



Fetterman & Associates

MISRGO Office Evaluation Survey

REPORT ON GRANTEE SATISFACTION WITH THE OFFICE'S SERVICES

26. Rate MISRGO office's overall effectiveness in helping you accomplish your goals (as stated in your grant):			
represents an obstacle		0	0%
not effective		0	0%
neutral		2	13%
effective		7	47%
very effective		6	40%
Total		15	100%

FETTERMAN & ASSOCIATES
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INTRODUCTION

The Minority Initiative Sub-Recipient Grant Office (MISRGO) is composed of highly dedicated and knowledgeable staff members. They are also self-reflective and committed to improving their services to grantees. They want to know how grantees perceive their efforts so that they can better understand grantee needs and improve on their own performance. A survey of grantees was conducted to contribute to these goals.








BACKGROUND

An online survey was launched on May 15, 2007 and closed June 1, 2007. The findings presented in this report are based on an 89% response rate.





OVERVIEW




Grantees strongly agree that MISRGO staff members are approachable and friendly (75%). In addition, grantees are very satisfied with MISRGO's service (87% overall effective or very effective rating; 87% very positive and constructive or helpful rating; 88% satisfied or very satisfied with the workshops rating; and 94% agreed MISRGO shares best practices). Areas meriting attention include: the reporting process, timeliness of payment, and connecting grantees with experts. The detailed findings constitute the remainder of this report.

DETAILED FINDINGS



1. How long have you been working with the MISRGO Office? (select one)			
1st year		2	12%
2nd year		3	19%
3rd year		2	12%
4th year		3	19%
5th year		4	25%
6th year and beyond		1	6%
Other, Please Specify View Responses		1	6%
Total		16	100%

Communication




2. What is your preferred way of communicating with the MISRGO Office? (select the appropriate one below in the pull down menu)			
email		7	44%
telephone		7	44%
face-to-face		1	6%
mail (postal)		0	0%
no preference		1	6%
Total		16	100%

3. How often do you communicate with the MISRGO Office (each year)?			
0		0	0%
1		0	0%
2		0	0%
3		0	0%
4		0	0%
5		1	6%
6		0	0%
7		0	0%
8		0	0%
9		0	0%
10		1	6%
11 or more		14	88%
Total		16	100%

4. If you have not met with the MISRGO Office, please indicate the TOP reason:			
no need to meet		0	0%
my schedule		0	0%
their schedule		0	0%
lack of interest (my lack of interest)		0	0%
lack of interest (their lack of interest)		0	0%
other		0	0%
Total		0	0%

5. Who usually requests contact, the MISRGO Office or you?			
MISRGO Office		6	43%
Me		8	57%
Total		14	100%

Relationship

6. Select the term that best describes your relationship with the MISRGO office:			
very positive and constructive		12	75%
helpful		2	12%
neutral		2	12%
not helpful		0	0%
adversarial and argumentative		0	0%
Total		16	100%

7. Please rate how strongly you agree or disagree with the following statements:





Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	strongly disagree	disagree	neutral	agree	strongly agree
I feel comfortable going to MISRGO Office staff members to discuss my progress	0 0%	0 0%	0 0%	6 38%	10 62%
It is easy and convenient to contact MISRGO staff for a meeting	0 0%	0 0%	2 12%	8 50%	6 38%
MISRGO staff members helped me with technical assistance needs	0 0%	1 6%	0 0%	6 38%	9 56%
MISRGO staff members helped me with financial matters	0 0%	1 6%	1 6%	5 31%	9 56%
MISRGO staff members provide me with helpful feedback regarding my plans and activities	0 0%	0 0%	2 12%	4 25%	10 62%
MISRGO staff members have referred me to people in the community or to experts to help me accomplish my objectives	0 0%	2 12%	6 38%	5 31%	3 19%
MISRGO staff members are approachable and friendly	0 0%	0 0%	1 6%	3 19%	12 75%

8. Please rate your level of satisfaction with the the following workshops (if not applicable select neutral):




Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	very dissatisfied	dissatisfied	neutral	satisfied	very satisfied
RFP	0 0%	0 0%	4 25%	5 31%	7 44%
Collaboration	0 0%	0 0%	2 12%	10 62%	4 25%
Reporting (financial and programmatic)	0 0%	2 12%	1 6%	6 38%	7 44%
Volunteer Training	0 0%	0 0%	8 50%	5 31%	3 19%
Advocacy	0 0%	0 0%	5 31%	6 38%	5 31%





9. Please rate your overall level of satisfaction with the MISRGO office concerning their workshops

very dissatisfied		0	0%
dissatisfied		0	0%
neutral		2	12%
satisfied		8	50%
very satisfied		6	38%
Total		16	100%

10. Rate how useful MISRGO office follow-up is after the workshop			
very useful		7	44%
useful		5	31%
neutral		2	12%
not useful		2	12%
not a good use of my time		0	0%
Total		16	100%

11. What kinds of workshops would you like to receive?	
#	Response
1	How to properly submit revisions and what can be revised; on both activities and budget.
2	Evaluation
3	I Am Satisfied with what is being done
4	Advocacy
5	I would like to have a workshop on reporting again. I am still a little confused about the system. I think it could be made simple.
6	How to properly present effective presentations, Grant writing
7	involving youth
8	-Grant Writing

15. Rate how satisfied you are with MISRGO technical assistance:			
very dissatisfied		0	0%
dissatisfied		0	0%
neutral		4	25%
satisfied		6	38%
very satisfied		6	38%
Total		16	100%

16. Rate how effectively MISRGO connects policies to practical tobacco prevention practices:			
very effective		4	25%
effective		6	38%
neutral		5	31%
not effective		0	0%
no connection is made		1	6%
Total		16	100%

