



Evaluation Report: Connecticut Humanities Grantee Experiences

July 2019

Submitted To:

Connecticut Humanities

CTH has allowed us to plan and implement high-quality programs on civic engagement and civic life that most other funders have neglected or refused to fund. Accordingly, CTH is a leader in creating opportunities for exploring new and different aspects of the human condition and civil society.

-Connecticut Humanities Grantee Survey Respondent

Submitted By:

Anita M. Baker, Ed. D.

Jamie Bassell



CTHumanities – Grantee Experiences Survey Summary

Evaluation Services, July 2019

In the late summer of 2014, Connecticut Humanities (CTH) commissioned an evaluative review of its work. In the winter of 2019, after a particularly challenging time when key funding had been limited and then restored, CTH decided to engage again in evaluative review.¹ A key component of both reviews is focused on grantmaking and grantee interactions. For FY 2015-18 (hereafter 2015-18), feedback was solicited via a modified version of the customized survey that was developed for the FY 2012-14 (hereafter 2012-14) study of applicant/grantee feedback. Data were collected from organizations that applied for funding 2015-18, including those that had received grants and those that did not. This report presents a summary of responses from those organizations including comparisons where appropriate to the 2012-14 results. It is the first of several reports that will be produced through the 2015-18 evaluative review. Findings from these 2015-18 direct responses of applicants and grantees are summarized to help Connecticut Humanities recognize its impacts and identify areas of its work that may need to be strengthened.

Use Caution When Comparing 2012-14 to 2015-2018

The 2012-14 and 2015-18 surveys are not exactly alike. The first survey included a neutral option on a five-point scale as an answer choice for most survey items. Most items on the 2015-18 survey used a four-point, forced-choice scale. Additionally, where on the original survey respondents were asked to think about their most recent grant (that was either received or declined), the 2015-18 survey asked respondents to describe typical experiences across the time frame.

Survey Respondent Characteristics

A total of 203 organizations that had applied to Connecticut Humanities for grants during 2015 through 2018 were invited by Connecticut Humanities to participate in this survey. The survey included questions related to the organizations' experiences with the application process, grant administration, the reporting process, the relevance of working with CTH, and ratings of the grantmaker overall. A total of 132 individuals representing 107 separate organizations responded (53% organizational response rate, see appendix for additional details).

Over half (59%) of the respondents identified their position in the agency as project director, one-quarter (25%) responded as the authorizing signatory, and a few identified as fiscal agents (see Table 1). As shown in the summary on the following page, all provided important feedback.

Table 1: Percent of Respondents by Job Position

Role	2012-14 (N= 108)	2015-18 (N=132)
Project Director	58%	59%
Authorizing Signatory	24%	25%
Fiscal Agent	4%	7%
Other (see appendix for a full listing of titles)	14%	9%

¹ The 2012-14 review was focused on three areas of Connecticut Humanities work: Grantee Experiences and Grantmaking, the state-wide Connecticut At Work Initiative, and Key Programs 2015. The Grantee Experience survey was administered to 136 organizations and 108 individuals representing 89 organizations answered (66% organizational response rate). The 2015-18 review focused again on three areas of work: Grantee Experiences and Grantmaking, the StEPs-CT program, and Digital Humanities Sites.

Key Findings from the 2015-18 Grantee Survey

CTH staff is very helpful and act as true partners in supporting their grantees.

-Survey Respondent, Educational Organization, New Grantee

- **Feedback about the application process was very positive.** Almost all respondents from the 2015-18 cohort agreed the process for completing applications was clear and appropriate, a substantial majority agreed that decision-making regarding grant applications was clear, and more than three-fourths of the 2015-18 respondents agreed the work and/or time required to develop a full proposal was appropriate given the level of funding. Many more respondents from the 2015-18 cohort as compared to the 2012-14 cohort were positive about the application process.
- **Almost all respondents rated their experience with the CTH website favorably overall**, including the information about reporting. A total of 96% agreed it provided useful information for submitting a grant application and was easy to understand and 82% reported it was easy to navigate. Many more respondents from the 2015-18 cohort as compared to the 2012-14 cohort were in agreement about the website's usefulness.
- Almost all respondents provided positive feedback about the grant submission portal agreeing that: it is easy to find and to understand, easy to navigate, and easy to use to submit a grant application. **A total of 92% of 2015-18 respondents agreed they prefer submitting grants using the portal over previous methods of submission.**
- Almost all of the respondents who had had at least one application denied (n=52) reported they were informed in a timely fashion that their application was declined, indicated they received feedback about the decline, and that the decline feedback was *somewhat* or *very useful*.
- **Applicants who received grants offered positive feedback overall about working with CTH.** Most grantee respondents agreed that their experiences were favorable in terms of timeliness, value, details of the grant, assistance, and having a good working relationship with CTH overall. A total of 99% of respondents rated the relationship overall as *good* (22%) or *excellent* (77%). These results were also consistent and better as compared to responses from the 2012-14 cohort, especially regarding provision of TA/support and the amount of work that was expected.
- **Most grantee respondents provided favorable feedback about the reporting process**, finding it clear and reasonable, and many reported that they transferred information learned through reporting to other work and found that the reporting process strengthened their work. A total of 86% of grantee respondents *agreed/strongly agreed* that the amount of time it took to process the final report and send final payment was reasonable. Many more respondents from 2015-18 compared to 2012-14 agreed with these statements.
- **Most grantee respondents (95% or more) from both the 2012-14 and the 2015-18 cohorts indicated that CTH had *some* or *substantial impact* on their organization, field/sector, and local community overall.** Three-fourths of the grantee respondents affirmed that CT Humanities *staff added value to their work above and beyond the grant dollars they received*. Overall, almost all grantee respondents agreed that the CTH grant had a positive impact on their agency in terms of their reputation, programming, and service delivery.

CTH has been supportive, thoughtful, constructive, and accessible throughout the grantmaking processes - to great effect. Our organization has been able to accomplish truly notable and meaningful work as a result - none of these projects could have proceeded without the support of CTH.

-Survey Respondent, Historical Society, Repeat Grantee

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Applicant Interaction with CTH

As they indicated on the 2012-14 grantee survey, 2015-18 respondents reported they heard about CTH in a variety of ways. Many (24%) reported that they learned of CTH from previous experiences with CTH or staff members, from the CTH website (30%), personal contact with CTH staff (32%), or suggestions from a member of their own organization (29%). See Table 2, following.

Table 2: Referral Sources (How Did You Hear About CT Humanities?)

Referral Source	2012-14 (n=107)	2015-18 (n=132)
Previous experience with CTHumanities or staff member	47%	24%
Visiting CTHumanities website	24%	30%
Personal contact with a CTHumanities staff person	22%	32%
Suggestion from a member of your organization	21%	29%
Referral by another nonprofit organization	12%	14%
Public presentation from a CTHumanities staff member	11%	12%
Referral by another grantmaker or corporate-giving program	5%	5%
Personal research on grantmaking organizations*	1%	13%
I can't remember/don't know	9%	8%
Other <ul style="list-style-type: none"> From the CT League of History Organizations' Professional Basics training programs almost 20 years ago. Have been applying for CTH grants for many, many years, since learning how in the CLHO Professional Basics classes sponsored by CTH in the early 2000s. I considered applying when I worked for another nonprofit organization. I have been involved in numerous CTH grants at several nonprofits. I have been working with/requesting grants from CT Humanities since the early 1990s. I was a librarian at New Haven Free Public Library and hosted programs from CT Humanities. I was in a meeting when a peer mentioned CTH so I searched for your website. I then called the office and became a proponent ever since! I've been in the industry and in CT for decades, so CTH and its grants are part of my DNA Long-standing relationship of organization as grantee prior to my arrival. Senator Bob Duff. StEPs-CT (11 individuals). We've been applying for grants because of past experience at other institutions applying for CTH grants. Close connection with Scott on new opportunities. 	9%	7%

* Item 2015-18 included Foundation Center, Guidestar, etc. as examples; the item on the 2012-14 survey read: personal research on Foundation Center, GuideStar, or a nonprofit resource center.

Figure 1: Word Cloud of the Three Words or Phrases that Best Describe CTHumanities (n= 368 responses. Size of words corresponds to frequency of usage)



Table 3: Number of Times Grantees Communicated with CTH

Number of times communicated	2012-14 (n=105)	2015-18 (n=132)
1 time	6%	8%
2 to 3 times	46%	62%
4 to 5 times	33%	22%
More than 5 times	15%	8%
Had a face-to-face meeting with CTH staff	2015-18 only	73%

Application Process Feedback

Respondents from the 2015-18 cohort were asked to estimate the amount of time spent developing the full proposal, and the average number of hours participants reported spending was 22.5, with a range of 1 to 80 hours. **This is substantially less than the average of 33 hours that was reported for the 2012-14 cohort.** Additional feedback about the application process is presented below.

