

The Research Network & WebMQS – How it all Works

Research Network

May 25, 2010

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01:58:40

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Web MQS

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You are logged in, Howie Lipschitz. [Update] ?

Quick Stats: ?

60 Day Open Clients: **1**

Cases Opened FYTD: **1**

Funding FYTD: **\$0**

Evals returned FYTD: **0**

Average Eval rating: **-**

[Add New Case](#)

Quick Case Tasks: ?

Case Number: [Find Case](#)

Task:

Submit

Sticky Note 5/14/2010 3:52:55 PM

conroyda

Options

Drop-down menu includes "Submit RN Request" as an option.

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Case 2200562 has been added

- [Add Follow On to this case](#)
- [Submit a RN Request for this case](#)
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New York State Small Business Development Center - Main

Sticky Note conroyda 5/14/2010 4:24:25 PM

conroyda

Options

Option available for cases requiring research for proposals, campus initiatives, friends of the program, etc.

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RN Request

Case Number: 2200562

Not Associated With a Case

Requested By: Lipschitz, Howie

Subject: Convenience store

Question: Client seeks demographics for 10-mile radius around ZIP code 12061, as well as consumer expenditure figures in the area.

Sticky Note conroyda 5/14/2010 4:33:14 PM

conroyda

Options

Be specific here! Identify business type in "Subject" line, etc.

Special Instructions:

Upload File: No file chosen

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My RN requests ?

<u>Archive</u>	<u>Case</u>	<u>RN Staff</u>	<u>Subject</u>	<u>Status</u>	<u>Submit Date</u>
<input type="checkbox"/>	2200562		Convenience store	Not Started	5/14/2010

Move Selected to Archive

Help 5/14/2010 4:36:16 PM

Sticky Note
conroyda Options ▾

The view from our end.

New York State Small Business Development Center - Management Quality System

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Case	Advisor	Subject	RN Staff	Status	Priority	Submit Date	Edit	Delete
		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	Lists		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

5/14/2010 4:35:33 PM

Sticky Note
conroyda Options ▾

If it's an urgent request, it's better to call. We'll mark it as "High" priority, and it'll go to the top of the list.

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Subject:

Counselor:

Case Number:

Center: Albany

Submit Date:

Status:

Assigned To:

Priority:

Request Text:

Show All

Sticky Note 5/14/2010 4:39:24 PM

conroyda Options ▾

Most requests will have "Status" of "Not Started," "In Progress," or "Completed". You can see its status when checking "My RN Requests".

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Status: Completed

Completion Date: May 17 2010

Hours: 0.5

Assigned To: Josee Fonseca

Priority: Normal

Request Text: Client seeks demographics for 10-mile radius around ZIP code 12061, as well as consumer expenditure figures in the area.

Show All

Notable: Yes

RN Response File: Choose File Lipschitz_2187456.pdf

RN Response File: Choose File No file chosen

Narrative/Email Text: Hello! In response to your request, a file has been created.

This file may be downloaded at <https://webmq.s.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 4:44:01 PM

conroyda Options

"Hours" will be added as Prep time to this case, and Josee's name will appear as an Outside Resource.

Sticky Note 5/14/2010 4:56:05 PM

conroyda Options

This is the file that contains the response to the inquiry. You don't need to know this name (but more on its contents later).

Sticky Note 5/14/2010 4:48:19 PM

conroyda Options

When the "Complete" button is clicked, the text in this box becomes the basis of an email that is sent to the email address of the primary counselor of the case number used above. You ***must*** enter an email address into your profile, and check it as "Primary," or this email will never arrive (and you'll never know it). Also, email can only be sent once, as info here becomes part of the case narrative.

Counselor Hours

Contact	Prep	Travel	Clerical	Counselor	Primary	In Business	Date
1.1	0.1	0.0	0.0	Howie Lipschitz	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5/14/2010
<u>1.1</u>	<u>0.1</u>	<u>0.0</u>	<u>0.0</u>				

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		
<u>0.0</u>	<u>0.5</u>	<u>0.0</u>	<u>0.0</u>			

Sticky Note 5/14/2010 4:49:50 PM
conroyda Options
Here's the data from the finished request.

