Process Flow for Assisting Clients in the BRIDGE Program

Interested business contacts SC SBDC

ALREADY CLIENT: Does not sign up again, but can participate

NOT YET CLIENT: Signs up in Neoserra under the BRIDGE

Students/SBDC Admin check Neoserra, review 641 and...

If already client, send back to assigned consultant

If new client, send to Warm Welcome & assign to consultant

Consultant reviews the BRIDGE with client – if interested, sends to Warm Welcome, establishes clear client goals and sets up work plan including invites to podcasts and training

SOUTH CAROLINA SBDC

Consultant reviews the BRIDGE with client, discusses client needs/objectives, establishes clear client goals and sets up work plan including invites to podcasts and training

Consultant guides client through the program steps, monitors progress and documents KPIs outcomes as normal under the BRIDGE

Consultant submits request to SDO for student support projects (template) – projects completed & delivered

Student interns assist with answering questions about the BRIDGE & directing to appropriate person for further assistance

SDO manages program reporting