Table 4: Quality of the Application Process

% of Respondents who <i>Agreed/Strongly Agreed</i> with the following:	2012-14 (n=106)	2015-18 (n=132)
The application guidelines provided clear direction on how and when to submit the application.	93%	99%
The length of time to receive a decision was appropriate.	87%	99%
Timeframes for the decision on the grant were clear.	96%	98%
I felt I could contact CTH while developing the application.	95%	98%
The application guidelines and instructions gave a clear explanation of what to include in the full application.	82%	95%
Decision-making regarding grant applications (including who makes the decisions and how) were clear.	68%	88%
The work and/or time required to develop the full proposal was appropriate given the level of funding my organization was requesting.	51%	78%

It's a great resource that makes us museums accomplish great things. The application process is worth the effort.

[The] Application process is straightforward and the CTH staff is great to work with.

As shown in Table 4, for both cohorts, most respondents agreed the process for completing applications was clear and appropriate, especially among the 2015-18 group. Notably, only 68% of the 2012-14 grantees but 88% of the 2015-18 grantees *agreed/strongly agreed* decision-making regarding the grants was clear. Additionally, only about half of the 2012-14 respondents, but three quarters of the 2015-18 respondents *agreed/strongly agreed* that the level of effort to complete the application matched the level of possible funding. Specifically, for 2015-18 grantees:

- Almost all respondents (95% or more) *agreed/strongly agreed* that application guidelines and the timeframes for decisions were clear; the length of time to receive a decision was appropriate; and the application guidelines and instructions gave clear explanations of what to include in the full application.
- A total of 98% of respondents agreed they *felt they could contact CTH while developing the application* including 76% who *strongly agreed*.

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- A substantial majority of respondents (88%) indicated decision-making regarding grant applications (including who makes the decisions and how) was clear, and almost three-fourths of respondents (78%) *agreed/strongly agreed* that the work and/or time required to develop the full proposal was appropriate given the level of funding requested.

A total of 20% of the 2015-18 respondents had specific suggestions or commentary regarding how the application guidelines or process could be improved. The main suggestions made by participants focused on simplifying/streamlining the application process, making it more flexible and adjusting the budget forms. A few respondents also made more general comments about navigation and there were some more individualized requests/complaints as well. Selected respondents' comments follow:

Selected suggestions made by grantees on the application guidelines/process (n=31)

- The early days of using the portal were confusing, but I feel that either it has been improved, or I (a confirmed technophobe) have learned to be comfortable with it. It's very helpful.
- It would be great if there was a way to streamline the application and require less information.
- My suggestion is to decrease the narrative responses and increase overall flexibility.
- Questions/prompts could be more concise and aligned with questions/prompts asked by similar foundations and grantors.
- I have advocated simplification for many years. I realize that is difficult when dispensing federal monies, but it is not cost effective for me to apply for a small grant.
- Applications for quick grants could be shorter/simpler.
- The budget spreadsheet does not match the typical buckets for an exhibit and the categories are vague and overlapping. We spend an inordinate amount of time trying to figure out where to place specific activities and expenses on the budget spreadsheet.
- Budget format is not appropriate for larger or more complicated organizations.
- The financial portion was a little complicated.
- Grant budgets should be allowed to be submitted via any template/form. Classifying artistic projects into the preordained boxes is complicated.
- Move the links closer to the CTH homepage.
- Clear and easy ways to maneuver through an application, save and finish later, etc.
- Clearer language differentiating the grant portal from the events posting portal; put the access buttons at the TOP of the page, where they are more visible.
- Disappointed to read that the number of annual deadlines for planning and implementation grants has been decreased from four to two. While it may decrease the burden on CTH staff, it adds to the complexity of timing submittals for applicant organizations.
- A little more detail on writing the grant if a group of non-profits work together for one theme.

All feedback and comments about the application guidelines/process were shared directly with CTH.

As they had in 2012-14, respondents from the 2015-18 cohort rated their experience with the CTH website favorably overall, as seen in Table 5, following. Almost all respondents (and substantially more

than for the previous cohort) agreed the website provided useful information and was easy to understand and use. Specifically, for the 2015-18 cohort:

- A total of 96% of respondents *agreed/strongly agreed* that the website provided useful information for submitting a grant application and was easy to understand.
- A total of 82% of respondents *agreed/strongly agreed* the website was easy to navigate, but almost 20% *disagreed/strongly disagreed*.
- Almost all respondents (95%) indicated that the website provides useful information for completing reports, and 94 percent *agreed/strongly agreed* the information about reporting is easy to understand.

Table 5: Experience with CTH Website

% of Respondents who <i>Agreed/Strongly Agreed</i> with the following:	2012-14 (n=106)	2015-18 (n=132)
The website provides useful information for submitting a grant application.	82%	96%
The information provided on the website is easy to understand.	77%	96%
The website is easy to navigate.	72%	82%
The website provides useful information for completing reports. (n=65* from 2012-14 and n=88 from 2015-18)	66%	95%
The information about reporting is easy to understand. (n=85 from 2015-18)	2015-18 only	94%

*Only respondents who received grants and completed reports responded to this question.

During the 2015 – 2018 period, CTH transitioned to a new grant submission portal. Respondents agreed their experiences with the new portal were positive. Specifically:

- Over 92% of respondents *agreed/strongly agreed* that the information on the portal is easy to find and to understand.
- A total of 90% of respondents *agreed/strongly agreed* the portal is easy to navigate, and 92% reported it was easy to submit a grant application.
- A total of 92% of respondents agreed that they prefer submitting grants using CTH's grant submission portal to previous methods of submission.

Table 6: Experience with CTH Grant Submission Portal

% of Respondents who <i>Agreed/Strongly Agreed</i> with the following:	n*	2015-18
The information provided on the portal is easy to find and to understand.	101	92%
The portal is easy to use to submit a grant application.	100	92%
The portal is easy to navigate.	99	90%
I prefer submitting grants using CTH’s grant submission portal to previous methods of submission.	66	92%

* Some respondents indicated they didn’t know or that the question was not applicable. They are not included in these results.

The portal is great. It is one of the best for online submissions that I have ever used and beats the days of delivering multiple large packets of materials to the offices!

I was not the one to use the portal for final submission. A new staff member was, however, and she had no trouble negotiating all of this. She had never submitted a CTH application before and had no trouble.

A few respondents (15%) reported they did experience problems with the portal or website, see text box for examples (a full listing of these problems has been made available to CTH).

Examples of problems experienced with Grant Submission Portal

- Only issue was finding the information for completing the final report.
- When submitting our final report and project narrative for a Quick Grant, it wasn't clear to us whether it should be uploaded via the portal, or simply emailed.
- We had some problems using the right passwords, and then getting to the right screens to use the application.
- I wonder if the portal could be accessed without a login so visitors could see it. Then to get to your specific request you do the login. I don't know if that's possible.
- At first, it was difficult to find. I confused it with the portal to post events. Once I found it, it was pretty easy to use.
- The log in for an applicant’s general CTH account and the portal account were confusing. I had to call and email multiple times before I really understood they were two unconnected things!
- When it times out, you lose work. Yes, one can prepare responses offline, i.e., in Word, but that just adds to the time the whole process takes because you have to recreate the whole application.
- The budget section required a password that we had to seek out from staff. The word count on the portal didn't match that provided by MS Word.
- After I entered a confirmation password that did not match the first entry, I could not correct it; I had to exit and start all over.

All feedback and comments about the application guidelines/process were shared directly with CTH.

A total of 98% of the 128 respondents who answered the 2015-18 survey question about new requests indicated they would apply for grant funds from CTH again (the proportions who would and their explanations of why were very similar to the 2012-14 cohort). Many respondents elaborated on their reasons why, as seen below, clarifying that: (1) CTH offered a lot of support, especially staff member Scott Wands who was mentioned by multiple respondents in answers to many questions on the survey; (2) CTH was one of the only sources of funds for small organizations and organizations that administer humanities-focused programs; (3) CTH priorities fit well with the priorities of the grantees; (4) CTH’s application process makes them think hard about their proposed work and that always makes the project better; and (5) being associated with CTH gives them broader approval and appeal and helps them attract other funds.

