

# NEC Satisfaction Survey Results

April 2018

Survey initiated March 2017

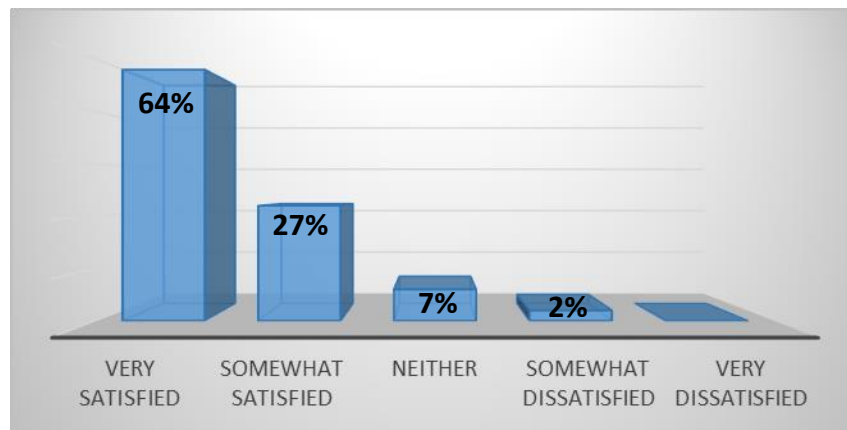
Total Responses: 40

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

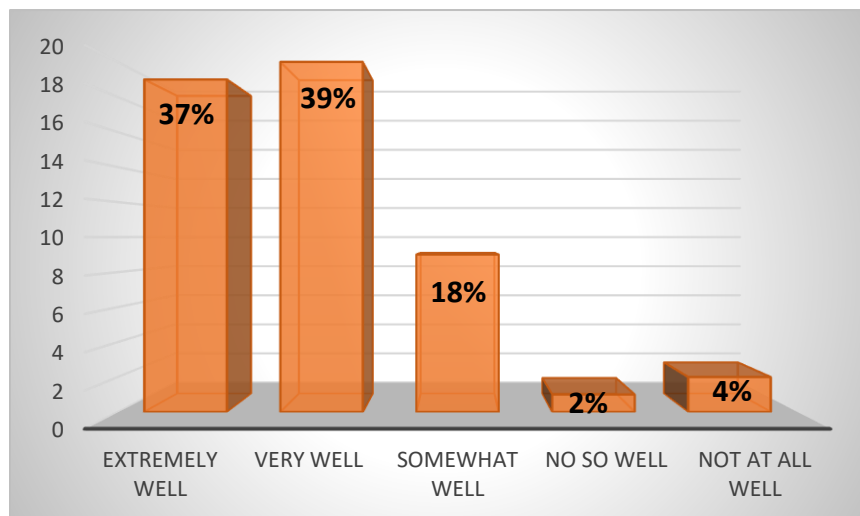
*Measured on a scale from 1 to 5 with 1 being "Not at all likely" and 5 being "Extremely likely"*

**Average result: 4.3**

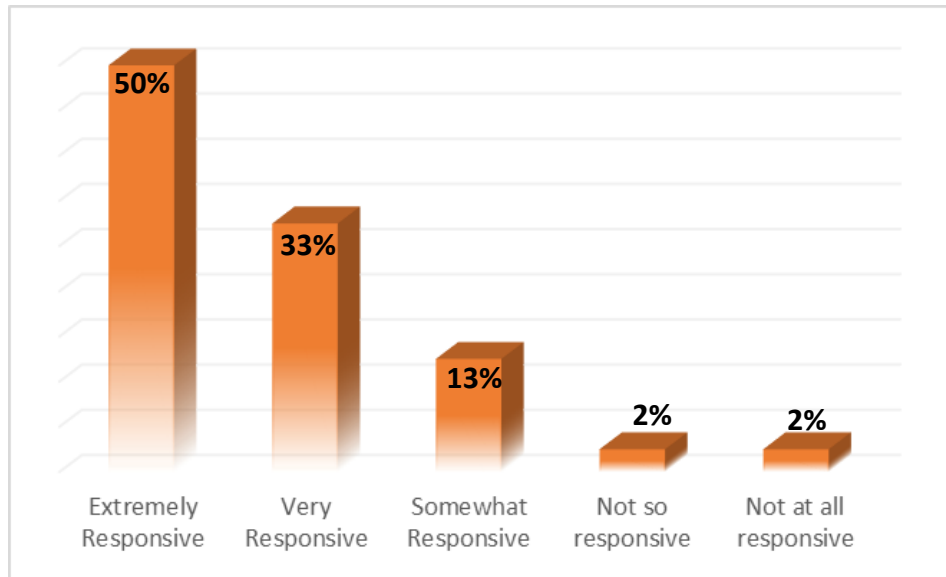
**Question 2: Overall, how satisfied or dissatisfied are you with services provided by the NEC?**



