

NEC Satisfaction Survey Results

October 2017

Survey initiated March 2017

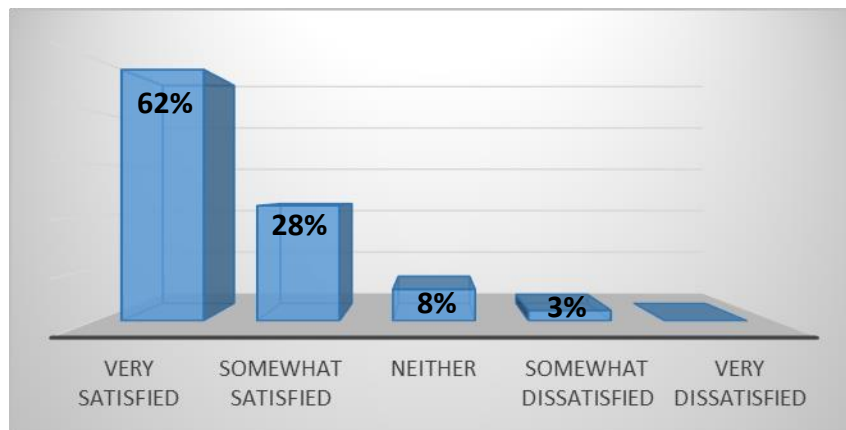
Total Responses: 40

Question 1: How likely is it that you would recommend the NEC to a friend or colleague?

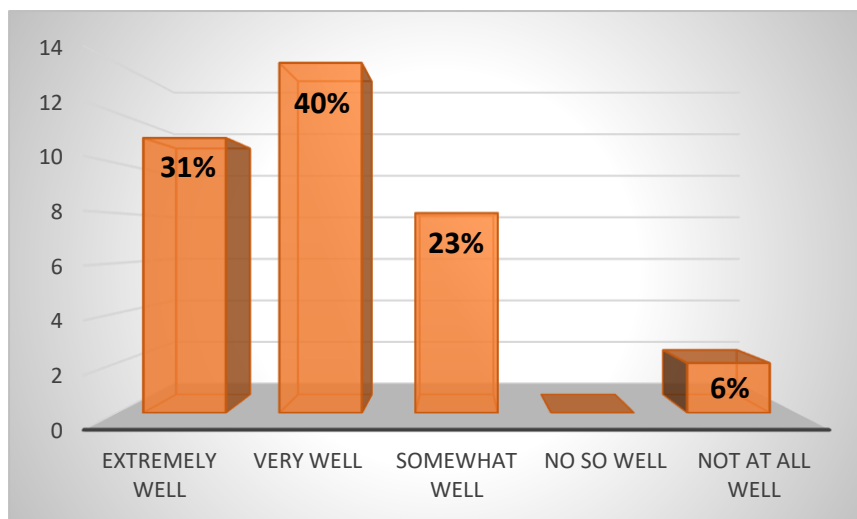
Measured on a scale from 1 to 5 with 1 being "Not at all likely" and 5 being "Extremely likely"

Average result: 4.23

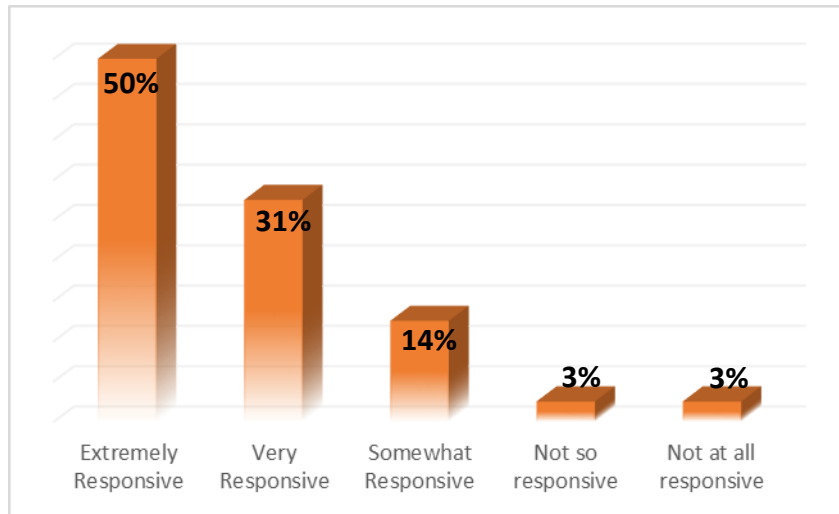
Question 2: Overall, how satisfied or dissatisfied are you with services provided by the NEC?



