**Veterans Business Outreach Center (VBOC) Customer Experience Survey**

1. My interaction with the Veterans Business Outreach Center (VBOC) increased my trust in the SBA/VBOC.

* Yes
* No

2a) [If yes] What about this interaction made the difference? (Select all that apply)

* My need was addressed.
* It was easy to do what I needed to do.
* It took a reasonable amount of time to do what I needed to do.
* I understand what was being asked of me throughout the process.
* I was treated fairly.
* Employees I interacted with were helpful.
* Something else.
	+ Please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2b) [If no] What could have been better? (Select all that apply)

* My need was not addressed.
* It was difficult to complete what I needed to do.
* It took too long to do what I needed to do.
* I did not understand what was being asked of me throughout the process.
* I was not treated fairly.
* Employees I interacted with were not helpful.
* Something else.
	+ Please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. How likely are you to recommend the VBOC to a friend?

* Very likely
* Likely
* Neither likely nor unlikely
* Unlikely
* Very unlikely

4. How likely are you to use the VBOC in the future?

* Very likely
* Likely
* Neither likely nor unlikely
* Unlikely
* Very unlikely

5. How easy or difficult was it to access/connect with the VBOC?

* Very easy
* Easy
* Neither easy nor difficult
* Difficult
* Very difficult

6. Anything else you want us to know about your experience?

* Open-ended