

MISSISSIPPI SBDC

WEEKLY STAKEHOLDER NEWSLETTER

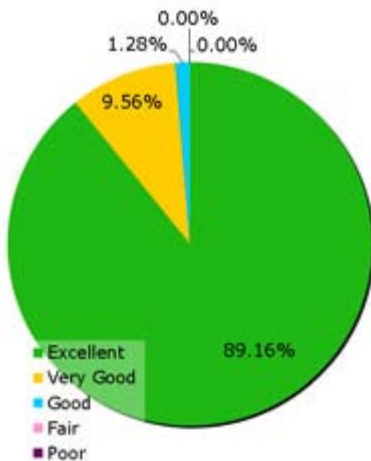
"Transforming Mississippi One Small Business at a Time"

August 22, 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	1873
- Businesses Started	158
--- Jobs Created	494
--- Jobs Retained	753
--- Loans Submitted	84
--- Loans Obtained	91
Total Capital Formation	
\$42,981,756	

Initial Client Satisfaction



Data compiled since October 1, 2011 Initial

Small Business Spotlight

Open Door Web Solutions



Pictured: Rick Schneider (left, counselor) Cyndi Carmon (right owner).

Open Door Web Solutions

Owner: Cyndi Carmon

662-449-2977

<http://www.opendoorws.com/>

Cyndi Carmon contacted the MSBDC for assistance in the development of her business, Open Door Web Solutions. Rick Schneider, counselor for the UM MSBDC assisted her with the development of her business plan and marketing efforts. Open Door Web Solutions is a versatile business capable of offering services in the areas of web marketing, e-commerce, internet sites, and services facilitating clients with importing/exporting needs.

Below, Cyndi Carmon shares a few words regarding her experience with MSBDC services.

"Small Business Development has been a lot of help in guiding me through the process of starting a new business. It's been nice to know I could pick up the phone and get advice on the many issues that have

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

89.16% Excellent
9.56% Very Good
1.28% Good
0.00% Fair
0.00% Poor

This week's client Evaluation of Services report includes data from **25 MSBDC Counseling Evaluation Forms with 19 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 August 8-14.

Questionnaire Summary

Were you in business when you came to the MSBDC?

10 Yes
31 No

If yes, how long?

04 0 - 11.9 months
02 1 - 3 years
01 4 - 7 years
02 8 - 15 years
01 15+ years

Was your request for an appointment given prompt attention?

41 Yes
01 No

How long did you have to wait?

11 0 days
08 1 day
01 2 days
02 3 days
06 4 - 7 days
01 8+ days

cropped up. I also appreciate the opportunities that small business development has trusted me with. Having looked at your site I feel Open Door can be an asset to small business development as well.

--- Cyndi Carman

MSBDC wishes Cyndi Carmon much luck and continued success with her business, Open Door Web Solutions.



Visit the MSBDC Facebook [Page!](#)



See MSBDC [training videos](#) on YouTube!

Our Clients want our Stakeholders to know...

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

CLCC MSBDC

This was a gateway to great advice with a well-versed gatekeeper. Thanks, I needed to have a calming confidence to proceed with a business plan.

--- **Howard M. P., Amite Co.**

ECCC MSBDC

Very very informative! Answered a lot of questions.

--- **Addie D., Leake Co.**

HCC MSBDC

Excellent service. Mr. Harper did a super job of helping

Did your counselor give you specific recommendations?

42 Yes

00 No

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

42 Yes

00 No

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

42 Yes

00 No

Would you use the SBDC program again?

42 Yes

00 No

Would you recommend the SBDC services to others?

42 Yes

00 No

Who recommended our services?

04 Bank

07 SBDC Client

01 Legislator

02 Chamber

28 Other

Please rate the business assistance services you received:

40 Excellent

02 Very Good

00 Good

00 Fair

00 Poor

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

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[International Trade Questions?](#)
[Inventor Assistance Help](#)

We would like to recognize our host institutions!

[Copiah-Lincoln Community College](#)

me with my business proposal.

