

# GRANTMAKING PROCESS FEEDBACK SURVEY REPORT



**Foundation** for a  
**Healthy St. Petersburg**

Submitted by:

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## Background

The Foundation for a Healthy St. Petersburg (“the Foundation”) made its first grant awards during the summer of 2016 after a two phase application process. As part of its mission to continually improve, the Foundation contracted with Greenseid Consulting Group, LLC (GCG) to gather feedback from organizations who submitted Letters of Interest (LOI) during the 2016 funding cycle. The purpose of this report is to share findings from the Grantmaking Process Feedback Survey with Foundation staff and other stakeholders in order to improve future funding cycles.

## Methodology

Greenseid Consulting Group, in collaboration with Foundation staff, developed an online survey using Survey Monkey. On August 8, 2016, the Foundation emailed survey requests to 181 project contacts and/or CEOs representing the 145 organizations<sup>1</sup> that submitted LOIs. This was followed with reminder emails on August 11<sup>th</sup> and August 15<sup>th</sup>. While some organizations submitted up to three LOIs for their organization, only one survey email was sent to each contact from the organizations. A total of 76 people completed the survey before the survey was closed on August 22<sup>nd</sup> for a 42% response rate. As the survey was anonymous, we do not know how many organizations are represented among the survey respondents. A full copy of the survey is available in Appendix A.

## Findings

### Overall Experience

The first question on the survey asked grant-seeking organizations to compare their overall experience with the Foundation for a Healthy St. Petersburg to other funding organizations. As shown in Figure 1, about a third of respondents stated that the Foundation was easier to work with than other organizations, about half of respondents said the Foundation was the same to work with as other grant-making organizations, and 15% of respondents stated that the Foundation was harder to work with than other organizations.

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<sup>1</sup> While 200 projects/organizations originally submitted LOIs, some were ineligible or withdrew their applications; therefore, they were not included in the mailing.

Figure 1. Overall experience with the Foundation

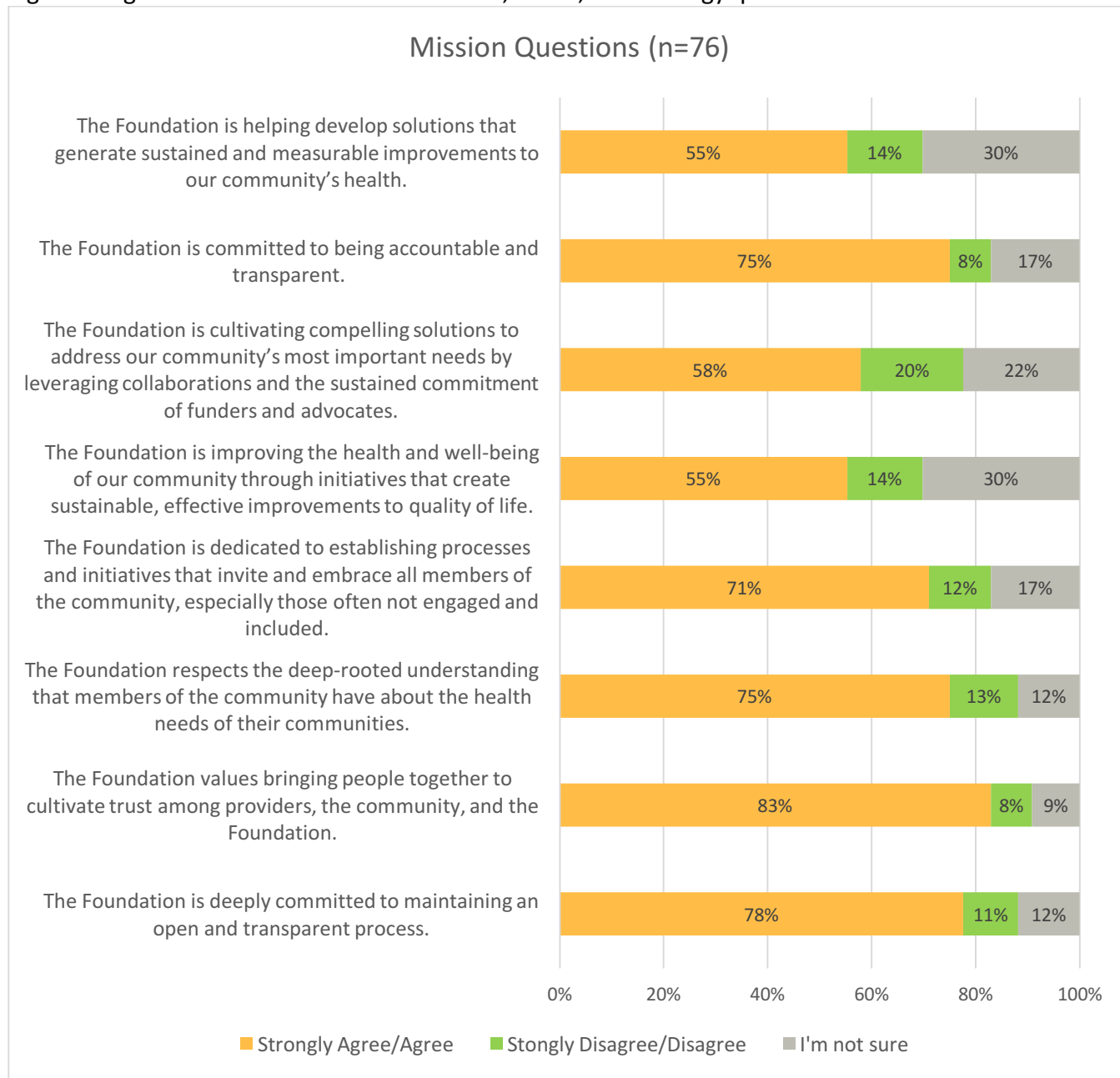


## Mission Questions

The next section of the survey asked respondents to state their agreement or disagreement with eight statements related to the Foundation's mission, vision, and strategies. The first four statements have been asked of other stakeholder groups in prior Foundation surveys. The remaining four statements were newly developed for this survey in order to assess more extensively the Foundation's mission, vision, and strategies.

As shown in Figure 2, all statements saw higher levels of agreement than disagreement. The highest levels of agreement were with the statements: "The Foundation values bringing people together to cultivate trust among providers, the community, and the Foundation" (83% strongly agreed or agreed) and "The Foundation is deeply committed to maintaining an open and transparent process" (78% strongly agreed or agreed). The lowest level of agreement was with the statement: "The Foundation is cultivating compelling solutions to address our community's most important needs by leveraging collaborations and the sustained commitment of funders and advocates" (20% strongly disagreed or disagreed).

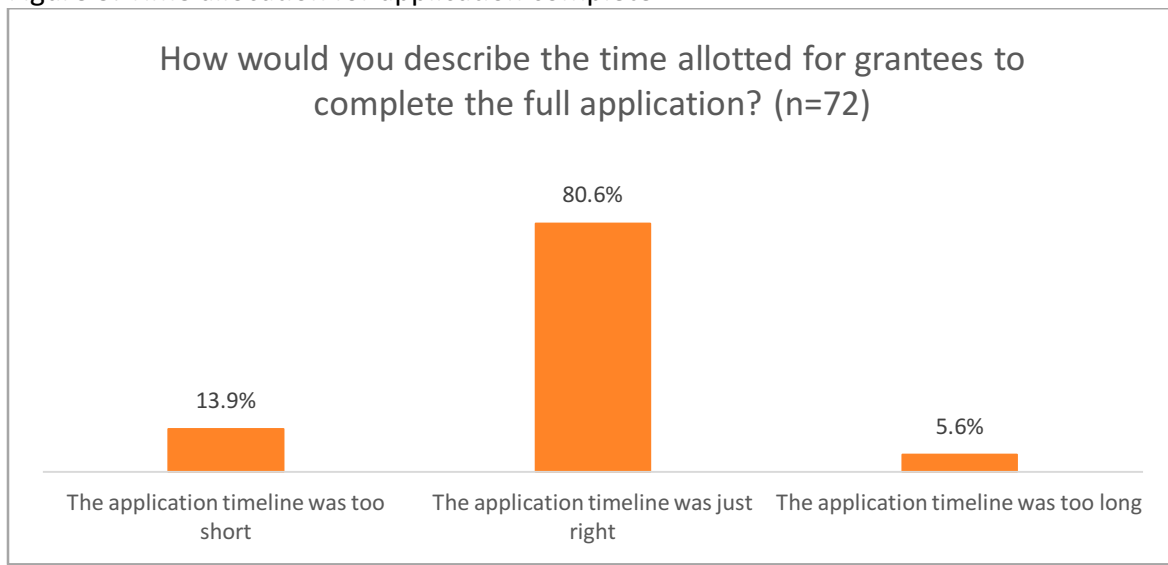
Figure 2. Agreement with Foundation mission, vision, and strategy questions