Selected comments: Why grantees would apply for grant funds from CTH again (n=63)

- The process was not difficult and the support was excellent.
- The application strongly encouraged you to contact the CTH office to discuss your grant prior to submitting. I contacted the office early in the process and the staff were extraordinarily helpful in guiding me to the right application, reading my drafts, and answering any questions that I had. I would feel good about going through this process again and would not hesitate to call.
- I think CTH works hard to fund as many projects as possible. They really are supportive during the process. [Staff] was helpful and encouraging.
- It is an excellent funding source within Connecticut, which is difficult to find.
- One of the very few granting opportunities for our small historical society and museum.
- An important source for support for history related programs in the State, particularly for small organizations.
- One of the few sources for cultural financing in the state.
- CTH grants have given our small organization the potential to create dynamic events and exhibits.
- CTH provides essential funding to heritage organizations.
- Their mission aligns well with our interest in catalyzing civic dialogue around topics and themes in our productions.
- Well aligned with our projects and a positive donor experience.
- CTH's funding priorities frequently align with the projects we do.
- Funding is timely and areas of interest match our institution's goals and activities.
- Helps enrich our programs and exhibitions. Useful level of funding. Timeframe is reasonable.
- Because the process helps me, the narrative writer, define my project goals and gets the project rolling. I especially appreciate the two-tiered system of planning and then implementation.
- Funding from CT Humanities gives a stamp of approval to our programs; you are one of the few organizations in CT that are clearly available for humanities programming.
- The money is great and helpful, but the "stamp" of approval also makes other funding more likely.
- The CTH grants allow me to leverage other funding (matching funds) to support innovative programs that focus on civic life and participation in CT drawing from humanities themes.
- We need the support financially and like to share the fact that we are supported by CT Humanities.

All feedback and comments about why applicants would apply again were shared directly with CTH.

Feedback from Applicants Who Had a Grant Declined

A total of 52 of 130 respondents (40%) who answered this survey question reported that they had at least one grant declined during the 2015 – 2018 grantmaking period ² and 46 of them provided additional details about that process and the feedback from CTH (see Table 7).

- Almost all respondents (96%) reported they were informed in a timely fashion that their application was declined and almost all respondents (96%) reported they received feedback.
- Almost all respondents (96%) indicated that the decline feedback was *somewhat* (32%) or *very useful* (64%).

Table 7: Feedback on Application Declines

% of Respondents who answered Yes to the following:	2012-14 (n=14)	2015-18 (n=46)
Informed in a timely fashion that the application was declined	90%	96%
Received feedback on why grant was declined	100%	96%
% of respondents who rated usefulness of the feedback:		
Not useful	0	4%
Somewhat useful	88%	32%
Very useful	12%	64%

Most of the respondents with declined grants (n=52) further clarified ways in which CTH or its staff added value to grantees' work despite not having received the grant. As they had in 2012-14, they reported that they learned more about grant writing and what it takes to obtain funding from CTH, especially regarding representation of humanities themes. Applicants whose grants were declined also got new ideas and strategies to strengthen their programs for future CTH or other requests.

Selected comments: Feedback about declined grant applications (n=32)
<ul style="list-style-type: none"> • The feedback helped us refine the project, which carried on even without the grant. It put a fire under our development department to seek out (and get) other funding. It strengthened the project by making us address areas where we were deficient in the application. • By discussing the rejection, I better understood the parameters for future applications. • Scott made clear where the weaknesses were and gave suggestions for improvement. We applied again, and were approved. The resulting exhibit, that is getting RAVE reviews, was strengthened by his positive criticism. It was the first time that I've ever had a grant application <i>declined (I've been awarded many)</i>, and the way that CTH handled it turned it into a good learning experience. <i>I know where I got lazy, and know where I outright failed. Won't do it again!</i>

See the appendix for additional comments regarding feedback when a grant is declined. The full set was shared directly with CTH.

² This included 43 who had been declined, but had also received grants.

Grantees' Assessments of Their Relationship with CTH

Applicants who received grants offered positive feedback overall about working with CTH. As seen in Tables 8 and 9 (following page), most 2015-18 grantee respondents *agreed/strongly agreed* that their experiences were favorable in terms of timeliness, value, details of the grant, assistance, and having a good working relationship with CTH overall and these results were consistent with or better than results for the former cohort (see Table 9). In particular, for the 2015-18 cohort:

- All but one grantee respondent rated the relationship with CTH overall as *good* or *excellent*. A total of 77% rated the relationship as *excellent*.
- All but two respondents (98%) *agreed/strongly agreed* that CTH was approachable; and 98% *agreed/strongly agreed* conversations with CTH staff were constructive and productive.
- Nearly all respondents (97%) *agreed/strongly agreed* that CTH staff responded to calls/emails within a reasonable period of time (68% *strongly agreed*); and nearly all respondents (97%) *agreed/strongly agreed* that the association with CTH proved valuable to their organization.
- Nearly all respondents (97%) *agreed/strongly agreed* that the length of the grant was appropriate to their need (and this represented a slight increase as compared to the 2012-14 cohort).
- A total of 95% *agreed/strongly agreed* that CTH staff provided technical assistance/support as requested (compared to on 81% who *agreed/strongly agreed* for the previous cohort).
- A total of 87% of respondents (compared to only 68% of 2012-14 respondents) *agreed/strongly agreed* that the grant amount was fair for the amount of work expected.

Table 8: Assessments of Working with CTH

% of Respondents who <i>Agreed/Strongly Agreed</i> with the following:	2012-14 (n=81)	2015-18 (n=116)
I found CTH staff to be approachable.	99%	98%
I found conversations with CTH staff to be constructive and productive.	97%	98%
CTH staff responded to my calls/emails within a reasonable period of time.	98%	97%
The association with CTH proved valuable to my organization.	94%	97%
The length of the grant was appropriate to our needs.	88%	97%
CTH staff provided technical assistance/support to my organization as requested.	81%	95%
The grant amount was fair for the amount of work expected.	68%	87%

- As stated previously and shown below, a total of 99% of the 2015-18 cohort of grantees rated their relationship with CTH very positively. Further, as shown in the appendix, with one exception, this was true for each type of agency. (A total of 92% of the 12 respondents from arts organizations were positive, but one indicated the working relationship was *somewhat difficult*; a total of 100% of those from art museums, educational organizations, history/museum/society organizations, libraries, and those identified as *other* rated the relationship as *excellent* or *good*, see Appendix Table 3). Similar feedback was reported by grantee tenure, award level and organization budget size (see Appendix Tables 4, 5 and 6).

Table 9: Overall Rating of Working Relationship with CTH

Rating of Relationship with CTH	2012-14 (n=81)	2015-18 (n=116)
Excellent	73%	77%
Good	25%	22%
Somewhat difficult	1%	1%
Very difficult	1%	0

Additional comments regarding the overall rating of the working relationship with CTH provided additional details about beneficial dynamics between grantees and CTH. Selected comments are below:

Selected additional comments about the working relationship with CTH (n=54)
<ul style="list-style-type: none"> There is a lot here to unpack: (1) The staff are extremely approachable and helpful; (2) The grant lines fund the things we want to do; (3) CTH is proactive in reaching out to organizations; (4) CTH is flexible about necessary changes in grant budgets; (5) CTH funds the humanities broadly, rather than sticking to a few, narrowly defined types of projects; (6) CTH does not discriminate against small organizations; (7) CTH understands that most people encounter the humanities in their local communities, not in distant, large institutions. They have been very helpful in advising us about applying for program support, and their thoughtful feedback has not only improved the applications, but also the finished product supported by the grant. Scott Wands is very approachable, quick to respond, and a helpful guide through the process. Through the StEPs-CT program we developed a very good working relationship. They care about us and wanted us to succeed. I consider CTH to be a valuable advocate for historic preservation organizations in our state, and an especially important resource for small museums and historic societies in guiding them toward best practices and helping to fund special events and exhibits. Staff has always been available to consult with and answers questions and concerns in a timely manner. As a partner organization, we find the CTH folks to be great collaborators and supportive of our work. We have always had two-way communication on grant applications and/or received a call when funding was coming up and would we like to submit.

All feedback and comments about grantees working relationship with CTH were shared directly.

Grantee Assessment of the CTH Reporting Process

Most grantees from the 2015-18 cohort found the CTH reporting process to be clear, useful, and reasonable. Most also reported they learned from the process and that report writing had strengthened their programs. Many more grantee respondents from the 2015-18 cohort were positive about report writing than the group from the previous cohort (see Table 10 below). Specifically, for the 2015-18 cohort:

- Most respondents *agreed/strongly agreed* that the grant reporting requirements were clearly communicated (93%), that the time it took to complete reporting was reasonable (86%), and that the reporting guidelines were useful (85%).
- Unlike those from the 2012-14 cohort, almost all (90%) of the grantee respondents from the 2015-18 cohort *agreed/strongly agreed* the reporting requirements were appropriate to the grant size and duration.
- A total of 76% of grantees from the 2015-18 cohort (as compared to only 54% of those from 2012-14) *agreed/strongly agreed* they had transferred the information they learned through reporting to other work.
- A total of 77% of grantees from the 2015-18 cohort (as compared to only 43% of those from 2012-14) *agreed/strongly agreed* that participation in the reporting process strengthened their program.
- A total of 86% of grantees from the 2015-18 cohort *agreed/strongly agreed* that the amount of time CTH took to process the final report and send final payment was reasonable.