--- **Brenda P., Madison Co.**

Mr. Bennett was very helpful and helped me out at lot.

--- **Clotie G., Hinds Co.**

We came in with our business plan and most of it was very confusing. Mr. Bennett has helped make things much easier for us.

--- **Samantha H., Rankin Co.**

I think that the counselor was well knowledgeable about the business criteria.

--- **Charlene M., Scott Co.**

The information I received today was very helpful, I feel Like I'm on the road to starting my business.

--- **Melisha Y., Hinds Co.**

Provided me with excellent service. Recommend Mr. Bennett to others.

--- **Nancy S., Hinds Co.**

Mr. James gave me all the information I needed to start up a business. He answered all my questions and concerns. He was more than helpful.

--- **Christie O., Hinds Co.**

Mr. James Bennett always helpful to me and company I'm trying to start.

--- **Tina W., Rankin Co.**

My experience was great. The help I received was A+ and any questions or concerns that I had was addressed accordingly. I would recommend this service to any.

--- **Christopher M., Hinds Co.**

Mr. Bennett was extremely helpful in answering all the questions I had concerning opening my own business. His advice and knowledge in business development has helped give me the confidence I need to pursue my dream of always being a small business owner.

--- **Vanessa C., Madison Co.**

Great counseling.

--- **Thoreausa H., Rankin Co.**

GC MSBDC

Ms. Connie Whitt was extremely helpful and knowledgeable.

--- **Christopher I., Harrison Co.**

Very cool could not believe all the info was free.

--- **Tina D., Jackson Co.**

Having owned businesses before, Mitch is very helpful in getting someone else started in a business. He's easy to

[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.

talk to and patiently answers all questions.

--- **Marcia Hill, Harrison Co.**

I received all the help and all the information I asked for, plus got recommendations and answers to questions I did not know I had until I walked in.

--- **Milton W., Harrison Co.**

Mitch was very well spoken and made it easy for me to understand the tasks I needed to complete.

--- **Kennyetta W., Harrison Co.**

Very informative and knowledgeable.

--- **Keith J., Harrison Co.**

JSU MSBDC

In talking with Mr. Holmes, I have learned that there are many ways in order to get my business started. I'm excited and ready!!!

--- **Gladys H., Hinds Co.**

Great. The counselor was one of the most knowledgeable people I have met. He went the extra mile to help. Everyone should use this service!!!

--- **Alvin A., Hinds Co.**

More information that I could imagine. Very helpful.

--- **Thad T., Hinds Co.**

My visit has been very informative and exceeded my expectations greatly.

--- **Oliver R., Adams Co.**

Very professional and knowledgeable.

--- **Danielle A., Hinds Co.**

UM MSBDC

I had a very educational experience, and enjoyed the education.

--- **Julia R., Lafayette Co.**

I was given helpful and insightful information regarding preparations needed for a business start up.

--- **Lance C., Lafayette Co.**

It was a greatly experience with Mr. Carden. He's a wealth of knowledge with insight and experience.

--- **Dustin G. Alcorn Co.**

Very helpful, got the information I was looking for.

--- **Rebecca M., Lee Co.**

Rick Schneider was awesome, he met with me at zero day notice. Very knowledgeable..

--- **Aaron T., DeSoto Co.**

Fantastic greeting and information. Ready for my business plan and continued training and counseling.

--- **Laura M., Alcorn Co.**

Mr. Killebrew was really helpful. He gave me the guidance and confidence in where I needed to being. Very informative. Thank you Mr. Killebrew.

--- **Lavera E., Tishomingo Co.**

Mr. Killebrew was really helpful. He gave me the guidance and confidence in where I needed to being. Very informative. Thank you Mr. Killebrew. .

--- **Lavera E., Tishomingo Co.**

We were able to do a brief summary of the 18 steps and answered all of our questions.

--- **Cassie H., Pontotoc Co.**

Mr. Hendrick was very patient and accommodating. I would definitely recommend him to others.

--- **Bianca C., Lafayette Co.**

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Mississippi Small Business Development Center's Weekly Stakeholder Update

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