## Feedback on the Application Process

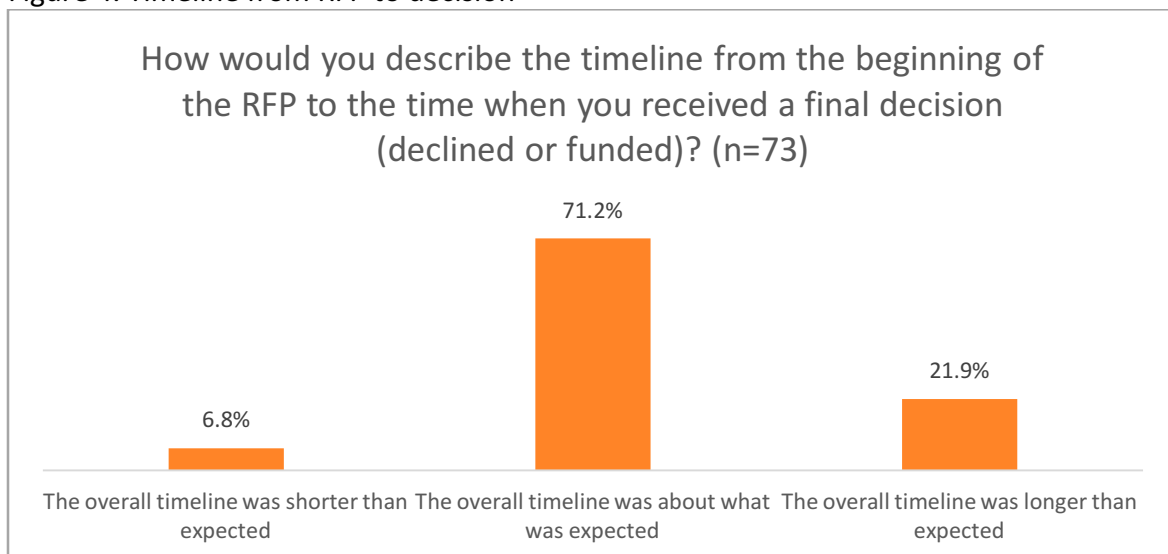
The next section of the survey asked for feedback on the application process. The vast majority of respondents (81%) agreed that the time allotted to complete the full application was just right, while 14% felt the timeline was too short and 6% felt it was too long, see Figure 3.

Figure 3. Time allocation for application complete



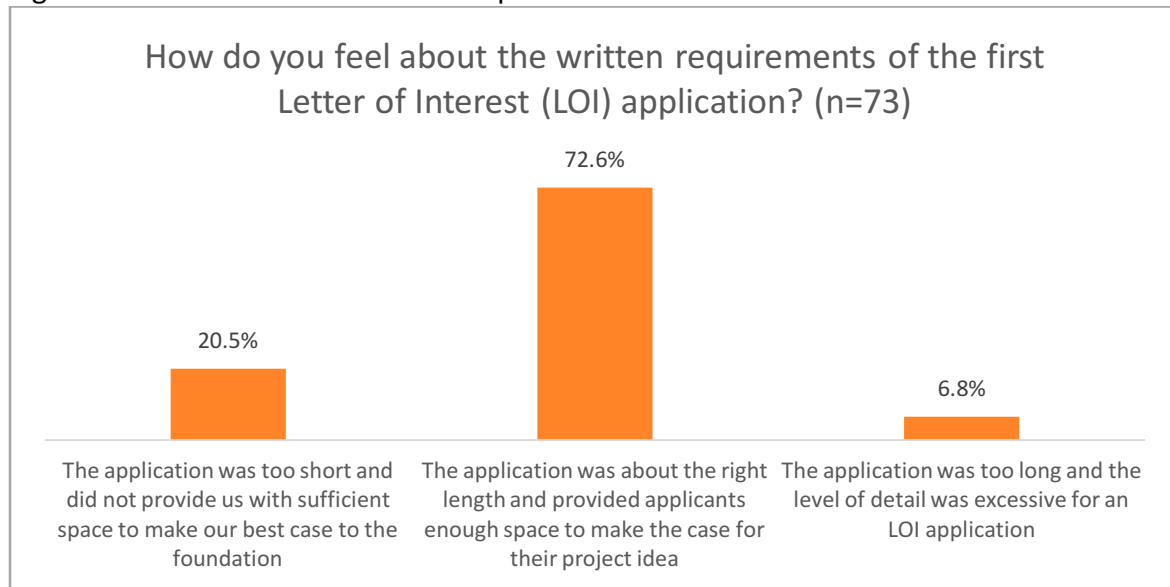
Over 70% of respondents felt that the overall timeline from the beginning of the RFP until the time they received a final decision to be about what they expected. 22% of respondents felt that the timeline was longer than expected and 7% felt the timeline was shorter than expected, see Figure 4.

Figure 4. Timeline from RFP to decision



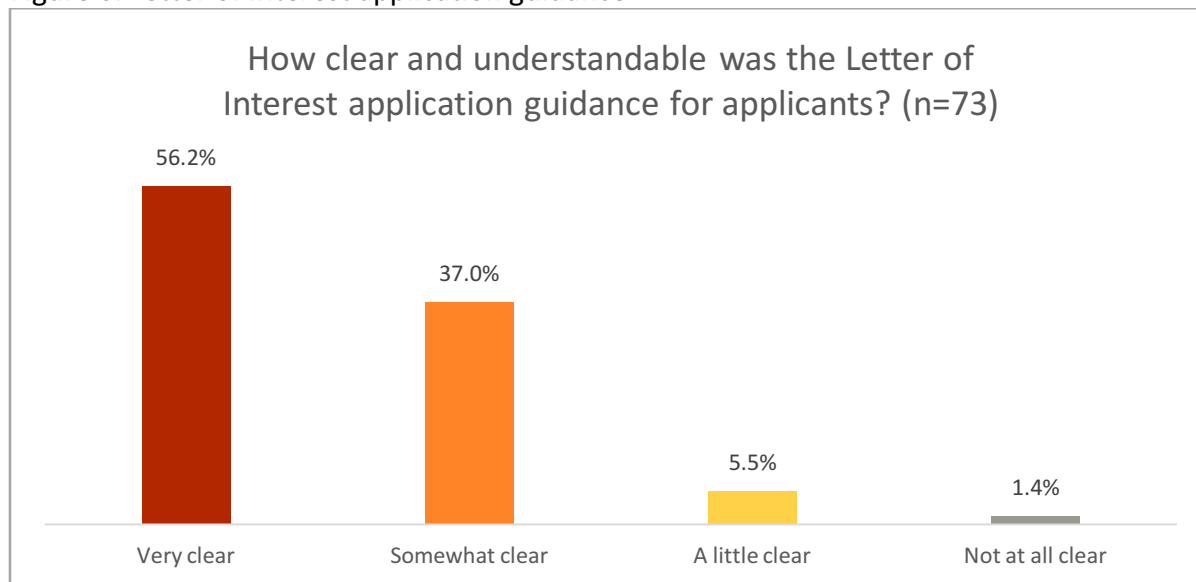
Over 70% of respondents felt that the Letter of Interest application was “about the right length and provided applicants enough space to make the case for their project,” while about 20% felt the application was “too short and did not provide sufficient space.” Only 7% felt the application was “too long and the level of detail was excessive for an LOI,” see Figure 5.