Table 10: Assessments of the CTH Reporting Process

% of Respondents who <i>Agreed/Strongly Agreed</i> with the following:	2012-14 (n=78)	2015-18 (n=116)
The grant reporting requirements were clearly communicated.	88%	93%
Reporting requirements were reasonable and appropriate to the grant size and duration.*	66%	90%
The time it took to complete reporting was reasonable.	63%	86%
The grant reporting guidelines were useful.	84%	85%
Participation in the reporting process strengthened our program.	43%	77%
We have transferred information learned through reporting to other work.	54%	76%
The amount of time CTH took to process the final report and send final payment was reasonable.	2015-18 only	86%

* This was asked as two items (reasonableness, appropriateness) on the 2012-14 survey. Result here is the average.

Improving the CTH Reporting Process

When asked whether there were ways CTH could improve the reporting process, grantees requested that directions, including directions about where the reporting guidelines are located, be made clearer. Many also requested that reporting, especially financial reporting, be made simpler, and a few grantees made other specific requests/suggestions (see the comments in the box below)

Clarify Directions

The financial reporting process required some hand-holding on Scott's part. He was great at this and very helpful, but clearer directions would have made things easier for us all.

Making the grant report more accessible on the website would be beneficial. The directions to find the grant report got us there (in the grant award materials), but a simple search on the website did not locate the grant report.

With respect to the financial reporting it needs to specifically spell out how much detail is required.

I did find some of the instructions for my part (fiscal) confusing.

The budgeting/expenditures spread sheet has repetitive information on four separate pages, streamlining this aspect would simplify the report process

The level of detail required is a bit higher than we experience with other similar funders. Budget reporting is onerous and requires us to provide a much higher level of detail (e.g. copies of checks) than other organizations, suggesting a lack of trust in our fiscal stewardship.

Simplify and Reduce the Work Required

Simplify the narrative and financial reporting; make it an online process.

We found that the final financial reporting was much more detailed than the grant application financials.

Simplify and minimize reporting requirements. For Quick Grants in particular spending hours on reports is not in proportion to the amount of money received.

Shorten and remove any redundancies.

Other Requests

If it were possible to make the degree of reporting variable in relation to the size of the grant, that would be amazing.

If the final reporting could be processed within the portal, that would be tremendously helpful.

Send a reminder to file the final report.

For grants other than quick grants, it may be helpful to have an interim report to force organizations to reflect on progress and refocus moving forward towards the final report.

I'm not an advocate of a mid-term and final report but possibly a required conversation with a CTH staff member at the project's midpoint could yield helpful suggestions and get a project back on track.

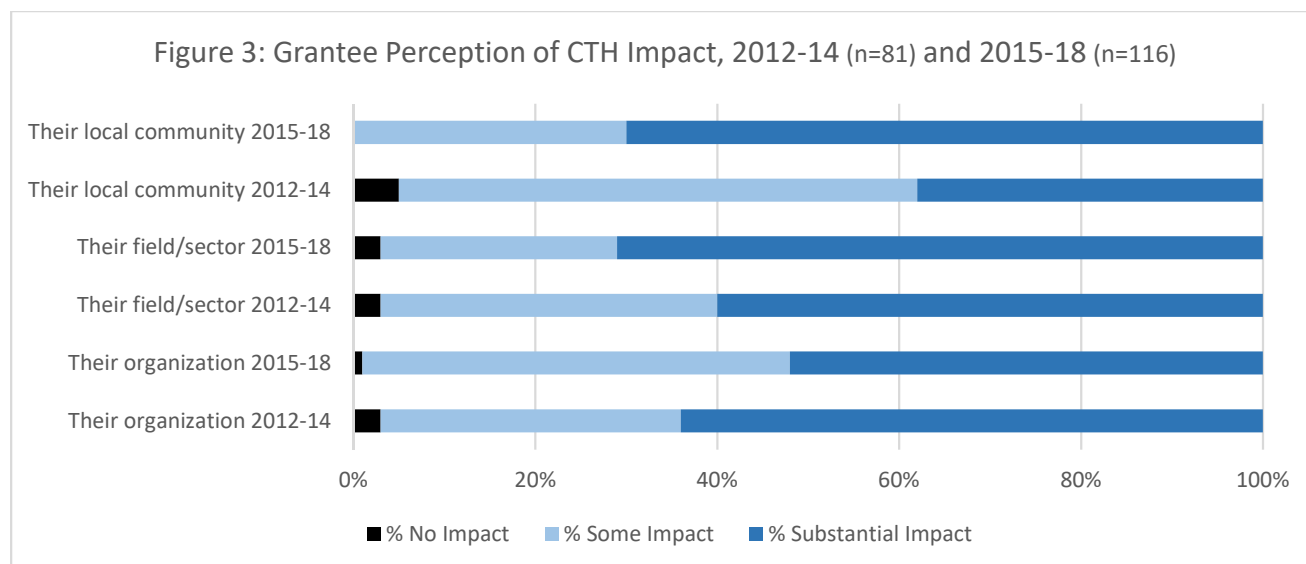
Relevance of Working with CTH

In this final section of the survey, grantees were asked broader questions about CTH and humanities work. First, grantees were asked how they define humanities, and most grantee respondents used words and phrases such as “*culture, human experience, and human condition*,” identified specific subjects like *art, history, literature, music*, and they included active terms such as *interactive, expression, explore, learn and connect*. The descriptions were similar to those shared on the 2012-14 survey. Frequent responses are shown in Figure 2 below.

Figure 2: Word Cloud of Responses to the Question: How Does Your Organization Define Humanities?
(n=121, 70 words total. Size of words corresponds to frequency of usage)



Grantees were also asked about additional value and impacts of CTH support and almost all respondents (95% or more) indicated that CTH had *some* or *substantial impact* on their organization, field/sector, and local community overall (see Figure 3).



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As described in previous sections, grantee respondents were clear that CTH was maintaining effective donor practices. This included using a straight-forward application process including a useful website and grant application portal, providing staff support and technical assistance during the application and grant periods, always maintaining good relationships with grantees, managing declines effectively and requiring a useful reporting process. In addition, **a substantial majority of grantee respondents (72%) affirmed that CTH staff added value to their work above and beyond the grant dollars they received.** Grantee respondents clarified that staff accomplished this by brainstorming, sharing resources, and providing constructive feedback to them that also helped them to build confidence and stay focused on humanities content, by providing a “stamp of approval” and participating in their events, and by helping them to make connections. Comment such as those below exemplify these CTH interactions.

Brainstorming/Sharing Resources/Providing Positive Feedback/Checking for a Humanities Focus

CTH staff is always willing to share research resources, guidance, collaborator information and generally brainstorm an idea. The latter is extremely valuable in helping us assess if proposed projects are truly humanities based.

Constructive feedback during the application process improved the programming we were able to share with audiences.

It was helpful to know that CTH staff saw the value of our work. It was uplifting and motivating.

Through conversations during proposal development, helped us to consider important questions about our project that helped us to focus and frame our work in a meaningful way. Also, CTH's focus and mission is important and well aligned with our focus and mission, so the association and partnership is positive

The project funded by the CTH grant was a new type of project for our organization, and does not fall with our general scope of work. The guidance received by CTH was critical to the success of the overall project.

Advice from staff on how to strengthen the humanities context in our programs has proven very valuable and given us better insight on what kind of such programs we can develop and plan more effectively.

Working with Scott Wands and his confidence in what we were trying to do gave us confidence to move forward.

Years ago, they taught me how to craft a project that would resonate with our audience, and also how to write the grant itself with the grant readers in mind. Both viewpoints are critical.

The staff generously reviewed our materials and made recommendations that helped us understand how humanities impact our work.

They share expertise and ideas. I feel the special programs they organize are helpful, informative and allow state-wide networking.

Providing a Stamp of Approval/Participating in Grantee Events

The CTH stamp of approval makes other funding sources more comfortable taking a risk.

By attending our events, speaking to the crowd about their support.

Scott Wands paid a personal visit to Guilford when we opened our interactive visitors center and he communicated the worthiness of the project to state and local officials.

CTH's support to a program or exhibition is a mark of distinction, of a job well done and worth viewing.

Helping Grantees Make Connections

CTH facilitated communication with other organizations and individuals; identified opportunities specific to our organization's needs; and we consulted with CTH to assist with creative problem solving.

CTH staff urged us to apply for national awards which we received. This has energized board members, and is strengthening our planned giving campaign.

Staff was helpful in identifying partners that proved to be very valuable and added to success of the program.

CTH gave us access to other grant participants and other organizations in the field.

CTH provided useful contacts in the arts/culture communities.