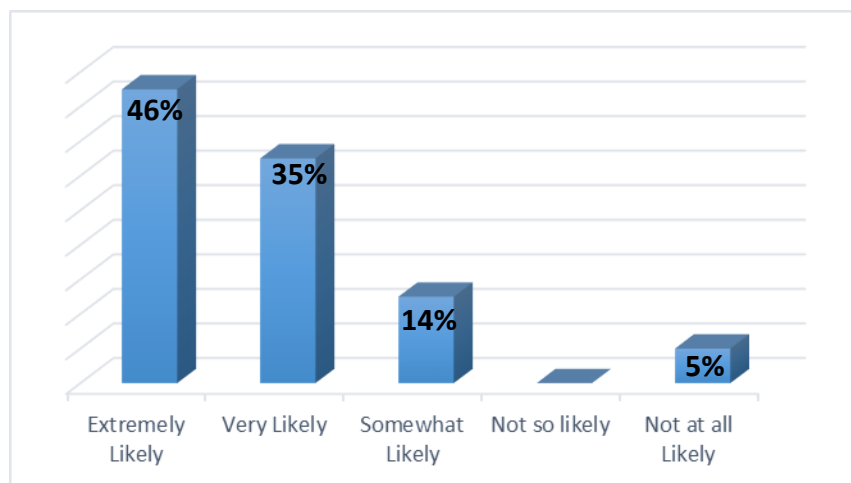
Question 3: How well did our services meet your business needs?



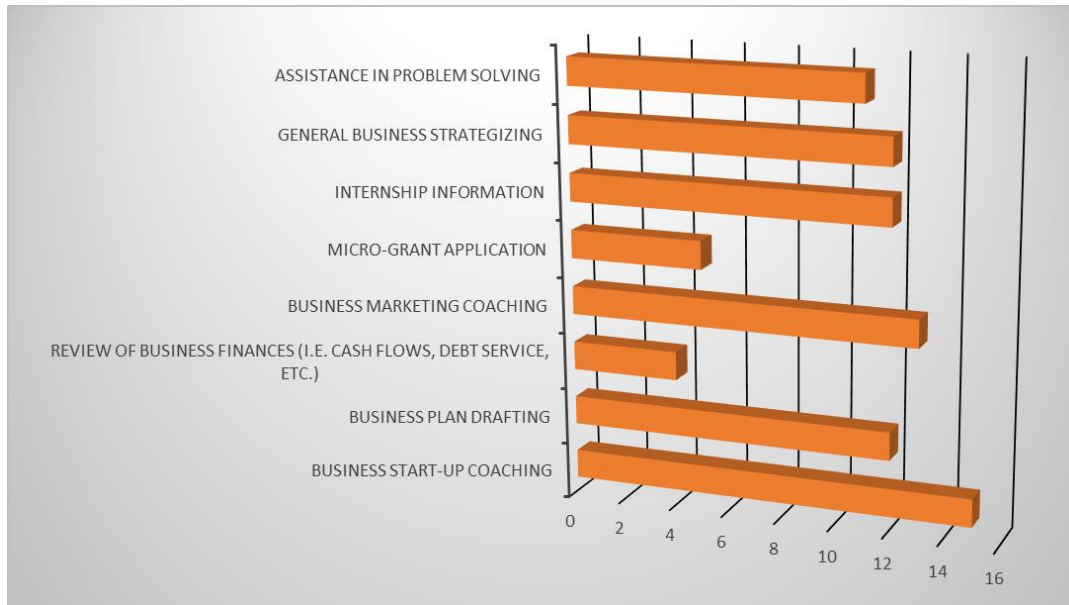
Question 4: How responsive have we been in assisting your business needs?