Figure 5. Letter of Interest written requirements



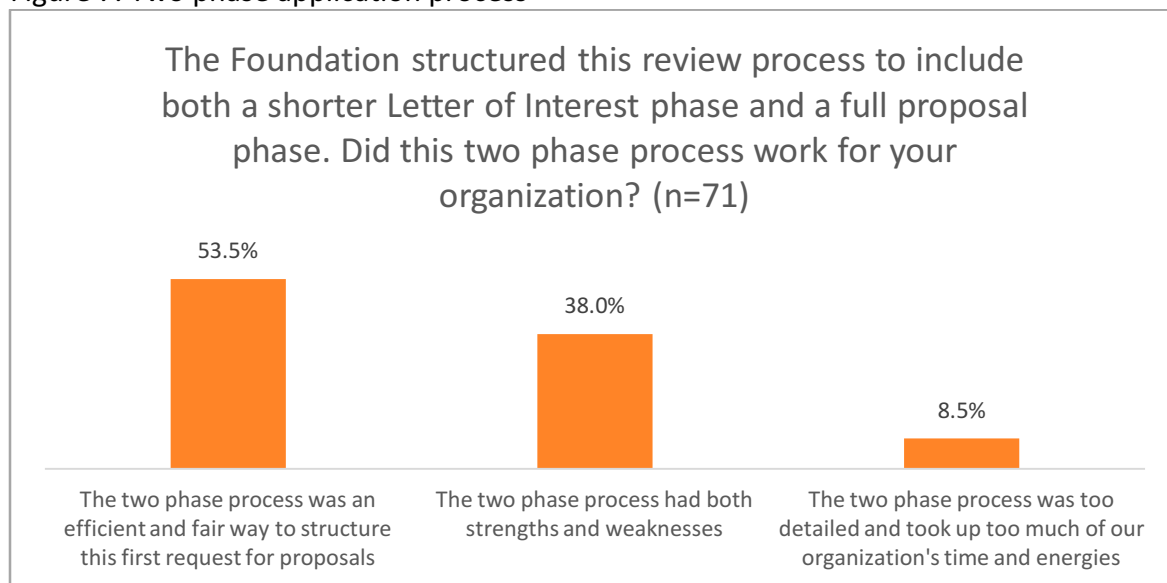
Overall, the majority of respondents felt the Letter of Interest application guidance was clear and understandable. As shown in Figure 6, 56% stated that it was “very clear,” 37 felt it was “somewhat clear,” 6% felt it was “a little clear,” and only 1% (1 person) felt it was “not at all clear.”

Figure 6. Letter of Interest application guidance



The next question asked for feedback on the Foundation’s two phase review process including a shorter LOI phase and a full proposal phase. Over half of respondents felt the two phase process was “an efficient and fair way to structure the first request for proposals,” while 38% stated the “two phase process had both strengths and weaknesses.” Only 9% stated that the two phase process was “too detailed and took up too much of the organization’s time and energies,” see Figure 7.

Figure 7. Two phase application process



Eight respondents shared comments regarding the two phase application process. Three respondents were positive about the two phase application process calling it “good practice” and “well structured,” and saying that they appreciated not having to complete a full proposal until they know if a funder is interested. One suggested that the Foundation ought to consider leaving a little “wiggle room” in the LOI to allow agencies to accurately represent their strengths. Four respondents were more critical of the process; they all felt that the LOI was too detailed. One respondent said the application was too much for a one-year grant, one said it was beyond the capacity of smaller agencies without professional grant writers, one felt the LOI was equivalent to many complete grant processes, and another person said the application was too much given that only 50% of the organizations were funded. Finally, one respondent used the space to state that Phase 2 of the application process did not materialize as described by the Foundation.

The next question on the survey asked respondents to provide their suggestions for how to improve the Foundation’s two phase proposal process. The question posed was “If the Foundation decides to keep a two phase (Letter of Interest and full application) proposal process in the future, do you have any suggestions concerning how it could be improved?” A total of 33 people responded to the question. Four respondents stated that nothing ought to be changed and several stated they did not know; twenty respondents offered suggestions for improving the proposal process. Suggestions for improvement were wide-ranging. Four people commented that communication could be improved in some way, such as being clearer about timelines, expectations, the opportunity for small organizations to receive funding, and generally about what the Foundation is seeking. Three respondents suggested that Foundation limit the number of organizations invited to complete the full application, as it was burdensome for organizations to complete. Two respondents stated that the Fluxx Grantee Portal needed to be improved as it was difficult to use. Two respondents requested more clarity on expectations for the LOI. Other suggestions included: only having one phase, adding a budget section to the LOI, aligning the funding process and stated goals, encouraging multi-partner proposals, encouraging organizations to flush out their proposals more fully during the LOI phase, providing more space on the application, shortening the LOI, being more supportive of small non-profits, and only having a two-phase process for multi-year awards to minimize burden.



Next, respondents were asked what, if anything, they would change about the Foundation application process. A total of 35 people responded to the question, although seven said not to change anything. The others provided a wide-range of comments on all aspects of the application process. Seven respondents asked for greater clarity from the Foundation about various components of the application process, including two asking for clarification about the convening process and grants, two people asked for clarity on funding interests, one asked for more clarity on the LOI, and another asked generally for the Foundation to keep things simple and to the point.

An issue raised by four respondents is the perceived lack of funding for smaller non-profit organizations. This has caused concern amongst respondents who had expectations that the Foundation would help to build the capacity of smaller organizations, but now perceive that the Foundation is primarily funding well-established organizations. Respondents suggested that the Foundation consider a two-track process based on organization size while a second suggested offering mini-grants for smaller organizations to be given the opportunity to demonstrate their impact.

The following additional suggestions were offered by two respondents each:

- Develop strategies leading to better collaboration between organizations
- Balance grantee selection between emergency services and sustainable solutions
- Fund multi-year grants to allow greater time to achieve goals
- Solicit fewer organizations to submit full proposals so that the ratio of funded to unfunded proposals increases thus saving organizational time and effort

Additional suggestions offered by single respondents included:

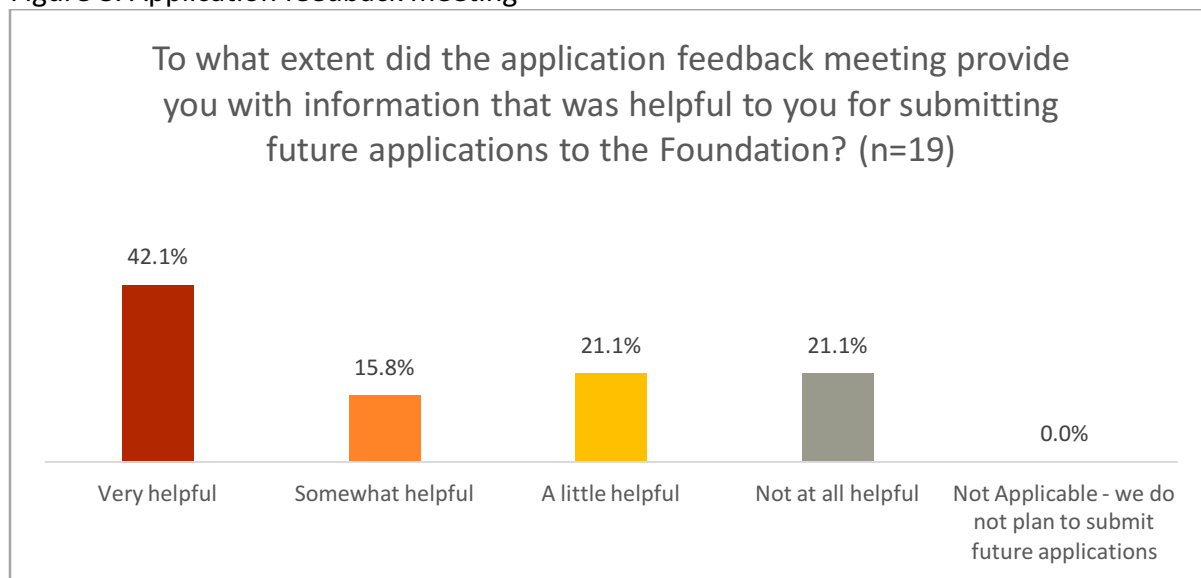
- Allow more contact between organizations and the Foundation during the proposal phase
- Continue to provide outreach and technical assistance during future funding cycles
- Expand the LOI to allow for more detail
- Post responses to the FAQs more quickly
- Fix bugs in the FLUXX Grantee Portal
- Consider funding existing effective interventions
- Continue dialogue with organizations not funded
- Be sure to invite all organizations to the feedback meeting
- Provide greater transparency on how applications are reviewed and scored

