

MICHIGAN ECONOMIC
DEVELOPMENT CORPORATION

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MCACA Applicant Satisfaction Survey

2017 Results

Background

- Satisfaction survey sent to all applicants of MCACA grants
- Delivered to 1390 Participants
- 677 Completed Surveys
- 48.7% Completion Rate

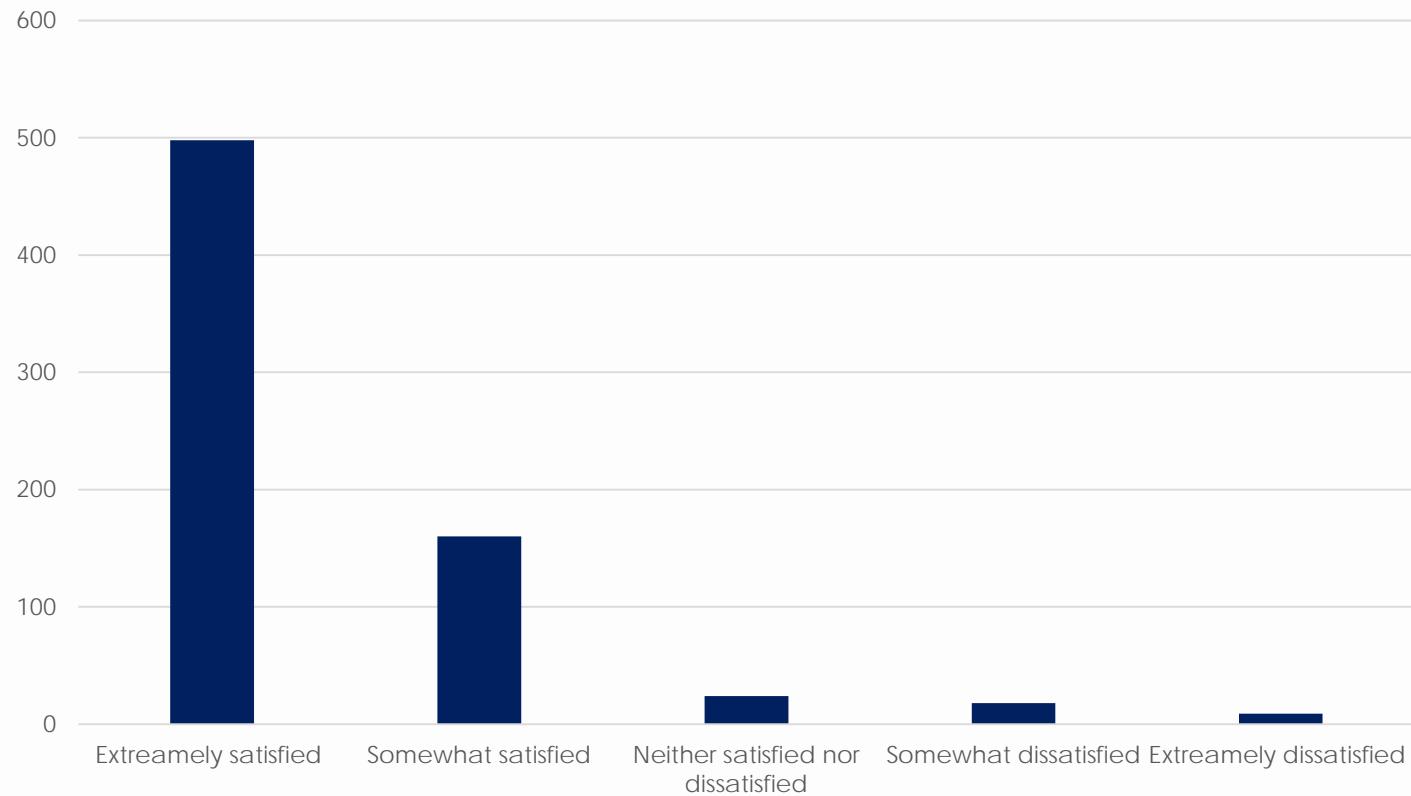
Background

Survey Question Structure:

1. Overall Satisfaction questions
 - Overall Satisfaction
 - Likelihood to advocate
2. Service Delivery Questions
 - Staff Satisfaction
 - Timeliness Satisfaction
3. Service Satisfaction
 - Grand Panel Viewing
 - Council Meeting Viewing
4. Resource Satisfaction
 - Publications: meetings, website, newsletter, etc.
5. Open Ends

