Applicant Survey

Allegany Franciscan Ministries

Compilation Report
October 2017

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Introduction

Allegany Franciscan Ministries wants to improve their partnership with community organizations and to improve their processes. As part of that effort, the foundation asked all organizations that applied for an ACOR, all-region fund, major, St. Claire or Tau grant in the prior 12 months year to complete a brief, online survey to provide feedback. Foundation staff sent an email introducing the survey to applicants and then provided a list of email addresses to an independent evaluator. The evaluator sent the survey invitation and two reminders to those that had not yet completed a survey. Every organization that completed a survey by the due date was entered into a drawing to receive a $250 donation; entries to the drawing were separated from responses by the independent evaluator. The survey had a 40% response rate. Invitations were sent to 252 organizations that had completed an application in the prior 12 months. Of those, 4 were undeliverable and 100 responded. The evaluation consultant and Allegany Franciscan Ministries staff worked together to prepare this report.

Aggregate survey results, by question

What were the characteristics of respondents?

Figure 1: What geographic area does your organization serve?
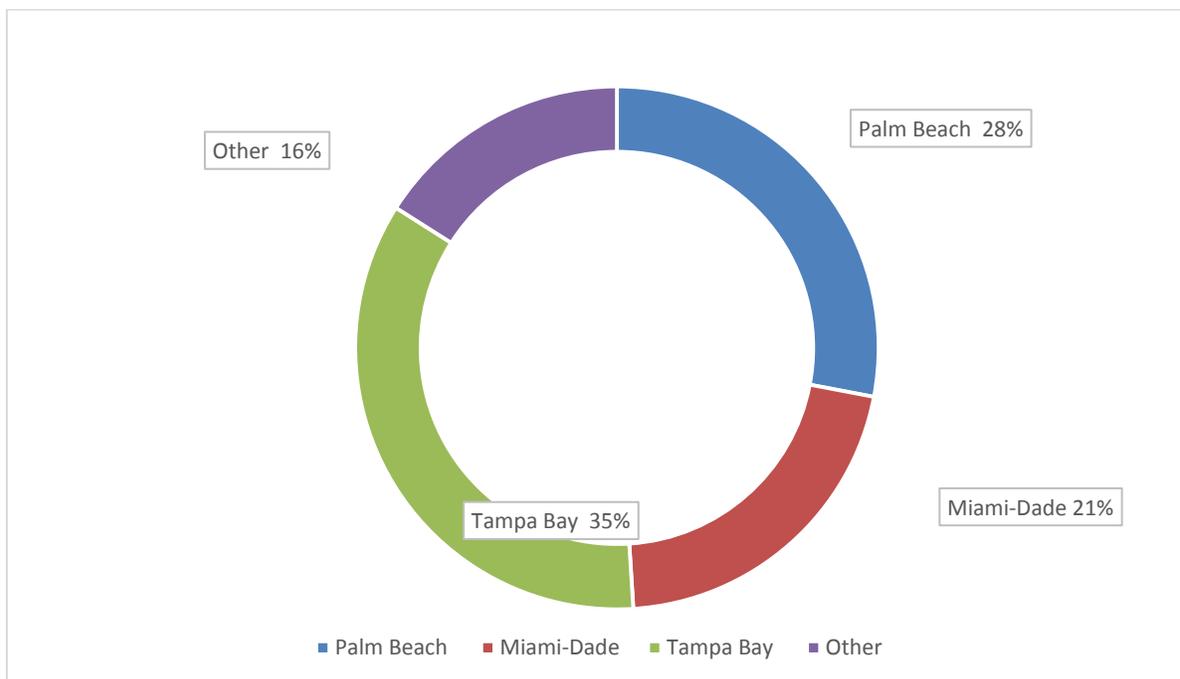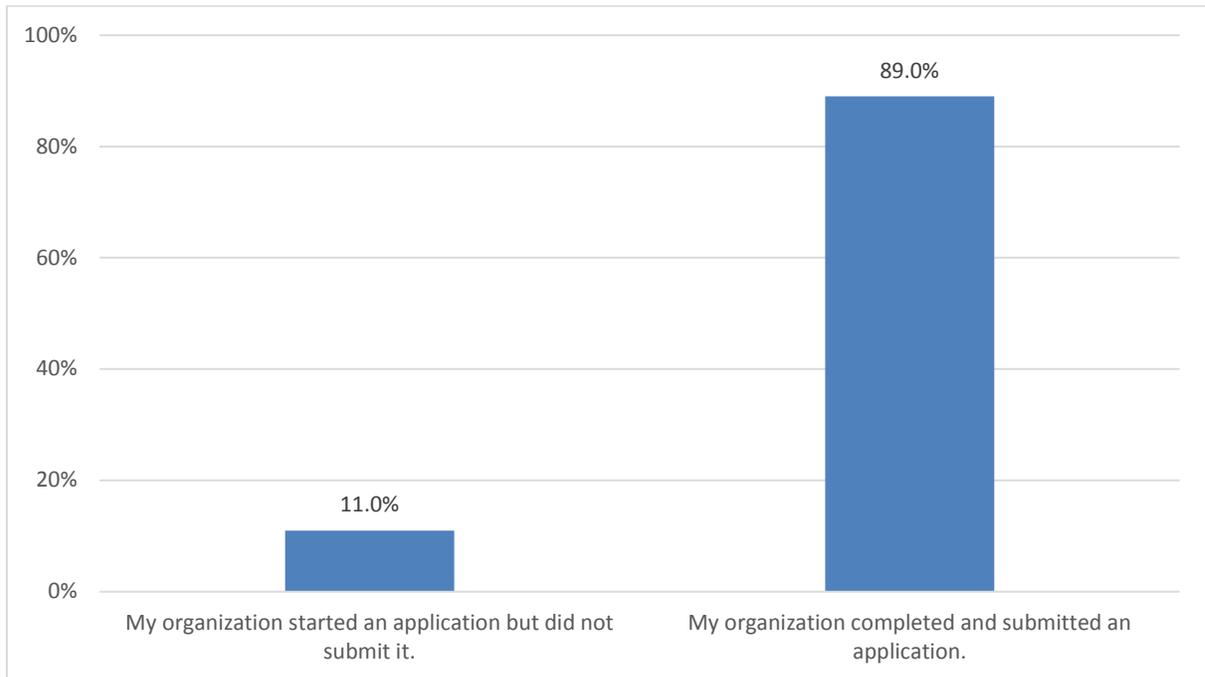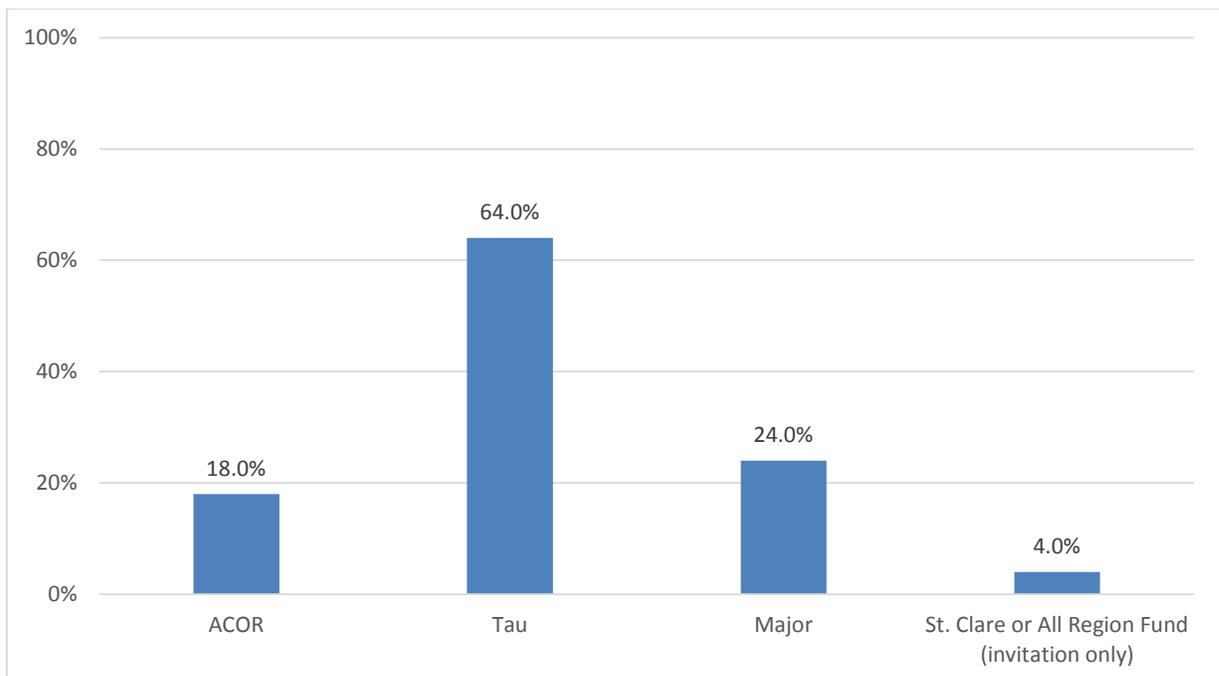
Figure 2: Did your organization submit an application this year?

