



Northland Pioneer College

SMALL BUSINESS DEVELOPMENT CENTER

Annual Report



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The following is the annual report of the Northland Pioneer College Small Business Development Center (NPC-SBDC) provided in form required by the U.S. Small Business Administration. In Summary, 2008 reflected good progress by clients – NPC-SBDC met its goals for client activity and achieved good progress in terms of economic growth for those businesses assisted. Our goals and results are shown herewith:

<u>Item</u>	<u>Goal</u>	<u>Actual</u>
Jobs added or saved	143	144
Extended Engagement Clients	41	49
Startups	18	33
Long Term Counselings	41	48
Capital Formation	\$4,085,000	\$10,593,000
Revenues Increased	\$6,150,000	\$6,250,000
Shared Resources	4	6

Our client statistics for 2008 reflected 294 clients; consisting of 51% male vs. 49% female; 59.9% white, 26.9% Native American, 13.2% no response or other; 8.8% veterans; 42.2% startups vs. 57.8% existing business; 2.4% online businesses, 10.5% home-based businesses; and 31.5% female-owned businesses.

In counseling small businesses NPC-SBDC provided 439 hours of direct contact, 195 hours of client preparation and indirect service, and 166 hours of travel going to client meetings. This represented an average of 9.4 hours per client.

In training, NPC-SBDC sponsored 30 training events during the year, reflecting 374 attendees, and 119,680 hours of training. NPC-SBDC cosponsored a Superbowl Marketing event in January, hosted eight tax workshops cosponsored by Arizona Department of Revenue, provided ten computer training labs at our SBDC Training Center, held Online classes for short-term small business topics with 20 students in the Fall semester and 17 in the Spring, presented NxLevel Entrepreneurship training classes in Whiteriver and Window Rock, a NxLevel Youth Entrepreneurship one week Camp in Whiteriver for 24 Apache youth, a startup workshop, a business plan workshop, cosponsored a Forestry Entrepreneurs Conference with 120 attendees over three days, an SBA lending workshop, and did a series of presentations to four Native American High Schools on the Native American Enterprise program.

NPC-SBDC surveyed 180 clients at year end, of which 80% of responses showed our services to be Excellent or Very Good. 5% responded Good, 5% Fair, 5% Poor, and 5% no response.

0100 Advocacy

NPC-SBDC regularly participates in local Chamber of Commerce events. For example, the Director attended the Show Low and Snowflake-Taylor Small Business Roundtables, which are small business luncheons, and the Holbrook Office Coordinator attended the City of Winslow Chamber of Commerce annual dinner. NPC-SBDC also participated in local Earth Day Committee meetings, White Mountain Stewardship Contract Monitoring Board meetings, Little Colorado River Plateau RC&D meetings, and were part of a group from the local area that met with the U.S. Secretary of Agriculture regarding the forest thinning. NPC-SBDC also presented to the Winslow City Council and Show Low High School Business classes on Entrepreneurship and helped judge local business plans. NPC-SBDC hosted

Arizona Department of Revenue in January and July, who provided tax training for three days and five seminars for various topics.

NPC-SBDC participates regularly with Tribal economic development groups, including presenting a Small Business Training event with the Navajo Tribe's Regional Business Development Office, Four Corners Business Enterprise CDC, and the NAU Center for American Indian Economic Development. NPC-SBDC presented to Kayenta artisans regarding business skills. NPC-SBDC assisted with development of a Native Biz Magazine, an educational and inspirational publication on business issues related to Native business owners on the reservation, and presented to the Hopi Chamber of Commerce on business skills for artists.

0200 Capital Formation

NPC-SBDC continue to maintain regular contact with local banks, including Arizona Multibank who assisted with two projects, Canyon National Bank who is assisted with one project, and Business Development Finance Corp who assisted with one project. NPC-SBDC assisted a client with getting capital for a reservation based business involving Arizona Multibank and Four Corners Enterprise, located on the Navajo Reservation.

NPC-SBDC assisted seven of nine local businesses invited to submit final applications for the U.S. Forest Products Lab 2008 Woody Biomass Grant program, and four were approved for a total capital formation of \$1 million.

0300 Innovation and Technology Transfer

The Director was involved with Forest Products Lab from Madison, WI regarding their 2008 Woody Biomass Utilization Grant program and specific reporting for successful candidates. NPC-SBDC participated in a Biomass Assessment done via a grant from the State Forester, and evaluated four sites for their potential use of wood biomass, a renewable energy source.

0400 International Trade

Nothing noted.

0500 Minority Small Business Development

NPC-SBDC completed our third semester Apache NxLevel class on business plans, completing plans on 12 students out of 14 registered, hosted a NxLevel class with Navajo Nation Shopping Centers which resulted in 8 completing plans out of 12 registered, and presented a NxLevel Entrepreneurship Summer Camp in Whiteriver to 24 Apache youth.

NPC-SBDC applied for and received a \$5,000 grant in January from the Coleman Foundation to promote NPC's Native American Enterprise Program. This is an entrepreneurial training program that can lead to a 2-year Associate of Applied Science Degree, and/or Certificate of Applied Science. NPC-SBDC made five presentations to high schools located on the Navajo reservation, reaching 153 students to educate and encourage entrepreneurship.

NPC-SBDC are partnering with Four Corners Business Enterprise CDC which services the north eastern portion of the state including both Navajo and Apache counties with micro-loans for Native American owned businesses. NPC-SBDC coordinates with the National Center for American Indian Enterprise Development to partner with them in bringing training to any of the three reservations in our district. Our two programs work together with NPC to bring entrepreneurial development to two of the three Tribes NPC-SBDC serve.