Overall Satisfaction

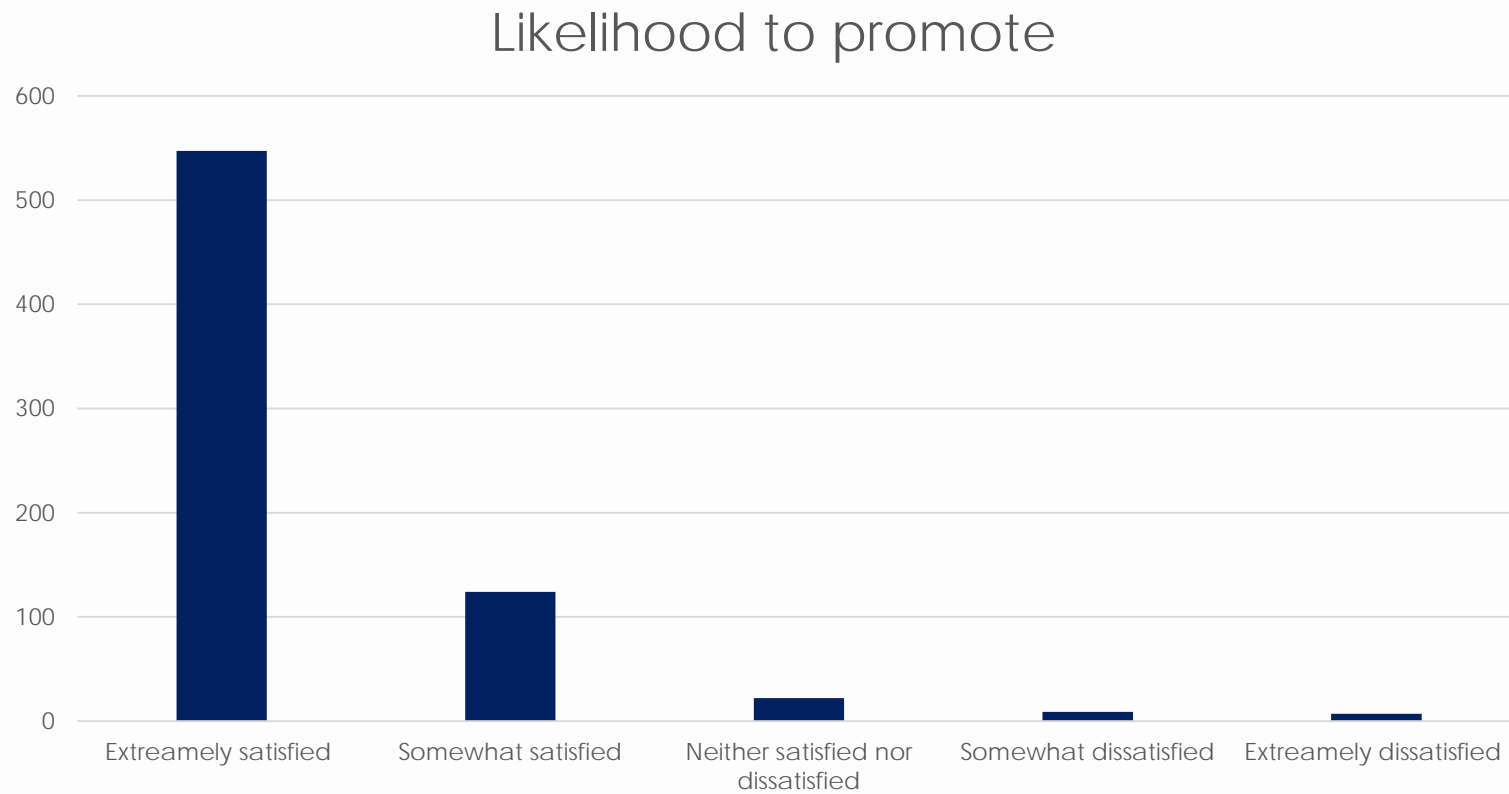
Overall Satisfaction Questions



Mean: 4.58

%Positive: 92.8%

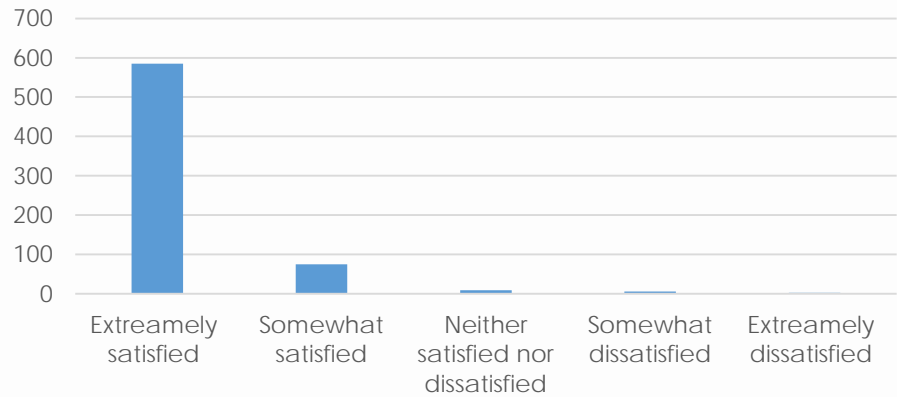
Overall Satisfaction



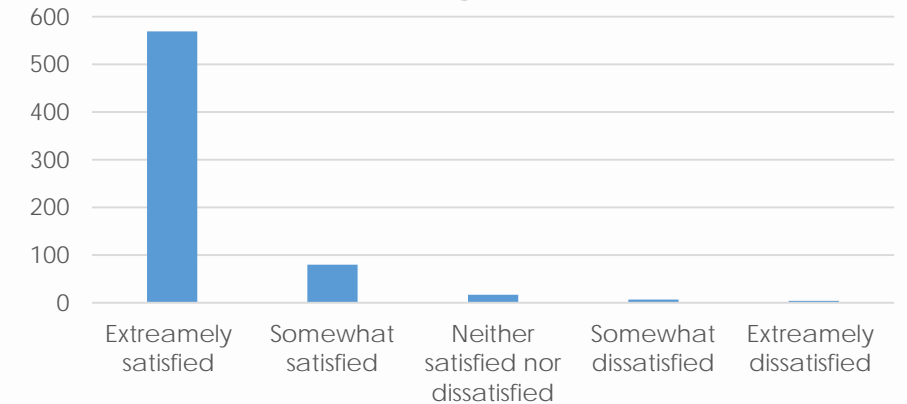
Mean: 4.69
%Positive: 94.6%