Staff at CTH are a resource for finding consultants and other individuals to help with projects, talking through the process for a large-scale project, and sharing information about ongoing events.

Giving advice for grants in the future whether with CTH or others.

All feedback and comments about added value beyond grant dollars were shared directly.

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A substantial majority of the grantee respondents also agreed that having acquired a CTH grant resulted in key positive impacts on their organization. This was especially true for the 2015-18 cohort (see Figure 3 and Table 11). Specifically:

- Almost all 2015-18 grantee respondents (92%) *agreed/strongly agreed* that the CTH grant enhanced their reputation; and helped them expand their services (90%). A total of 79% of 2012-14 grantees had agreed the grant helped them expand services.
- A substantial majority of 2015-18 grantee respondents (85%) also *agreed/strongly agreed* that the grant helped them to connect to organizations within their community and had increased their organizational capacity. By comparison, 70% of 2012-14 grantee respondents *agreed/strongly agreed* that the grant helped them to connect to organizations within their community and 62% *agreed/strongly agreed* their CTH grant increased organizational capacity.
- A total of 84% of 2015-18 grantees compared to only 53% of 2012-14 grantees *agreed/strongly agreed* that their CTH grant(s) had increased their financial stability; a total of 82% of 2015-18 grantees and a roughly equal proportion (76%) of 2012-14 grantees *agreed/strongly agreed* that their CTH grant(s) had helped them develop new programming. A total of 77% of 2015-18 grantees compared to only 57% of 2012-14 grantees *agreed/strongly agreed* that their CTH grant(s) had helped them to connect to organizations outside of their community.

Table 11: Impact of CTH Grant on Grantee Organizations

% of Respondents who <i>Agreed/Strongly Agreed</i> with the following:	2012-14 (n=81)	2015-18 (n=116)
Enhanced our reputation*	88%	92%
Helped us expand our services	79%	90%
Helped us to connect to organizations within our community	70%	85%
Increased our organizational capacity	62%	85%
Increased our financial stability	53%	84%
Helped us develop new programming	76%	82%
Helped us to connect to organizations outside of our community	57%	77%

On the 2012-14 survey question read: Enhanced our reputation* **with organizations in our community.**

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Lastly, the grantee respondents to the 2015-18 survey found that working with CTH was better than working with other foundations or funders in a variety of ways. As they had on the 2012-14 survey about three-quarters (73%) rated CTH as *better than other funders* in an overall comparison. They also agreed CTH was *about the same as* or *better than* other funders for multiple features of the grantee-grantmaker relationship (see Table 12 following). Specifically, for the 2015-18 grantees:

- All respondents said CTH was *about the same or better than other funders* in terms of: their knowledge of the humanities field; interactions during the grant application process and during the grant period. (Three-quarters or more of the grantee respondents identified CTH as *better*.)
- Most respondents (96% or more) said CTH was *about the same or better than other funders* in terms of: their openness to feedback, understanding of the needs of the local community and of nonprofit organizations. (Most respondents identified CTH as *better*.)

Table 12: Overall Rating of Relationship with CTH Compared to Other Foundations/Funders

Rated Relationships with CTH compared to other Foundations/Funders	2012-14 (n=81)		2015-18 (n=116)	
	% About the Same	% Better than Other Funders	% About the Same	% Better than Other Funders
Overall comparison to working with other agencies	18%	77%	27%	73%
CTH knowledge of the humanities field	18%	79%	21%	79%
Interactions during the grant application process	27%	71%	25%	75%
Interactions during the grant period	47%	50%	25%	75%
Openness to feedback	21%	76%	32%	65%
Understanding their local community	44%	50%	44%	53%
Understanding needs of nonprofit organizations	38%	58%	37%	59%

Final Comments and Conclusions

When asked to provide final comments regarding the experience of being a CTH grantee respondents expressed appreciation for CTH and its work and further identified unique benefits of being a CTH grantee. Selected comments are shown below.

Selected comments: Final comments about CTH (n=27)
<ul style="list-style-type: none"> • CT Humanities staff has attended events at our organization out of interest and not related to a particular grant proposal. That personal interest means a lot and sets CTH apart from many funders. • The level of planning and detail required in the grant application ensures a well thought out project, but also presents challenges for institutions that have a very small staff. I would suggest periodic review to ensure that institutions of all sizes are applying for and receiving CTH grants. <i>[Note that the current evaluation addresses both questions. Organizations with both smaller and larger budgets applied for and received grants. As shown in the appendix, their responses to the survey regarding proposal demands, reporting and impact were very similar. While the results varied by organization type, there was no distinct relationship between challenge or benefit and organizational budget size or grant size.]</i> • The process for applying to CTH grants is more cumbersome than some other funders, but CTH is much more responsive and more willing to fund a variety of projects, so it is a fair trade-off. • We have been so excited to be able to say we have received a grant from the preeminent granting organization in Connecticut. It is a prestigious honor and we are grateful.

All final comments from grantees were shared directly.

CTH applicants and grantees who responded to the 2015-18 survey provided positive feedback about CTH and its contributions, and their relationship with them. Many specific comments were provided to clarify these findings. Respondents also identified areas where ongoing attention could be focused:

1. While better, the time required for the proposal process is still daunting for some potential grantees. (Note however that no definitive trends were seen by agency type, award level or budget size).
2. The website needs minor adjustments. Almost 20% of respondents indicated it was not easy to navigate. (Specific suggestions are in the report.)
3. There were multiple requests to simplify reporting, especially the financial reporting. (Specific suggestions are in the report.)

These results were similar to and in many cases better than the results reported in the initial grantee survey after the 2012 – 2014 fiscal years. Many, and in multiple cases all applicants and grantees provided positive feedback about the application process, including the website and the grantee portal. Respondents who had had a grant declined indicated they had received feedback about why their application had not been accepted and they confirmed that the feedback was useful. A number of applicant and grantee respondents who had experienced rejections proceeded to have grants funded by CTH in another cycle or funded by other grantmakers after incorporating feedback they received from CTH. Applicants who received grants also offered positive feedback overall about working with CTH and most/almost all agreed their experiences were favorable in terms of timeliness, value and details of their grants. A substantial majority of the grantees agreed the reporting process was clear and reasonable and many reported they used the process to inform other areas of their work and to strengthen programs. Lastly, grantee respondents confirmed that acquiring a CTH grant had important impacts on their organization in terms of reputation, programming and connections and they confirmed that CTH staff, especially Scott Wands who received multiple acknowledgements by respondents, added value to their work above and beyond the grant dollars they received.

APPENDIX I

Additional survey response rate details.

The survey was sent to staff members from 203 organizations that applied for grants during 2015-18. A total of 132 individuals representing 107 organizations responded completely (53% organizational response rate). A total of 88 of the 107 organizations represented had a single respondent and 19 had more than one.

Positions of those who identified as Other: Development Manager; Authorizing Signatory and Project Director; Now Director, was President; Administrator; Fundraising Professional; Advancement Officer; Sr. Associate Director of Institutional Giving; Former Treasurer; Grant Writer and Project Manager; Grants Administrator; Grant Writer (3).

Appendix Table 1: CTH Grants Requested and Awarded for Organization Survey Respondents

Grants and Projects	N	Minimum	Maximum	Average	TOTAL
Total funds requested	107	\$1047	\$214,998	\$27,951	\$2,990,710
Total awarded	93	\$783	\$129,999	\$17,419	\$1,619,946

Appendix Table 2: Respondent Agency Type, Affiliation, Award Group, and Budget Size

Agency Type		N=132
History/museum/society	71	54%
Library	16	12%
Arts organization	16	12%
Other	15	11%
Educational	7	5%
Arts museum	7	5%
Tenure		N=132
New applicant	15	11%
Repeat applicant	2	1%
New grantee	41	31%
Repeat grantee	74	56%
Budget Size		N=132
< \$250k	55	42%
\$250k - \$849k	24	18%
\$850k – 2.4m	20	15%
\$2.5m and above	33	25%
Award Group		N=115
\$100 - \$1500	12	10%
\$1501 - \$9999	47	41%
\$10,000 or more	56	49%

Appendix Table 3: Overall Rating of Working Relationship with CTH, by Agency Type

Rated Working Relationship with CTH as <u>Good or Excellent</u> (n=113)	N	%
Arts museum	7	100%
Arts organization	12	92%
Educational	7	100%
History/Museum/Society	63	100%
Library	13	100%
Other	11	100%

Note: It is necessary to take into consideration the small n's of some of the categories in these comparisons, especially Agency Type when considering the following percentages. There were some probable discrepancies in terms of fit, with arts organizations showing some noteworthy differences (i.e., differences greater than 10 percentage points, see red fonts). There were no definitive trends for other subgroups (for example, those with the smallest awards, or the smallest budgets did not always have less-desirable results).

