



Miller Business
Resource Center

SALT LAKE COMMUNITY COLLEGE



MILLER BUSINESS RESOURCE CENTER

IMPACT REPORT

JULY 2018-JUNE 2019

LETTER FROM THE EXECUTIVE DIRECTOR



Utah's entrepreneurs continue to amaze and delight me with their ideas, tenacity and talent.

During this past year, we've assisted more entrepreneurs than ever before. Each of our programs has grown, and we continue to serve many more clients looking for training, education, guidance, encouragement and advice.

The **Miller Business Resource Center** strives to keep up with the demand we're seeing as a result of our strong economy and willingness of Utah citizens to roll up their sleeves and create businesses.

As we know, the Utah economy is primarily supported by small businesses. Our challenge in supporting small business is keeping pace with creating awareness about our programs and serving their needs for training, R&D, prototyping and new product development, as well as funding to support innovation.

At the **Miller Business Resource Center (MBRC)**, we're doing our best to respond to the needs of today's entrepreneurs. Here are some of this year's achievements:

- Re-branding and re-launch of **The Mill**. Our coworking and incubation space has a new look and feel, and is now known as **The Mill**. We've seen numerous coworking spaces emerge along the Wasatch Front and **The Mill** is at the forefront of providing solo-preneurs and start-ups with a community in which to work and thrive alongside their fellow entrepreneurs.
- The **Salt Lake Small Business Development Center (SBDC)** reported record numbers in capital infusion for clients they assisted and saw a record 609 clients, an increase of 12% over 2017-2018.
- The **Veteran Business Resource Center** has been a tremendous addition to our suite of services and is demonstrating the talent, potential and need for veterans to receive support in their business endeavors. Last year, we served more than 248 clients throughout the state and saw a steady demand for entrepreneurial training and advising.
- **Goldman Sachs 10,000 Small Businesses** trained an additional 85 small business owners during our fiscal year and enjoyed visits from the outgoing CEO, Lloyd Blankfein as well as the newly appointed president of the Goldman Sachs Foundation, Asahi Pompey. This 6-year program has now trained 570 small business owners in Utah and is demonstrating tremendous impact on the small business economy in Utah.

As we work to keep up with demand, the MBRC staff continues to provide high quality engagement with each client we serve—from our conference center attendees, to our refugees, and those who are served by Miller Catering and Cafe.

We are changing the start-up landscape and putting Salt Lake Community College on the map when it comes to being recognized as experts in our field and as professionals in community engagement.

We look forward to serving you!

Beth Colosimo
Executive Director, Business Development &
Goldman Sachs 10,000 Small Businesses

PROGRAM REBRAND



PROGRAM INFORMATION

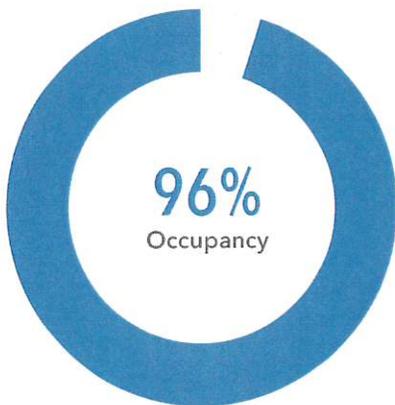
The Business Incubator was re-branded in 2019 to **The Mill at Miller Campus**, including a new logo and website, and updated office space. The new brand will attract new companies and start-ups, as well as compete with the many coworking spaces on the Wasatch Front.

The Mill at Miller Campus assists entrepreneurs with their business ideas through a supportive, open culture where mentorship and collaboration are encouraged. By providing coworking spaces, **The Mill** is helping to build the next generation of businesses.



The Miller Business Resource Center is launching a new messaging and branding campaign which aligns with Salt Lake Community College's mission, vision and values.

BY THE NUMBERS



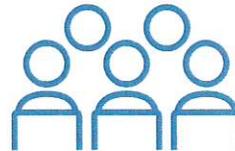
94
Tenants



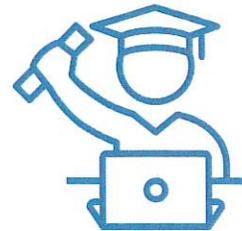
26
Events



159
Clients Served



880
Event Attendees



37
Incubator Graduates

PROGRAM INFORMATION

Goldman Sachs 10,000 Small Businesses (GS10KSB) is in its 7th year and has now trained more than 570 business owners across the state.

