The Research Network & WebMQS – How it all Works

Research Network May 25, 2010

Reset

Log Out

Web MQS

New York State Small Business Development Center • Management Quality System

Expand/Collapse All - Home You are logged in, Howie Lipschitz. [Update] Admin Add New Case Data Entry Quick Stats: 3 Print - View 60 Day Open Clients: 1 Quick Case Tasks: 3 Reports Cases Opened FYTD: 1 Case Number: Find Case Research Network Funding FYTD: \$0 Task: Select RN Home Evals returned FYTD: 0 Sticky Note 5/14/2010 3:52:55 PM - Requests Average Eval rating: -Submit conroyda Options * My Request Drop-down menu includes "Submit RN Archive Request" as an option. My RN Requests Submit RN Request **Shared Resources**

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Login Timeout: 01:59:52 Reset



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	CYNG	nd/Co	mapse	HIM

- Home
- Admin
- □ Data Entry
 - Cases
 - Add Follow On
 - Add New Case
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 - My RN Requests
 - Submit RN Request
- ☐ Shared Resources
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Home » Data Entry » Cases » Add New Case

Case 2200562 has been added

- . Add Follow On to this case
- . Submit a RN Request for this case
- · Print this case

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Login Timeout: 01:59:06 Reset		Web MQS	неір
Expand/Collapse All Home Admin Data Entry	Home » Research RN Request ② Case Number:		Conroyda Options Option available for cases requiring research for proposals, campus initiatives, friends of the program, etc.
□ Cases □ Add Follow On □ Add New Case □ Close Case □ Edit Case □ Inquiry □ Print - View □ Reports □ Research Network □ RN Home □ Requests □ My RN Requests □ Shared Resources □ Shared Resources □ Log Out	Subject:	Convenience store Client seeks demographics for 10-mile radius code 12061, as well as consumer expenditure farea. Sticky Note conroyda Options Be specific here! Identify business type in "Subject" letc.	eigures in the
	Hoload Files	Chance File N. St. shares	

Reset



New York State Small Business Development Center . Management Quality System

Convenience store Not Started 5/14/2010

Home » Research Network » Requests » My RN Requests Expand/Collapse All My RN requests - Home + Admin Archive Case RN Staff **Submit Date** Subject Status **⊕** Data Entry

Move Selected to Archive

2200562

Submit RN Request

My RN Requests

→ Shared Resources

Research Network

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Print - View

Reports

RN Home **□** Requests

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Help Sticky Note 5/14/2010 4:36:16 PM conroyda Options * The view from our end.

New York State Small Business Development Center - Management Quality System

Home » Research Network » Requests » View Request Queue

Case	Advisor	Subject	RN Staff	Status	Priority	Submit Date		
		Pfizer Project	Alexis Mokler	In Progress	High	5/10/2010	Edit	Delete
	Homer LaVoie	Soft food	Roger Green	In Progress	Normal	5/7/2010	Edit	Delete
	Matt Staccone	Another Test	Darrin Conroy	Not Started	Normal	5/7/2010	Edit	Delete
		Request From Outside of SBDC	Darrin Conroy	Not Started	Normal	5/7/2010	Edit	Delete
2159685	Matt Staccone	test	Amelia Birdsall	Not Started	Normal	5/7/2010	Edit	Delete
		No case email test	Josee Fonseca	Not Started	Normal	5/10/2010	Edit	Delete
2187456		Code writing		Not Started	Normal	5/10/2010	Edit	Delete
2192288	Katherine Baker	<u>Lists</u>		Not Started	Normal	5/10/2010	Edit	Delete
		Regulations for the building of tree forts		Not Started	Normal	5/11/2010	Edit	Delete
2187456		Research request	Josee Fonseca	In Progress	Normal	5/11/2010	Edit	Delete
2200562	Howie Lipschitz	Convenience store		Not Started	Normal	5/14/2010	Edit	Delete

conroyda Options * If it's an urgent request, it's better to call. Copyright © 2004, 2010 New York State Small Business Development Cer. We'll mark it as "High" priority, and it'll go to the top of the list.

