

**Languages:** English

### Section Screeners

IntroGD, S1, T2, Q1, T1

#### Page Intro

**IntroGD** *Show if Source is GoDaddy*

Thank you for taking the time to participate in this GoDaddy survey. Your opinions and feedback are very important to us. This survey is completely anonymous and your answers will only be used on an aggregate level.

As a thank you for participating, the first 500 participants who complete the survey will get a \$20 USD e-gift card and the next 2300 participants will get a \$10 USD e-gift card.

To begin please click or tap the arrow at the bottom right of your screen.

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#### Page Screeners

##### S1

Just to confirm, are you a GoDaddy customer?

- ☐ <sub>1</sub> Yes
- ☐ <sub>2</sub> No

**T2** *Show if Not GD*

Unfortunately this survey is for GoDaddy Customers only. Thank you for your interest.

Status Code: 510

##### Q1

What is your role in respect to this website?

- ☐ <sub>1</sub> I am the owner of the business, organization or idea the website supports
- ☐ <sub>2</sub> I am an employee or member of the business, organization or idea the website supports

- ☐ 3 I am a paid contractor who builds and/or maintains the website
- ☐ 4 I am an unpaid volunteer who builds and/or maintains the website
- ☐ 5 Other (specify): \_\_\_\_\_

**T1** *Show if Q1 contractor or unpaid volunteer*

Unfortunately this survey is for business owners and managers, and the rest of our questions for this survey are limited to individuals with those roles. Thank you for your interest.

Status Code: 509

## Section Main Survey

Q2, Q3, Q4a, Q4b, Q5, Q6, Q6b, Q7, Q7b, Q8, Q8b, Q10, Q10b, Q11, Q11b, Q12a, Q12b, Q13, Q14, Q15, Q15b, Q16, Q17, Q18, Q18b, Q19, Q21, Q22, Q23, Q24, Q25, Q26

## Page Main Body

### Q2

Please choose the following category that **best** fits the purpose of your website:

- ☐ 1 **Commercial** – the site was built to support a business or sell products or services
- ☐ 2 **Civic** – the site focuses on issues, politics, campaigns, advocacy groups, etc. that affect a larger group of people
- ☐ 3 **Community** – the site supports social activities such as hobbies, sports teams, entertainment, religious institutions, etc. (but not a for-profit business offering these activities)
- ☐ 4 **Personal** – the site focuses on me, my family, my interests or my career
- ☐ 5 Other (specify): \_\_\_\_\_

### Q3

Which type of organization best describes your business?

- ☐ 1 Independent worker (contractor, freelance, gig worker)
- ☐ 2 Sole proprietor or business with no employees
- ☐ 3 Privately held business with employees
- ☐ 4 Franchised business operation
- ☐ 5 Not-for-profit organization
- ☐ 6 Publicly traded corporation
- ☐ 7 Don't Know

**Q4a** *Show if Not Q3 Indie Sole*

In total, how many employees are there working at your organization?

- ☐ 1 1 (just myself)
- ☐ 2 2-10
- ☐ 3 11-25
- ☐ 4 26-50
- ☐ 5 51-100
- ☐ 6 101-500

- ☐ 7 More than 500
- ☐ 8 Don't know *(Exclusive)*

#### Q4b

What is the estimated average gross income (before taxes and withholdings) for employees, including yourself, in your business?

- ☐ 1 Less than \$1,000 per month, on average
- ☐ 2 \$1,000 to \$2,000 per month, on average
- ☐ 3 \$2,001 to \$4,000 per month, on average
- ☐ 4 \$4,001 to \$7,000 per month, on average
- ☐ 5 More than \$7,000 per month, on average
- ☐ 6 Prefer not to answer *(Exclusive)*

#### Q5

Which of the following best describes the main industry sector your organization operates in?

