

## 2024 Website Feedback Results

### NationalSBEAP.org

PPI has recently completed objective 1.5 to “Evaluate collaboration and supportive services, Activity 1, Create a feedback form on the website,” as part of its work on the National SBEAP grant. Based on feedback from the website subcommittee and at the 2023 Annual Training, states agreed that use of a “pop-up” type questionnaire would be the best method to obtain user feedback.

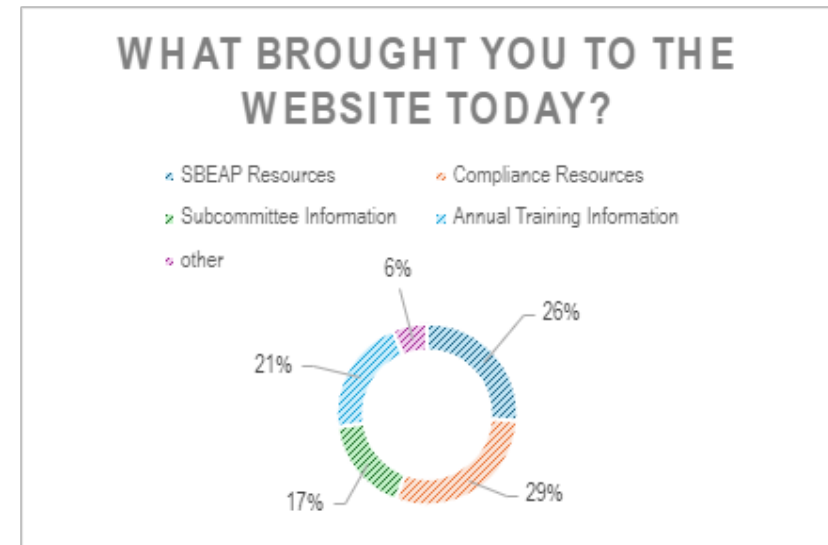
In April 2024, a three-question pop-up feedback form was launched on the Nationalsbeap.org home page. The feedback form remained active for 16 weeks and resulted in 1,501 responses, which were sorted and reviewed for quality assurance. Of the 1,501 original responses, 1,232 were determined to be valid, from IP addresses from across the world. Filtering the data further to include U.S. and Canada responses only, 520 valid responses were identified. Below find the results by each of the three questions for the total cohort of 1,232 and the refined U.S. and Canada cohort of 520.

It is noteworthy that most of the respondents identified as small businesses, and respondents came to the site looking for compliance resources, followed by SBEAP resources and Annual Training. When ranking the resources, most responses ranked the resources as three or higher. Of the 1,232 total, only six ranked the resources as a two or one.

All 1,232 valid responses

### 1. What brought you to the website today?

<b>SBEAP resources</b>	317	26%
<b>Compliance resources</b>	331	27%
<b>Subcommittee information</b>	267	22%
<b>Annual training information</b>	280	23%
<b>Other</b>	37	2%
<b>Total</b>	1,232	

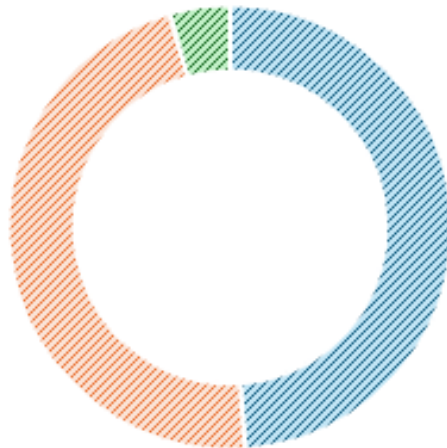


## 2. Who do you represent?

I represent...	# of responses	US or Canada IP	Other
Small business	618	269	349
SBEAP	588	252	336
Other	26	24	2

## WHO DO YOU REPRESENT?

■ Small Business
 ■ SBEAP
 ■ Other

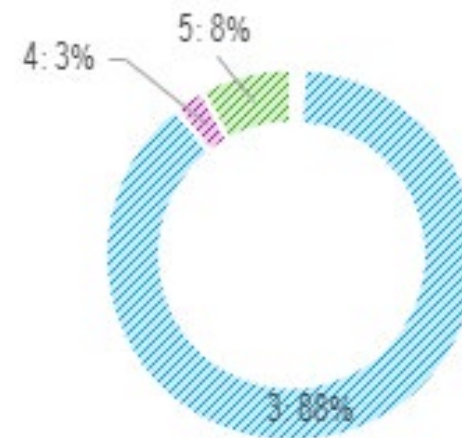


## 3. Rank website resources on a scale from 1 to 5.

Rank	# of responses
0	3
1	2
2	1
3	1,157
4	16
5	47

## WEBSITE RESOURCES RATING

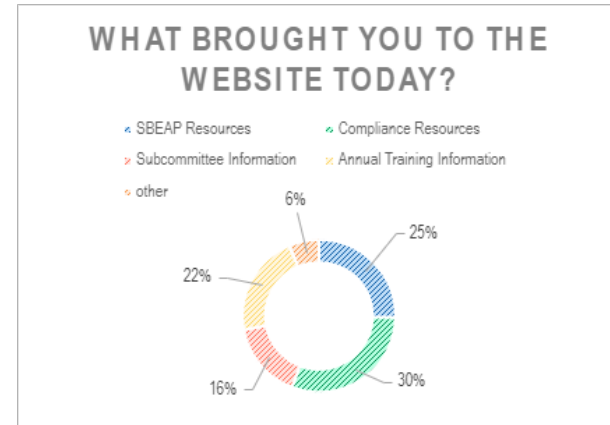
■ 0
 ■ 1
 ■ 2
 ■ 3
 ■ 4
 ■ 5



**U.S. and Canada 520 verified responses only**

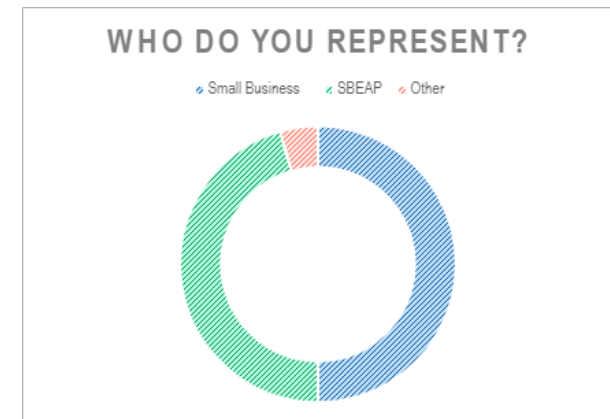
**1. What brought you to the website today?**

SBEAP resources	132	25%
Compliance resources	158	30%
Subcommittee information	85	16%
Annual training information	112	22%
Other	33	6%
Total	520	



**2. Who do you represent?**

	US	Canada
Small business	260	14
SBEAP	237	15
Other	23	1
Total	520	



**3. Rank website resources**

0 (poor)	0
1	2
2	1
3	449
4	15
5 (excellent)	0