## Application Follow-up

The next section of the report was designed to gather information about the Foundation's application follow-up activities. The questions in the section were tailored depending on whether the respondent had been invited to submit a full proposal or had participated in various follow-up activities. Therefore, the number of respondents per question may be less than the total. About half of respondents reported having been invited to submit a full proposal (n=34) and half reported not being invited to submit a full proposal (n=35).

Those respondents who indicated they had not been invited to submit a full proposal for funding were asked if they attended an application feedback meeting at the Foundation. About half (19 respondents) stated they had attended a feedback meeting. Those who attended an application feedback meeting were divided somewhat on the helpfulness of the meetings. About 40% of respondents stated that the feedback meeting was "very helpful," 16% stated it was "somewhat helpful," 21% stated that it was "a little helpful," and another 21% stated it was "not at all helpful," see Figure 8.

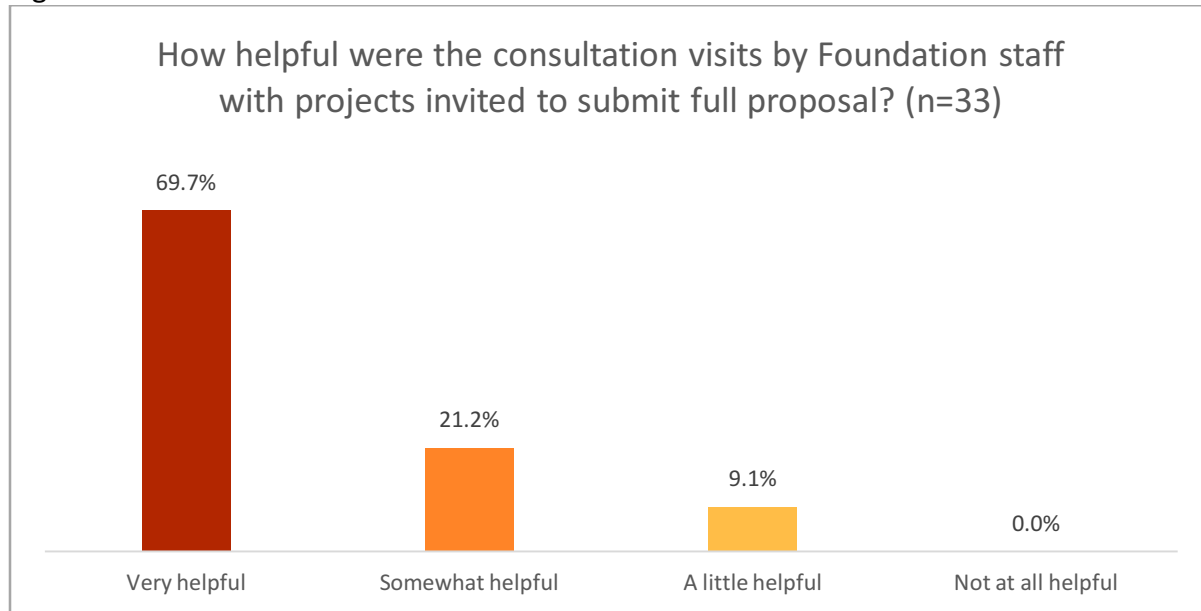
Figure 8. Application feedback meeting



Those who had been invited to submit a full proposal were asked about the helpfulness of the consultation visits by Foundation staff. As shown in Figure 9, all of those who had had been invited to submit a full proposal had found that the consultation visits with Foundation staff were at least a little

helpful, with 70% stating that they were very helpful or and over 20% stating they were somewhat helpful.

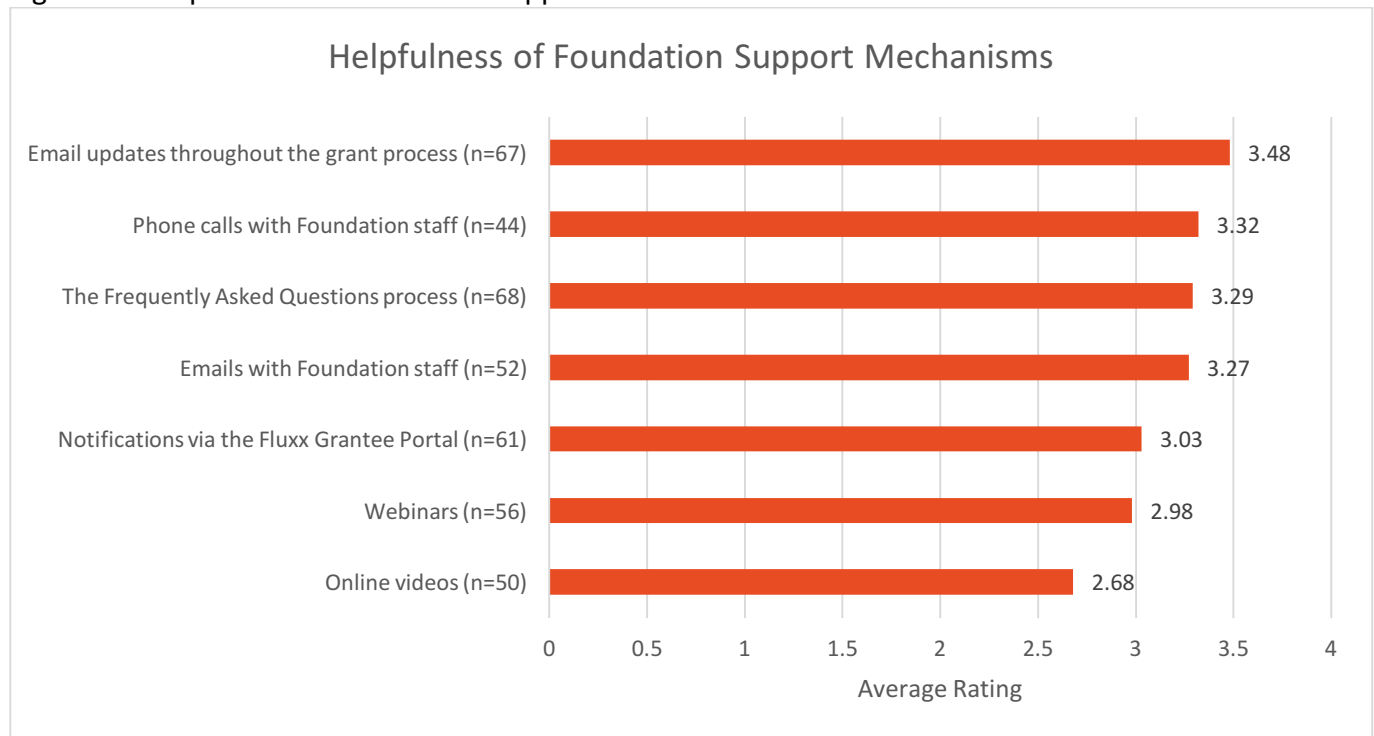
Figure 9. Foundation staff consultation visits



### Foundation support for applicants

All respondents were asked to rate the helpfulness of a variety of Foundation support components. As shown in Figure 10, the most highly rated component was email updates throughout the grant process (3.48 out of 4.0), following closely by phone calls with Foundation staff (3.32), the Frequently Asked Questions process (3.29), and emails with Foundation staff (3.27). The lowest rated component was online videos (2.68). Webinars and notifications via the Fluxx Grantee Portal were also more lowly rated (2.98 and 3.03 respectively).