Service Delivery

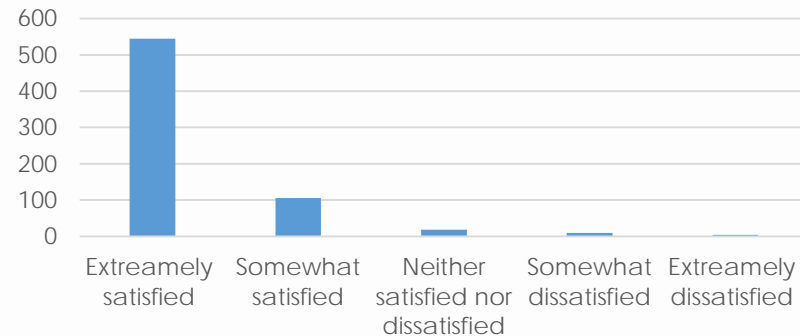
Professionalism of Staff
Mean: 4.82
%Positive: 97.3%



Knowledge of Staff
Mean: 4.78
%Positive: 95.9%



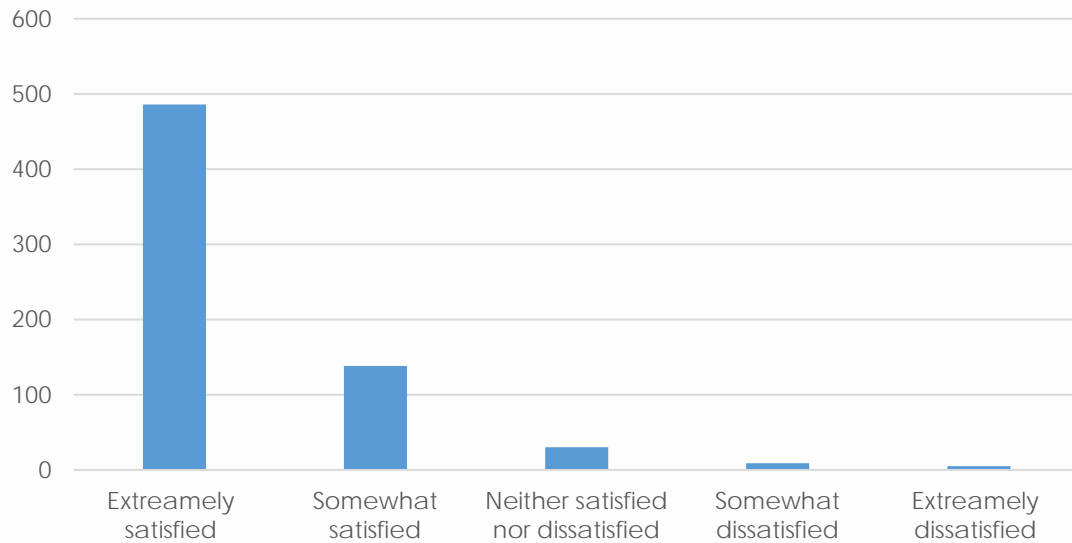
Timliness of Staff Communication
Mean: 4.73
%Positive: 95.4%