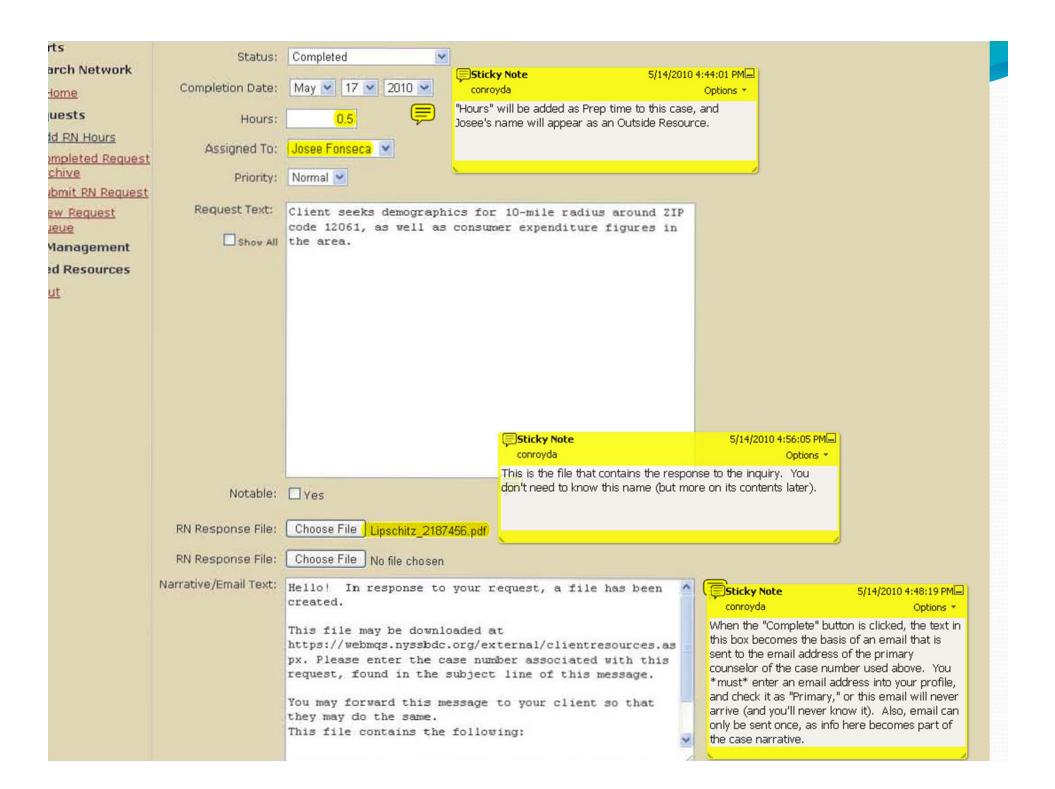
5/14/2010 4:35:33 PM-

Sticky Note

Reset

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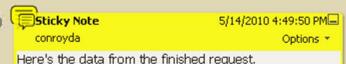
Expand/Collapse All	<u>Home</u> » Rese	earch Network » Requests » <u>View Request Queue</u>
Home Home	Subject:	Convenience store
Admin□ Case Monitoring□ Data Entry	Counselor:	
Print - View ■ Print - View	Center:	
Public Site Admin Reports Research Network	Submit Date: Status:	May 14 2010 Most requests will have "Status" of "Not Started," "In Progress," or "Completed". You can see its status when checking "My RN Requests".
RN Home Requests Add RN Hours	Assigned To: Priority:	
Completed Request Archive Submit RN Request View Request Queue RN Management	Request Text:	Client seeks demographics for 10-mile radius around ZIP code 12061, as well as consumer expenditure figures in the area.
→ Shared Resources Log Out		



Contact	CONTRACTOR OF THE PARTY OF		Clerical	Counselor	Primary	In Business	Date
1.1	0.1	0.0	0.0	Howie Lipschitz	V		5/14/2010
1.1	0.1	0.0	0.0				

Outside Resource Hours

Contact	Prep	Travel	Clerical	Rate	OutsideResource	Date
0.0	0.5	0.0	0.0		RN - Josee Fonseca	5/17/2010
0.0	0.0	0.0	0.0	0.00		
0.0	0.5	0.0	0.0			



Narrative(s):

5/14/2010:

Client has experience in managing convenience stores. Feels there are a lack of them in his neighborhood. Seeks background information on competitors, as well as sources of supplies. Also seeking information on how best to solicit investors, as well as work in the shadow of a menacing nuclear power plant.

5/17/2010:

Entered By Darrin Conroy

To: Lipschitz, Howie From: Josee Fonseca Case #: 2200562

Hello! In response to your request, a file has been created.

This file may be downloaded at https://webmqs.nyssbdc.org/external/dientresources.aspx. Please enter the case number associated with this request, found in the subject line of this message.