Figure 3: Which grant program did you apply for - or begin an application for - between July 2016 and June 2017? Check all that apply.

How do respondents communicate?

Figure 4 summarizes how respondents heard about the grant opportunity. Please note that responses exceed 100% as respondents could check all that applied. *Other* responses included having applied/been awarded a grant in the past (6), colleagues (5), or member/Trinity Health affiliation (4).

Figure 4: How did you learn about this grant opportunity? Check all that apply.
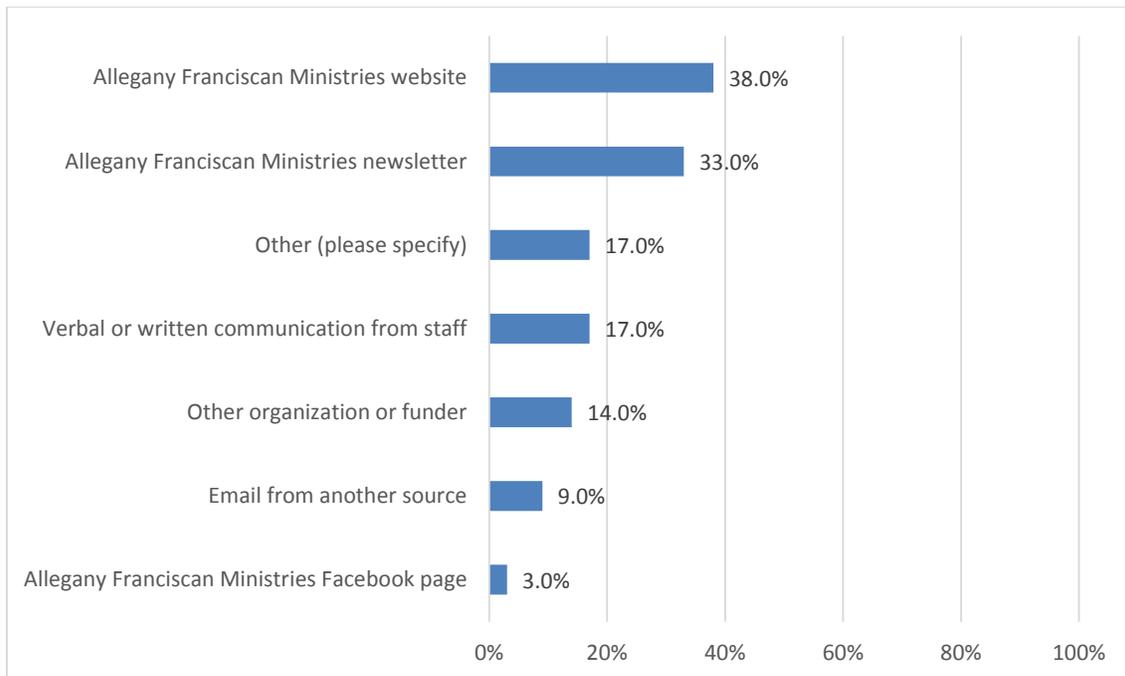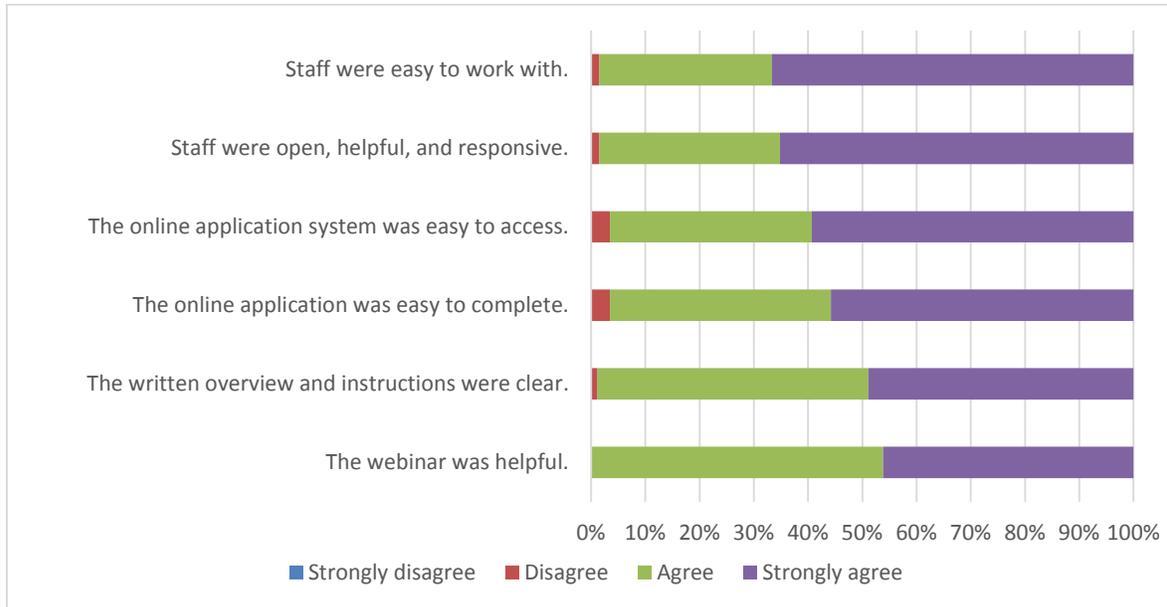

