

MISSISSIPPI SBDC

WEEKLY STAKEHOLDER NEWSLETTER

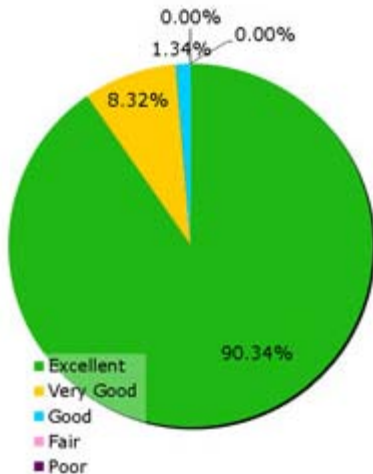
"Transforming Mississippi One Small Business at a Time"

June 13, 2012

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	
<u>Since October 1, 2011</u>	
Counseled Clients	1501
- Businesses Started	130
--- Jobs Created	328
--- Jobs Retained	644
--- Loans Submitted	58
--- Loans Obtained	65
Total Capital Formation	
\$27,932,483	

Initial Client Satisfaction



Data compiled since October 1, 2011 Initial

Small Business Spotlight

Union Florist & Gifts



Pictured: Mr. & Mrs. Walton (left, center, owner) Ronald Westbrook (right, counselor).

Union Florist & Gifts

Owner: Rusty Walton

215 North St., Union MS

601-774-8263

Ronald Westbrook, Director of ECCC MSBDC assisted Rusty Walton in creating a business plan to purchase a location for his new business venture. Union Florist & Gifts serves their customers with a wide array of flower arrangements and gifts, such as picture frames, glasses and other items.

Business Owner, Rusty Walton, shared the following comment about his experience working with Mr. Westbrook and the MSBDC.

"Mr. Westbrook was very helpful in pointing me in the proper directions for future business endeavors. Mr.

Rating for the Year:
Since October 1, 2011

90.34% Excellent
8.32% Very Good
1.34% Good
0.00% Fair
0.00% Poor

This week's client Evaluation of Services report includes data from **20 MSBDC Counseling Evaluation Forms with 9 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 May 30 - June 5.

Questionnaire Summary

Were you in business when you came to the MSBDC?

06 Yes
14 No

If yes, how long?

04 0 - 11.9 months
00 1 - 3 years
00 4 - 7 years
01 8 - 15 years
01 15+ years

Was your request for an appointment given prompt attention?

19 Yes
00 No

How long did you have to wait?

05 0 days
02 1 day
00 2 days
00 3 days
04 4 - 7 days
02 8+ days

Westbrook was very willing to answer any questions that I had concerning small business." --- Rusty Walton

MSBDC wishes Mr. Walton and Union Florist & Gifts best of luck in the coming years and will continue to be a source of information and assistance for his business.

Our Clients want our Stakeholders to know...

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

CLCC MSBDC

My visit with Jeff was very informative. Jeff took time to explain and answer my questions. He was very helpful and courteous. I am grateful for his time and expertise. My experience with Jeff was very positive.

--- *David P., Amite Co.*

ECCC MSBDC

Mr. Westbrook answered all of my questions and more. He presented me with questions that I should think of and consider. I am glad that I came to this counseling session. I will return.

--- *Ethel T., Newton Co.*

GC MSBDC

The counselor gave info me that I had no idea about and want to learn more.

--- *Benjamin V., Harrison Co.*

Wonderful experience! I'm looking forward to completing the process!

--- *Denette M., Harrison Co.*

I enjoyed Mitch helping me! He is wonderful I'm looking forward to continuing to work with him.

--- *Judy B.*

HCC MSBDC

Did your counselor give you specific recommendations?

20 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

00 No

Would you recommend the SBDC services to others?

20 Yes

00 No

Who recommended our services?

02 Bank

01 SBDC Client

01 Legislator

00 Chamber

15 Other

Please rate the business assistance services you received:

19 Excellent

01 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](#)

Great resource.

--- *Jes H., Hinds Co.*

My meeting with Mr. Bennett was very beneficial. It helped enlighten me on information that will surely benefit my business.

--- *Janice D., Hinds Co.*

Mr. Harper did an excellent job! Look forward to working with him on this project.

--- *Kumar P., Hinds Co.*

Mr. Bennett was very hopefully, he explained information that I was aware about. Thanks!!

Heather G., Yazoo Co.

JCJC MSBDC

Very helpful, very encouraging, and a lot was brought to my attention. Great help and advice.

--- *Christy A., Walthall Co.*

JSU MSBDC

Added fire to my vision the team I met with were above board. Thank you. Mr. Brown.

--- *Deborah H., Hinds Co.*

UM MSBDC

I was impressed by Mr. Carden's knowledge and expertise. --- Elsie B

--- *Chase W., Lee Co.*

James Carden gave me an excellent walk-through of creating a business plan. It showed me a great deal of information I had not approached yet.

--- *Brandon K., Rankin Co.*

We were given a lot of great information. We had a great experience using the Renasant center.

--- *Abby R., Pontotoc Co.*

The meeting was very informative. I am excited to come back Monday to the First Steps to Starting a Business class.

--- *Katherine M.R., Pontotoc Co.*

James was very friendly, patience, and open on all our questions that we asked of him. He even gave us real life situations to help understand different subjects of starting my own business.

--- *Maronica L., Lafayette Co.*

Mr. James Carden are the man you would need to help

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

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 or call our toll free number (MS only. Area codes 662 601 and 228)
1-800-725-7232 .

up on a business lone and was very friendly and open with you. He gave very good points and would like to have his help at any time.

--- Catherine E., Lafayette Co.

My experience was excellent. The counselor covered a great deal of material I had not previously considered.

--- Wonda T., DeSoto Co.

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Mississippi Small Business Development Center's Weekly Stakeholder Update

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