

MISSISSIPPI SBDC

WEEKLY STAKEHOLDER NEWSLETTER

"Transforming Mississippi One Small Business at a Time"

December 12, 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.

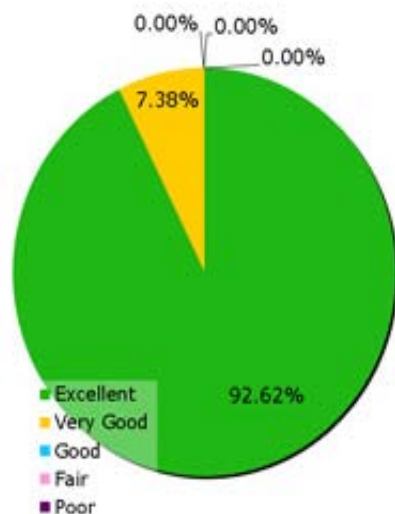
MSBDC Economic Impact Involvement

Since October 1, 2012

Counseled Clients	536
- Businesses Started	36
--- Jobs Created	138
--- Jobs Retained	100
--- Loans Submitted	18
--- Loans Obtained	19

Total Capital Formation
\$5,700,866

Initial Client Satisfaction



Data compiled since October 1, 2012 Initial Counseling Forms.

Small Business Spotlight

River Birch Estate Assisted Living



Pictured: Ronnie Westbrook (Counselor left), Alisa Burkes (Owner, center), Marty Burkes, (right).

River Birch Estate Assisted Living, LLC

Owner: Alisa Burkes

606 E. Jackson Rd., Union MS 39365

601-774-9149

Looking for assistance with the start-up phase of her assisted living home, Alisa Burkes contacted the ECCC MSBDC and set up a counseling appointment with Center Director, Ronnie Westbrook to discuss her new business venture. Together they discussed different aspects of the business plan, marketing plan, and other pertinent topics.

Below, business owner Alisa Burkes shares the following comment about her experience with the MSBDC.

"Ronnie Westbrook (MSBDC) has been an asset to us in getting our new business set up. He thought of all the things we would have never thought of. He worked diligently to accommodate us at times that were convenient for us. Very informative and well educated in his area of expertise. Has great follow up and easily

Rating for the Year:
Since October 1, 2012

92.62% Excellent
7.38% Very Good
0.00% Good
0.00% Fair
0.00% Poor

This week's client Evaluation of Services report includes data from **20 MSBDC Counseling Evaluation Forms with 16 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 28 - December 4.

Questionnaire Summary

Were you in business when you came to the MSBDC?

06 Yes

14 No

If yes, how long?

05 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?

19 Yes

00 No

How long did you have to wait?

07 0 days

01 1 day

00 2 days

01 3 days

03 4 - 7 days

01 8+ days

Did your counselor give you specific recommendations?

reached in case of any questions. We really appreciate this assistance." --- Alisa Burkes.

MSBDC wishes Alisa Burkes and River Birch Estate Assisted Living all the best and will continue to be a resource to her business.



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.*

ECCC MSBDC

Very good experience he gave us all the information we were needing and we will schedule another appointment!
-- **Amanda S., Lauderdale Co.**

GC MSBDC

Excellent, extremely knowledgeable in all topics discussed and explained all topic to the point.
--- **Johnaton S., Greene Co.**

Mr. Mitch is excellent counselor and very informative.
--- **Akatreina V., Harrison Co.**

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

02 SBDC Client

00 Legislator

00 Chamber

13 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](#)
[East Central Community College](#)

HCC MSBDC

Provided reference to insurance and accounting services.

--- **Enrique G., Rankin Co.**

Mr. Bennett was very helpful and answered all my questions and concerns.

--- **Alene L., Hinds Co.**

JCJC MSBDC

This is a very helpful process.

--- **William H., Walthall Co.**

Very helpful visit. The representative was very thorough. Thank you.

--- **Joseph E., Wayne Co.**

JSU MSBDC

It was wonderful. My counselor Mr. Rickey Jones was very helpful and motivating.

--- **Justin T., Hinds Co.**

Very reassuring and comforting.

--- **Greg G., Hinds Co.**

I had a great experience today at SBDC. I will definitely be back for another session.

--- **Keisha W. C., Hinds Co.**

The staff was professional, courteous and knowledgeable. We felt comfortable asking questions and expressing our concerns. Thanks Mr. Brown and SBDC staff!

--- **Allice L., Hinds Co.**

I am highly impressed with Mr. Iron Holms' professionalism and look forward to working with him in the near future.

--- **Kevin W., Madison Co.**

I had an excellent interview with Mr. Brown. He was patient and listened. His feedback was on point. His suggestions opened new ways of thinking on my business plan.

--- **Gloria D., Hinds Co.**

I learn more than expected in a short time. I look forward to working and build my business with the help of the SBDC.

--- **Ramona S., Rankin Co.**

I attend a How to Write A Business Plan workshop and

[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 .

received a wealth of knowledge as well as information to take with me and further educate myself. Very informative workshop, great presenter.

--- **Jessica S., Simpson Co.**

UM MSBDC

I've been told and advised by James as to how to get into the Federal Contract System that would greatly enhance by business growth.

--- **Wayne S., Lafayette Co.**

Great advice concerning marketing and financials.

--- **Chase N., Lafayette 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.



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

Copyright (C) 2011 Mississippi Small Business Development Center. All rights reserved.

[Forward](#) this email to a friend

Need a new client password? Please [click here](#) and we will email it to you.

This email was sent from %SENDEMAIL%. You have received this email because you have previously received counseling or attended one of our workshops. If you do not want to receive promotional email from us any further, please [click here to unsubscribe](#).