THE CHAMPLIN FOUNDATION

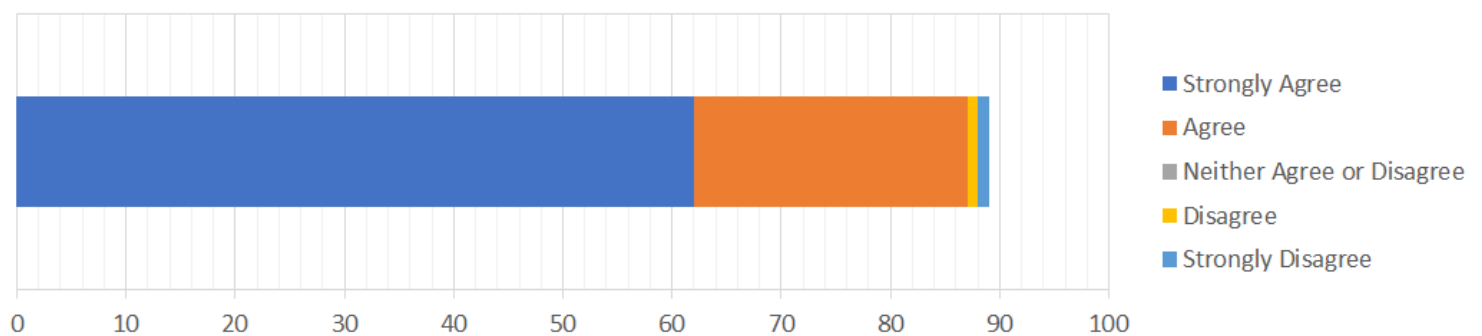# 2020 Online Application User Experience Survey
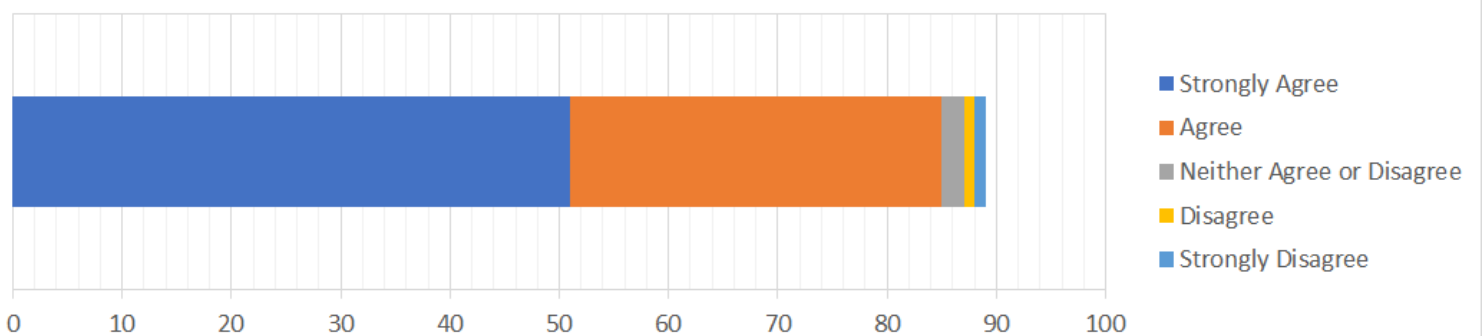
Prepared June 2020

Survey Results from 89 Applicants

All applicants were invited to take an anonymous survey following submission to get feedback on the application, resources, online portal and related communications. A total of 89 surveys were completed, giving us a response rate of roughly 30%. Of the 89 responses, 80 came from traditional grant requests, 5 from houses of worship, 2 from public middle schools and 2 from outlier organizations.
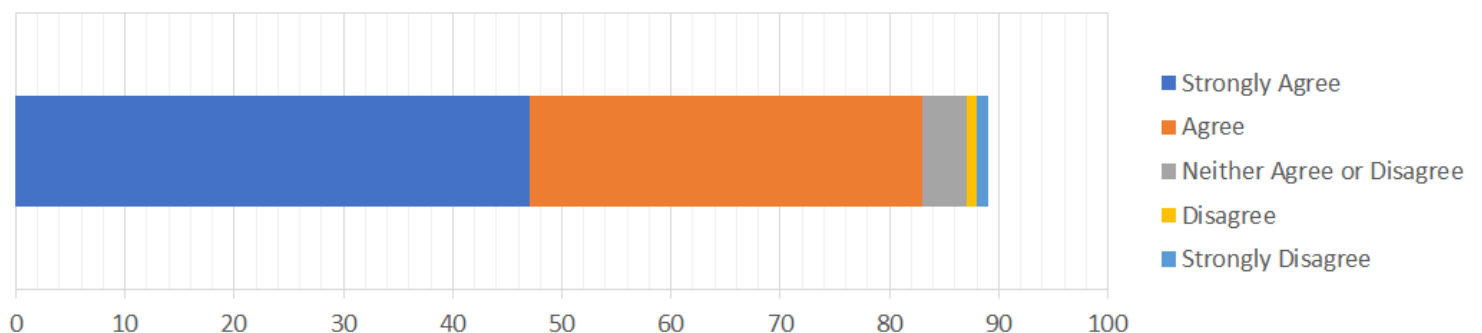
THE ONLINE PORTAL WAS EASY TO LOG INTO