- ☐ 1 Aerospace
- ☐ 2 Agriculture
- ☐ 3 Automotive
- ☐ 4 Chemicals
- ☐ 5 Construction and Trade
- ☐ 6 Education
- ☐ 7 Energy and Utilities
- ☐ 8 Engineering
- ☐ 9 Entertainment and Arts
- ☐ 10 Financial Services
- ☐ 11 Food and Drink
- ☐ 12 Government and Public Sector
- ☐ 13 Healthcare
- ☐ 14 Hospitality
- ☐ 15 IT / Technology
- ☐ 16 Manufacturing and Industrial
- ☐ 17 Media and Advertising
- ☐ 18 Nonprofit/charity
- ☐ 19 Oil and Gas
- ☐ 20 Personal care/personal services
- ☐ 21 Paper, Print and Packaging
- ☐ 22 Professional Services and Business Services
- ☐ 23 Retail and Consumer
- ☐ 24 Telecommunications
- ☐ 25 Transport and Logistics
- ☐ 26 Other (specify): \_\_\_\_\_

## Q6

What would you say were the **three biggest challenges** you faced when you first started the business?

Please rank them 1 to 3.

- Access to capital \*
- Affordable space \*
- Marketing my business \*
- Affordable healthcare/benefits \*
- Finding employees with necessary skills \*
- Getting my business online effectively \*
- Expertise on business planning and management \*
- Expertise on website building or technology management \*
- Networking with other business owners \*
- Licensing/Permits \*
- Taxes \*
- Other
- None *(Exclusive)*
- ☐ .8 Not sure

*Levels marked with \* are randomized*

## Q6b Show if Q6 Other

You ranked "Other" as one of the top 3 biggest challenges you faced, could you tell us a bit more on what this other challenge was?

*Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.*

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☐ .9 Don't know

## Q7

What are the **three most important** resources you would need to grow right now?

Please rank them 1 to 3.

- Access to capital \*
- Affordable space \*
- Marketing my business \*
- Affordable healthcare/benefits \*
- Finding employees with necessary skills \*
- Getting my business online effectively \*
- Expertise on business planning and management \*
- Expertise on website building or technology management \*
- Networking with other business owners \*
- Licensing/Permits \*
- Taxes \*
- Other
- None *(Exclusive)*
- ☐ .8 Not sure

Levels marked with \* are randomized

**Q7b** Show if Q7 Other

You ranked "Other" as one of the 3 most important resource you need to grow, could you tell us a bit more on what this other resource is?

*Please do not enter personally identifying information (e.g., name, email address, phone number, mailing address), as anything you enter may be shared with the sponsor of this research.*

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☐ .9 Don't know

**Q8**

Thinking about the business or organization your website supports, where do you conduct business or services?

- ☐ 1 Only online
- ☐ 2 Only in a physical location
- ☐ 3 Both online and in a physical location
- ☐ 4 Not sure

**Q8b** Show if Q8 Give answer

Do you see conducting business or service "<<Q8.text>>" changing in the next six months?

- ☐ 1 Yes
- ☐ 2 No
- ☐ 3 Unsure

**Q10**

Do you use any of the following social media for marketing/customer generation?

Select all that apply

- ☐ 1 Facebook
- ☐ 2 Instagram
- ☐ 3 Pinterest
- ☐ 4 Snapchat
- ☐ 5 Twitter
- ☐ 6 Yelp
- ☐ 7 Google My Business
- ☐ 8 Other (specify): \_\_\_\_\_
- ☐ 9 Not sure (Exclusive)
- ☐ 10 None of the above (Exclusive)

**Q10b** *Show if Q10 Used socialmedia*

Do you use any of these social media platforms for commerce (instead of or in addition to) marketing?