Figure 10. Helpfulness of Foundation support mechanisms

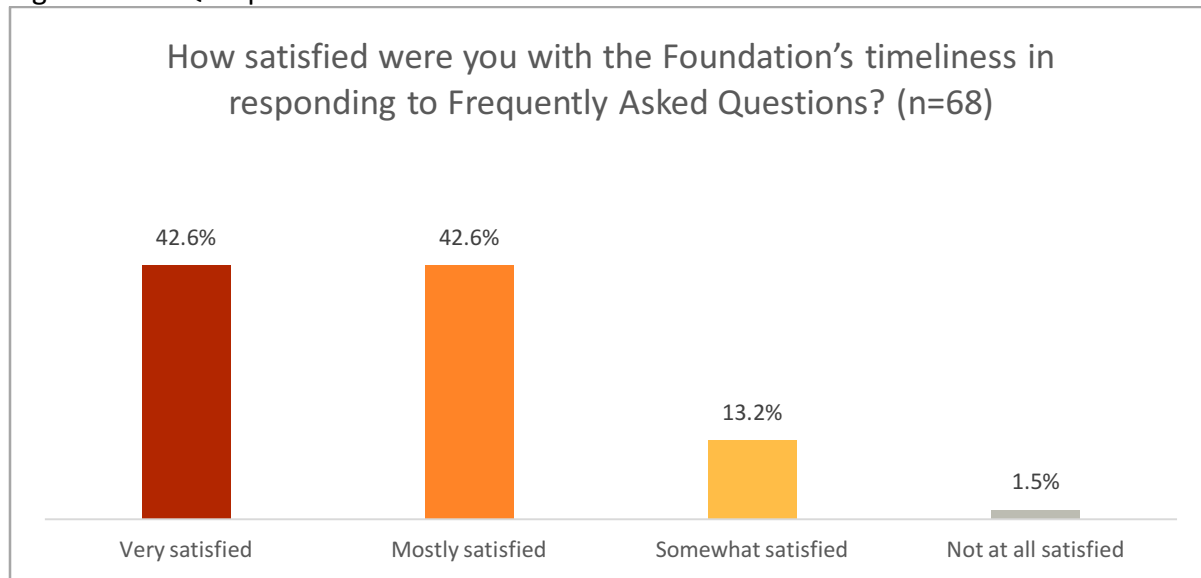


Rating Scale: 1=Not at all helpful; 2=A little helpful; 3=Somewhat helpful; 4=Very helpful; Total n was 68; Question n's do not equal 68 because some selected not applicable for some questions.

## Frequently Asked Questions process

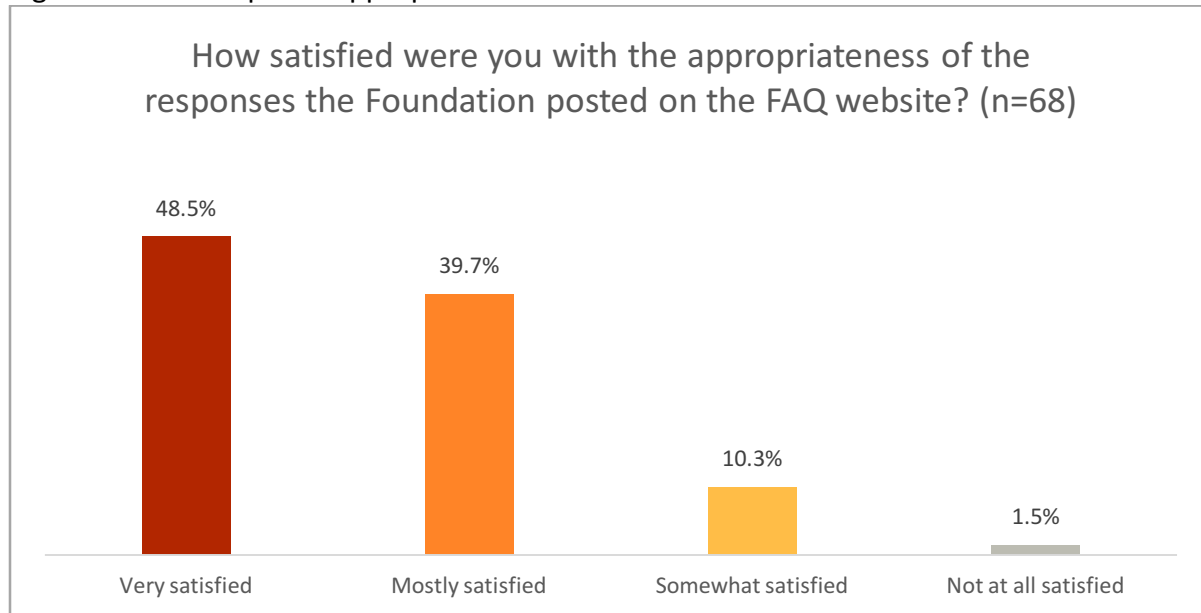
All respondents were asked to rate the timeliness and helpfulness of the Foundation's responses to Frequently Asked Questions. Overall, 85% of respondents said they were either "very satisfied" or "mostly satisfied" with the timeliness of the Foundation's responses, while 13% were somewhat satisfied, and 1.5% (1 person) stating they were not at all satisfied, see Figure 11.

Figure 11. FAQ response timeliness



Respondents also provided high ratings of the appropriateness of the Foundation’s responses to FAQs. Almost 90% of respondents stated that they were either “very satisfied” or “mostly satisfied” with the appropriateness of the responses the Foundation posted on the FAQ website. 10% of respondents were somewhat satisfied and 1.5% (1 person) was not at all satisfied with the appropriateness of the responses, see Figure 12.

Figure 12. FAQ response appropriateness

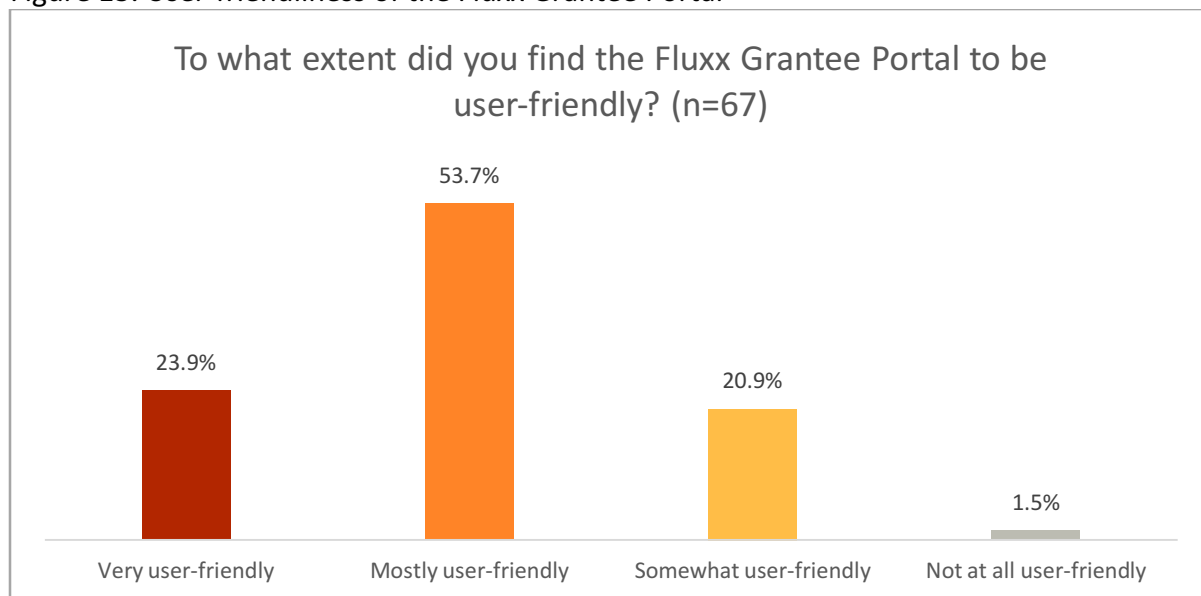


Respondents were asked if they had any suggestions or comments about how the Foundation can improve or what the Foundation should continue to do regarding the FAQ process. Eight individuals provided feedback and suggestions regarding the Foundation’s FAQ process. Three survey respondents requested that the Foundation improve the clarity of its FAQ responses, specifically being clearer and more direct in the language the Foundation uses. Additional suggestions included providing ongoing feedback on the FAQ process and providing better communication with grant seekers and the community, including a recommendation to add ongoing convenings. Finally, as also mentioned in other comment sections, two respondents emphasized that they feel the process was skewed toward larger organizations and that smaller organizations were not funded.

