



ANNUAL REPORT 2014 - 2015

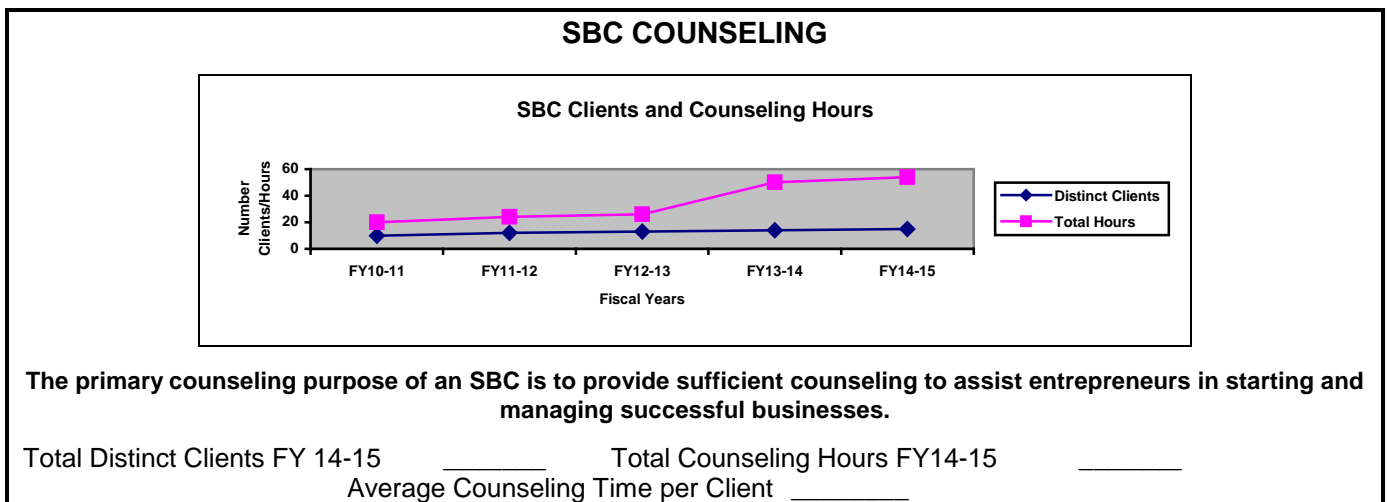
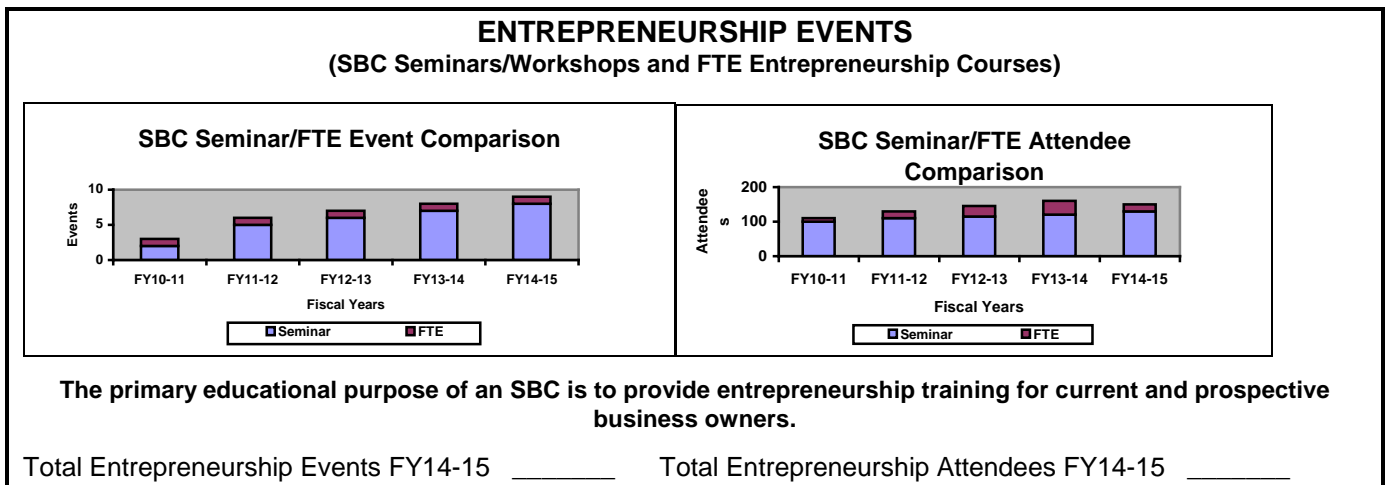
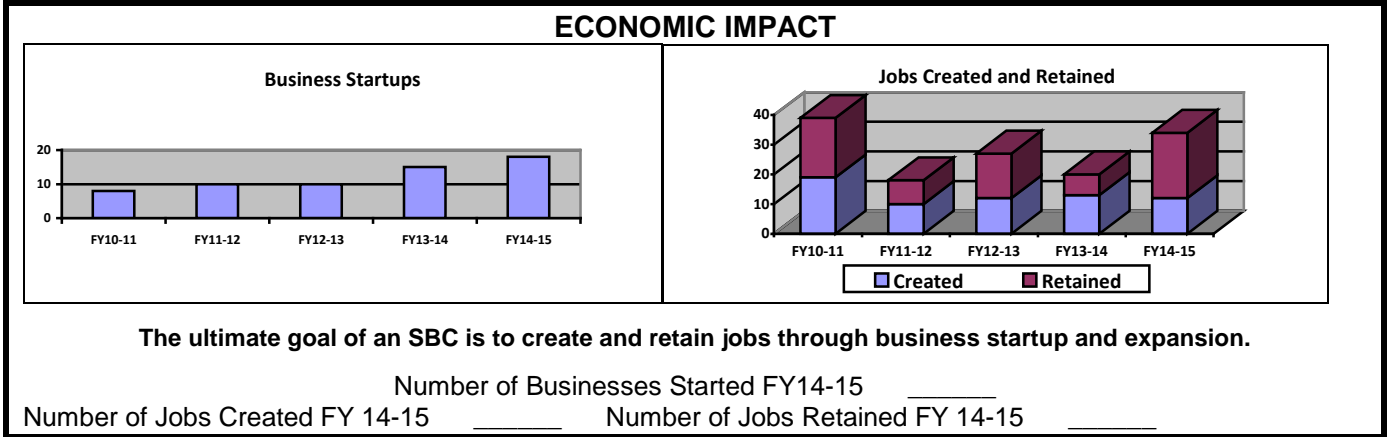
COLLEGE:

DIRECTOR:

Creating Success in Business!

Executive Summary

The following is a summary of the efforts of the Small Business Center (SBC) over the past year with comparisons to previous years in fulfilling the SBC’s mission of increasing the success rate and number of viable small businesses through the provision of education and training, counseling, information and referral within the college’s service area.



Executive Summary Continued

Fiscal Affairs

Colleges are allocated funds by the NCCCS for the SBC program. Please provide the following information:

Total funds allocated to the SBC by the NCCCS	\$ _____
Total additional funding provided by the College	\$ _____
Total funds available for expenditure on SBC activities	\$ _____
Total actual year end expenditures on SBC activities	\$ _____
Total Funds Reverted or Transferred out of the SBC	\$ _____
Total SBC funds expended on entrepreneurship training	\$ _____

Overall Satisfaction Results

1. Summary of seminar evaluation ratings

- _____ Unspecified
- _____ Excellent
- _____ Very Good
- _____ Good
- _____ Fair
- _____ Poor

2. Summary of counseling evaluation ratings

- _____ Unspecified
- _____ Excellent
- _____ Very Good
- _____ Good
- _____ Fair
- _____ Poor

**NORTH CAROLINA COMMUNITY COLLEGE SYSTEM
SMALL BUSINESS CENTER NETWORK
2014-2015 ANNUAL REPORT**

SECTION A: EDUCATIONAL OFFERINGS

SECTION A – PART I: SUMMARY OF EDUCATIONAL OFFERINGS

Entrepreneurship Efforts

- _____ A. Total Number of Non-FTE Small Business Center Offerings
- _____ B. Total Number of Non-FTE Small Business Center Participants
- _____ C. Total Number of FTE Entrepreneurship Offerings (Part II below)
- _____ D. Total Number of FTE Entrepreneurship Participants (Part II below)

Other Activities

- _____ E. Total Number of Management Related FTE Offerings (Non-Entrepreneurship)
(Part III below)
- _____ F. Total Number of Management Related FTE Participants (Non-Entrepreneurship)
(Part III below)
- _____ G. Total Number of Other FTE Offerings (Part IV below)
- _____ H. Total Number of Other FTE Participants (Part IV below)

NOTE: SBCs and/or SBC Directors who were involved in FTE or self-supporting classes must attach Colleague or other locally produced listings of classes. Colleges operating on an Exception to the Standard Model need only attached supporting documentation for Entrepreneurship Offerings.

SECTION A – PART II: (DETAIL) – FTE ENTREPRENEURSHIP OFFERINGS

If applicable, attach or provide a listing of all FTE Entrepreneurship offerings including title, number of attendees and length of training in hours. If none, state so.

TITLE	NUMBER OF STUDENTS	NUMBER OF HOURS
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(Indicate none or expand as needed)

TOTALS

SECTION A – PART III: (DETAIL) – MANAGEMENT RELATED FTE OFFERINGS (NON-ENTREPRENEURSHIP)

If applicable, attach or provide a listing of all Management Related FTE Offerings including title, number of attendees and length of training in hours. If none, state so.