Figure 5: Does your organization use social media? Do you and/or your organization follow Allegany Franciscan Ministries on Facebook?

	Yes	No
Use social media	94%	6%
Follow Allegany Franciscan Ministries on Facebook	47%	53%

What was the feedback on the application process?

Figure 6: Feedback on the application process.

Forty respondents answered the question about specific challenges. Of those, 14 wrote "none" or "n/a" while another 14 provided compliments regarding the process. Twelve applicants (12%) described a challenge. As no challenges were mentioned consistently across applicants, the list should be considered individual issues. A summary of challenges are provided below, followed by a summary of compliments.

Summary challenges:

- Uncertain if applying for appropriate grant
- Trouble submitting application
- Guidelines were unclear, specifically about size of organization's eligible to apply and mental health initiatives
- Trouble printing application
- Difficulty calculating character count
- Communication challenges delivering and notifying about availability of feedback
- Reason for decline was inclear
- Difficult to understand how some questions fit into the request since funds were requested for capacity building not direct program support
- Grant request expectation could be a little more specific

Summary of compliments:

- No issues with process.
- Online system is easy to navigate.
- A very good, very efficient system.
- Process was clear, thoughtful, organized and easy to follow.
- Staff was helpful so I knew what to expect in advance of completing application.

What was the feedback on the grantmaking process?