## Feedback on the Fluxx Grantee Portal

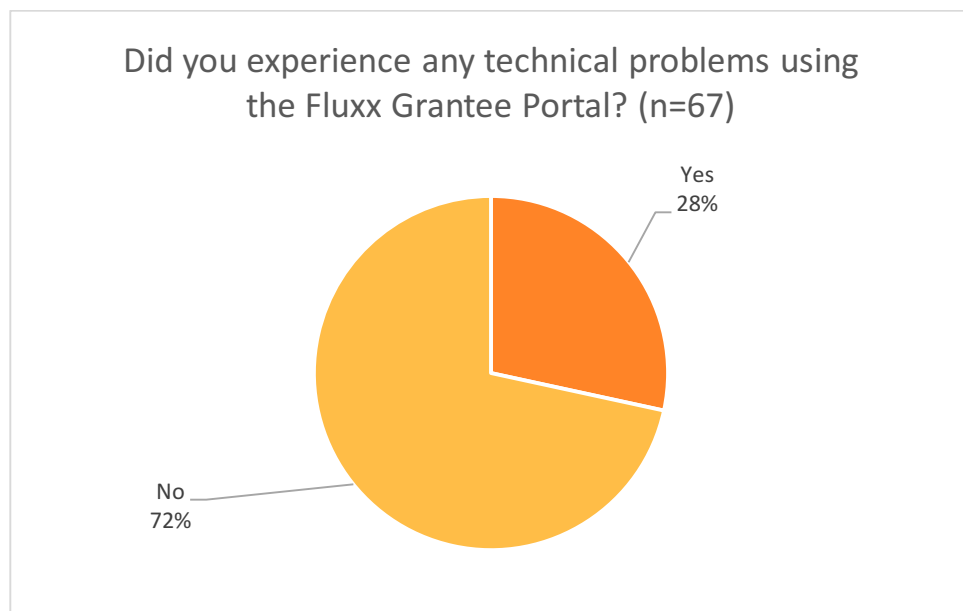
In the next section of the survey, respondents were asked for their feedback using the Fluxx Grantee Portal. The first question asked respondents to rate the user-friendliness of the Fluxx Grantee Portal. Over half of respondents stated that they found the portal to be “mostly user-friendly” (54%), with fewer stating it was “very user-friendly” (24%) or “somewhat user-friendly” (21%), and one person stating it was “not at all user-friendly,” see Figure 13.

Figure 13. User-friendliness of the Fluxx Grantee Portal



Next, the survey asked respondents if they experienced any technical problems while using the Fluxx Grantee Portal. As shown in Figure 14, 28% of respondents stated that they had a technical problem.

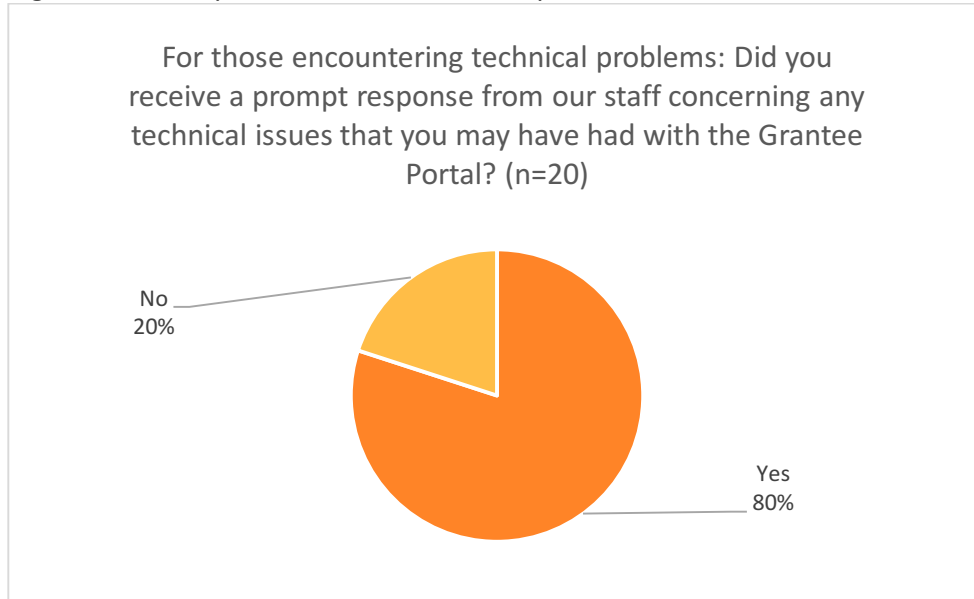
Figure 14. Fluxx Grantee Portal technical problems



Respondents who indicated they had encountered technical problems were asked if they received prompt responses from Foundation staff regarding their issues. 80% of those with problems stated that they did receive a prompt response, while 20% stated they did not, see Figure 15.

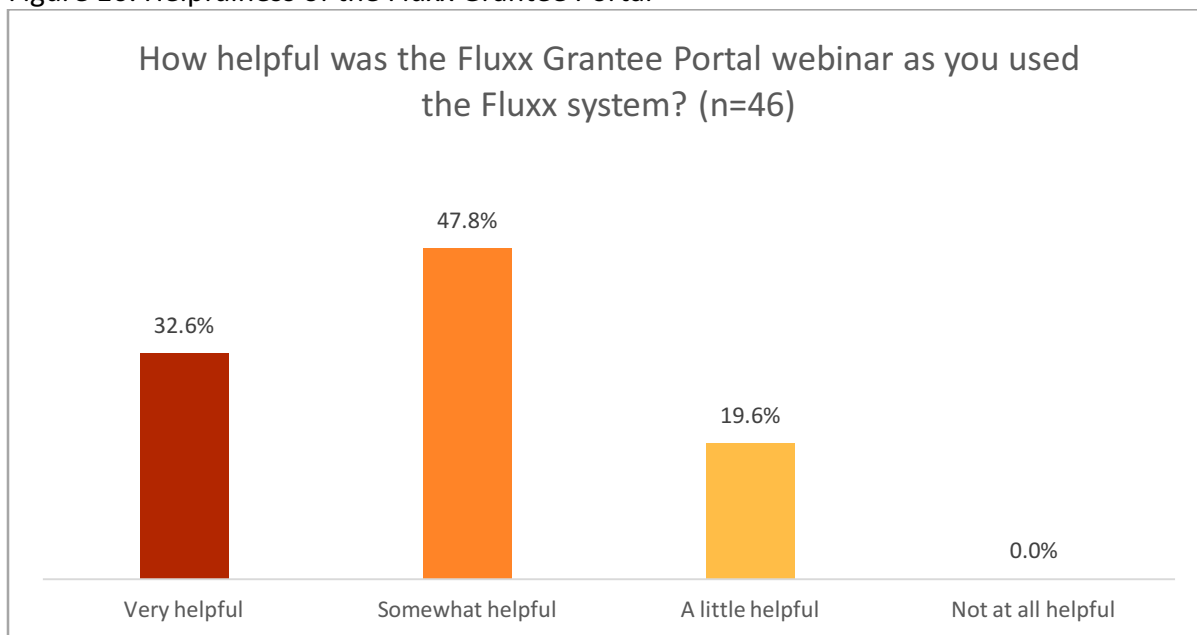


Figure 15. Promptness of Foundation responses to Fluxx technical issues



A total of 46 survey respondents reported that they attended the Fluxx Grantee Portal webinar prior to completing the LOI. This group was asked to rate the helpfulness of the Fluxx system webinar. As shown in Figure 16, about half of webinar attendees stated that they found it “somewhat helpful,” about a third stated it was “very helpful,” and 20% stated it was “a little helpful.”

