

MISSISSIPPI SBDC

WEEKLY STAKEHOLDER NEWSLETTER

"Transforming Mississippi One Small Business at a Time"

May 11, 2011

As part of our commitment to provide you with information that may enhance the effectiveness of your important leadership efforts, we are pleased to deliver this report about our activities on behalf of Mississippi Small Business.

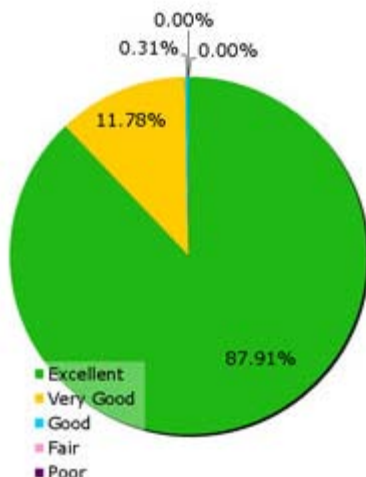
MSBDC Economic Impact Involvement

Since October 1, 2010

Counseled Clients	1231
- Businesses Started	82
--- Jobs Created	296
--- Jobs Retained	306
- Loans Submitted	54
--- Loans Obtained	64

Total Capital Formation
\$23,359,385

Initial Client Satisfaction



Data compiled since October 1, 2010 Initial

Small Business Spotlight

Steve's on the Square



Pictured: Steve Wilkerson (right, owner) Ronald Westbrook (left, counselor).

Steve's on the Square

Owner: Steve Wilkerson

415 Center Avenue North, Philadelphia, MS 39350

(601) 656-5056

Steve Wilkerson, owner of Steve's on the Square has attended multiple workshops hosted by the ECCC MSBDC and would like to relate the following comments.

"I have attended several of ECCC's SBDC workshops in the Philadelphia area over the years and have always found something within the workshop I could use to improve my business. Most notably workshops on customer service and how to better serve my customer base. Even to the point to letting me borrow a CD-ROM on Customer Service entitled "Give'em the Pickle" to show our employees. This is a great service to our business community and very much appreciated."

--- Steve Wilkerson

**Rating for the Year:
Since October 1, 2010**

87.91% Excellent
11.78% Very Good
0.31% Good
0.00% Fair
0.00% Poor

This week's client Evaluation of Services report includes data from **32 MSBDC Counseling Evaluation Forms with 22 comments by First Time Clients** after their initial counseling session.

**Mississippi Client
Evaluation of
Services**

To help the MSBDC improve our services and to better meet the needs of our clients, we ask them to complete the following questionnaire. These are the results of the questionnaires received between the dates of April 27-May 3.

Questionnaire Summary

Were you in business when you came to the MSBDC?

10 Yes
29 No

If yes, how long?

06 0 - 11.9 months
00 1 - 3 years
00 4 - 7 years
00 8 - 15 years
01 15+ years

Was your request for an appointment given prompt attention?

30 Yes
00 No

How long did you have to wait?

10 0 days
05 1 day
03 2 days
02 3 days
02 4 - 7 days
03 8+ days

MSBDC wishes Steve Wilkerson much success and looks forward to seeing Steve's on the Square around for a long time.

Our Clients want our Stakeholders to know...

**All comments are direct quotes from first time clients.*

ECCC MSBDC

I met with Mr. Westbrook once before, he helped me in deciding my business consideration could stumble. (This back in 2008). I thoroughly learned what I needed to do then and he is exactly who I wanted to help me this time.

--- *Amie Pike, Neshoba Co.*

Very helpful.

--- *Bob Swinney, Jr. Leake Co.*

My counselor (R. Westbrook) was very helpful in negotiating the SBA application process.

--- *Brian Hicks, Neshoba Co.*

HCC MSBDC

Good information.

--- *Thomas E. Willard, Rankin Co.*

Mr. Bennett was really helpful.

--- *Tom Moran, Hinds Co.*

I visited with Mr. James Bennett and he was very helpful in assisting with me starting my business. Thank you so much!!!

--- *Michael Mettze, Rankin Co.*

JSU MSBDC

I received all the information I needed in a great length of time. All of my questions were answered and my paperwork was completed. Thanks!

