

# MISSISSIPPI SBDC

## WEEKLY STAKEHOLDER NEWSLETTER

*"Transforming Mississippi One Small Business at a Time"*

**November 30, 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.

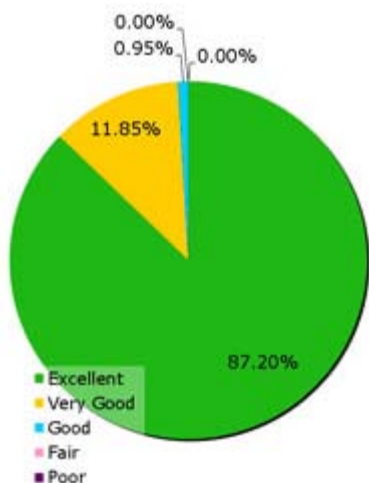
### MSBDC Economic Impact Involvement

Since October 1, 2011

Counseled Clients	446
- Businesses Started	29
--- Jobs Created	66
--- Jobs Retained	159
--- Loans Submitted	11
--- Loans Obtained	11

**Total Capital Formation**  
**\$3,414,425**

### Initial Client Satisfaction



Data compiled since October 1, 2011 Initial

### Small Business Spotlight

Helping Hands Learning Academy Inc.



*Pictured: Keia Clark (left, owner), Vargas Clark (right, owner).*

**Helping Hands Learning Academy Inc.**

**Owner: Vargas & Keia Clark**

**7701 Highway 51 North, Southaven MS, 38671.**

**(901) 216-1486**

According to founder Vargas Clark, "Helping Hands Learning Academy was established to educate children with autism social and cognitive skills. Our mission," he continues, "is to fill a community need not addressed by existing services for which these children should have access." Mr. Clark was assisted originally by attending several MSBDC workshops on starting a small business and later received further counseling from UM SBDC counselor, Rick Schneider.

Vargas along with his business and life partner, wife Keia, have strong career and educational backgrounds in psychology and special education. Before starting the Academy they worked in both public education and for other special needs centers. Now well into the second year of business the Academy has 12 students with a professional staff of four. Through free outreach programs

**Rating for the Year:  
Since October 1, 2011**

87.20% Excellent  
11.85% Very Good  
0.95% Good  
0.00% Fair  
0.00% Poor

This week's client Evaluation of Services report includes data from **20 MSBDC Counseling Evaluation Forms with 15 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 November 16-22.

**Questionnaire Summary**

Were you in business when you came to the MSBDC?

08 Yes  
10 No

If yes, how long?

02 0 - 11.9 months  
01 1 - 3 years  
02 4 - 7 years  
02 8 - 15 years  
03 15+ years

Was your request for an appointment given prompt attention?

18 Yes  
00 No

How long did you have to wait?

03 0 days  
04 1 day  
02 2 days  
00 3 days  
02 4 - 7 days  
00 8+ days

such as a monthly parent support group, the program has steadily been increasing by about one student per month.

Mr. Clark also made the following remarks specifically regarding MSBDC services.

"By guiding me through the business plan development process. It absolutely caused me to put my thoughts into a clear and concise order." --- Vargas Clark

**Our Clients want our Stakeholders to know...**

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

**ECCC MSBDC**

Ronnie Westbrook was very courteous and professional. I would highly recommend these services to anyone.

--- Russ Nowell, Winston Co.

Counselor did a great job! Very knowledgeable and explains well.

--- Angela Athinson

**HCC MSBDC**

I was very pleased with the information Mr. Westbrook shared with me today he was very informative and honest.

--- Kenkalelus Aldrige, Hinds Co.

**JSU MSBDC**

Mr. Brown was prompt, open-minded, and brought some key issues that I was worried about to light so that they aren't that big of an issue.

--- Thea Parker, Rankin Co.

I received a comprehensive evaluation and was given details to continue the process of review for financial and funding of my business enterprise.

--- Rankin Co.

The information I receive was very helpful to me. I needed direction to help me get started.

--- Lelar Brooks, Madison Co.

It was great, very detailed and informative. I would recommend SBDC services to anyone.

--- Jerry Kelly, Hinds Co.

It was excellent, Mr. Brown was very nice and he knew the business. We need more like him. Maybe even in politics. He really understands.

--- Patrics Haitry

Did your counselor give you specific recommendations?

19 Yes

00 No

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

20 Yes

00 No

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

20 Yes

00 No

Would you use the SBDC program again?

20 Yes

01 No

Would you recommend the SBDC services to others?

19 Yes

00 No

Who recommended our services?

03 Bank

04 SBDC Client

00 Legislator

00 Chamber

12 Other

Please rate the business assistance services you received:

17 Excellent

02 Very Good

01 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](#)

Mr. Sydney Brown has been great help!! I look forward to referring him to others.

--- *Ryan Mamon, Hinds Co.*

It was comfortable and easy going. Sydney is a pleasant person to work with, he makes you feel that he cares for your success. So I am pleased and would definitely recommend him to others.

--- *Kisha Spellman, Hinds Co.*

#### **UM MSBDC**

Great experience. Wish they had the resources to do more small tech oriented businesses.

--- *Sumon Sinita, Lafayette Co.*

The meeting was very informative and helpful.

--- *Karen Kurr, Lafayette Co.*

I received so much useful information that will help me in the job I have now and will help me in future jobs.

--- *Betsy Harbin, Colbert Co.*

#### **MSU MSBDC**

Doc Braswell is a tremendous asset to beginning entrepreneurs.

--- *Charles Snorgrass, Lauderdale Co.*

I gained a better understanding of the process to develop my business intentions. I feel better because I am not going in circles anymore. I feel focused and excited to start this process.

--- *Lasisi Osoju, Oktibbeha Co.*

*Funded in part through a cooperative agreement with the U.S. Small Business Administration. All opinions, conclusions, or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA.*

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

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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](#).

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



Mississippi Small Business Development Center's Weekly Stakeholder Update

Our mailing address is:  
P.O. Box 1848  
122 Jeanette Phillips Drive  
University, MS 38677

Our telephone:  
**(662) 915-5001**

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