Select all that apply

- ☐ <sub>1</sub> Facebook *(Show if Q10 1 Facebook)*
- ☐ <sub>2</sub> Instagram *(Show if Q10 2 Instagram)*
- ☐ <sub>3</sub> Pinterest *(Show if Q10 3 Pinterest)*
- ☐ <sub>4</sub> Snapchat *(Show if Q10 4 Snapchat)*
- ☐ <sub>5</sub> Twitter *(Show if Q10 5 Twitter)*
- ☐ <sub>6</sub> Yelp *(Show if Q10 6 Yelp)*
- ☐ <sub>7</sub> Google My Business *(Show if Q10 7 Google My Busin)*
- ☐ <sub>8</sub> <<Q10.specify(8)>> *(Show if Q10 8 Other specify)*
- ☐ <sub>9</sub> Not sure *(Exclusive)*
- ☐ <sub>10</sub> None of the above *(Exclusive)*

**Q11** *Show if Q1 Owner*

Do activities related to this website provide a source of income for you?

- ☐ <sub>1</sub> Yes, my main source of income
- ☐ <sub>2</sub> Yes, a supplemental source of income
- ☐ <sub>3</sub> No, I do not receive any income related to this website

**Q11b** *Show if Q11 Supplemental*

If your business is only for supplemental income, do you hope it turns into full-time employment or a major source of income?

- ☐ <sub>1</sub> Yes
- ☐ <sub>2</sub> No
- ☐ <sub>3</sub> Not sure
- ☐ <sub>4</sub> Prefer not to answer

**Q12a**

When did you start working on this business?

- ☐ <sub>1</sub> Before 2020
- ☐ <sub>2</sub> January - February 2020
- ☐ <sub>3</sub> March 2020 - December 2020
- ☐ <sub>4</sub> In 2021

**Q12b**

How many hours per week, on average, do you currently spend on your business?

- ☐ <sub>1</sub> 0 hours
- ☐ <sub>2</sub> 1-10 hours
- ☐ <sub>3</sub> 11-20 hours
- ☐ <sub>4</sub> 21-30 hours
- ☐ <sub>5</sub> 31-40 hours
- ☐ <sub>6</sub> 41-50 hours

- ☐ 7 51 hours or more
- ☐ 8 Not sure

**Q13** Show if Q12b non zero hours

Do you anticipate this amount increasing or decreasing in the next 3 months?

- ☐ 1 Increasing
- ☐ 2 Decreasing
- ☐ 3 Not sure

**Q14**

Do you consider your business as:

- ☐ 1 Your main source of employment
- ☐ 2 A second job or side employment
- ☐ 3 Volunteer work, a hobby or an interest rather than employment
- ☐ 4 Other (specify): \_\_\_\_\_
- ☐ 5 Not sure

**Q15**

What was the total amount of capital needed to start your business or organization?

- ☐ 1 Less than \$500
- ☐ 2 \$500-\$1,000
- ☐ 3 \$1,001-\$5,000
- ☐ 4 \$5,001-\$10,000
- ☐ 5 \$10,001-\$25,000
- ☐ 6 \$25,001-\$50,000
- ☐ 7 More than \$50,000
- ☐ 8 Don't know (Exclusive)
- ☐ 9 Prefer not to answer (Exclusive)

**Q15b**

When this business was started what was the **primary source** of capital, if any was needed?

- ☐ 1 Loan from bank/credit union
- ☐ 2 Loan from friends and/or family
- ☐ 3 Personal savings
- ☐ 4 Equity investors
- ☐ 5 Debt investors
- ☐ 6 Online start-up campaign (e.g. Kickstarter, etc.)
- ☐ 7 Other (specify): \_\_\_\_\_
- ☐ 8 No start-up capital was needed
- ☐ 9 Don't know/not sure

### Q16

Were you employed before you started your business?

- ☐ 1 Yes, I was already employed when I made the decision to leave and start my business
- ☐ 2 Yes, I started my business on the side while still working elsewhere
- ☐ 3 No, I wasn't working at the time because I was laid off or furloughed when I made the decision to start my business
- ☐ 4 No, I wasn't working at the time because I was a student when I made the decision to start my business
- ☐ 5 No, I wasn't working at the time for other reasons (retirement, parenting, disability, etc.)
- ☐ 6 Not sure

### Q17

Which of the following statements best describes your current employment situation?