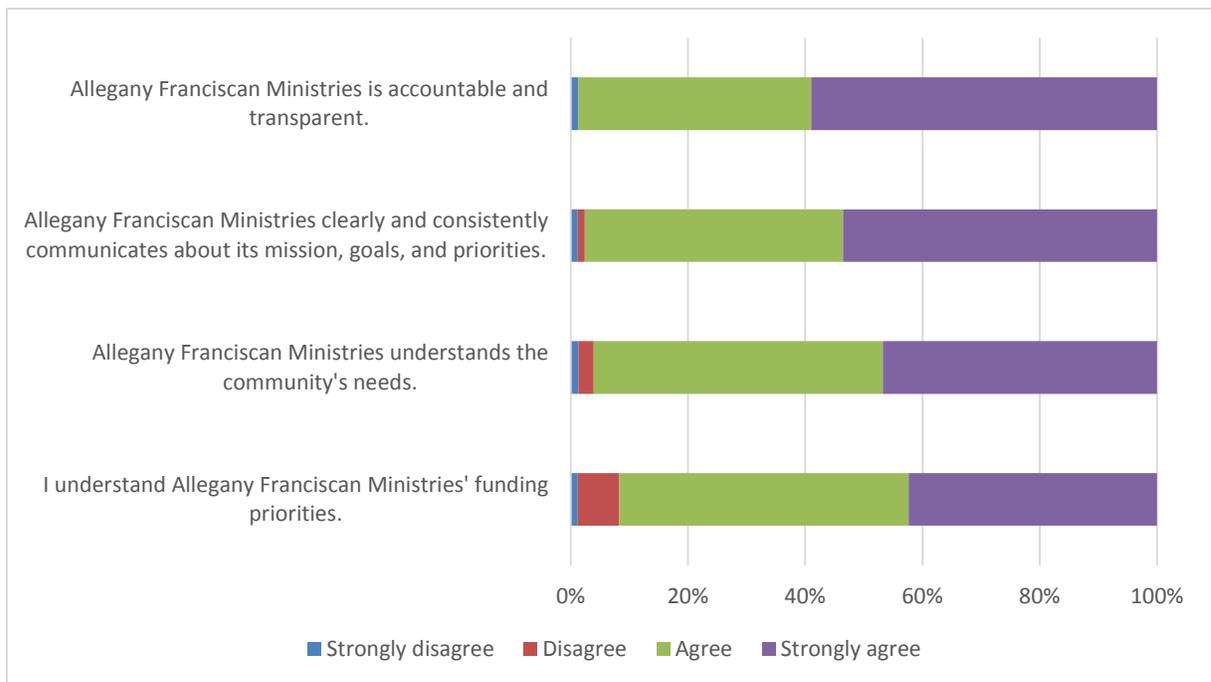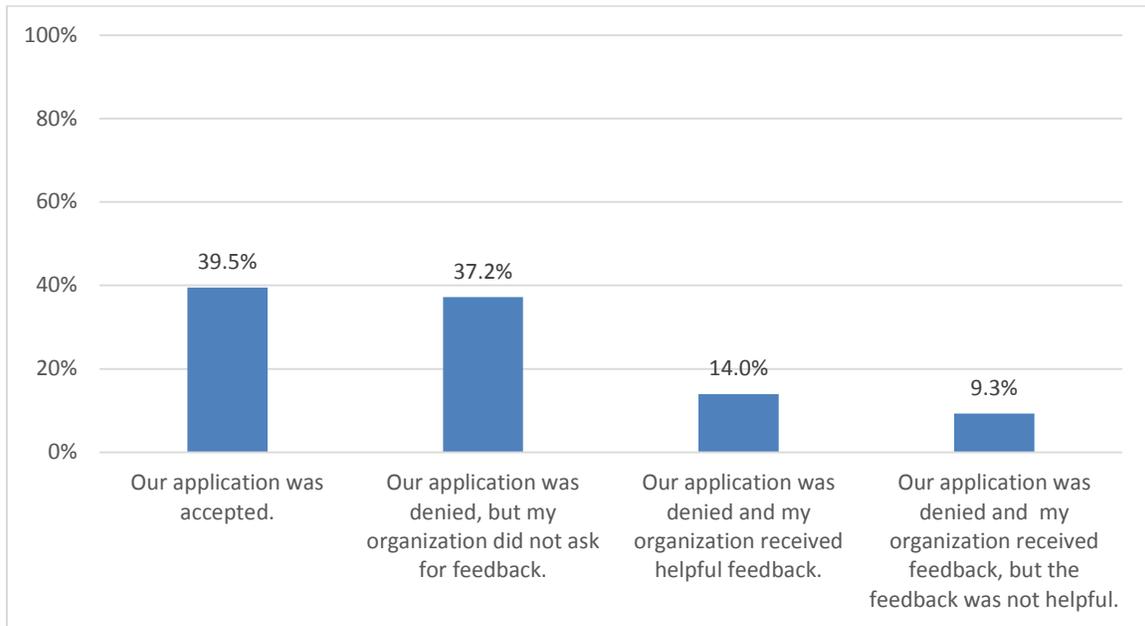**Figure 7: Opinions about Allegany Franciscan Ministries.**

Figure 8: Please choose the statement that best reflects your experience.

Thirty respondents chose to share comments about their experience with the grantmaking process. Of those, 6 wrote "none" and 15 had positive feedback, mainly about the staff. Nine suggested improvements with three mentioning the desire for more feedback. The following list of responses reflect individual issues. Suggestions for improvement are provided below, followed by the positive feedback.

Summary suggestions for improvement:

- More communication about availability of feedback of funding decisions
- More constructive genuine feedback
- Allegany Franciscan Ministries to visit program and learn more about applicants
- Local staff person in Palm Beach County

Summary of positive feedback:

- Grant information sessions provide background detail and answers to questions.
- Staff is helpful, responsive, efficient, friendly, forth-coming, respectful, open, professional
- Reporting process is easily understood and accessible
- Allegany Franciscan Ministries is a community resource.
- Allegany Franciscan Ministries approaches grantees as valuable partners.

Why did organizations begin, but not complete, and application?

If organizations did NOT complete an application (n=11), they were asked for the reason. Seven responded *other* (see list below), while four reported the project *did not meet priorities and strategies*, two reported *the timing didn't fit*, two reported they did *not have enough time to complete the LOI or application*, and one reporting *difficulty with the online system*. Organizations could choose more than one response and it appears that three organizations that completed an application responded to this question incorrectly. (There was an option for n/a: we completed an application). *Other* responses are listed below:

- Apply but never get accepted. Discouraging.
- I was not clear about the type of application to submit
- We decided to pursue another funding source.