



The Grantee Voice: Feedback for Foundations

Understanding the Needs and Experiences of Those Served by Nonprofits

The survey should take about 10 minutes to complete.

Please complete the survey by Friday, December 6th.

NOTE ABOUT THE WORD BENEFICIARIES

Throughout this survey we will use the term “beneficiaries” to refer to those your organization seeks to serve through the services and/or programs it provides. Beneficiaries are often called end-users, clients, or participants.

If you have any questions about this term, please contact Ramya Gopal, Senior Research Analyst, at ramyag@effectivephilanthropy.org or 617-492-0800 ext. 248.

YOUR INTENDED BENEFICIARIES

1. Please state as specifically as possible who or what are the **primary** intended beneficiaries of your organization’s services and/or programs (e.g., high school students, elderly people in the community, stray dogs and cats, trainees in workforce programs, etc.):
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As you answer the following questions, please think of your organization’s primary intended beneficiaries.

LEARNING ABOUT YOUR BENEFICIARIES

2. How well do you believe your organization understands its intended beneficiaries’ needs?

1	2	3	4	5	6	7
←	→					→
Not at all well	Not very well	A little well	Somewhat well	Moderately well	Very well	Extremely well

3. How well do you believe your organization understands the social and environmental causes of its intended beneficiaries’ needs?

1	2	3	4	5	6	7
←	→					→
Not at all well	Not very well	A little well	Somewhat well	Moderately well	Very well	Extremely well

4. Does your organization seek to understand the perspectives of intended beneficiaries as it designs its services and/or programs to address their needs?

- No
- Yes, sometimes
- Yes, always
- N/A: Not possible given who our intended beneficiaries are

5. Does your organization collect feedback from beneficiaries about their experiences with your organization's services and/or programs during the following stages? *(If respondent selects "N/A" or "No" to both rows of the grid, or does not answer either question, skip to question 10.)*

	No	Yes, sometimes	Yes, always	N/A: Not possible given who our intended beneficiaries are
While beneficiaries are engaged in my organization's services and/or programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After beneficiaries have been engaged in my organization's services and/or programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

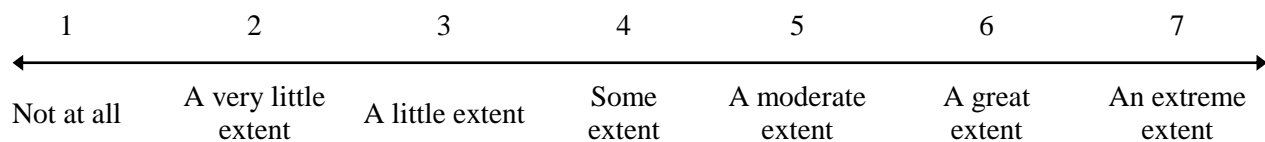
6. Please indicate **all** the methods your organization uses to collect feedback about beneficiaries' experiences with your organization's services and/or programs: *(please select all that apply)*

- Stories from beneficiaries or their representatives
 Systematic interviews with beneficiaries or their representatives
 Focus groups of beneficiaries or their representatives
 Surveys my organization administers to beneficiaries or their representatives
 Third-party administered surveys of beneficiaries or their representatives
 Third-party evaluations of my organization's services and/or programs
 Other: _____

7. What is the **greatest** challenge your organization faces in trying to understand beneficiaries' needs and their experiences with your organization's services and/or programs?

- Ability to communicate with beneficiaries (e.g., language barriers, literacy levels, etc.)
 Ability to locate or get in touch with beneficiaries (e.g., they are located in a remote part of a country, they are homeless, etc.)
 Cost of collecting feedback from beneficiaries
 Lack of staff skills to rigorously collect feedback from beneficiaries
 Apathy on the part of beneficiaries to share their feedback
 Fear among beneficiaries of sharing feedback
 Other: _____

8. To what extent does your organization use the feedback it collects about beneficiaries' experiences with your organization's services and/or programs to improve those services and/or programs?