Service Delivery

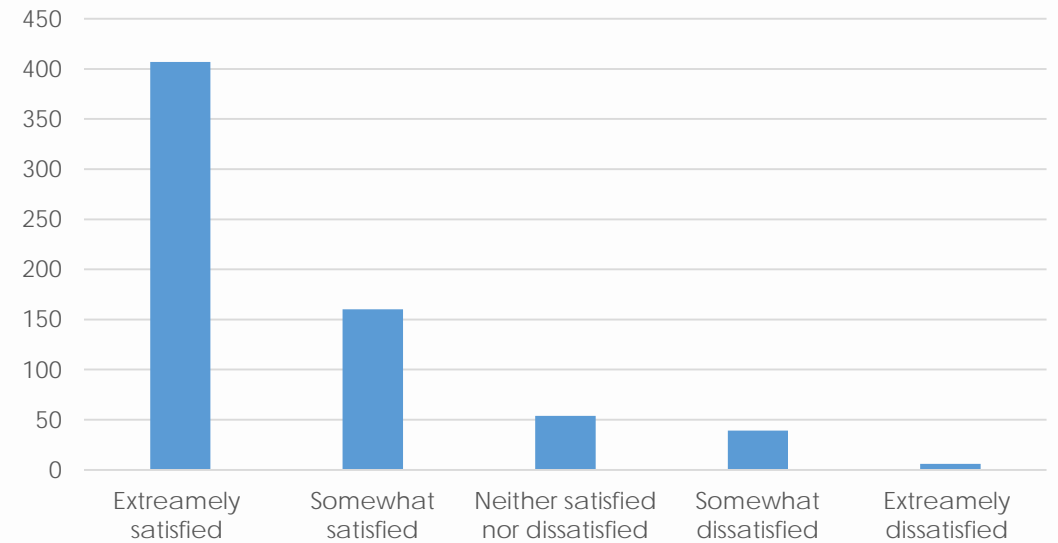
Timeliness of Contracts

Mean: 4.63
%Positive: 93.4%



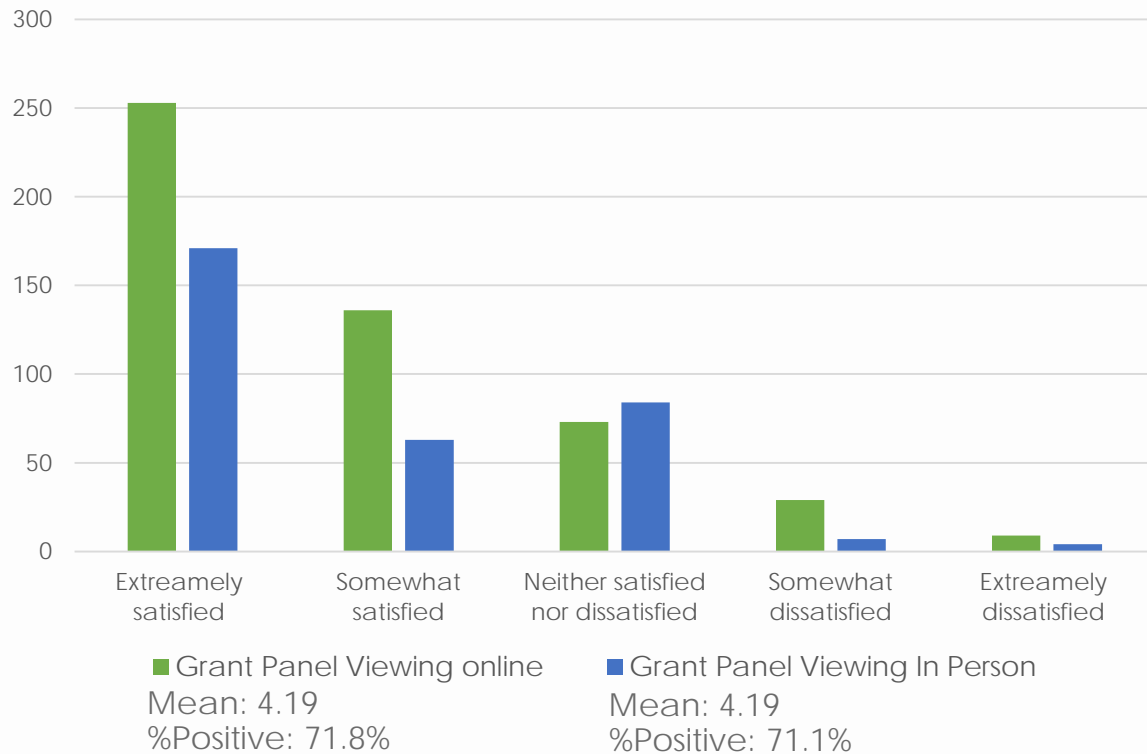
Timeliness of Payments

Mean: 4.39
%Positive: 85.1%

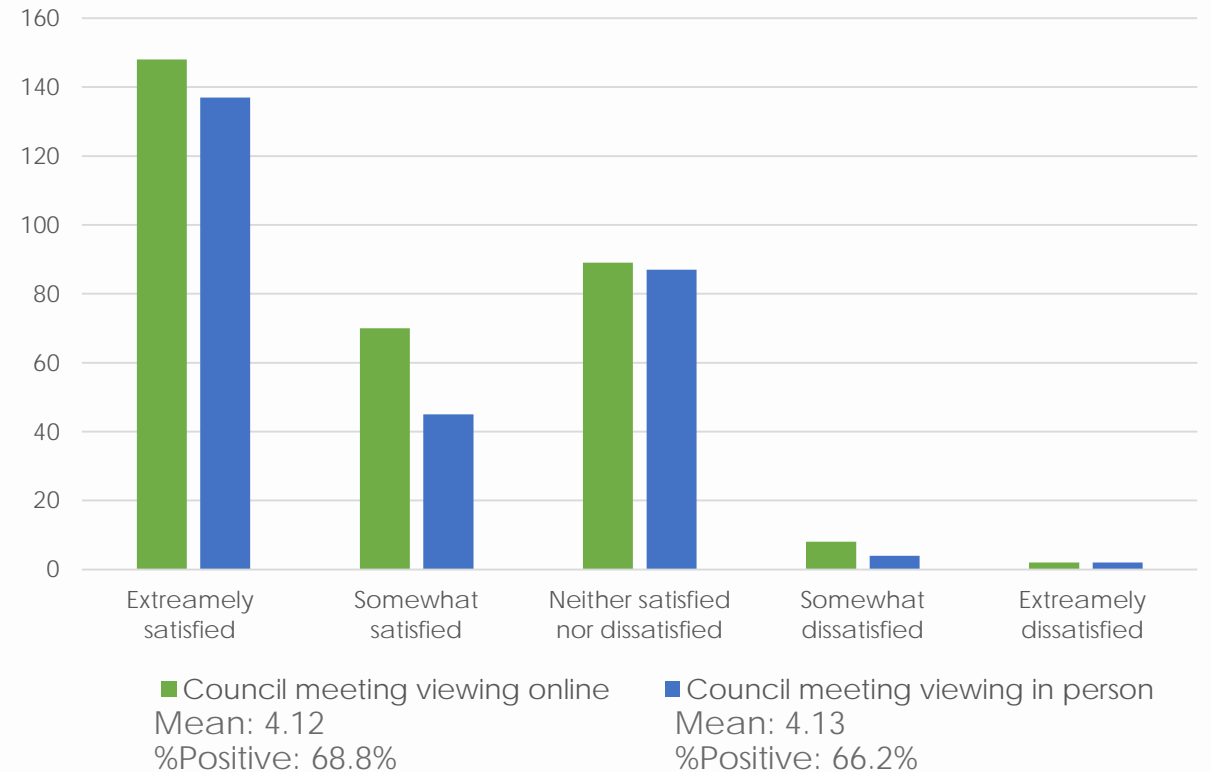


Service Satisfaction

Grant Panel Viewing

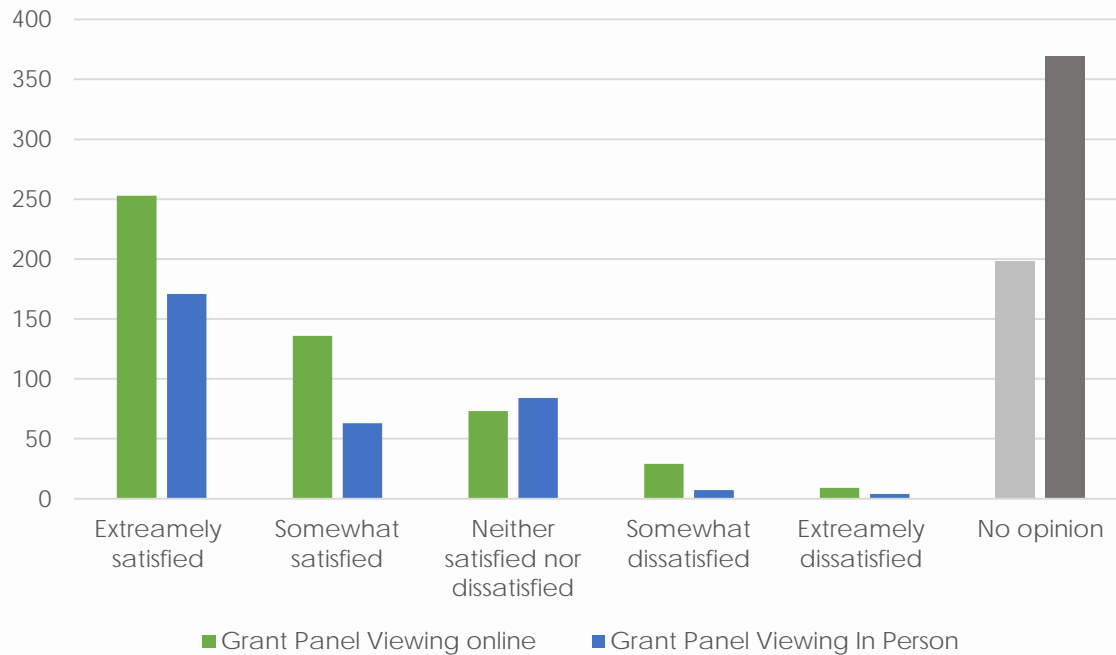


Council Meeting Viewing



Service Satisfaction

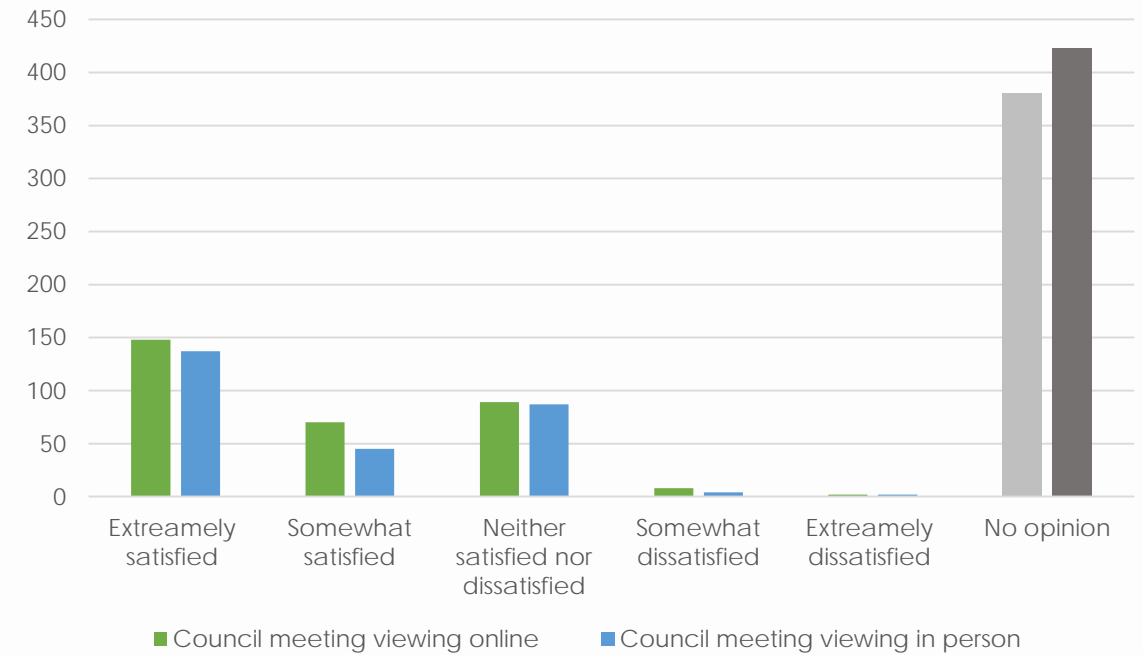
Grant Panel Viewing



Mean: 4.19
%Positive: 71.8%

Mean: 4.19
%Positive: 71.1%

Council Meeting Viewing

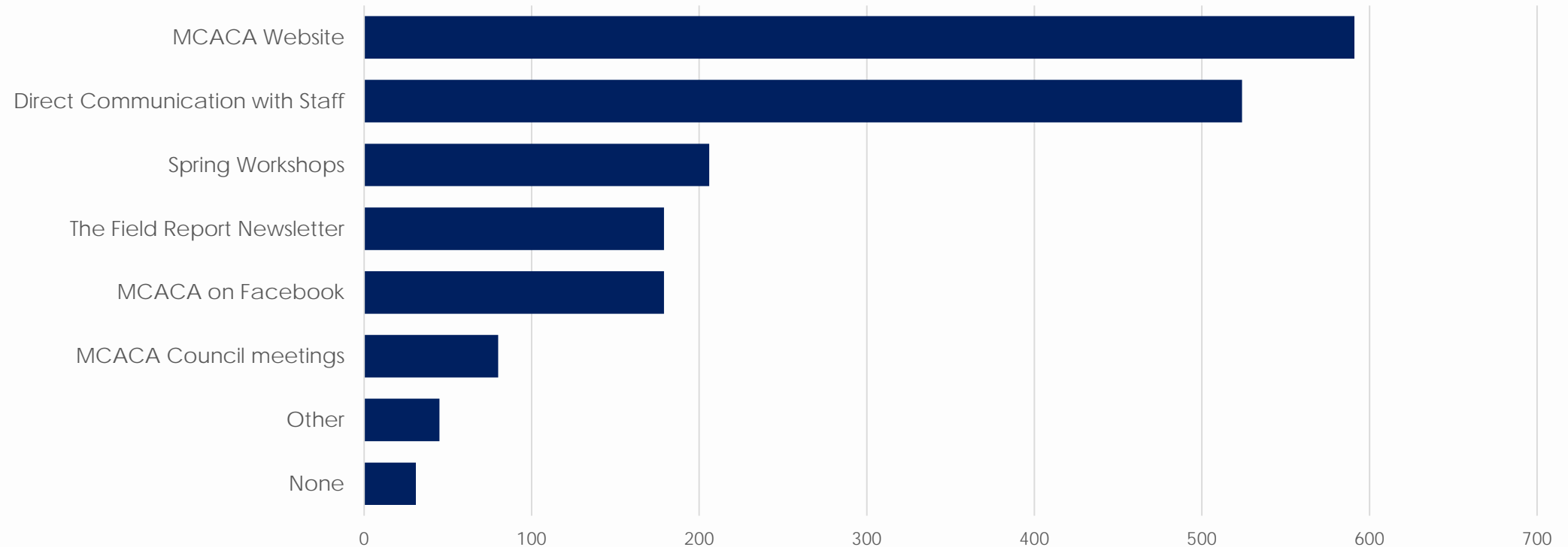


Mean: 4.12
%Positive: 68.8%

Mean: 4.13
%Positive: 66.2%

Resource Satisfaction

Please select any of the following MCACA resources that you utilize to stay informed.



Resource Satisfaction

| Resource/Communication Satisfaction | | | | | | | | | |