Appendix Table 3A: Quality of Application Process, By Agency Type

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following:	Arts Museum (n=7)	Arts Organization (n=16)	Educational Organization (n=7)	History/ Museum/ Society (n=71)	Library (n=13)	Other (n=11)
Timeframes for the decision on the grant were clear.	100%	93%	100%	99%	100%	100%
I felt I could contact CTH while developing the application.	100%	87%	100%	99%	100%	100%
The application guidelines provided clear direction on how and when to submit the application.	100%	100%	100%	99%	100%	100%
The length of time to receive a decision was appropriate.	100%	93%	100%	100%	100%	100%
The application guidelines and instructions gave a clear explanation of what to include in the full application.	100%	87%	100%	97%	100%	87%
Decision-making regarding grant applications (including who makes the decisions and how) were clear.	71%	80%	100%	90%	94%	80%
The work and/or time required to develop the full proposal was appropriate given the level of funding my organization was requesting.	67%	67%	100%	81%	94%	60%

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Appendix Table 3B: Assessments of Working with CTH, by Agency Type

% of Respondents who Agreed/ Strongly Agreed with the following:	Arts Museum (n=7)	Arts Organization (n=12)	Educational Organization (n=7)	History/ Museum/ Society (n=64)	Library (n=13)	Other (n=11)
CTH staff responded to my calls/emails within a reasonable period of time.	100%	92%	100%	98%	92%	100%
The association with CTH proved valuable to my organization.	86%	92%	100%	98%	92%	100%
I found CTH staff to be approachable.	100%	92%	100%	98%	100%	100%
I found conversations with CTH staff to be constructive and productive.	100%	92%	100%	98%	100%	100%
The length of the grant was appropriate to our needs.	100%	91%	100%	98%	92%	100%
CTH staff provided technical assistance/support to my organization as requested.	86%	91%	100%	98%	100%	80%
The grant amount was fair for the amount of work expected.	100%	64%	86%	90%	92%	82%

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Appendix Table 3C: Assessments of the CTH Reporting Process, by Agency Type

% of Respondents who Agreed/Strongly Agreed with the following: (n=73)	Arts Museum (n=7)	Arts Organization (n=12)	Educational Organization (n=7)	History/ Museum/ Society (n=64)	Library (n=13)	Other (n=11)
The grant reporting requirements were clearly communicated.	100%	80%	100%	93%	92%	90%
The grant reporting guidelines were useful.	86%	78%	100%	87%	100%	45%
The time it took to complete reporting was reasonable.	86%	60%	100%	90%	92%	66%
Reporting requirements were reasonable and appropriate to the grant size and duration.	100%	78%	100%	94%	92%	73%
We have transferred information learned through reporting to other work.	50%	100%	84%	74%	92%	50%
Participation in the reporting process strengthened our program.	57%	67%	100%	79%	92%	33%

Table 3D: Impact of CTH Grant, by Agency Type

Agreed CTH Had Substantial Impact on each of the following:	Arts Museum (n=7)	Arts Organization (n=12)	Educational Organization (7)	History/ Museum/ Society (n=64)	Library (n=13)	Other (n=11)
Their organization	71%	64%	71%	76%	77%	30%
Their field/sector	57%	56%	33%	84%	64%	44%
Their local community	67%	56%	86%	48%	58%	22%

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Appendix Table 3E: Additional Impact of CTH Grant on Agency, by Agency Type

% of Respondents who Agreed/Strongly Agreed with the following:	Arts Museum (n=7)	Arts Organization (n=12)	Educational (n=7)	History/ Museum/ Society (n=64)	Library (n=13)	Other (n=11)
Enhanced our reputation	83%	100%	83%	93%	100%	80%
Helped us expand our services	83%	82%	87%	87%	100%	100%
Helped us develop new programming	86%	70%	86%	86%	77%	75%
Helped us to connect to organizations within our community	83%	82%	87%	87%	92%	70%
Increased our organizational capacity	100%	80%	87%	87%	64%	88%
Helped us to connect to organization outside of our community	60%	77%	82%	82%	70%	82%
Increased our financial stability	100%	82%	88%	88%	75%	78%

Appendix Table 4: Overall Rating of Working Relationship with CTH, by Agency Tenure

Rated Working Relationship with CTH as <u>Good or Excellent</u> (n=113)	N	%
New Grantee	38	100%
Repeat Grantee	71	100%

Appendix Table 4A: Quality of Application Process, by Agency Tenure

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following:	New Grantee N=41	Repeat Grantee N=74
Timeframes for the decision on the grant were clear.	100%	99%
I felt I could contact CTH while developing the application.	97%	99%
The application guidelines provided clear direction on how and when to submit the application.	100%	99%
The length of time to receive a decision was appropriate.	100%	100%
The application guidelines and instructions gave a clear explanation of what to include in the full application.	95%	97%
Decision-making regarding grant applications (including who makes the decisions and how) were clear.	92%	83%
The work and/or time required to develop the full proposal was appropriate given the level of funding my organization was requesting.	82%	74%

Appendix Table 4B: Assessments of Working with CTH, by Agency Tenure

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following:	New Grantee N=38	Repeat Grantee N=70
CTH staff responded to my calls/emails within a reasonable period of time.	100%	97%
The association with CTH proved valuable to my organization.	100%	99%
I found CTH staff to be approachable.	100%	99%
I found conversations with CTH staff to be constructive and productive.	100%	99%
The length of the grant was appropriate to our needs.	97%	99%
CTH staff provided technical assistance/support to my organization as requested.	92%	99%
The grant amount was fair for the amount of work expected.	84%	88%

Appendix Table 4C: Assessments of the CTH Reporting Process, by Agency Tenure

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following:	New Grantee N=38	Repeat Grantee N=70
The grant reporting requirements were clearly communicated.	89%	95%
The grant reporting guidelines were useful.	89%	85%
The time it took to complete reporting was reasonable.	88%	86%
Reporting requirements were reasonable and appropriate to the grant size and duration.	92%	88%
We have transferred information learned through reporting to other work.	89%	69%
Participation in the reporting process strengthened our program.	83%	73%

Table 4D: Impact of CTH Grant, by Agency Tenure

Agreed CTH Had <u>Substantial Impact</u> on each of the following:	New Grantee N=38	Repeat Grantee N=70
Their organization	75%	70%
Their field/sector	69%	72%
Their local community	48%	52%

Appendix Table 4E Additional Impacts of CTH Grant on Agency, by Agency Tenure

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following:	New Grantee N=38	Repeat Grantee N=70
Enhanced our reputation	97%	91%
Helped us expand our services	93%	88%
Helped us develop new programming	84%	84%
Helped us to connect to organizations within our community	84%	86%
Increased our organizational capacity	87%	86%
Helped us to connect to organization outside of our community	90%	72%
Increased our financial stability	75%	88%

Appendix Table 5: Overall Rating of Working Relationship with CTH, by Award Amount

Rated Working Relationship with CTH as <u>Good or Excellent</u> (n=115)	%
\$100 - 1500	100%
\$1501 - 9999	100%
\$10,000 or more	100%

Appendix Table 5A: Quality of Application Process, by Award Amount

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following:	\$100 – 1500 N=12	\$1501 – 9999 N=47	\$10,000 or more N=56
Timeframes for the decision on the grant were clear.	100%	98%	100%
I felt I could contact CTH while developing the application.	100%	96%	100%
The application guidelines provided clear direction on how and when to submit the application.	100%	98%	100%
The length of time to receive a decision was appropriate.	100%	100%	100%
The application guidelines and instructions gave a clear explanation of what to include in the full application.	100%	93%	98%
Decision-making regarding grant applications (including who makes the decisions and how) were clear.	75%	93%	87%
The work and/or time required to develop the full proposal was appropriate given the level of funding my organization was requesting.	83%	76%	80%

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Appendix Table 5B: Assessments of Working with CTH, by Award Amount

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following:	\$100 – 1500 N=9	\$1501 – 9999 N=45	\$10,000 or more N=55
CTH staff responded to my calls/emails within a reasonable period of time.	100%	100%	96%
The association with CTH proved valuable to my organization.	100%	98%	100%
I found CTH staff to be approachable.	100%	98%	100%
I found conversations with CTH staff to be constructive and productive.	100%	98%	100%
The length of the grant was appropriate to our needs.	89%	100%	98%
CTH staff provided technical assistance/support to my organization as requested.	100%	93%	98%
The grant amount was fair for the amount of work expected.	78%	86%	88%

Appendix Table 5C: Assessments of the CTH Reporting Process, by Award Amount

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following:	\$100 – 1500 N=9	\$1501 – 9999 N=45	\$10,000 or more N=55
The grant reporting requirements were clearly communicated.	89%	90%	96%
The grant reporting guidelines were useful.	100%	85%	84%
Reporting requirements were reasonable.	78%	88%	90%
The time it took to complete reporting was reasonable.	75%	88%	88%
Reporting requirements were reasonable and appropriate to the grant size and duration.	78%	88%	92%
We have transferred information learned through reporting to other work.	62%	71%	81%
Participation in the reporting process strengthened our program.	67%	81%	75%