GS10KSB continues to have incredible results for alumni, their employees, and the business community at large. After 30 months, almost 80% of companies put their growth plans to work and increased revenue. In that same amount of time, nearly 60% of companies added jobs. There were 15 companies from the SLCC program that made the Inc 5000 list. Incorporate Massage was the highest rated at 678. GS10KSB is currently recruiting for Cohort 22 starting March 2020. Business owners are encouraged to apply for this scholarship-based program. Minimum requirements include: 2 years in business, \$150,000 annual revenue, and 4 full-time employees.



▲ Deb Bilbao, Director of Business Support Services was featured on ABC 4 Good Things Utah to talk about the Goldman Sachs 10,000 Small Businesses program and the benefits for growing small businesses.

BY THE NUMBERS



85
SCHOLARS
Graduate this year

570
SCHOLARS
Total graduates from SLCC



\$968
MILLION
Total revenue generated by companies entering the program

HIGHLIGHTS



◀ Carrie Mann with Purple Moss Photography, an alumni of the Goldman Sachs 10,000 Small Businesses program, photographed the team.



◀ SLCC Alumni in conjunction with Mircea Divricean, President and CEO of the Kostopulos Dream Foundation, and cohort 4 alumni, hosted a panel discussion with the trade delegation from Romania.



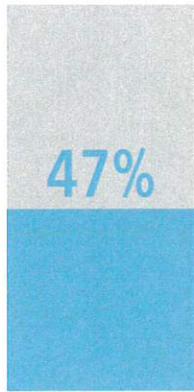
◀ The local team hosted a roundtable with 15 Goldman Sachs 10,000 Small Businesses Alumni. Held at the downtown Goldman Sachs office, we were joined by the newly appointed President of Goldman Sachs Foundation, Asahi Pompey, GS Managing Partner and Salt Lake's General Manager David Lang, SLC Mayor Jackie Biskupski and SLCC President Dr. Deneece G. Huftalin.

PROGRAM IMPACT

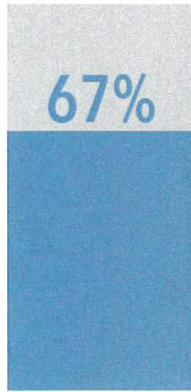
Program results show that 10,000 Small Businesses graduates consistently grow their revenues and create jobs at rates that outperform the broader economy.

10ksbapply.com

% OF 10,000 SMALL BUSINESSES ALUMNI WHO INCREASED REVENUE



% of U.S. small businesses that grew revenue in 2016



10KSB Alumni @ 6 Months



10KSB Alumni @ 18 Months

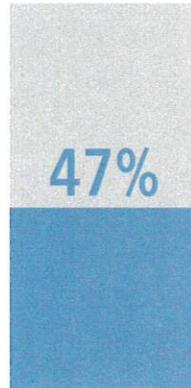


10KSB Alumni @ 30 Months

% OF 10,000 SMALL BUSINESSES ALUMNI WHO CREATED JOBS



% of U.S. small businesses that added jobs in 2016



10KSB Alumni @ 6 Months

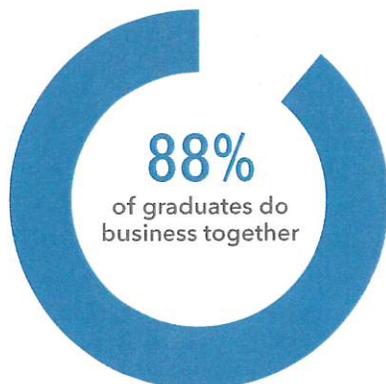


10KSB Alumni @ 18 Months

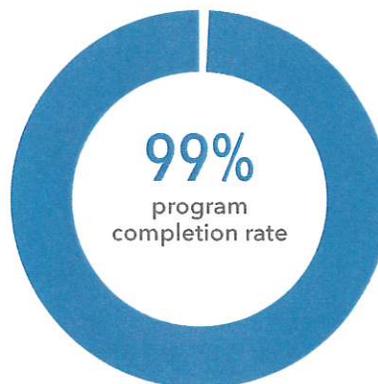


10KSB Alumni @ 30 Months

COLLABORATION



COMPLETION



SALT LAKE REGION SMALL BUSINESS DEVELOPMENT CENTER



utahsbdc.org



BY THE NUMBERS



609

Clients Assisted

578

Jobs Created



\$34.6

MILLION

Revenue Growth

\$35.5

MILLION

New Financing

STATE-WIDE PROGRAM INFORMATION

The Utah Small Business Development Centers (SBDC) have training, tools and access to consultants to help business owners succeed in starting, growing and transitioning their businesses. Since 1982, SBDCs have provided free, confidential consultation and free or low-cost training to business owners at any stage of their business at one of their 14 locations state-wide.