- ☐ 1 I am fully employed by my business
- ☐ 2 I am employed full-time outside of my business
- ☐ 3 I am employed part-time outside of my business
- ☐ 4 I am employed in multiple part-time jobs/businesses
- ☐ 5 Outside of working on my business, I am a homemaker or stay at home parent
- ☐ 6 Outside of working on my business, I am retired
- ☐ 7 Outside of working on my business, I am a student
- ☐ 8 Outside of working on my business, I am unemployed
- ☐ 9 Outside of working on my business, I am unable to find work due to a disability
- ☐ 10 I did have employment outside of my business, but was laid-off
- ☐ 11 Other (specify): \_\_\_\_\_
- ☐ 12 Prefer not to answer

### Q18

If you were going to tell your local government how they can help businesses like yours to be successful, what three things should they consider?

Please rank them 1 to 3.

- \_\_\_\_\_ Affordable space/subsidized rent
- \_\_\_\_\_ Access to capital
- \_\_\_\_\_ Marketing of businesses to local residents
- \_\_\_\_\_ Affordable options for health insurance and other benefits
- \_\_\_\_\_ A skilled workforce in the community
- \_\_\_\_\_ Customized workforce training at businesses
- \_\_\_\_\_ Reduction of COVID restrictions
- \_\_\_\_\_ Technical assistance for business development (e.g. getting more customers / vendors, developing an online presence, etc.)
- \_\_\_\_\_ Assistance with digital strategies (e.g. marketing online, developing online operations/infrastructure to sell online)
- \_\_\_\_\_ Opportunities to network with other business owners
- \_\_\_\_\_ Expedited licensing/permits
- \_\_\_\_\_ Expertise on health / safety protocols
- \_\_\_\_\_ Tax incentives
- \_\_\_\_\_ Other
- ☐ -8 Not sure



☐ .9 None of the above

**Q18b** Show if Q18 Other

You ranked "Other" as one of the 3 things you would tell your local government, could you tell us a bit more on what this would be?

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☐ .9 Don't know

## Page COVID19

**Q19**

For many, the Coronavirus outbreak (COVID-19) has had a profound impact. Which of the following ways has it affected your business?

Select all that apply

- ☐ 1 It forced me to shut down my business or organization **permanently**
- ☐ 2 It forced me to shut down my business or organization **temporarily**
- ☐ 3 It forced me to shift activity I usually conduct offline to an online mode
- ☐ 4 It made me expand what I was already doing online
- ☐ 5 It forced me to lay off or furlough some or all of my employees
- ☐ 6 It led to a reduction in my business revenues
- ☐ 7 It led to an increase in my business revenues
- ☐ 8 Other (specify): \_\_\_\_\_
- ☐ 9 It has not affected my business or organization *(Exclusive)*
- ☐ 10 Not sure *(Exclusive)*

**Q21**

What difference, if any, has a website made for your business or organization during COVID-19?

Select all that apply

- ☐ 1 It helped me shift more business or activities online
- ☐ 2 It helped me communicate changes to customers or participants
- ☐ 3 It helped me to market my business or organization to new people
- ☐ 4 It helped me start a new business without having to rent space or buy equipment right away
- ☐ 5 It helped in other ways (specify): \_\_\_\_\_
- ☐ 6 It hasn't made any difference *(Exclusive)*
- ☐ 7 Not sure *(Exclusive)*

**Q22**

Did you apply for government assistance from the Paycheck Protection Program (PPP) related to COVID-19?

- ☐ 1 Yes
- ☐ 2 No
- ☐ 3 Not sure
- ☐ 4 Prefer not to answer

**Q23** *Show if Q22 apply PPP*

Did your business or organization receive government assistance from the Paycheck Protection Program (PPP)?

- ☐ 2 I did receive assistance, it was very helpful
- ☐ 3 I did receive assistance, it was somewhat helpful
- ☐ 4 I did receive assistance, it was not helpful
- ☐ 1 I did not receive assistance
- ☐ 6 Not sure

**Q24**

Did your business or organization receive assistance related to COVID-19 from your **state and/or local government**?