Figure 16. Helpfulness of the Fluxx Grantee Portal



Survey respondents were asked for their feedback on how to make working with the Fluxx Grantee Portal a better experience. Eighteen people provided suggestions and feedback, although four of the respondents stated that the problems they encountered were due to user error or a steep learning curve. Three respondents asked for additional or improved training or additional technical assistance; one specifically asked for community training sessions. Two people stated that the system was bad but did not provide specific reasons. One recommended that the Foundation complete a full proposal using the system before having other organizations try to do so.

Respondents reported having a variety of specific technical problems using the system. Two people reported problems with slow uploads. One reported encountering issues accessing the portal from their organization's computer system. One had a problem locating the correct grant folders on the system. One person reported the system would freeze on them. One asked for additional information on how to allow multiple people within an organization to work on an application. Finally, one person suggested that the system provide a way to receive a full copy of what was submitted, including attachments.

## Final Feedback

The final page of the survey asked respondents three open-ended questions asking for general feedback on their experiences and suggestions for improvement.

*Improved application experience.* The first open-ended question asked “What would have improved your application experience with the Foundation?” A total of 35 people responded to this question, although nine stated that nothing would have improved their application experience. Many of the suggestions echoed those offered earlier in the survey with the top suggestion for improvement relating to communication with and from the Foundation. Seven respondents left comments related in some way to communication. Four respondents stated that they would have liked to have more direct feedback from the Foundation. One requested community meetings to better understand the Foundation’s funding process and areas of interest. One stated that communication began well but became secretive toward the end of the process. Finally, one respondent shared that they were disheartened as they felt the Foundation said they were going to be a different type of funding organization but did not live up to that promise.

The next most frequently mentioned topic was greater clarity regarding the application process. One person stated it would be helpful to have a clearer understanding of the LOI. Another asked simply for “better instructions.” A third respondent asked for a better understanding of the selection criteria.

Two organizations shared concerns about the types of organizations who received funding during the inaugural year. One person stated that they would not have applied if they had known that community-based organizations were not going to be funded to a greater extent. A second person stated that access to care did not get as much support as they felt is warranted.

Finally, there were a number of comments and suggestions offered by just a single respondent, including:

- The application deadline too closely followed the holidays
- The guidelines for grassroots organizations should be easier to meet

- It would be helpful to receive written feedback on proposals, the application was too short, and it was hard to fit their organization into just one health determinant
- The Foundation needs to get its “act together” regarding how to move forward
- The feedback session could be improved
- The timeline was too short considering it was the first year of funding
- There was a misalignment between the stated goals and who was funded
- More collaborative grant opportunities and more frequent awards
- More time is needed to complete the LOI
- Provide greater than a year of funding
- Make the LOI more concise
- The social service model doesn’t work for all organizations

*Future intentions.* The second open-ended question asked, “Do you plan to apply for future grants from the Foundation? If no, why not?” A total of 60 people answered this question. Almost 80% of respondents (47 out of 60) stated that they planned to apply for a future grant, six respondents said they might apply for a future grant, five respondents stated that they were not sure whether they would apply, and only two respondents stated that they would not apply in the future.

Four substantive comments were received regarding reasons for not applying or being hesitant about applying for grants in the future. One person stated that they would not be seeking funding because the Foundation was “not honest” when it came into the community. Another person wrote that they would not seek funding as smaller, grassroots organizations (with one exception) were not funded. Another wrote that they were not sure if they would seek funding as they are not sure if it is a fair and open process. Finally, one person stated that they were undecided about reapplying as they feel that the Foundation appears to be a more political than a mission-driven organization based on the organizations that received funding. This person also stated that the Foundation needs better advice regarding black St. Petersburg.

*Additional comments.* The third and final open-ended question on the survey asked respondents for any additional comments. 38 respondents provided final comments. Sixteen respondents praised the Foundation for a positive experience during this inaugural funding year. Respondents stated that the application process went smoothly, with several mentioning specifically that Foundation staff were

accessible, helpful, knowledgeable, and respectful, and that the feedback they received was valuable to their organizations.

Other respondents reiterated the concerns they had about the process, including comments about not funding small organizations, the difficulty of completing the application process without professional grantwriters, and a concern about the Foundation being unfair and biased in its awards. There were several calls for the Foundation to narrow its areas of focus and provide more clarity on the types of organizations and projects of most interest.

## Conclusions and Recommendations

The Foundation for a Healthy St. Petersburg designed the Grantmaking Process Feedback Survey to obtain feedback from grantseekers about their first funding cycle. A total of 76 organizational project contacts and/or CEOs participated in the survey for a 42% response rate.

The survey found that the majority of organizations found the Foundation to be about the same or easier to work with than other grant-making organizations. Only a minority of survey respondents found the Foundation harder to work with than other organizations. Overall, organizations believe the Foundation values bringing people together, respecting community member's understanding of health needs, and being open and transparent. There was relatively lower agreement with statements related to the Foundation making improvements in community health - although it is likely that these sentiments are related to the Foundation not actually having funded any initiatives to date and this may change over time.

### Feedback on the application process

Overall, the vast majority of applicants were satisfied with the time allotted for completing the full application and the length of time between the beginning of the RFP until the time they received a final funding decision. Similarly, most applicants felt the application was the right length and provided applicants with enough space, although 20% of respondents stated that the application was too short

and did not provide sufficient space to make their best case. The Foundation may wish to consider providing additional room for applicants to articulate fully the value of their projects.

The majority of applicants felt that the Letter of Interest application guidance was clear. While over half of respondents felt that the Foundation's two phase process was efficient and fair, about a third felt that it had strengths and weaknesses. The open-ended comments suggest that Foundation communication could be strengthened with several calls for clarity in funding expectations and timelines. Additionally, several respondents suggested that the Foundation limit the number of applicants completing the full proposal to reduce overall burden on organizations. Finally, several organizations expressed concerns about the perceived lack of funding for smaller organizations.

### Application follow-up meetings

About half of survey respondents had been invited to submit a full proposal and half had not been invited. For those who had not been invited to submit a full proposal and had attended an application feedback meeting, over 40% said that the meeting was only a little helpful or not at all helpful. This strategy may warrant additional consideration to maximize its usefulness to those organizations that are not invited to submit proposals. In contrast to the helpfulness of the application feedback meetings, applicants who submitted full proposals generally found the consultation visits by Foundation staff to be quite helpful. We recommend these continue in the future.

### Foundation support, the FAQ process, and the Fluxx Grantee Portal

Survey respondents rated email updates, phone calls and emails with Foundation staff, and the FAQ process more highly than webinars, online videos, and notifications via the Fluxx Grantee Portal. Improving the online videos and webinars, or perhaps providing support in alternative formats, may be worth considering.

The Foundation's responses to Frequently Asked Questions were found, overall, to be timely and appropriate, although there were a few requests for the information to be presented in a way that is more direct and transparent.

The Fluxx Grantee Portal was rated lower than other components of the application process. It was only moderately user-friendly and over a quarter of survey respondents reported having technical issues, although most of their questions were addressed promptly by Foundation staff. The Foundation's Fluxx system webinar provided only somewhat helpful information about using the system. While some of the technical problems were due to user error or a learning curve, other comments suggest that the system would benefit from improvements to ensure a better user experience and that applicants would like additional training and technical assistance.