SBDC is funded in part by the U.S. Small Business Administration (SBA), the Utah State legislature and hosting state universities and colleges and is nationally accredited by the Association of SBDCs.

LOCAL ACCOMPLISHMENTS



Children's Academy Pre-School

Built and relocated to a larger facility.



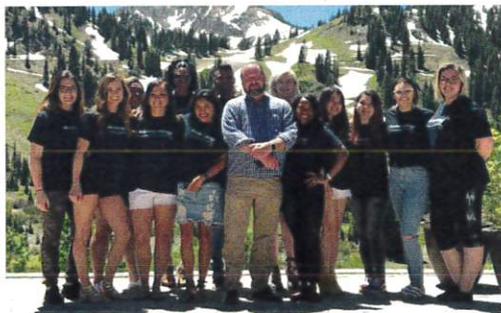
Mother Earth Air Freshener Fragrance

Landed account with a major supermarket chain.



Lucky Ones Coffee

Employs disabled adults.



SBA UTAH FAMILY BUSINESS OF THE YEAR

The Wasatch Allergy and Asthma Clinic received the SBA Utah Family Business of the Year Award.



AEI Decon

2017 SALT LAKE SBDC CLIENT OF THE YEAR

Nate Coombs, owner of AEI Decon, was selected as Salt Lake SBDC 2017 Client of the Year.

PARK CITY BUSINESS RESOURCE CENTER

parkcitybrc.com

BY THE NUMBERS



76
Unique
Companies
Served

3
New
Company
Starts



5
LOANS
Mountainland
Association

3
SBA Loans



10
RECIPIENTS
SLCC Seed Fund

PROGRAM INFORMATION

The Park City Business Resource Center is dedicated to helping small businesses achieve their goals of growth, expansion, innovation, increased productivity, management improvement and success. The Center works to promote and assist small businesses in all stages of development. Experts in the field work in partnership with entrepreneurs to provide crucial information and support that can mean the difference between success and failure.

EVERYDAY ENTREPRENEUR PATHWAY PROGRAM

mbrslcc.com/epp

“EPPP INTRODUCED ME TO A NEW WAY OF THINKING. I LEARNED HOW TO TEST MY CONCEPT AND VALIDATE MY BUSINESS IDEA.”

AMY MACDONALD
MacDonald Designs



39
SCHOLARS
Everyday
Entrepreneurs

19
New
Company
Starts



PROGRAM INFORMATION

The Everyday Entrepreneurs Pathway Program (EPPP) helps entrepreneurs take their idea to launch in 14 weeks. EPPP is open to anyone looking to launch a small business in 90-120 days. EPPP provides laser focused, fast-track training to help entrepreneurs launch quickly.

EPPP started two Park City and one Miller Campus cohort and will expand throughout Salt Lake and other SLCC campuses.



◀ In April, we graduated our 4th cohort of Everyday Entrepreneurs. This group of 11 found themselves together for 14 weeks on their collective journey to starting businesses. A network organically formed among the scholars that grew outside the class. Upon graduation, 8 students pitched, 6 were launched and 4 had paying customers by week 12.

VETERAN BUSINESS RESOURCE CENTER



utahveteransbrc.org

PROGRAM INFORMATION

The Veterans Business Resource Center (VBRC) is designed as a gateway for accessing the best and most reliable resources available for veteran entrepreneurs and their family members who seek to start or grow their business in Utah. The VBRC works closely with the Utah Veteran-Owned Business Partnership to serve veteran business owners and entrepreneurs throughout the state by providing one-on-one advising, resources and related business events.

Led by Richard P. Brown, PhD, the VBRC has experienced significant statewide growth and increased veteran small business startup activity.

BY THE NUMBERS



GLOBAL BUSINESS CENTER

mbrctlcc.com/globalbusiness

PROGRAM INFORMATION

The Executive Certificate of Global Business Management course is offered to business professionals and entrepreneurs who wish to increase their knowledge and improve their strategies in global business practices, and expand operations to foreign markets.