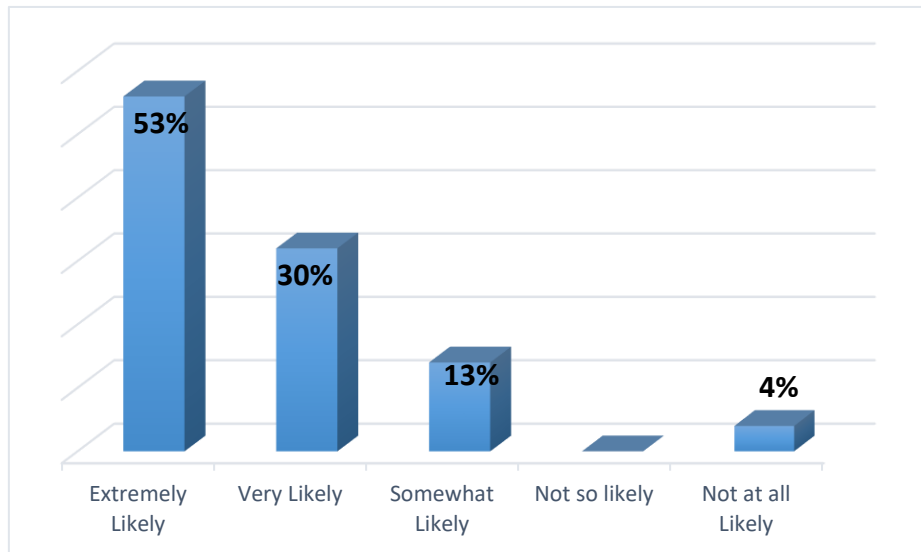
**Question 3: How well did our services meet your business needs?**



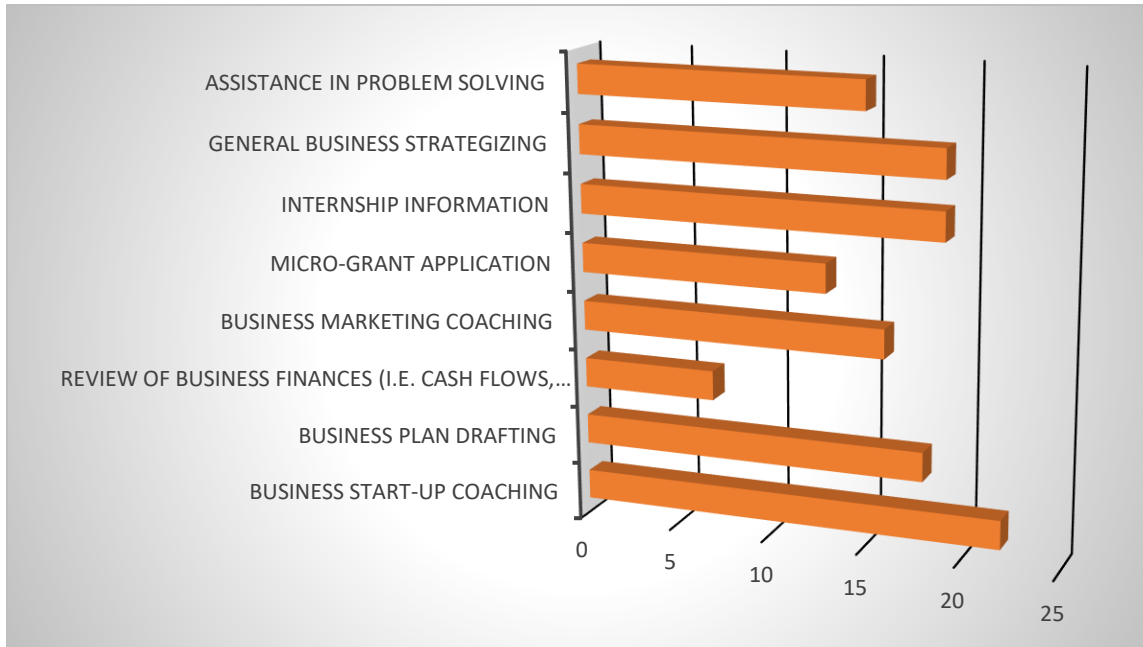
**Question 4: How responsive have we been in assisting your business needs?**