--- *Whitney, Hinds Co.*

MSU MSBDC

Mr. Braswell is awesome! He gave me a lot of things to think about, and a lot of useful information.

--- *Robert Bridges, Lauderdale Co.*

I felt that Mr. Braswell & Mr. Sonny Fisher has been very helpful in helping out with resources/information in regards to me trying to start my own business.

Did your counselor give you specific recommendations?

32 Yes

00 No

Did your counselor have the skills needed to advise you or did the counselor make an appropriate referral?

32 Yes

00 No

Did the counselor give you enough time to express your business concerns?

32 Yes

00 No

Would you use the SBDC program again?

32 Yes

00 No

Would you recommend the SBDC services to others?

32 Yes

00 No

Please rate the business assistance services you received:

27 Excellent

03 Very Good

00 Good

00 Fair

00 Poor

[Find Training Events in your Area!](#)

[Find your local MSBDC counselor!](#)
[International Trade Questions?](#)
[Inventor Assistance Help](#)

We would like to recognize our host institutions!

[Copiah-Lincoln Community College](#)
[East Central Community College](#)
[Hinds Community College](#)
[Jackson State University](#)
[Jones County Junior College](#)
[Mississippi State University](#)
[The University of Mississippi](#)

--- Michelle Timberlake, Alabama â€” Choctaw Co.

Mr. Beatty has very usefully informative is pleasant to talk to and seems to show genuine concern for what he does. I would recommend any one I know starting a business to speak with him. P.S. he is very knowledgeable on all this business information and able to easily explain it to others.

--- Danielyell Turnipseed, Oktibbeha Co.

UM SBDC

I am very pleased with Mr. Carden and the services he and his assistant Ms. Thompson, provided. I feel that I am a more focused than I was.

--- Jackie Scott, Tallahatchie MS.

My counselor helped me understand all that goes into actually getting my business up and running without failure and securing funding.

--- Alex Movitz, Lafayette Co.

Very informative.

--- Joe Worthem, Lafayette Co.

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--- Jackie Scott, Tallahatchie MS.

Met with James Carden. He is the most informed counselor I've met with to date. He explained his needs to help me meet my needs.

--- Jospeh Facello, Desoto Co.

Most intelligent and helpful advise that we have ever received.

--- Leslie Trent Stacey, Desoto Co.

Taught me allot about opening a business.

--- Jeanette Boling, Desoto Co.

Assisted with insurance, marketing, target client concerns. Also was a huge help in considering locations.

--- Larry Dodd, Lafayette Co.

Gulf Coast SBDC

I was nervous about my new venture, but after talking to the counselor I was excited to move forward. They helped me put a plan of action together so I knew what steps are needed to make my dream a reality

--- Tammy Fox, Jackson Co.

The Mississippi Small Business Development Center Program (MSBDC) provides free one-on-one, confidential counseling and training to Existing, Start-Up, and Pre-Venture small businesses. Extensive reports, comprehensive training resources, and valuable videos designed to help individuals pursue their entrepreneurial dreams are available to all Mississippians through the [MSBDC website](http://www.mssbdc.org).

Contact a local counselor or register for a workshop via the MSBDC website www.mssbdc.org or call our toll free number (MS only. Area codes 662 601 and 228) **1-800-725-7232** .
Thank You.

I searched for information on my own. When I spoke to him It gave me all the information I needed. It helped me out a lot.

--- *Rebecca Gourley, Hancock Co.*

The advice was very useful and informing.

---- *Shea Hanshaw, Harrison Co.*

Counselor gave me the information needed to get started. Advising me the steps need to start my business. I believe that if I try starting the business before coming here it would of failed. Now I have the knowledge to get started and I know that they are here to help me.

--- *Theron R. Fletcher, Harrison Co.*

Mrs. Connie Whitt was very perfessional and very knowledgeable of the information that I needed.

--- *Shameka Harrison, Harrison Co.*

Connie was very helpful and gave me all the information needed to prepare a business plan and apply for an SBA loan.

â€“ *Sonya Hunt, Pearl River.*

My counselor was very nice she explain all paper work that I need to fill out and gave me different resources to refer to get the information I need to complete all paperwork.

--- *Jason Loving, Harrison Co.*

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Mississippi Small Business Development Center's Weekly Stakeholder Update

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