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://webmq.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 4:53:18 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

Sent: Fri 5/14/2010 3:21

To: SBDC, RN

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.

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

Sticky Note 5/14/2010 4:59:06 PM
conroyda Options ▾
There's always some description of the file's contents here. I just didn't add them here.

Navigation bar of Internet Explorer showing the address bar with the URL <https://webmq5.nyssbdc.org/external/clientresources.aspx>, menu options (File, Edit, View, Favorites, Tools, Help), and a Favorites bar with links to WebMQ5 Login, NYS Databases, SUNYA Databases, Hill Search, Dashboard - Google Analytics, post to del.icio.us, and DemographicsNow.



Click on submit, and you'll be asked to open or save to download the file

Your SBDC advisor has requested research on your behalf. Download this information here.

Enter Your Case Number:

2200562

Submit

* files are most likely to be in PDF form. If you have trouble opening them, download the latest version of Adobe Reader [here](#)

COPYRIGHT DISCLAIMER - The material in the files may be protected by copyright regulations under Title 17 U.S. Code. This copy is for personal use only and may not be reproduced, sold, or republished. The requestor assumes full responsibility for its use.

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My RN requests 

<u>Archive</u>	<u>Case</u>	<u>RN Staff</u>	<u>Subject</u>	<u>Status</u>	<u>Submit Date</u>
<input type="checkbox"/>	2200562	Josee Fonseca	Convenience store	Completed	5/14/2010

Move Selected to Archive

 **Sticky Note** 5/14/2010 5:15:01 PM 

conroyda Options ▾

Note how "Status" has changed to indicate that the request has been "Completed". Use "My RN Requests," or view the narrative of the case, to verify whether or not a) you asked a request, and/or b) it's been finished or not.

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

 **Sticky Note** 5/14/2010 5:18:00 PM 

conroyda Options ▾

Over time, your "My RN Requests" will get crowded. You can move "Completed" requests here - your own personal Research Network request archives. Column names are sortable, so you can view this in whatever means is most useful to you.

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Welcome to the Research Network Home Page

Make a Research Request [Online](#) or by calling 518-641-0650

[Download completed research](#)

[Research Network Advisor Handbook](#)

Communication Tools:

- [LISTSERV email discussion list](#)
 - [LISTSERV Instructions](#)
- [Research Network Blog](#)
- [Advisor Contact & Specialization Information](#)
- [Facebook Page](#)
- [Twitter Account](#)
 - [Twitter Instructions](#)

Guidance on using the RN

How to use the LISERSV

Shared Twitter account "how to"

Reference Tools:

- [Recent additions to the RN database collection](#)
- [Search the Circulating Collection](#)
- RN Tip Sheets
 - [Outlook: Junk E-mail Filter Options](#)
 - [Outlook: Safe Senders](#)

Databases we can access for you

[View the Research Network Blog](#)

Recent Posts:

- [Bloomberg Businessweek Company Insight Center](#)
- [SBA Offers Tools to Help Exporters Succeed as Part of World Trade Week](#)
- [Tradeshow information news](#)
- [Call Center to be Operational on May 21](#)
- [Quarterly Indicators: The Economy and Small Business](#)

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.”

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[How to write a success story](#)

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Advisor Counseling Tools

[Credit Repair Guide](#)

[Guia para el desarrollo de su plan de negocios \(Guide to creating your business plan\)](#)

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Shared Resources ?

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.

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Notes: A 42-page guide on credit repair. Chapters on credit basics, collection agencies, reading your credit report, credit repair, and identity theft.

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Name: ...air Guide - Bronx SBDC Prince Thomas (2)_48.docx

Type: Microsoft Office Word Document, 89.7KB

From: [webmq.s.nyssbdc.org](#)

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Cancel



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- [NYS SBDC Strategic Plan 2010](#)
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(Use ctrl-click to select/deselect multiple items)

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- Brochures
- Congressional
- Form
- Legislative
- Logo
- Media
- Newsletter
- Staff Training
- Technology

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Author:

Creation Date:

File:

Active: Yes No

Notes:

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Clipboard Font Paragraph Styles Editing

Shared Resource Document Cover Sheet

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Document Title:

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Author:

Creation Date (or date updated):

Brief description:

Words: 0

10%



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!