Question 5: How likely are you to utilize the NEC again?



Question 6: What was the reasoning for using NEC services? Select all that apply.

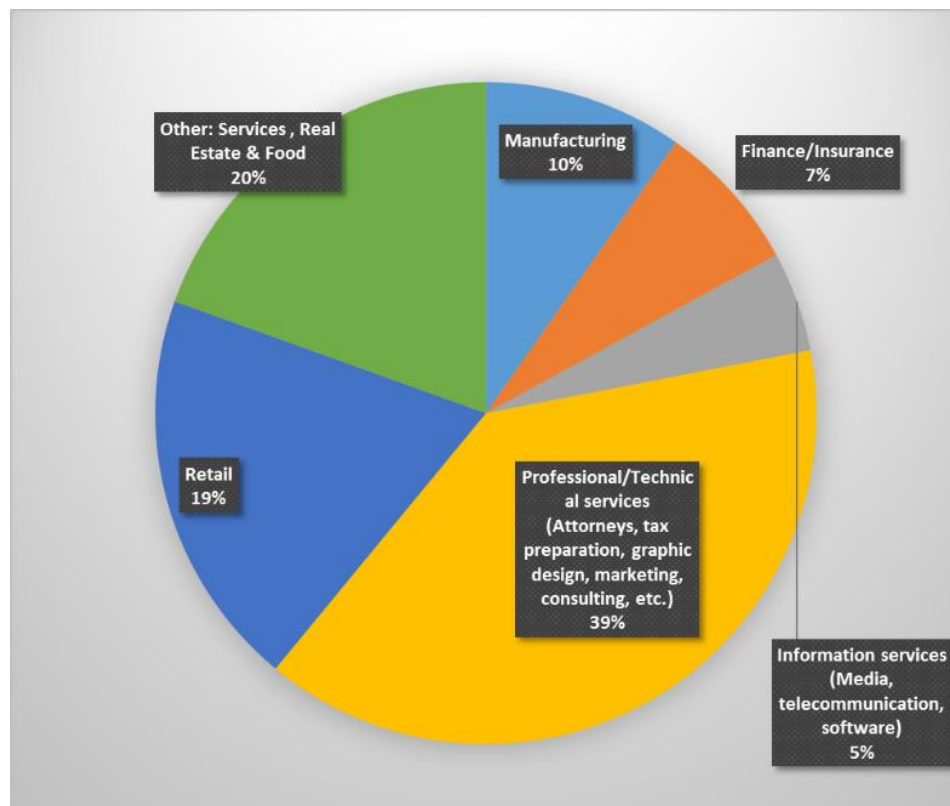


Question 7: Did the NEC put you in contact with local resources to assist with developing your business?

Yes: 78%

No: 22%

Question 8: How do you define your business? Select all that apply.



Question 9: Do you have any other comments, questions, or concerns?

I love working with the NEC...have used them in the past with another business. Always a great resource!

I think the NEC could be really great, but it does not have the resources and budget to be effective. Chris is trying to make it great, but without full time staffing and full time resources, it is very difficult to use and engage the NEC. We need to get the NEC to a full time director status, and get someone to monitor the facility full time. Right now, it is impossible to engage, because you never know when they are open.

Appreciate this resource is available for business start-ups. Was scared to reach out and found Chris to be easy to talk with and non-judgmental yet helpful to keep me working on my business

I mainly attend occasional Lunch-and-learn seminars, and have enjoyed the presentations and the networking.

I have been a presenter at a few seminars that were held at the NEC and I think it is an extremely valuable resource for all businesses - new and established. I have always had good discussion with the people in attendance and always left the seminar feeling good about how it went. I think this is because of the knowledge and prior experiences that the people have had with the NEC. Keep up the good work!

I enjoy the lunch & learn programs. It would be nice if we had a little bigger space so everyone could be at a table. It is hard to take notes & eat lunch without a table.

We need this service! I also like the classes/speakers that are offered.