Table 5D: Impact of CTH Grant, by Award Amount

Agreed CTH Had <u>Substantial Impact</u> on each of the following:	\$100 – 1500 N=9	\$1501 – 9999 N=45	\$10,000 or more N=55
Their organization	44%	69%	78%
Their field/sector	100%	62%	74%
Their local community	38%	42%	60%

Appendix Table 5E: Additional Impacts of CTH Grant on Agency, by Award Amount

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following: (n=73)	\$100 – 1500 N=9	\$1501 – 9999 N=45	\$10,000 or more N=55
Enhanced our reputation	100%	92%	92%
Helped us expand our services	100%	89%	89%
Helped us develop new programming	87%	83%	80%
Helped us to connect to organizations within our community	100%	85%	83%
Increased our organizational capacity	87%	86%	87%
Helped us to connect to organization outside of our community	75%	86%	73%
Increased our financial stability	71%	84%	86%

Appendix Table 6: Overall Rating of Working Relationship with CTH, by Budget Size

Rated Working Relationship with CTH as <u>Good or Excellent</u> (n=116)	%
<\$250	98%
\$250K - \$849K	100%
\$850K = \$2.4m	100%
\$2.5m and above	100%

Appendix Table 5A: Quality of Application Process, by Budget Size

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following:	<\$250 N=55	\$250K - \$849K N=24	\$850K = \$2.4m N= 20	\$2.5m and above N= 33
Timeframes for the decision on the grant were clear.	96%	100%	100%	100%
I felt I could contact CTH while developing the application.	94%	100%	100%	100%
The application guidelines provided clear direction on how and when to submit the application.	98%	100%	100%	100%
The length of time to receive a decision was appropriate.	98%	100%	100%	100%
The application guidelines and instructions gave a clear explanation of what to include in the full application.	98%	100%	95%	97%
Decision-making regarding grant applications (including who makes the decisions and how) were clear.	87%	87%	75%	97%
The work and/or time required to develop the full proposal was appropriate given the level of funding my organization was requesting.	80%	70%	89%	79%

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Appendix Table 5B: Assessments of Working with CTH, by Budget Size

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following: (n=73)	<\$250 N=45	\$250K - \$849K N=20	\$850K = \$2.4m N= 19	\$2.5m and above N= 32
CTH staff responded to my calls/emails within a reasonable period of time.	93%	100%	95%	100%
The association with CTH proved valuable to my organization.	93%	100%	100%	100%
I found CTH staff to be approachable.	95%	100%	100%	100%
I found conversations with CTH staff to be constructive and productive.	95%	100%	100%	100%
The length of the grant was appropriate to our needs.	98%	95%	100%	97%
CTH staff provided technical assistance/support to my organization as requested.	91%	100%	94%	97%
The grant amount was fair for the amount of work expected.	90%	80%	94%	87%

Appendix Table 5C: Assessments of the CTH Reporting Process, by Budget Size

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following: (n=73)	<\$250 N=45	\$250K - \$849K N=20	\$850K = \$2.4m N= 19	\$2.5m and above N= 32
The grant reporting requirements were clearly communicated.	91%	84%	100%	97%
The grant reporting guidelines were useful.	90%	74%	88%	83%
The time it took to complete reporting was reasonable.	88%	61%	94%	93%
Reporting requirements were reasonable and appropriate to the grant size and duration.	95%	68%	88%	97%
We have transferred information learned through reporting to other work.	71%	75%	81%	80%
Participation in the reporting process strengthened our program.	82%	59%	69%	85%

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Table 5D: Impact of CTH Grant, by Budget Size

Agreed CTH Had Substantial Impact on each of the following: (n=73)	<\$250 N=45	\$250K - \$849K N=20	\$850K = \$2.4m N= 19	\$2.5m and above N= 32
Their organization	74%	67%	68%	68%
Their field/sector	87%	63%	72%	52%
Their local community	49%	50%	41%	63%

Appendix Table 5E: Additional Impacts of CTH Grant on Agency, by Budget Size

% of Respondents who <u>Agreed/Strongly Agreed</u> with the following: (n=73)	<\$250 N=45	\$250K - \$849K N=20	\$850K = \$2.4m N= 19	\$2.5m and above N= 32
Enhanced our reputation	98%	95%	89%	86%
Helped us expand our services	89%	95%	87%	88%
Helped us develop new programming	73%	89%	94%	82%
Helped us to connect to organizations within our community	90%	94%	88%	70%
Increased our organizational capacity	87%	88%	87%	78%
Helped us to connect to organization outside of our community	82%	84%	75%	67%
Increased our financial stability	81%	100%	94%	70%

APPENDIX II

Selected Comments about the Value of Face-to-Face Meetings
<ul style="list-style-type: none"> • Good to meet in person, although it wasn't grant specific at the time, just an opportunity to meet and mention some possibilities under consideration. This introductory conversation was helpful in advance of a phone call to discuss and work through an actual proposal. • We have found it enormously beneficial to have conversations/meet with CTH leadership to learn of issues and challenges facing CTH - not only when we are considering a grant application - but just to maintain a partner relationship. The face-to-face meetings and conversations can often lead to new ideas, new projects and collaborations. • Met with Scott Wands whose insightful questions helped us clarify our goals and objectives, and positioning, • All of the face to face were very helpful in clarifying issues and the scope of possible funding. The staff member, Lauren Miller, was very responsive to our particular needs and questions. She provided excellent suggestions on possible partners for the project. • Scott has always been very helpful in helping our organization to achieve success in the application process. • Meeting was very helpful in determining which projects/programs would be most appropriate for CTH funding and also provided information on structuring a successful proposal. • Scott is a great advocate for museums and other nonprofits and, as such, he is approachable to us folks "in the field." We respect him. Moreover, his friendly personality breaks down any nervous barriers when tackling questions related to the grant submissions. • Extraordinarily helpful! Helped us to guide our ask appropriately, often helping us to find an even better outcome for our projects. • I have had at least two conference calls with CTH staff, which were very helpful in providing me with direction for my grant application, as well as the administration of the grant. • About a year ago, Jason Mancini took the time to travel to our office to discuss areas of potential research. He was an expert and I was a newbie but he was encouraging, interested and generous with his knowledge. • I can't say enough good things about the staff at Connecticut Humanities. They are beyond helpful and responsiveness is immediate! • I met with Jason, Gregg, Lisa, and Scott about a partnership project. I found them all communicative, curious, and collaborative. • It's always been very helpful. Having said that, Scott is also very helpful in phone conversations as well. • I have mainly worked with Scott in the past 10 years and found him to be very helpful, supportive and always responsive to my questions. • Everyone at the CTH grants program over the years has been terrific. For grant beginners, the prospect can be daunting, so being able to meet with the administrators face to face was such a huge help. I've become friends with a couple, and particularly can't say enough in praise of Scott Wands, who has a heavy work load but who ALWAYS takes the time to listen to and focus on MY project. • Very helpful with discussions and suggestions about grant ideas, elaborations of an idea, suggestions on particular questions of how to go about answering a grant question • Lauren came to visit our one room museum. She was complimentary about what we had already done and very encouraging about the value of the archives and information we have. • Informative meeting--impressed that Scott and Jason took the time to travel to our site to meet with us • CTH staff is always professional, welcoming and extremely helpful. It's a delight to see them at various functions and we always look forward to whenever they are able to visit our institution and experience the work we do with their help.