|-------------------------------------|---------------------|--------------------|------------------------------------|-----------------------|------------------------|------------|----------|---------------|-------------------|
| | Extremely satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Extremely dissatisfied | No opinion | Valid N= | Average Score | % Positive rating |
| MCACA Council meetings | 43 | 22 | 6 | 0 | 0 | 7 | 71 | 4.52 | 91.5% |
| MCACA Website | 349 | 176 | 35 | 18 | 2 | 8 | 580 | 4.47 | 90.5% |
| The Field Report Newsletter | 111 | 45 | 17 | 0 | 0 | 6 | 173 | 4.54 | 90.2% |
| MCACA on Facebook | 90 | 65 | 20 | 0 | 0 | 4 | 175 | 4.40 | 88.6% |
| Spring Workshops | 129 | 48 | 10 | 4 | 0 | 14 | 191 | 4.58 | 92.7% |
| Direct Communication with Staff | 435 | 67 | 7 | 9 | 2 | 2 | 520 | 4.78 | 96.5% |
| Other | 33 | 4 | 1 | 5 | 0 | 2 | 43 | 4.51 | 86.0% |

Open Ends

Do you have any suggestions for improving MCACA communication?

"The **web site can be a bit confusing to use**. I think it needs to be re-organized."

"Email or snail mail **notification of opportunities each year**---opportunities that apply to individual artists (I am not an organization). I wish MCACA sent out **an annual reminder of things that I am eligible for**."

"...**Online videos might help**, especially with using the eGrant system for some of the smaller organizations."

"**Highlight changes in grant guidelines** to make it easier to see what has changed in the grant writing process from one year to the next."

Open Ends

Do you have any suggestions for improving MCACA communication?

"Our first time we applied we were, **after we applied, notified that there were no funds available** As you might imagine we were **frustrated** to have spent so much time and energy on a grant application when there were no funds available that round. **I wish that information had been available on the website.**"

*On writing a grant application last year for student-run event: "...grant was written by a student We listened for grant review on line and ours came near end of process. Grant panel laughed at our submission. It was **hurtful** to both student and myself. **I'm shy to submit another grant until I know how we could strengthen wording.** / I would like to review grant in person with panel head to see how we could better communicate with you."*

Open Ends

What are some opportunities for MCACA to grow, and better service for it's grantees and applicants?