You may forward this message to your client so that they may do the same. This file contains the following:

Sticky Note 5/14/2010 4:53:18 PM

conroyda Options ▼

And here's the text as written by the librarian (which also appears on the email received by the advisor).

I hope this information proves helpful. Please let me know if you have additional questions.

From: josee.fonseca@nyssbdc.org

SBDC, RN

To: Cc:

Subject: Research Network Response - Case #2200562

Hello! In response to your request, a file has been created.

This file may be downloaded at https://webmqs.nyssbdc.org/external/clientresources.aspx. Please enter the case number associated with this request, found in the subject line of this message.

You may forward this message to your client so that they may do the same. This file contains the following:

Sticky Note 5/14/2010 4:59:55 PM conroyda Options >

This is important. You *can* forward this email to your client. It poses no security risk to other files on our server.

Sent: Fri 5/14/2010 3:21

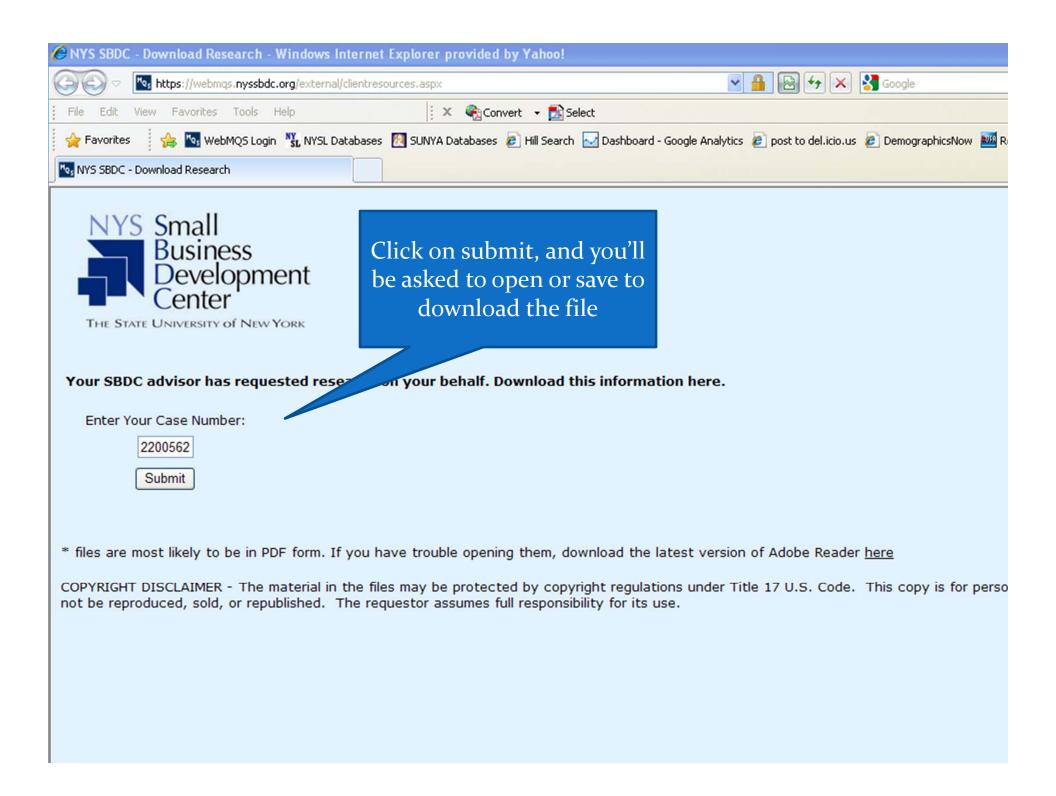
=

I hope this information proves helpful. Please let me know if you have additional questions.

 Sticky Note conroyda
 5/14/2010 4:59:06 PM

 Options ▼

 There's always some description of the file's contents here. I just didn't add them here.