BY THE NUMBERS



PARTNER ORGANIZATIONS

- World Trade Center Utah
- SBA - Global Trade
- BYU - Marriott School of Business
- US Commercial Services
- Governor's Office of Economic Development

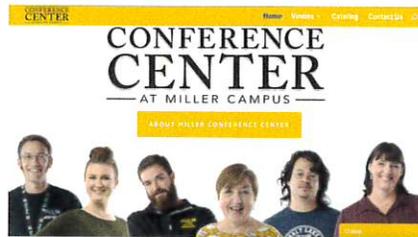
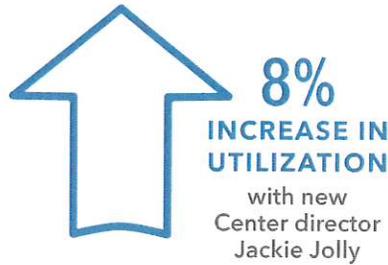
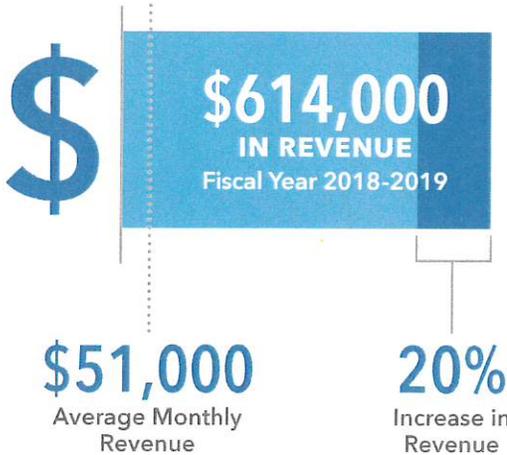


CONFERENCE CENTER

AT MILLER CAMPUS

millerconfctr.com

CONFERENCE CENTER BY THE NUMBERS



DIGITAL REBRAND

New look established for the website, digital marketing campaigns and information packets.

PROGRAM INFORMATION

The Miller Conference Center continues to grow and serve more clients than ever before. Last year revenues increased by 20% and space utilization reached 50%. The fiscal year saw a new website launch, new branding initiatives, and a new team photo and new management. New overhead lighting was added to the conference center, the roof was replaced, two classrooms were remodeled and a new initiative to rent patio space was launched.

MILLER CATERING & CAFÉ

Miller Catering and Café saw new growth and expansion in staff.

Miller Catering delivered meals to event venues and SLCC campuses across the Wasatch Front.

A new Café remodel began in August 2019 to create a warm and inviting space. The new remodel will feature a new salad bar, sound treatment, modern wall separators, a new point of sale counter, new lighting and paint, and better seating arrangements.

millerconfctr.com/catering

MILLER CATERING BY THE NUMBERS



463
Events Catered

85,000
Meals Served



16%
Increase in Revenue

DIGITAL REBRAND

New branding, webpage and digital marketing campaigns.

LEADERSHIP PROGRAMS

PROGRAM INFORMATION

YOUTH REFUGEE LEADERSHIP PROGRAM

The Miller Business Resource Center, Utah Department of Workforce Services and American Express held a graduation ceremony for the second Youth Refugee Leadership Program. Many youth refugees struggle with integration into society, staying in school and finding a support system. The new Youth Refugee Leadership Program helps young refugees connect with their communities, teaching them to be the leaders of tomorrow.

ADULT REFUGEE LEADERSHIP PROGRAM

Adult refugee students visited the Utah State Capitol where they learned about policy and lawmaking. The program teaches valuable concepts that help refugees navigate the complexities of living in the United States and connects them with resources to assist their cultural communities.

BY THE NUMBERS



21

Youth Refugee Graduates

25

Adult Refugee Graduates



13

TOTAL COUNTRIES REPRESENTED

From Bhutan, Burundi, Cameroon, Chad, Congo, Democratic Republic of Congo, Ghana, Iraq, Karen (Myanmar), Somalia, South Sudan, Sudan, Syria

YOUTH REFUGEE LEADERSHIP PROGRAM



▲ 21 youth refugee students in the Youth Refugee Leadership Class participated in a team building and bonding day at Camp K. The youth were taken through various games and group activities designed to teach them to solve problems, work together and step out of their comfort zone.

They climbed rock walls, balanced as a group on a teeter-totter and worked as a team to rope swing across an expanse. The program is designed to teach today's refugee youth how to lead in their communities, their schools, and their personal and future professional lives.

ADULT REFUGEE LEADERSHIP PROGRAM



◀ 25 students completed the Adult Refugee Leadership Program.

PARTNER PROGRESS



200+ workshops
3,100 workshop attendees
900 new client mentoring sessions
459 follow-up sessions
30.3% clients in business



10 companies won over **\$6 MILLION**
in non-equity funding last year
22 seminars
68 businesses assisted in submissions
11 years of operation
300+ active clients



\$757 MILLION awarded
596 new clients counseled
2,528 hours of counseling
78 events and **5,000** attendees
3,465 contracts awarded



Miller Business
Resource Center

SALT LAKE COMMUNITY COLLEGE

AA/EO INSTITUTION • REV. 12.12.19

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