"...**application deadlines are clustered close together during a particular busy time** in this organizations season, **make it hard to divert limited staff time to the process.** [Application for our last grant] required at least two dozen separate documents... there were **several unexpected document requests**, like board minutes and copies of thank you letters to lawmakers sent in advance of receiving the funds (previously part of the final report). The unexpected document requests caused a delay in funding and forced a delay in programing. Because the MCACA process significantly diverts staff time from primary mission goals .. [we have] decided to **limit applications** to a single mini-grant for the time being."

Open Ends

What are some opportunities for MCACA to grow, and better service for it's grantees and applicants?

"...**Peer review** of grant applications should be under review. One biased reviewer can dramatically affect an applicant's total score. Having a reviewer sign a conflict of interest form for each grant application reviewed is a good beginning, but this may not be sufficient..."

"Have a more **consistent scoring policy** with volunteer judges for grants"

"The panel review process has gotten better every year, but might be a little more opportunity here to tighten things up a little and provide more guidance. ...A recorded webinar might be helpful in setting the tone for the process and **reminding reviewers what is and isn't appropriate.**"

"Last year, our panel was not very experienced and their comments and scores (and grant awards) reflected that. The year before, our panel was experienced and, likewise, their comments and scores (and grant awards) reflected that. /I would love to see **training provided for panelists with less experience.**"

Open Ends

What are the strengths of MCACA's programs and services?

"John Bracey, Alison Watson, and Adam Wheeler have all been so helpful and patient. ...These three have always been responsive and easygoing. Thanks."

"The staff of MCACA are **lovely people** who are truly **dedicated** to the work they do. I appreciate their fairness in having open grant review sessions."

"MCACA's strengths lie within **the knowledge and dedication of the staff**....The willingness of the staff to meet with me personally, answer questions, offer advice, and act as a mentor is priceless. **I truly feel as if I have a partner**, not just an avenue to a grant opportunity...."

Open Ends

What are the strengths of MCACA's programs and services?

"1. Grants / 2. Information / 3. Advocacy"

"MCACA is one of the few grants that allow us to maintain daily operations."

"It goes without saying that the funds MCACA makes available to arts organizations are important beyond measure."

Thank you

Questions?

| Overall Satisfaction Questions | | | | | | | | | |
|--------------------------------|------------------------|-----------------------|--|--------------------------|---------------------------|---------------|----------|------------------|----------------------|
| | Extremely satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Extremely dissatisfied | No opinion | Valid N= | Average Score | % Positive rating |
| Overall Satisfaction Questions | 498 | 160 | 24 | 18 | 9 | 6 | 709 | 4.58 | 92.8% |
| Likelihood to promote | 547 | 124 | 22 | 9 | 7 | 3 | 709 | 4.69 | 94.6% |

| Aspects of Service Delivery Satisfaction | | | | | | | | | |
|--|---------------------|--------------------|------------------------------------|-----------------------|------------------------|------------|----------|---------------|-------------------|
| | Extremely satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Extremely dissatisfied | No opinion | Valid N= | Average Score | % Positive rating |
| Professionalism of Staff | 585 | 75 | 9 | 6 | 3 | 26 | 678 | 4.82 | 97.3% |
| Knowledge of Staff | 569 | 80 | 17 | 7 | 4 | 27 | 677 | 4.78 | 95.9% |
| Timliness of Staff Communication | 545 | 105 | 18 | 9 | 4 | 23 | 681 | 4.73 | 95.4% |
| Timeliness of Contracts | 486 | 138 | 30 | 9 | 5 | 36 | 668 | 4.63 | 93.4% |
| Timeliness of Payments | 407 | 160 | 54 | 39 | 6 | 38 | 666 | 4.39 | 85.1% |

| Service Satisfaction | | | | | | | | | |
|-----------------------------------|---------------------|--------------------|------------------------------------|-----------------------|------------------------|------------|----------|---------------|-------------------|
| | Extremely satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Extremely dissatisfied | No opinion | Valid N= | Average Score | % Positive rating |
| Grant Panel Viewing online | 253 | 136 | 73 | 29 | 9 | 198 | 500 | 4.19 | 77.8% |
| Grant Panel Viewing In Person | 171 | 63 | 84 | 7 | 4 | 369 | 329 | 4.19 | 71.1% |
| Council meeting viewing online | 148 | 70 | 89 | 8 | 2 | 381 | 317 | 4.12 | 68.8% |
| Council meeting viewing in person | 137 | 45 | 87 | 4 | 2 | 423 | 275 | 4.13 | 66.2% |

| Resource/Communication Satisfaction | | | | | | | | | |
|-------------------------------------|---------------------|--------------------|------------------------------------|-----------------------|------------------------|------------|----------|---------------|-------------------|
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