



Exit this survey

1. Default Section

1. We are very keen to learn what you think about [REDACTED] so that we know if our business mentoring service is effective and whether it could be improved in any way. Thank you for helping us by completing this survey - it should only take you a couple of minutes. Of course, the more information you can give us the better! By the way, it is totally anonymous, unless you choose to type in your name.

If you have any queries or comments about this survey, please contact us on [REDACTED]
[REDACTED]



Please enter your name below (optional):

*2. Overall, how satisfied were you with [REDACTED] Business Mentoring?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

3. Thinking back to your original contact with [REDACTED], how would you rate [REDACTED] service and communications leading up to the first meeting with your mentor?

	Disagree strongly	Disagree	Neither disagree or agree	Agree	Agree strongly	N/A
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Friendly

Professional

Effective

Speedy

Any other comments?

4. [REDACTED] aims to link you with a mentor whose skills and experience are a good match with your business needs. Please rate how effectively this was done.

	Disagree strongly	Disagree	Neither disagree or agree	Agree	Agree strongly	N/A
Mentor had the right skills to support you?						
Mentor was well prepared for meetings?						
Mentor was interested in you and your business?						
Mentor was a good listener?						
Mentor understood your business and issues?						
Mentor was able to help you with your business issues?						
Would you recommend your mentor to others?						

Any other comments?

5. What has been the impact of the mentor on you and your business? The mentor...

	Disagree strongly	Disagree	Neither disagree or agree	Agree	Agree strongly	N/A
Helped me plan and focus on priorities?						
Gave me greater confidence to pursue my plans?						
Helped me implement my plans faster than I would have done on my own?						
Helped me review my business strategy?						
Helped me find new markets/customers?						
Helped me understand and						

Disagree strongly	Disagree	Neither disagree or agree	Agree	Agree strongly	N/A
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manage my finances?

Helped me improve other aspects of my business?

Helped the business combat the recession?

Helped me develop my knowledge and skills?

Any other comments?

6. As a result of working with your mentor, how have the following aspects of your business changed?

Reduced a lot (>20%)	Reduced a little	Stayed the same	Increased a little	Increased a lot (>20%)
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Number of customers

Number of employees

Sales/Turnover

Profit

Any other comments?

7. Why did you stop working with your mentor?

Objectives achieved so mentoring came to a natural end

No value in further meetings

Lost contact with mentor

Mentor wanted to stop

Personal reasons

Business ceased trading

Not stopped, still in regular contact with mentor

Other reason?

8. Are there any changes or improvements you would like to see made to [REDACTED] business mentoring service?

9. Would you be willing to support [REDACTED] in any of the following ways?

Yes No

Recommending [REDACTED] to other small businesses?

Putting a link to the [REDACTED] website [REDACTED] on your website?

Speaking at events about your experiences of [REDACTED] and mentoring?

Willing to be a future [REDACTED] 'case study'?

Offering to become a mentor yourself?

If you have answered 'Yes' to any of the above, please enter your name below (unless you have already done so above). Also, if you have any comments you would be happy for us to add to our website testimonials, please add them in the box below:

10. Finally, although [REDACTED] is run on a shoestring mainly with volunteers, it still largely relies upon public funding to ensure that mentoring remains available to small businesses in [REDACTED] in future.

In the past, some clients, who feel that they or their businesses have benefitted from their mentoring, have offered to make a small contribution towards [REDACTED]

If you would like to do this, please indicate below and we will contact you.

Many thanks.

Yes No

If 'Yes', please enter your name below (unless you have already done so above). Thank you for completing the survey.

Done