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Log Out



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Expand/Collapse All	<u>Home</u> » Rese	arch Network » R	equests » My RN R	equests		
⊟ Home	My RN requests	0				
■ Admin	Archive Cas	e RN Staff	Subject	Status	Submit Date	
→ Data Entry	A Control of the Cont	The same of the sa	a Convenience sto	A STATE OF THE PARTY OF		
Print - View ■ Print - View			Sticky Note		5/14/2010 5	5:15:01 PM
→ Reports	Move Selected	to Archive	conroyda		-,-,	Options *
 Research Network 					o indicate that the reques sts," or view the narrative	
RN Home			case, to verify whe	ether or not a)	you asked a request, and	
□ Requests			been finished or no	ot.		
My RN Requests						
Submit RN Request						11
Shared Resources						

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Ex	pand/	Colla	pse All

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 Archive
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 - Log Out

Home » Research Network » Requests » My Request Archive

<u>Case RN Staff</u> <u>Subject</u> <u>Status</u> <u>Submit Date</u> 2200562 Josee Fonseca Convenience store Completed 5/14/2010

1	Sticky Note	5/14/2010 5:18:00 PM
	conroyda	Options *
	Over time, your "My RN Requests" will get crowded. requests here - your own personal Research Networ names are sortable, so you can view this in whateve you.	k request archives. Column

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Web MOS Help Login Timeout: 01:55:37 Reset New York State Small Business Development Center - Management Quality System Home » Research Network » RN Home Expand/Collapse All - Home + Admin Welcome to the Research Network Home Page Case Monitoring Data Entry Make a Research Request Online or by calling 518-641-0650 View the Research Network Blog + Print - View Download completed research **Public Site Admin** Recent Posts: **Reports** Research Network Advisor Handbook Bloomberg Businessweek Research Network Company Insight Center Guidance on using the RN Communication Tools: · SBA Offers Tools to Help RN Home Exporters Succeed as Part of World Trade Week Requests · LISTSERV email discussion list · Tradeshow information news Shared Resources • LISTSERV Instructions Call Center to be How to use the LISTSERV Operational on May 21 **Shared Resources** · Research Network Blog • Quarterly Indicators: The Shared Resources Economy and Small Business • Advisor Contact & Specialization Information Admin Facebook Page □ Log Out Twitter Account Twitter Instructions Shared Twitter account "how to" Reference Tools: Recent additions to the RN database collection Search the Circulating Collection

Databases we can access for you

RN Tip Sheets

. Outlook: Junk E-mail Filter Options

Outlook: Safe Senders

From the NYS SBDC Code of Ethics Articles of Professional Responsibility

"15. Sharing Knowledge: All staff must recognize their responsibility to the profession to share with their colleagues the general body of knowledge and approaches they use in serving clients."

Help

Reset

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Expand/Collapse All

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CL	D	
Shared	Resources	

This is a central repository for documents of all types created by and for the use of SBDC staff members statewide. If you have a document you would like to share with your colleagues, please fill out this.form and send your documents to researchnetwork@nyssbdc.org and we will add them to this collection.

Administrative Resources

Guide to Planning and Hosting Staff Training

How to write a success story

LISTSERV basics

Research Network - Advisor Handbook

RN Tip Sheet - Explorer: Links

RN Tip Sheet: Outlook: Journal

RN Tip Sheet: Outlook: Junk E-mail Filter Options

RN Tip Sheet: Outlook: Safe Senders

SBDC/SBA Branding Guidelines

Standard Operating Procedures (SOP)

Using the NYS SBDC Twitter Account

Advisor Counseling Tools

Credit Repair Guide

Guia para el desarollo de su plan de negocios (Guide to creating your business plan)

Sample Letter to Request a Moratorium

Your Rights with Collection Agencies

Images, Photos, Graphics

Business Card Layout

NYS SBDC logo - no tagline

NYS SBDC logo with tagline

NYS SBDC logo with tagline - black and white

NYS SBDC logo with tagline - vector

SBA logo

	Search	
Search		
Advanced Search		

Login Timeout:

01:59:39

Reset



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Expand/Collapse All - Home Admin Case Monitoring Data Entry Print - View **Public Site Admin** Reports Research Network RN Home Requests Add RN Hours Completed Request Archive Submit RN Request View Request Queue ☐ Shared Resources

Shared Resources

Admin

□ Log Out

Home » Shared Resources » Shared Resources

Shared Resources 3

Title: Credit Repair Guide

Category: Advisor Counseling Tools

Attribute(s):

Center: Bronx

Author: Prince Thomas

Creation Date: 8/1/2009

Notes: A 42-page guide on credit repair. Chapters on credit basics, collection

agencies, reading your credit report, credit repair, and identity theft.