9. Please provide a brief example of how your organization has used the feedback collected about beneficiaries' experiences with your organization's services and/or programs to improve those services and/or programs: *(only displayed if respondent rated above a 1 for question 8)*
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YOUR FOUNDATION FUNDERS' UNDERSTANDING OF YOUR INTENDED BENEFICIARIES' NEEDS

10. How many of your foundation funders do you believe have a deep understanding of your intended beneficiaries' needs?
- Don't know
 - None of my foundation funders
 - A few of my foundation funders
 - Some of my foundation funders
 - Most of my foundation funders
 - All of my foundation funders
11. How many of your foundation funders do you believe have a deep understanding of the social and environmental causes of your intended beneficiaries' needs?
- Don't know
 - None of my foundation funders
 - A few of my foundation funders
 - Some of my foundation funders
 - Most of my foundation funders
 - All of my foundation funders
12. With how many of your foundation funders is there **alignment** between their understanding of your intended beneficiaries' needs and your organization's understanding of their needs?
- Don't know
 - None of my foundation funders
 - A few of my foundation funders
 - Some of my foundation funders
 - Most of my foundation funders
 - All of my foundation funders
13. How many of your foundation funders have **funding priorities** that you believe reflect a deep understanding of your intended beneficiaries' needs?
- Don't know
 - None of my foundation funders
 - A few of my foundation funders
 - Some of my foundation funders
 - Most of my foundation funders
 - All of my foundation funders

14. How many of your foundation funders have **programmatic strategies** that you believe reflect a deep understanding of your intended beneficiaries' needs?

- Don't know
- None of my foundation funders
- A few of my foundation funders
- Some of my foundation funders
- Most of my foundation funders
- All of my foundation funders

15. Thinking about your foundation funders that best understand your intended beneficiaries' needs, what is it about the way those foundations do their work that sets them apart from other foundations?

YOUR FOUNDATION FUNDERS' UNDERSTANDING OF YOUR BENEFICIARIES' EXPERIENCES

16. How many of your foundation funders provide **financial or nonmonetary assistance** to your organization to collect feedback about beneficiaries' experiences with your organization's services and/or programs?

- None of my foundation funders
- A few of my foundation funders
- Some of my foundation funders
- Most of my foundation funders
- All of my foundation funders

17. When your organization has received this assistance from foundation funders to collect feedback about beneficiaries' experiences, has your organization tended to ask for this assistance or have your foundation funders tended to raise the issue of providing it?

- My organization has never received this assistance from a foundation funder
- My organization has tended to ask our foundation funders for this assistance
- Our foundation funders have tended to raise the issue of providing this assistance
- Both my organization and our foundation funders have tended to raise the issue of this assistance

18. With how many of your foundation funders does your organization share the feedback it collects about the experiences beneficiaries have with your organization's services and/or programs?
(only display questions to respondents who answered "yes" to question 5)

- None of my foundation funders (skip to question 21)
- A few of my foundation funders
- Some of my foundation funders
- Most of my foundation funders
- All of my foundation funders

19. What types of feedback about beneficiaries' experiences with your organization do you typically share with your foundation funders? *(please select all that apply) (only display questions to respondents who answered "Yes" to question 5)*

- Stories from beneficiaries or their representatives
- Systematic interviews with beneficiaries or their representatives
- Focus groups of beneficiaries or their representatives
- Surveys my organization administers to beneficiaries or their representatives
- Third-party administered surveys of beneficiaries or their representatives
- Third-party evaluations of my organization's services and/or programs
- Other: _____

20. How often does your organization share with its foundation funders negative feedback provided by beneficiaries about their experiences with your organization's services and/or programs? *(only display questions to respondents who answered "Yes" to question 5)*

- Never
- Rarely
- Sometimes
- Often
- Always

21. Do you have any other comments about understanding the needs and experiences of beneficiaries or any feedback on this survey?
