

## Q13 What are the needs and expectations of your clients of your SBDC Subcontracted Service Center?

Answered: 31   Skipped: 3

#	RESPONSES	DATE
1	Provide them with assistance in starting or growing their businesses in market research, business plan development, etc.	2/26/2021 1:14 PM
2	There can be no expectations because we don't have standard services about which an expectation can be met. My clients expect me to be present, return calls, and answer their questions in a timely manner. I also strive to send general information through Neoserra and create webinars and workshops that meet the needs of my service area and allow us to create relationships with EDOs.	2/26/2021 12:21 PM
3	Clients need assistance and direction to achieve their business goals/startup new businesses	2/26/2021 10:54 AM
4	Needs are the ability of staff to determine what they need when they do not always know. Expectations are the ability of staff to be knowledgeable enough to help them with their questions.	2/26/2021 9:51 AM
5	Overall support in understanding where they are currently, where they want to go and helping them align activities to get there.	2/26/2021 9:20 AM
6	support, information and wise advice	2/26/2021 9:01 AM
7	to assist, guide, help clients in areas of business development to also inform have answers regarding COVID funding and help find areas of opportunity,	2/25/2021 9:02 PM
8	To have someone who will direct them whether it's to start a business or hold off until economy gets better.	2/25/2021 10:06 AM
9	To assist our clients in becoming successful entrepreneurs and provide them the tools to grow their business.	2/25/2021 9:31 AM
10	start up assistance, training, and bilingual services	2/25/2021 9:30 AM
11	knowledgeable assistance with their business	2/25/2021 8:44 AM
12	Covid Relief Information	2/24/2021 2:51 PM
13	Clients need ongoing support and professional service including access to capital, startup assistance, business plan development, and tax planning. They expect the best service.	2/24/2021 12:32 PM
14	Clients need business support as they are struggling, many need answers and i.e. money-loans and grants as they are hurting from the pandemic, customer service from us, training, some need accountability, continued resources from us and our partners.	2/24/2021 11:29 AM
15	Data, support, encouragement, effort	2/24/2021 7:33 AM
16	To help them be successful in their business, to know what they need especially when they do not know.	2/24/2021 6:31 AM
17	Education in Small Business Operations is the first true need starting with financial projections. Understanding how to market in today's world is a different concept and a need to be addressed. Their expectations in managing customers is a key challenge. Their expectations are not always realistic and steering them to take the necessary steps for improvement should be the first step.	2/23/2021 5:29 PM
18	Relevant information	2/22/2021 5:07 PM
19	Startup, financing and other resources	2/22/2021 11:39 AM
20	Help them start & manage their businesses. Be responsive when they have questions, concerns, etc.	2/22/2021 11:05 AM

## 2021 SBDC Program Funded Staff Survey

21	dependable source of information and guidance.	2/22/2021 10:20 AM
22	To receive no cost business counseling & low to no cost business training for their pre venture or existing business.	2/22/2021 9:57 AM
23	The needs and expectations of my clients are to assist them with their business needs as they need assistance.	2/21/2021 1:20 PM
24	Most want grants and government programs.	2/20/2021 12:10 PM
25	Professional and knowledgeable individuals to assist in realistically analyzing business/start up needs and brainstorming potential solutions; facilitating connection with network of experts in the business arena; modeling of integrity, team approach to business/service, critical thinking & clear communication skills with solid and successful solution implementation.	2/19/2021 4:07 PM
26	Friendly customer service and entrepreneurial counseling.	2/19/2021 3:40 PM
27	Our clients need support and guidance to help them assess and thrive	2/19/2021 12:09 PM
28	answers to questions	2/19/2021 9:24 AM
29	Guidance and mentorship	2/19/2021 9:12 AM
30	They are mostly self-employed who are experiencing challenges such as rents and real-estate in Los Alamos	2/19/2021 8:52 AM
31	Financial literacy. Book keeping and accounting. Their need to open up business activities is dire right now. McKinley County needs to open for business.	2/19/2021 8:47 AM