Select all that apply

- ☐ 1 I did receive information from them about federal programs
- ☐ 2 I did receive help from them to apply for federal programs
- ☐ 3 I did receive state or local grants or loans
- ☐ 4 I did receive state or local tax breaks
- ☐ 5 I did receive other state or local assistance
- ☐ 6 I did not receive any state or local assistance
- ☐ 7 Not sure *(Exclusive)*

**Q25**

What is your overall expectation for **your business or organization** over the next 3 months?

- ☐ 1 More positive
- ☐ 2 More negative
- ☐ 3 No change
- ☐ 4 Not sure

**Q26**

What is your overall expectation for **your state's economy** over the next 3 months?

- ☐ 1 More positive
- ☐ 2 More negative
- ☐ 3 No change
- ☐ 4 Not sure

## Section Firmographics and Demographics

D1, D2, D6, D5, D7, D8

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### Page Demographics

#### D1

We are interested in knowing more about our customers. Please tell us which gender you most identify with:

- ☐ <sub>1</sub> Male
- ☐ <sub>2</sub> Female
- ☐ <sub>3</sub> Other
- ☐ <sub>4</sub> Prefer not to answer

#### D2

Which of the following describes this business?

Select all that apply

- ☐ <sub>1</sub> Woman-owned
- ☐ <sub>2</sub> Black-owned
- ☐ <sub>3</sub> Latino-owned
- ☐ <sub>7</sub> Foreign born-owned
- ☐ <sub>4</sub> Veteran-owned
- ☐ <sub>5</sub> None of the above *(Exclusive)*
- ☐ <sub>6</sub> Prefer not to answer *(Exclusive)*

#### D6

With which race do you most identify?

- ☐ <sub>1</sub> White
- ☐ <sub>2</sub> Black or African American
- ☐ <sub>3</sub> Asian or Pacific Islander
- ☐ <sub>4</sub> American Indian or Alaska Native
- ☐ <sub>5</sub> Other or multi-racial
- ☐ <sub>6</sub> Prefer not to answer

#### D5

Are you of Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Spanish background?

- ☐ <sub>1</sub> Yes
- ☐ <sub>2</sub> No
- ☐ <sub>3</sub> Prefer not to answer

**D7**

Were you born in the United States or in another country?

- ☐ <sub>1</sub> United States
- ☐ <sub>2</sub> Another country
- ☐ <sub>3</sub> Prefer not to answer

**D8**

What is the last year of school or degree that you completed?

- ☐ <sub>1</sub> Less than high school
- ☐ <sub>2</sub> High school graduate (Grade 12 or GED certificate)
- ☐ <sub>3</sub> Technical, trade, or vocational school AFTER high school
- ☐ <sub>5</sub> Some college, no 4-year degree (including Associate's Degree)
- ☐ <sub>4</sub> College graduate (B.S., B.A., or other 4-year degree)
- ☐ <sub>6</sub> Graduate degree (Master's Degree or Ph.D.; law or medical school)
- ☐ <sub>7</sub> Prefer not to answer

## Section End of survey

Incentive, ContactEmail, EndGD

### Page Incentives

**Incentive**

As a thank you for participating in the survey, the first 500 GoDaddy Customers who complete the survey will receive a \$20 USD e-gift card, and the next 2300 customers who complete will receive a \$10 USD e-gift card.

If you are one of the first 2800 people to complete, would you like to receive this gift card?

- ☐ <sub>1</sub> Yes
- ☐ <sub>2</sub> No
- ☐ <sub>-8</sub> Not interested

**ContactEmail** *Show if Agreed to incentive or contact*

In order to send you a gift card, we need the email address where you would like to receive it.

*Note: Your email address will not be used for marketing or any activities other than sending you a gift card.*

- 
- ☐ <sub>-8</sub> I do not want to give my email and refuse the incentive

## Page End Page

**EndGD** *Show if Source is GoDaddy*

Thank you! Those are all the questions that we have. We appreciate your time today.

Status Code: -1