TITLE	NUMBER OF STUDENTS	NUMBER OF HOURS
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(Indicate none or expand as needed)

TOTALS

SECTION A – PART IV: (DETAIL) – OTHER FTE OFFERINGS THAT DO NOT QUALIFY FOR PART II OR III

If applicable, attach or provide a listing of all other FTE Offerings that do not qualify to be placed in Part II or III including title, number of attendees and length of training in hours. If none, state so.

TITLE	NUMBER OF STUDENTS	NUMBER OF HOURS
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(Indicate none or expand as needed)

TOTALS

SECTION B: SBCN CMS Reports

1. Attach the following Small Business Center Network Client Management System (SBCN CMS) Reports.
 - a. FY14-15 Annual Report - Client Characteristics
 - b. FY14-15 Annual Report - Counseling Summary
 - c. FY14-15 Annual Report - Aged Clients – over 90 days
 - d. FY14-15 Annual Report - Economic Impact
 - e. FY14-15 Annual Report – Attendee Characteristics
 - f. FY14-15 Annual Report – Verified Seminar Report

SECTION C: SMALL BUSINESS CENTER GOALS – 2015-2016

IMPORTANT: If SBC goals are not equal to or greater than current year actual accomplishments, a statement of why performance is expected to decline must be included in this section.

Counseling Goals (SBCN CMS Based)	
Actual number of clients – fiscal year 2014-2015	_____
GOAL number of clients – fiscal year 2015-2016	_____
Actual number of counseling hours – fiscal year 2014-2015	_____
GOAL number of counseling hours – fiscal year 2015-2016	_____
<i>SBC Directors shall populate the goals section of the SBCN CMS with these figures prior to submitting the Annual Report.</i>	

Seminar Goals (SBCN CMS Based)	
Actual of SBC seminars – fiscal year 2014-2015	_____
GOAL number of SBC seminars – fiscal year 2015-2016	_____
Actual number of SBC seminar attendees – fiscal year 2014-2015	_____
GOAL number of SBC seminar attendees – fiscal year 2015-2016	_____

IMPORTANT: If SBC goals are not equal to or greater than current year actual accomplishments, a statement of why performance is expected to decline must be included in this section.

Insert Statement Regarding Decreased Goals (if applicable):

SECTION D: OTHER REQUIRED REPORTS/DOCUMENTS

SECTION C: SMALL BUSINESS CENTER BUDGET INFORMATION

Attach the following reports/documents:

1. End of year budget report for the Small Business Center (purpose code 363, WebAdvisor, or similar **official** local report).
2. Proposed SBC budget for Fiscal Year 2015-2016. If FY 2015-2016 allocations are not available, FY 2014-2015 state allocation amounts will be used.

SECTION E: SUCCESS STORIES AND SBCN CENTERS OF EXCELLENCE AWARDS

Section D,

1. All SBCs are to submit a success story. The success story can be for either/both “most impact” and/or “overcoming challenges”.
2. SBCN Center of Excellence Awards, will provide the data used to select the Small Business Center/Director winner of the six awards outlined below. Eligibility and submission requirements include:
 - 1) SBC must meet all basic performance criteria as evidenced by the annual report.
 - 2) The SBC Director must be on schedule with credentialing requirements.
 - 3) SBC Director must participate on at least one SBCN committee as a working member.
 - 4) The SBC must not be on probation.
 - 5) The narrative should include the SBC’s progress and accomplishments for the reporting year(s) 2013 – 2015 for Rookie of the Year, and 2014-2015 for all other awards.
 - 6) An SBC/Director may apply for more than one award category.
 - 7) Please label all as Section D with the name of the award category, college, and SBC director at the top as follows:

AWARD CATEGORY: _____

COLLEGE: _____ **DIRECTOR:** _____

THE APPLICATION FOR EACH AWARD IS LIMITED TO ONE PAGE OF NARRATIVE AND TWO PAGES OF ATTACHMENTS

1. Business Success Story – Most Impact

- a. Intent – To recognize the SBC Director whose direct involvement with a client resulted in a significant economic impact
- b. Criteria –

- i. Clear description of measurable economic impact such as net new revenue generated, new jobs created, new business/location(s) opened, new tax base, leveraged grant programs, etc.
 - ii. Clear documentation of the contribution made by the SBC Director as the “deal maker”
 - iii. Documentation of the impact and Director’s involvement should include testimonial by the client, and can be in the form of an email, letter, picture, media articles, etc.
- c. Process – Applicant must complete “Business Success Story – Overcoming Challenges” application sent as part of the annual report documentation, and submit with annual report by the deadline. Selection of this recipient is made by independent committee