Selected Comments about the Value of Face-to-Face Meetings (continued)
<ul style="list-style-type: none"> • CTH staff were invited and have attended our opening events and some of our programs, and sometimes came to our site with surveys. I have also been asked to participate in focus groups with CTH staff. Staff members are professional, supportive, and one of your greatest strengths. • Now that our development team is more active, I am a step away from face to face interactions and I miss that. As the person responsible for the narrative and describing the project I always appreciated the insight gained from discussing the plan with CTH staff - they helped me clarify goals and look in new directions. Everyone I have come in contact with over the years from receptionist to director has been helpful and gracious. • Staff have been very active at local and national conferences and I've had great interactions with them in those settings. • The information we got from that meeting was very helpful and we were encouraged to submit an application for a grant. • Face to face meetings have always been professional and tremendously helpful. • I have never found more helpful, supportive, intelligent and thoughtful staff, who is always available to discuss issues and question and lead us through every step of the way! • I have met Lisa Comstock when she has come to a Connecticut Authors event. I have spoken with Lisa and Scott Wands on the telephone and email. • CTH staff have been consistently helpful, positive, flexible, and willing to assist with questions and concerns as well as the inevitable challenges that arise while trying to apply for and administer grants. • Always great. Answer our questions, give feedback on which grant lines might be the best fit for our project. Understanding when we need to ask for an extension or budget revision. • I'm not sure about the current experience, but in a previous experience it was frustrating to receive tons of guidance, for us to absorb and apply that guidance, only to be refused support in the end. We do chock it up to learning, however. • Very helpful. Such candid communication with staff probably would not have happened otherwise. Felt like consulting. Was able to benefit from CTH staff experience in an individualized way. • Competent and Supportive • Interaction with staff has always been very positive. My interaction has most often been with Scott Wands; he has always been extremely helpful in offering guidance through every step of the grant process, from conception to final report. • Face-to-face meetings are invaluable as places to test our ideas, hone our application, and gather reactions that improve the whole project. • I met with Lauren Miller several times - She was fantastic - helpful, generous and open to ideas - a true collaborator. • I've met with staff in a number of different capacities; as a consultant and as a grant seeker; also at conferences, advocacy events, and in my capacity as a board member of the CLHO some years ago. My interactions have been collegial and social as well as professional. • I worked with Scott Wands in the StEPS-CT program. The experience was thoughtful, professional, and greatly broadened my knowledge. • Always helpful, clear, and supportive. Generous with their time and recommendations.

Additional Comments: Feedback after a grant is declined

- Getting declined has made us look at the work we are doing and being sure there is a humanities aspect to the projects.
- They gave advice for the next time we apply.
- They provide names of potential consultants and they keep us informed about other organizations or activities going on that could help us collaborate.
- They added insight on how to create an exhibit that would be successful.
- Scott Wands is consistently very helpful in assisting us with applications and is always very encouraging of our efforts.
- CTH staff guidance has always been honest, discrete and helpful in learning from declined applications.
- Their feedback is always helpful.
- Their feedback will ensure that I am more careful how I describe the audiences that will benefit from our future programs.
- Scott Wands was extremely helpful by defining the weakness of our application and identifying the work necessary to be successful when resubmitting.
- CTH staff gave recommendations for collaborators/collaborations and resources to further our research.
- They always provide helpful thoughts on project ideas.
- CTH helped our organization redefine our project and change our conditions to help set us up for success.
- The staff of CTH have worked to collaborate with me and my library and helped to ensure that I find the proper funding. We support each other with Center for the Book and promoting authors by linking CTH on our website and they put the word out about our CT Authors Trail. I tell participating libraries to go to your website for authors and other programming you may offer.
- We were able to reapply thanks to feedback from CTH staff, and were successful in our second grant application.
- As we have applied for and received a number of grants from CT Humanities, so there has been lots of ongoing help and support.
- We were encouraged to submit a different type of grant, which we received.
- The ideas I developed in response to CTH guidelines I went forward with on a much smaller scale without the support. But at least a good idea saw the light of day for some of our students and the public.
- They suggested writing a grant for a different program, which we received.
- Have been very available to talk through ideas, make connections with others doing similar work, etc.
- Even though we did not receive a monetary grant, we are working on an in-kind collaborative project which is a great solution given our shared interests.
- Got us thinking about other grant opportunities.

Appendix III

Three Words or Phrases that Best Describe CTH

Supportive of the museum community	Funding areas of interest are relevant	Grant turnaround is timely
crucial funding to supplement library budgets	community partner	CTH staff guidance invaluable
best practices	professional resource	helpful staff
Committed to history	Committed to humanities organizations	Professional staff
Supporter of the arts	Supporter of history	Wonderful resource for Connecticut
supportive	creative	responsive
Opportunities	Establishment	Necessary
outreach	connections	expanding world view
Generous	far-reaching	positive
Generous	Accommodating	Resourceful
friendly	patient	precise
Stories	Resource	Expertise
Serving the public	Funding for Cultural Heritage	Filling a need for our state
humanities rich	commitment to ideas	merit-based support for institutions of all sizes
supportive	enriching	beneficial
Engaging	Community focused	Builds knowledge and awareness
supportive	statewide	reputable
helpful	nimble	good
Supportive	Resourceful	Leader
		helping organizations and museums broaden and advance
forward moving in thinking	collaborations and cooperation	Difficult to navigate
Generous	Thorough	support
enabling out of the box education methods	opportunity	Experienced
Generous	Thoughtful	connective
valuable	supportive	Friend
Mentor	Resource	Understanding
Supportive	Attentive	Leadership
Education	Culture	Fair
Dedication to the Humanities	Accessible	

CTHumanities – Grantee Experiences Survey Summary

Evaluation Services, July 2019

Three Words or Phrases that Best Describe CTH

Professional	Informative	collaborative
grants	governmental	
Local	Approachable	Effective
Organized	Informed	Make sound funding decisions
attention to small history projects	cares about humanities and history	ability to provide grants
needed		
Supportive	Informative	Challenging - in good sense - fine tunes
vision	thoughtful	conceptualization
support	professionalism	generous
Supportive	Essential partner	grants
Relevant	Supportive	Involved in preservation community activities
Connected	Supportive	Competent
Helpful	A valuable resource for nonprofits	Forward-thinking
humanities support	public educational organization	
Wide-ranging	Valuable for learning about how we got here	
Important advocacy organization		
Helpful	Supportive	Necessary!
Cultural	Historical	Museum
community minded	historical	encouraging personal growth
Essential	Connectors	Awesome
open	responsive	rules
Supportive	Inspirational	Vital
Enlightening	Learning	History
Great connector to scholars and curators		
Engaged	Challenging	Creative
Accessible & helpful staff	Dedication to excellence	Rigorous selection process
essential	efficient	educational
grant marking excellence	funding opportunities	very helpful to work with
Leadership	Cooperative	Instructive
professional	helpful	friendly

CTHumanities – Grantee Experiences Survey Summary

Evaluation Services, July 2019

Three Words or Phrases that Best Describe CTH

mentor	partner	supporty
supportive	encouraging	integrity
vital	plays important role in the state's arts & culture	extremely competitive grants
informative	devoted to share history	a gift to all ages
Helpful	Approachable	Knowledgeable
Fair	dedicated	responsible
Generous	Informative and Helpful	Supportive
helpful	engaged	cooperative
Advocate	Funder	Professional
helpful	organized	interested
supportive	responsive	undergoing transition
Committed		
Community	Education	Partnerships
dedicated to the humanities	supportive of non-profits	interested in collaboration
Supporter	kindness	community
Essential	Professional	Helpful
Helpful staff	Aligned to mission	Doing a lot with a little
Supportive	Helpful	Empowering
sponsoring humanities in the state	grants	local history
knowledgable	collaborative	supportive
History/heritage	Decrease in funding availability	Building a new role
Supportive	Accessible	Nimble
focused	history	
committed	a champion of nonprofit organizations in CT	generous with feedback
invaluable	colloborative	Scholarly
Approachable	Flexible	Helpful
innovative	organized	efficient
Arts	Culture	Outreach
Collaborative	Supports and encourages creativity	Authentic and
Resource	Funder	Partner

CTHumanities – Grantee Experiences Survey Summary

Evaluation Services, July 2019

Three Words or Phrases that Best Describe CTH

essential	reliable	generous
Responsive	Encouraging	Timely
historical support/projects	state arm (funding)	
collaboration	resource	useful
staid	particular	under-tapped resource
influential	generous	rules-bound
Helpful	knowledgeable	interested
Humanities Funder	Sponsor	Humanities Resource Hub
collaborative	helpful	supportive
inspiring	encouraging	accessible
Advocate for humanities and an engaged citizenry		
financial and professional support	leader	resource
helpful	interested	
Vital	Impactful	Outstanding
		guardian of knowledge, material culture, experiences and stories
ally in the creation of quality content	partner in public outreach	Adviser
Knowledgeable resource	Helpful	knowledgeable
helpful	supportive	worthy
earnest	officious	Fair
Mission-driven	Community-oriented	audience engagement
community support	interdisciplinary	Collaborator
Cultural Leader	Host of Opportunity	helpful
resource	responsive	inspiring
helpful	encouraging	conversation-based
community	education	Dedicated
Empowering	Qualified	Generous
Committed	Fair	crack
difficult	to	potential for financial support for humanities education
source of information re: humanities in CT	technical guidance for humanities programs	helpful
necessary	opportunity	

CTHumanities – Grantee Experiences Survey Summary

Evaluation Services, July 2019

Three Words or Phrases that Best Describe CTH

helpful	passionate	detailed
community	events	people
straightforward expectations	high standards	approachable staff
helpful	dedicated	encouraging
thoughtful	intellectual	nonpartisan
history	education	CT Explored Magazine
Source	Support	Information
educational	supportive	essential
collaborative	engaging	supportive