→ Download

→ Edit

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Shared Resources

Shared Resources
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Shared Resources 3

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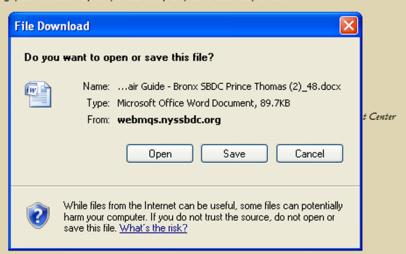
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→ Download

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Shared Resources 3

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Search Results

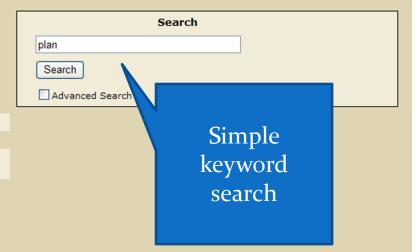
Strategic Plan - One page summary October 2006

Guide to Planning and Hosting Staff Training

NYS SBDC Strategic Plan 2010

Guia para el desarollo de su plan de negocios (Guide to creating your business plan)

Business Plan Preparation Guide



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Advanced search fields

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Shared Resources 3

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NYS SBDC logo with tagline - vector

SBA logo

SBA logo - vector graphic

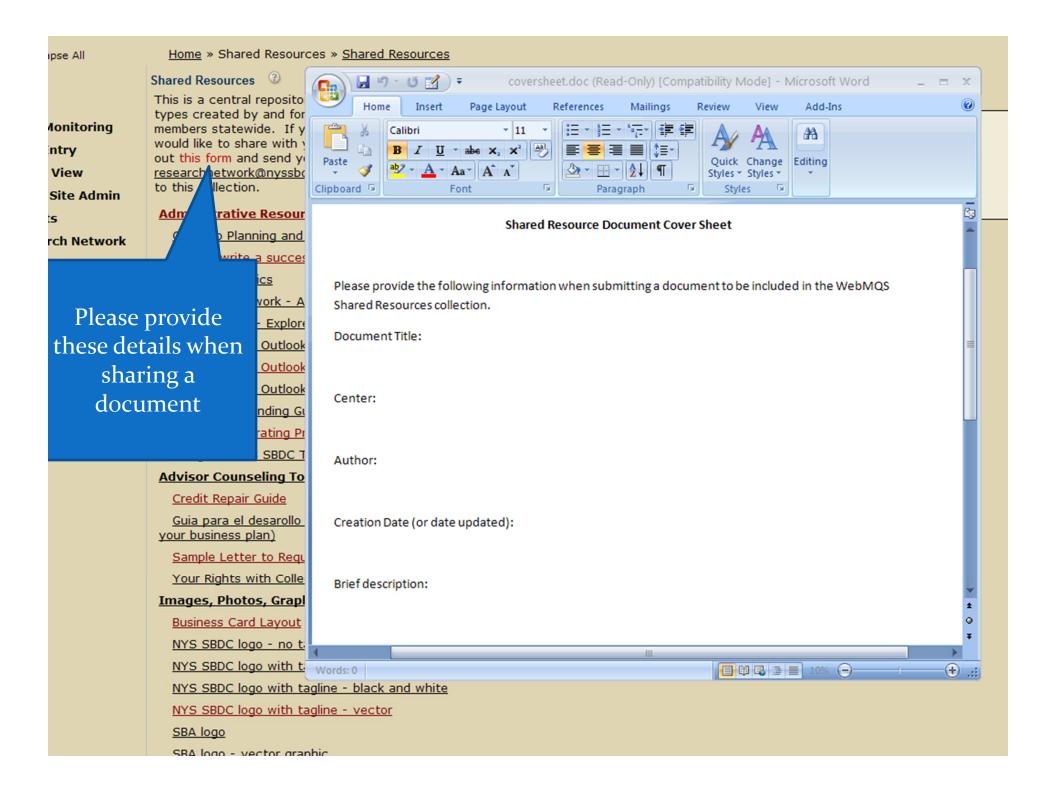
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Author:					
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Attribute(s):	Audio & Video Brochures Congressional Form Legislative Logo Media Newsletter Staff Training Technology				
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→ Admin	Category:	Marketing Materials	
 Case Monitoring Data Entry Print - View Public Site Admin Reports 	Attribute(s):	Audio & Video A Brochures Congressional Form Legislative Logo Media	
	Center:	Newsletter Staff Training Technology	
Shared Resources Shared Resources Admin Log Out	Author: Creation Date:	Jan 1 2010	
	File:		Browse
	Active: Notes:	⊙ Yes ○ No	
		Add Shared Resource	



Do you have:

- Materials from successful and innovative training events?
- Articles you've written (and others could adapt) for a local publication?
- Documents you've created to guide clients?

Please share!