2. Business Success Story – Overcoming Challenges

- a. Intent – To recognize an SBC Director who overcame difficult challenges while working with a client with special needs that resulted in a success story
- b. Criteria –
 - i. Clear description of challenges that had to be overcome such as political, intellectual, economic, personal hardships (poverty, disability, catastrophe, etc.)
 - ii. Clear demonstration of SBC Director’s involvement to overcome obstacles involving unique business issues such as political, intellectual, economic, personal hardships (poverty, disability, catastrophe, etc.), or other situations
 - iii. Documentation of the contribution made by the SBC Director should include testimonial by client, and can be in the form of an email, letter, picture, media articles, etc.
- c. Process – Applicant must complete “Business Success Story – Overcoming Challenges” application sent as part of the annual report documentation, and submit with annual report by the deadline. Selection of this recipient is made by independent committee

3. Rookie of the Year (new directors – 2 years or less)

- a. Intent – To recognize a new SBC Director who has been with the SBCN for two years or less for outstanding performance in the job
- b. Criteria –
 - i. An SBC Director will be considered a rookie if they have been a full-time SBC Director for not more than two years - For example, for the year 2014-2015 SBCN Annual Report, an SBC Director shall be considered a rookie if they were in place no earlier than July 1, 2013 (date of hire), and no later than June 30, 2015
 - ii. Growth in their SBC – can be but is not limited to YTY growth in SBCN performance funding factors
 - iii. Demonstrate success in a “turn-around” situation, i.e. took a low performing SBC and made significant improvements
- c. Process – Applicant must complete “Rookie of the Year” application sent as part of the annual report documentation, and submit with annual report by the deadline - Selection of this recipient is made by independent committee

4. Innovation Award - Programs/Seminars

- a. Intent – To recognize the SBC Director/Staff that has shown innovation related to delivering programs, seminars, workshops, summits, in a new way which resulted in growth and/or increased public awareness of the SBC and its purpose
- b. Criteria – Any such innovation must fall within current SBCN Guidelines. Innovation will be judged based on, but is not limited to the following:

- i. Clearly demonstrates innovation in the area of workshops, seminars, summits, delivery in a new way (online/on-demand), serving new markets/target audiences (such as veterans, unemployed, underemployed, women entrepreneurs) and/or creative packaging/branding of programs - Could also include creative and effective use of social media
- ii. Results-oriented workshops/seminars/summits – demonstrated by SBCN measurable outcomes
- iii. The extent to which this program(s) was developed in response to a specific need of the community
- iv. Applicability for other SBCs, i.e. how easily can other SBCs to duplicate this program for their area.
- c. Process – Applicant must complete “Innovation Award – Programs/Seminars” application sent as part of the annual report documentation, and submit with annual report by the deadline - Selection of this recipient is made by independent committee

5. Innovation Award – Services/Collaboration

- a. Intent – To recognize the SBC Director/Staff that has shown innovation related to counseling, new services, partnerships and collaborations
- b. Criteria – Any such innovation must fall within current SBCN Guidelines - Innovation will be judged on, but is not limited to the following:
 - i. Clearly demonstrates innovation in the area of counseling such as online with Skype, mobile counseling, Google+, etc.
 - ii. Unique, collaborative program(s) with other organizations to improve counseling delivery, results, and impact - Example might be teaming with attorneys, accountants, bankers, etc. for a one-day event
 - iii. Results-oriented counseling and collaboration – demonstrated by SBCN measurable outcomes
 - iv. The extent to which this program(s) was developed in response to a specific need of the community
 - v. Applicability for other SBCs, i.e. how easily can other SBCs to duplicate this program for their area
- c. Process – Applicant must complete “Innovation Award – Services/Collaboration” application sent as part of the annual report documentation, and submit with annual report by the deadline - Selection of this recipient is made by independent committee

6. State SBC Director Award

- a. Intent - To recognize the SBC Director who has provided significant support, time and service at the state level over and above his/her job description
- b. Criteria –
 - i. SBC Director’s direct actions in assisting others in the NC SBCN resulted in skills/program growth, increased effectiveness, improvement of processes, public awareness, professional support and/or development of the state-wide SBCN, etc.
 - ii. Significant contribution was made in the fiscal reporting year that coincides with the annual report it is submitted in
- c. Process – A Director may nominate themselves for this award, and/or an SBC Director may nominate another SBC Director they feel is worthy of this award. Applicant or others must complete “State SBC Director Award” application sent as part of the annual report documentation, and submit by the annual report deadline - Selection of this award is made by the State Director

SECTION F: COLLEGE SUBMISSION

I have reviewed the Fiscal Year 2014-2015 Annual Report for the Small Business Center and attest that the information contained herein is an accurate reflection of the activities of the SBC Director and use of the SBC Funds.

Small Business Center Director

Printed Name _____

Signature and Date _____

Community College President

Printed Name _____

Signature and Date _____