g., develop new products, new processes, or new markets)*
- *enhanced my organization's ability to discuss economic development issues with local and regional governments*
- *helped my organization reduce costs*
- *enhanced my organization's ability to transition technologies in research or in the early stages of development into marketable products*
- *enhanced my organization's ability to discover and to identify unanticipated applications for technologies under research and development*

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18. **[NEW QUESTION]** To what extent did *{cluster-name}* and/or *{cluster name}*-organized events (including networking events), activities, and/or services help your organization achieve any of the following innovation benefits?

<i>{cluster-name}</i> and/or <i>{cluster name}</i>-related activities helped my organization:	Too early to tell	Not at all	A little	Somewhat	Much	Very much
Develop new products or services						
Develop a proof of principal or functional prototype						
Engage in the third-party evaluation or validation of technology						
Commercialize new technology						
Obtain trademarks or brand registrations						
License new technology						
File patent(s)						
Award patent(s)						
Other, please specify:						

19. **[NEW QUESTION]** To what extent did *{cluster-name}* and/or *{cluster name}*-organized events (including networking events), activities, and/or services help your organization assist small businesses to engage in innovation?

- Too early to tell
- Not at all
- A little
- Somewhat
- Much
- Very much

20. **[NEW QUESTION]** To what extent did *{cluster-name}* and/or *{cluster name}*-organized events (including networking events), activities, and/or services help your organization assist small businesses to become more engaged or form new relationships with the following organizations or resources in your community or region?

<i>{cluster-name}</i> and/or <i>{cluster name}</i>-organized events helped my organization assist small businesses to become more engaged with:	Too early to tell	Not at all	A little	Somewhat	Much	Very much
Business financing sources (e.g., banks, investors)						
Federal, state, or local government agencies						
Foundations, nonprofits, and nongovernment organizations						
Business organizations (e.g., industry associations, chambers of commerce)						
Large firms, corporations, and companies						
Universities, research centers, and institutes						
Other small business owners, community leaders, and residents that can support small businesses						
Finding or training employees that small businesses need						

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The business ecosystem of resources, overall						
--	--	--	--	--	--	--

21. [REVISED QUESTION] Please provide suggestions for improving trainings, events (including networking events), activities, and/or services provided or organized by **{cluster name}**:

Old question: What services or actions on the part of the cluster would create greater benefit for your organization?

Appendix D-5 Cluster Administrator Survey compared to 2019 version

Cluster Description

- [OLD QUESTION] How many of the following types of entities participated in your cluster events or activities in [year]?
 - o Small businesses: _____
 - o Large organizations: _____
 - o Business associations: _____
 - o Universities or research institutions: _____
 - o Public sector agencies: _____
 - o Foundations and nonprofit organizations: _____
 - o Other, specify: _____
- [OLD QUESTION] How many of the following types of entities withdrew from your cluster in [YEAR]?
 - o Small businesses: _____
 - o Large organizations: _____
 - o [NEW ITEM] Business associations: _____
 - o [NEW ITEM] Universities or research institutions: _____
 - o [NEW ITEM] Public sector agencies: _____
 - o [NEW ITEM] Foundations and nonprofit organizations: _____
 - o Other, specify: _____
- [OLD QUESTION] Please estimate the percentage of your cluster's SBA funding that was used in [year], toward:
[Note to the programmer: the system ensures the total sums-up to 100%]
 - o One-on-one counseling/technical assistance of small businesses: _____
 - o Group events/activities: _____
 - o Information dissemination (e.g., newsletters, industry-relevant database, virtual collaboration platforms): _____
 - o Other activities that did not include interaction with cluster participants (e.g., cluster management, strategic planning): _____

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4. [REVISED QUESTION] Please estimate the percentage of time that your cluster has dedicated to each of the following categories of activities in [year].

[Note to the programmer: the system ensures the total sums-up to 100%]

- One-on-one counseling/technical assistance of small businesses: _____
- Group events/activities: _____
- Information dissemination (e.g., newsletters, industry-relevant database, virtual collaboration platforms): _____
- Other activities that did not include interaction with cluster participants (e.g., cluster management, strategic planning): _____

Old question: "Please estimate the percentage of your cluster's SBA funding that was used between October 1, 2018, and September 30, 2019, toward:

1. direct provision of services to cluster participants (e.g., training/workshop events, showcasing opportunities, matchmaking opportunities, other group events/activities, one-on-one counseling/technical assistance, newsletters, virtual collaboration platform development/management):
2. other activities that did not include interaction with cluster participants (e.g., cluster management, cluster promotion, and strategic planning):

Small Business Activities

5. [OLD QUESTION] Overall, how many small businesses were provided with one-on-one counseling, technical assistance, or support in [year]?

6. [OLD QUESTION] What were the modes of one-on-one counseling, technical assistance for small businesses?

Select all that apply

- In-person
- E-mail
- Telephone
- Web conference
- Other, specify

7. [OLD QUESTION] What were the areas of focus of one-on-one counseling, technical assistance?

Select all that apply

- Business development
- Intellectual property
- [NEW ITEM] Licensing of new technology
- Commercialization of new technology
- [NEW ITEM] Obtaining patents
- Export/import
- Marketing strategies
- Financing (e.g., private equity, loans, SBIR/STTR, grants)
- Contracting and subcontracting with government, corporate, nonprofit, or other sources
- Partnership/alliances/collaboration
- Business certifications

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- o Other, specify

Group Events and Activities

8. **[OLD QUESTION]** How many group events or activities did your cluster conduct in [year] for the following types?
 - o Training and workshops: _____
 - o Networking: _____
 - o Matchmaking (e.g., small business referrals, teaming facilitation and support): _____
 - o Showcasing (e.g., technology and prototype demonstrations to third parties, trade exhibitions): _____
 - o Other specify: _____

9. **[OLD QUESTION]** On average, how many businesses, organizations, agencies, institutions, or other types of entities participated in each of the following events or activities? *Select all that apply*
 - o Training and workshops: _____
 - o Networking: _____
 - o Matchmaking: _____
 - o Showcasing: _____
 - o Other, specify: _____

10. **[OLD QUESTION]** What were the areas of focus of the group events/activities? *Select all that apply*
 - o Business development
 - o Intellectual property
 - o **[NEW ITEM]** Licensing of new technology
 - o Commercialization of new technology
 - o **[NEW ITEM]** Obtaining patents
 - o Export/import
 - o Marketing strategies
 - o Financing (e.g., private equity, loans, SBIR/STTR, grants)
 - o Contracting and subcontracting with government, corporate, nonprofit, or other sources
 - o Partnership/alliances/collaboration
 - o Business certifications
 - o Other, specify

Statement A - Burden Estimates compared to 2019 version

	Previous ly Approve d	Current Estimat es	Program Change
Annual Number of Responses for this	543	256	0

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IC			
Annual IC Time Burden (Hours)	405	366	0
Annual IC Cost Burden (Dollars)	10,315	\$13,231	0