### Overall feedback and assessment

The majority of applicants who submitted Letters of Interest during the first funding cycle reported that the grant-making process went smoothly. In particular, survey respondents found Foundation staff to be accessible, respectful, and supportive and many praised the Foundation for a positive application experience. As to be expected, however, there was a minority of applicants who had concerns with the process, particularly regarding the perceived lack of funding for smaller organizations. While this may have colored some respondents' assessments of the application process, this survey identified a few areas for the Foundation to considering improving. Foundation communication was one area that was mentioned by several survey respondents as needing improvement. Greater clarity about expectations, timelines, and processes would help organizations to better respond to future funding opportunities. Additionally, a few specific components could use some strengthening, namely the application feedback meeting and the Fluxx Grantee Portal.

Despite a few areas of concern, the vast majority of respondents stated that they were interested in applying to the Foundation again in the future. Given that this is the Foundation's first grantmaking cycle, it is expected that there would be some areas for improvement. On the whole, however, this survey found that most organizations applying for funding during the inaugural year were satisfied with the Foundation's process, systems, and support.

## Appendix A. Survey instrument





Foundation for a  
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## Grantmaking Process Feedback Survey

### Introduction

Thank you for taking time to provide your feedback on the Foundation's inaugural grantmaking funding cycle. The purpose of this survey is to gather information about your experience with the Foundation's application process, support to applicants, application follow-up, and Fluxx Grantee Portal. We are conducting this survey with all organizations who applied for funding this year, regardless of whether they were awarded a grant or not. We greatly appreciate your honest responses. The feedback you provide will be used to improve the grant application experience for other local organizations next year.

Thank you for your time!





## Grantmaking Process Feedback Survey

### Overall Feedback

**1. Overall, how would you compare your experience with the Foundation for a Healthy St. Petersburg ("the Foundation") to your experience with other funding organizations?**

- ☐ The Foundation was easier to work with than other organizations
- ☐ The Foundation was about the same to work with as other grant-making organizations
- ☐ The Foundation was harder to work with than other organizations

**2. From your experience with the Foundation to date, to what extent do you agree or disagree with the following statements:**

Strongly Agree

Agree

Disagree

Strongly Disagree

I'm not sure

The Foundation is deeply committed to maintaining an open and transparent process.

☐☐☐☐☐

The Foundation values bringing people together to cultivate trust among providers, the community, and the Foundation.

☐☐☐☐☐

The Foundation respects the deep-rooted understanding that members of the community have about the health needs of their communities.

☐☐☐☐☐

Strongly Agree

Agree

Disagree

Strongly Disagree

I'm not sure

The Foundation is dedicated to establishing processes and initiatives that invite and embrace all members of the community, especially those often not engaged and included.

☐☐☐☐☐

The Foundation is improving the health and well-being of our community through initiatives that create sustainable, effective improvements to quality of life.

☐☐☐☐☐

The Foundation is cultivating compelling solutions to address our community's most important needs by leveraging collaborations and the sustained commitment of funders and advocates.

☐☐☐☐☐

The Foundation is committed to being accountable and transparent.

☐☐☐☐☐

The Foundation is helping develop solutions that generate sustained and measurable improvements to our community's health.

☐☐☐☐☐



## Grantmaking Process Feedback Survey

### The Foundation's Application Process

#### 3. How would you describe the time allotted for grantees to complete the full application?

- ☐ The application timeline was too short
- ☐ The application timeline was just right
- ☐ The application timeline was too long

#### 4. How would you describe the timeline from the beginning of the RFP to the time when you received a final decision (declined or funded)?

- ☐ The overall timeline was shorter than expected
- ☐ The overall timeline was about what was expected
- ☐ The overall timeline was longer than expected

#### 5. How do you feel about the written requirements of the first Letter of Interest (LOI) application?

- ☐ The application was too short and did not provide us with sufficient space to make our best case to the foundation
- ☐ The application was about the right length and provided applicants enough space to make the case for their project idea
- ☐ The application was too long and the level of detail was excessive for an LOI application

#### 6. How clear and understandable was the Letter of Interest application guidance for applicants?

- ☐ Very clear
- ☐ Somewhat clear
- ☐ A little clear
- ☐ Not at all clear

**7. The Foundation structured this review process to include both a shorter Letter of Interest phase and a full proposal phase. Did this two phase process work for your organization?**

- ☐ The two phase process was an efficient and fair way to structure this first request for proposals
- ☐ The two phase process had both strengths and weaknesses
- ☐ The two phase process was too detailed and took up too much of our organization's time and energies

Other (please specify)

**8. If the Foundation decides to keep a two phase (Letter of Interest and full application) proposal process in the future, do you have any suggestions concerning how it could be improved?**

**9. What, if anything, would you suggest the Foundation change about the application process?**



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## Grantmaking Process Feedback Survey

### Application Follow-up

**10. Were you invited to submit a full proposal for funding?**

☐ Yes

☐ No



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## Grantmaking Process Feedback Survey

### Application feedback meeting

**11. Did you attend an application feedback meeting at the Foundation?**

☐ Yes

☐ No



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## Grantmaking Process Feedback Survey

### Application feedback meeting

**12. To what extent did the application feedback meeting provide you with information that was helpful to you for submitting future applications to the Foundation?**

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ A little helpful
- ☐ Not at all helpful
- ☐ Not Applicable - we do not plan to submit future applications





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## Grantmaking Process Feedback Survey

### Foundation consultation visits

**13. How helpful were the consultation visits by Foundation staff with projects invited to submit full proposal?**

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ A little helpful
- ☐ Not at all helpful



## Grantmaking Process Feedback Survey

### Foundation Support to Applicants

**14. The Foundation attempted to provide support to applicants through a variety of different means. Please rate the helpfulness of each of the following support mechanisms, or indicate you did not use them:**

	Very helpful	Somewhat helpful	A little helpful	Not at all helpful	Not applicable
Email updates throughout the grant process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Frequently Asked Questions process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notifications via the Fluxx Grantee Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Webinars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online videos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone calls with Foundation staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emails with Foundation staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**15. How satisfied were you with the Foundation's timeliness in responding to Frequently Asked Questions?**

- ☐ Very satisfied
- ☐ Mostly satisfied
- ☐ Somewhat satisfied
- ☐ Not at all satisfied

**16. How satisfied were you with the appropriateness of the responses the Foundation posted on the FAQ website?**

- ☐ Very satisfied
- ☐ Mostly satisfied
- ☐ Somewhat satisfied
- ☐ Not at all satisfied

**17. Do you have any suggestions or comments about how we can improve or what we should continue to do regarding the FAQ process?**



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## Grantmaking Process Feedback Survey

### The Fluxx Grantee Portal

**18. To what extent did you find the Fluxx Grantee Portal to be user-friendly?**

- ☐ Very user-friendly
- ☐ Mostly user-friendly
- ☐ Somewhat user-friendly
- ☐ Not at all user-friendly

**19. Did you experience any technical problems using the Fluxx Grantee Portal?**

- ☐ Yes
- ☐ No

**20. What, if anything, would make working in the Fluxx Grantee Portal a better experience?**



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## Grantmaking Process Feedback Survey

### Technical problems

**21. Did you receive a prompt response from our staff concerning any technical issues that you may have had with the Grantee Portal?**

☐ Yes

☐ No



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## Grantmaking Process Feedback Survey

### Fluxx webinar

**22. Did you attend the Fluxx Grantee Portal webinar prior to completing the LOI?**

☐ Yes

☐ No



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## Grantmaking Process Feedback Survey

### Fluxx webinar helpfulness

**23. How helpful was the Fluxx Grantee Portal webinar as you used the Fluxx system?**

- ☐ Very helpful
- ☐ Somewhat helpful
- ☐ A little helpful
- ☐ Not at all helpful



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## Grantmaking Process Feedback Survey

### Final Feedback

**24. What would have improved your application experience with the Foundation?**

**25. Do you plan to apply for future grants from the Foundation? If no, why not?**

**26. Is there anything else about your experience with the Foundation's grantmaking process that you would like to share?**





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## Grantmaking Process Feedback Survey

Thank you!

**Thank you for providing your feedback on the Foundation's inaugural grantmaking year. We appreciate your candid responses and will use them to make improvements in the future.**

**Please click "Done" below to submit your responses.**