0600 Resource Development

NPC-SBDC attended meetings by USDA Rural Development for information on grants and loans for the rural business community. The Director was involved in assisting the Southwest Sustainable Forests Partnership (SWSFP) with a Fall Forestry Entrepreneur's Conference in November, and has \$50,000 in funding over two years to provide additional program income for NPC-SBDC for forestry resource development. This has involved serving on the Executive Committee, attending meetings hosted in Albuquerque by the SWSFP, providing web site development for forestry entrepreneurs, forestry trainings, including presentations on contracting, workforce development and other small business issues, and presenting regular analysis progress reports for client and industry development.

0700 Procurement

NPC-SBDC assisted a client in Winslow in responding to a request for qualifications for the Bureau of Land Management. NPC-SBDC participated in a Procurement Trade Show presented by the St. Johns Chamber of Commerce and Apache County Economic Development. The Director presented a program entitled Intelligent Bidding at the Forestry Entrepreneurs conference in November.

0800 Special Emphasis Groups

The Director provided assistance to Northern Arizona Wood Products Association, serving on their Board of Directors, and participated in a Watershed conference in January in Show Low, attracting over 75 governmental and business representatives from throughout the region to confer on water and resource issues.

0900 Economic Development, Faith Based and Community Initiatives

NPC-SBDC attended Tuba City High School Career Day to distribute information on NPC and Native American Enterprise Program, Show Low High School Business Advisory Committee meetings, and assisted three of their students with a business plan for their entry in a Statewide competition. NPC-SBDC also coordinated activities for Northland Pioneer College involving the co-sponsorship of the 2008 White Mountain Earth Day.

1000 Research

NPC-SBDC continued to order client research data from Hillsearch, Inc. NPC-SBDC participated in the Navajo County Economic Development Committee, assisting in the compilation of a local demographic publication to attract outside investment to Navajo County.

1100 Other Activity

The Director made a presentation at the Smallwood 2008 Conference in Madison, Wisconsin on "Smallwood Economics Southwest Style". This is a national organization that works with small diameter utilization and marketing, and had over 300 in attendance from across the country. NPC-SBDC participated in NPC Open House, where community were invited to attend Painted Desert Campus open house and new building dedication, and NPC-SBDC participated in a live radio broadcast and had a table to distribute information to the public.

1200 Success Stories

NPC-SBDC assisted a Show Low businessman in starting a new trucking business, which involves short-haul transportation for vehicles. Their primary market is delivery and pickup to Phoenix area, where local auto retailers sell and purchase a large percentage of their used car inventories. This involved startup assistance, including \$60,000 in financing and capital, and one full-time job.

NPC-SBDC assisted four local forestry businesses awarded \$250,000 U.S. Forest Products Labs Woody Biomass grants, totaling \$1 million in new capital for the AZSBDC (one client was led by Coconino SBDC which NPC-SBDC assisted.) These clients represented all of the recipients for the region, which includes Arizona and New Mexico.

A client of our Apache NxLevel class started a firewood business in McNary, and hired 18 Apaches to manufacture firewood, posts, poles and other value-added products from thinnings on the Apache Forest. Another classmate started his business in January and was able to get a contract from a local school in February to do computer networking worth \$4,800.

In January NPC-SBDC hired a full-time Coordinator for the Holbrook office, serving Holbrook, Winslow and the Navajo and Hopi reservations. We assisted a Holbrook businessman with financing on a new building for \$90K, providing this client with technical assistance in organizing his financial information. Another client in Holbrook was able to get financing for \$150K for a building for a vehicle repair shop, providing this client with a business plan. A client from Winslow attending a Getting Started seminar was successful in opening a pharmacy and drug store.

1300 Travel

Out of state travel was approved for the NPC-SBDC staff to attend the Smallwood 2008 Conference in Wisconsin, the National Association of Community College Entrepreneurship Annual Meeting in San Antonio, Texas (to apply and receive a grant from the Coleman Foundation and gather information for the Native American Enterprise program), attend the National SBDC Conference in Chicago, attend a meeting of the Regional Business Development Offices of the Navajo Tribe in New Mexico, and for regular attendance in Albuquerque, New Mexico of SWSFP Executive Committee meetings.

1400 Problems

Nothing noted.

1500 Financial Reports

(To be provided separately; centers do not need to complete this section)

1600 Women-Owned Businesses

Nothing noted.

1700 Economic Impact

See Success Stories and Goals and Results section above.

1800 Veterans, Service Connected-Disabled Veteran-Owned Businesses, Reservists on Active Duty and Other Reserve Component Members of the U.S. Military

Nothing noted.

1900 Manufacturing

The Director has been serving as an advisor to Community Renewable Energy Resources, LLC, the primary developer for a Syn-Gas manufacturing/Co-generation electrical power facility in Eagar, AZ. This project would convert 500 tons per day of woody biomass, available in adjacent National forests, and produce 2000 gallons of Syn-Gas (used to produce ethanol) and 5 MegaWatts of electrical generating capacity.

2000 Online Activity

NPC-SBDC continued to update the [.npcsbdc.com](http://npcsbdc.com) web site. NPC-SBDC continued to work with online students, 17 completing online classes in May and 20 in December, and updated the web site regularly with current offerings and other reference materials. Our site resulted in an average of 1,500 hits per day over the last year, and averaged over 3,500 visitors per month. One recent posting for the Forestry Entrepreneur's Conference resulted in #1 search engine listing for the "Intelligent Bidding" presentation (source: google.com).