NEC Satisfaction Survey Results

April 2018

Survey initiated March 2017

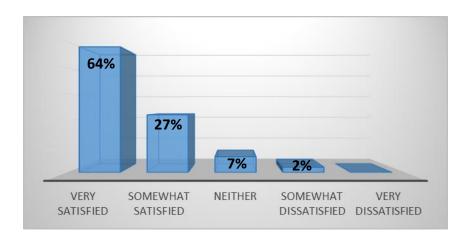
Total Responses: 40

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

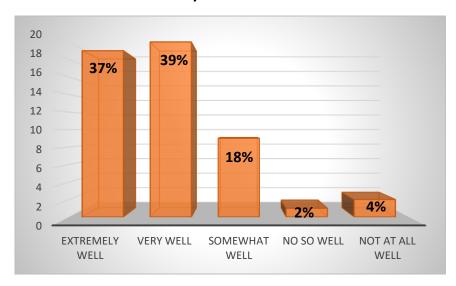
Measured on a scale from 1 to 5 with 1 being "Not at all likely" and 5 being "Extremely likely"

Average result: 4.3

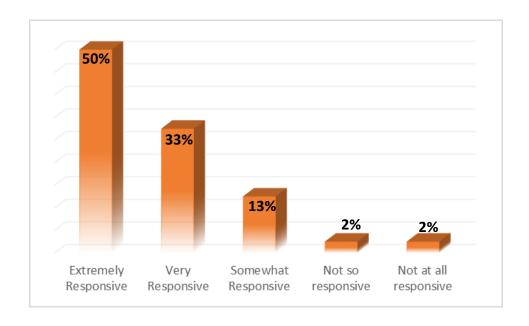
Question 2: Overall, how satisfied or dissatisfied are you with services provided by the NEC?



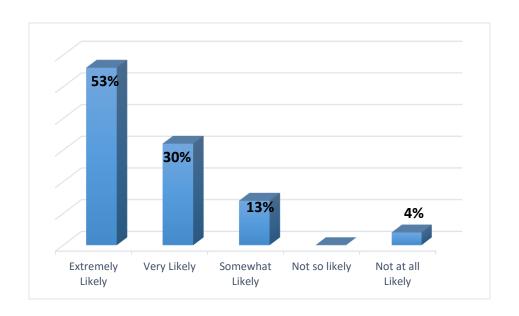
Question 3: How well did our services meet your business needs?



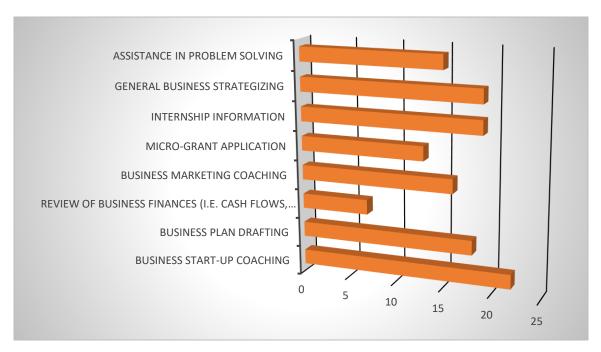
Question 4: How responsive have we been in assisting your business needs?



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.

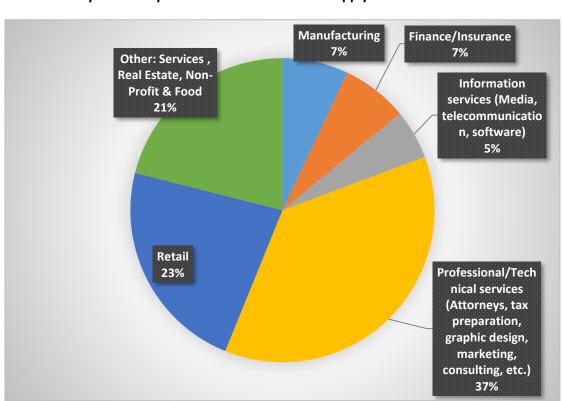


Question 7: Did the NEC put you in contact with local resources to assist with developing your business?

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.