**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.**

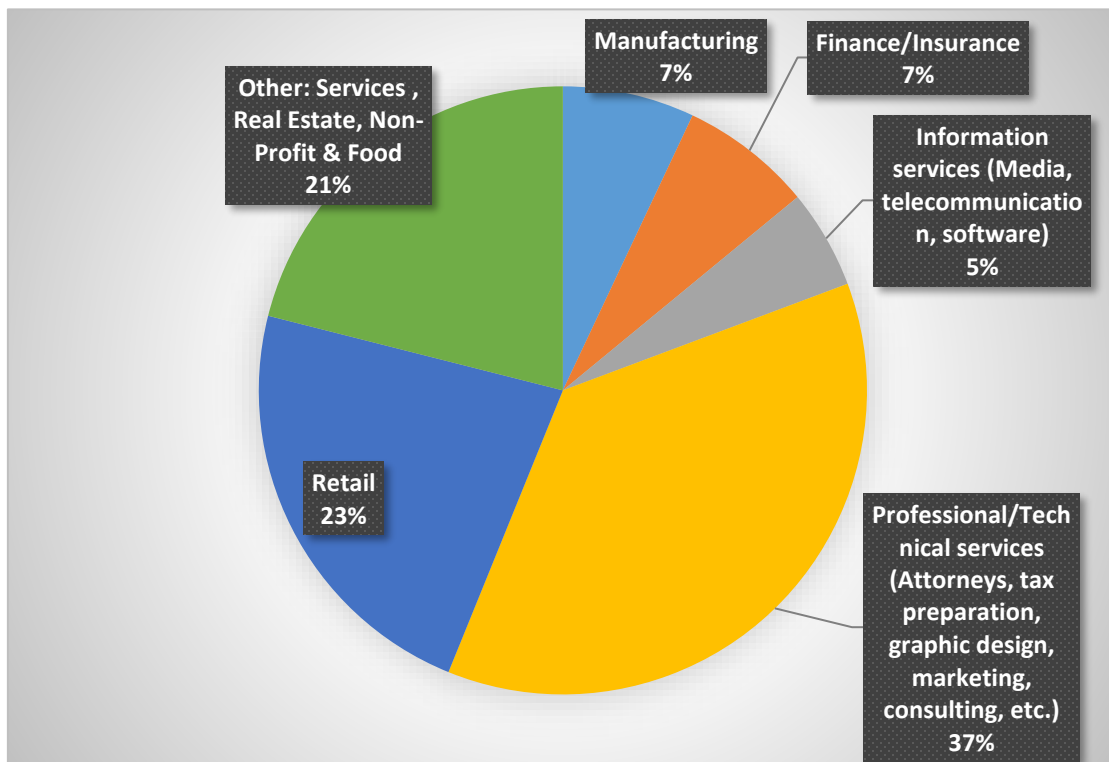


**Question 7: Did the NEC put you in contact with local resources to assist with developing your business?**

**Yes: 79%**

**No: 21%**

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



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

*The NEC is a great asset to the community. Thanks to Chris and Nate for all their help!*

*I feel so fortunate to have the NEC - it is extremely accessible, offers a wide variety of resources and encourages us to thrive. These are much-needed services for a community flush with small businesses.*

*I think it would be good to promote NEC's services more within the community. Maybe creating a new brochure after the move with the new address and inviting people to come check it out. NEC has been very helpful to my business.*

*Chris is very approachable & always responds, follows up. I appreciate his work! I wish Lunch & Learn teachers were a little more polished/organized and that these sessions were done at a different time of day so they could be a tad bit more in depth. Right after work and more specific to tax/business/legal issues for small business owners. One hour isn't enough for most of the topics that are offered.*

*I think it would be good to promote NEC's services more within the community. Maybe creating a new brochure after the move with the new address and inviting people to come check it out. NEC has been very helpful to my business.*