Reporting

17. Rate your level of satisfaction with the current reporting process

very dissatisfied		1	6%
dissatisfied		2	12%
neutral		3	19%
satisfied		7	44%
very satisfied		3	19%
Total		16	100%

18. Rate how easy it is to use online reports

not useable		0	0%
not easy		1	6%
neutral		5	31%
easy		5	31%
very easy		5	31%
Total		16	100%

19. What would you recommend to make the reporting process more useful to you?

#	Response
1	I recommend that the online reporting have a printable link and spell-check option. This would reduce the challenges of reporting and make it the grantee will not have to complete two reports for MISRGO. It is very stressful trying to make sure that you've reported the same activities in order and past tense, and with a detailed outcome of the demographics.
2	One report that includes information for both ADH and MISRGO
3	Less Paper work
4	N/A
5	It will be helpful if we get the feedback after each report to let us know what is expected in the next report.
6	simplify the codes
7	Combine the two reports into one report per quarter.
8	nothing
9	Make sure system is up and working daily as to not delay my input.

Accountability

20. Are you on track meeting deliverables outlined in your contract?

Yes		15	94%
No		1	6%
Total		16	100%

21. Rate how effectively MISRGO

	is an obstacle	not effective	neutral	effective	very effective
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.					
helps you report progress on a timely basis	0 0%	1 6%	2 12%	5 31%	8 50%
helps you spend funds appropriately	0 0%	1 6%	2 12%	8 50%	5 31%
helps you accomplish your objectives	0 0%	0 0%	4 25%	7 44%	5 31%



22. How satisfied are you with MISRGO concerning

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	very dissatisfied	dissatisfied	neutral	satisfied	very satisfied
the timeliness of their payments	2 13%	2 13%	2 13%	3 20%	6 40%
the amount of money you received	0 0%	0 0%	6 40%	6 40%	3 20%
their assistance with any financial amendments	0 0%	0 0%	3 20%	7 47%	5 33%

23. What has been MISRGO's office most useful contribution to you?

#	Response
1	I enjoyed the site-visit. They were able to give me detailed information about what had been reported, how many times, and when
2	Explaining The Process of each Issue
3	They are a very concern grop
4	Financial questions. Availability of promotional items helps us with our event
5	helping me with the codes
6	Their efforts to assist when needed and their quick response.
7	If there is any problem with any of my reports I am notified before due date to make changes.
8	everything
9	Being a newcomer mid-year through the grant process, MISRGO staff assisted with contacts, planning techniques, effective scheduling and financial consulting.
10	They have helped us to continue to sustain our tobacco prevention program and to get the word out to youth and adults.
11	Training




24. Does the MISRGO share best practices?

Yes		15	94%
No		1	6%
Total		16	100%

25. What could the MISRGO office do better to meet your needs?

#	Response
1	Most of the conference are so far away from my office and I know that it is hard for them to change that, however, if there was some type of tele-conference option that would save grantees that have to drive 3hours or more for no urgent meetings and/or trainings.
2	Utilize their website or a internet collaboration tool to include posting important information pertaining to reporting, financial, or annoucements to grantees (i.e. forms, resouces used on a regular basis). Also a means for communication between subgrantees.
3	Supply More Promotional Items
4	Yes
5	Payment in the timely manner of monthly financial report
6	Continue to submit quarterly newsletters to keep us informed on what other grantees are doing.
7	Allow a few changes if needed
8	All needs are met.
9	nothing

26. Rate MISRGO office's overall effectiveness in helping you accomplish your goals (as stated in your grant):

represents an obstacle		0	0%
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effective		7	47%
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CONCLUSION

Overall, grantees are very satisfied with MISRGO services. 88% communicate with the office 11 or more times a year. Grantees are as likely to contact MISRGO as MISGRO staff contacting them, which is a measure of the comfort they have working together. This observation is validated by other responses such as 87% characterize their relationship as helpful or very positive and constructive and 100% are comfortable discussing their progress with MISRGO staff members.

Technical assistance services were highly rated (76% satisfied or very satisfied). The RFP and Reporting workshops received the highest ratings (88% satisfied or very satisfied), however, the reporting workshop might be improved. In particular, the volunteer training workshop could be enhanced. Follow-up after the workshop was also highly rated, e.g. 75% rated MISRGO's follow-up as useful or very useful.

Grantees requested the following types of workshops in the future: evaluation, advocacy, reporting, effective presentations, grant writing, and involving youth. They also specifically requested technology training during our workshops.

Grantees thought the MISRGO office was effective or very effective concerning connecting policies to practical tobacco prevention practices (61%). However, there appears to be room for improvement in this area.

One of the most significant measures of dissatisfaction on the survey included: the current reporting process (18% dissatisfied or very dissatisfied). Grantees made specific suggestions to improve the reporting process including: a printable link, a spell-check option for the online reporting program, one report that includes information for both ADH and MISRGO, simplifying the codes, and providing timely feedback.

Another area of dissatisfaction involves money or more specifically: the timeliness of their payments.

In contrast, grantees cited the following areas where MISRGO's office made useful contributions to them: site visits, sharing what others were doing, financial questions, understanding the codes, helping them to continue to sustain their tobacco prevention programs (and get the word out to youth and adults). They also concluded the survey with areas in which MISRGO might better serve their needs:

- Use Internet or telephone services to minimize the long 3 hour drive
- Use their website to post important information, e.g. reporting, financial, and announcements.
- Provide more promotional items
- Make payment in a timely manner
- Provide quarterly newsletters to keep everyone informed

This report represents the first step in the process of evaluating the MISRGO office. Next steps will include a site visit, interviews, and a review of additional documentation.