



New Client Information Sheet

The Idaho Small Business Development Center (SBDC) is here to help small businesses succeed. We do this through no-cost confidential consulting, training and research support. Our statewide university-based organization is part of a national network. We are supported by the U.S. Small Business Administration, the State of Idaho and our host universities and colleges.

WHAT WE ASK

Agreement

To take advantage of our no-cost consulting, you will need to fill out and sign a Request for Consulting form. The information you provide is kept completely confidential.

Survey Completion

By signing the form, you also agree to respond to our surveys. You will be asked to complete a customer satisfaction survey after the first session. **You will also receive email surveys or a survey in the mail regarding the following metrics: Business start, Capital obtained, Employees hired, Employees retained, and Sales Growth.** Responding to these surveys is your "payment" for the services we provide. The consolidated information from these surveys is provided to our funding supporters. We ask that you respond quickly to any surveys you receive from us to help us continue to provide no-cost consulting.

Partner Correspondence

On occasion, our funding partners may contact you to confirm the assistance we provided and ask about our performance. Please respond with complete honesty.

WHAT WE PROMISE

Confidentiality

All of the information you provide (including on surveys) is kept in the strictest of confidence. This information is kept on our internal database; we put our best efforts forth to ensure it remains protected. We will obtain your permission prior to releasing any information about our partnership if your business is chosen to be featured as a success story.

Advising

Our consultants are here to provide assistance in all aspects of running a small business. At the end of each session, your consultant will review the next steps for you to take and also what he/she will do. We want to help you learn the skills and find the resources that will enhance your ability to operate your business by growing your knowledge and capacity.

Conflict of Interest Resolution

If a consultant is working with a client where there may be a conflict of interest, he/she will notify you of this conflict even though we never share information. Resolution includes your approval to continue with the consulting or possibly switching to another SBDC consultant.

Satisfaction

Our goal is to leave you satisfied with the services you received. If you have any complaints or suggestions, please indicate those on the satisfaction survey or contact the State Director.