

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