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

THE ONLINE PORTAL WAS EASY TO NAVIGATE

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

THE FLOW OF THE APPLICATION WAS LOGICAL

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

THE APPLICATION QUESTIONS WERE CLEAR & EASY TO UNDERSTAND

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree
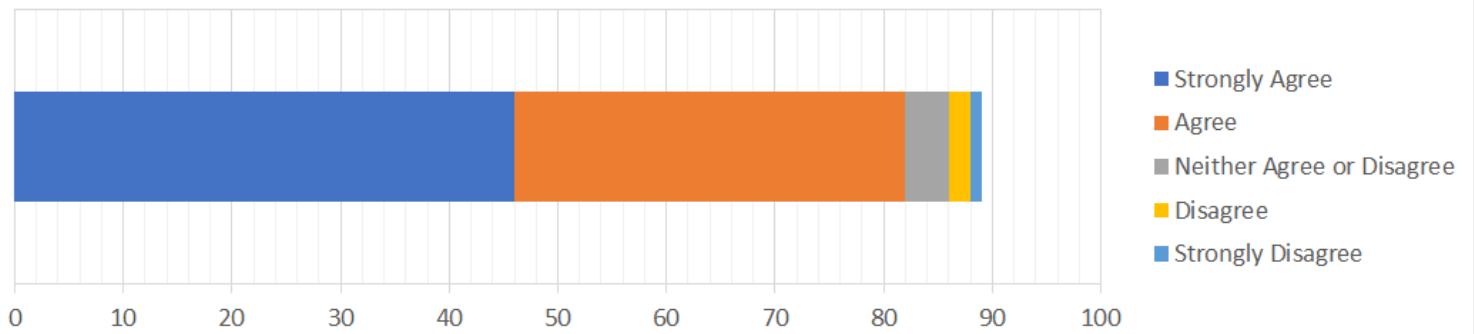
THE APPLICATION WAS WHAT I EXPECTED

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree
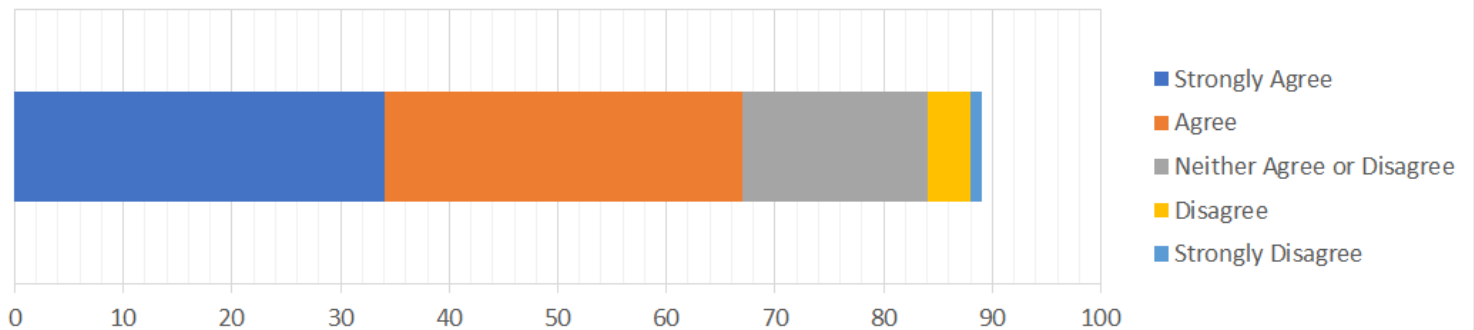
MY ORGANIZATION HAD EASY ACCESS TO INFORMATION WE WERE ASKED FOR

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree
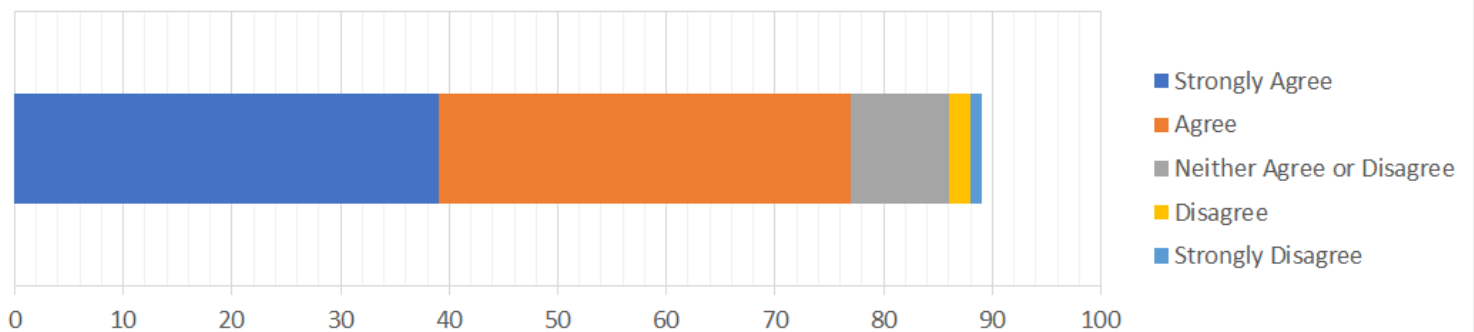
EMAIL COMMUNICATIONS HAVE BEEN HELPFUL

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree
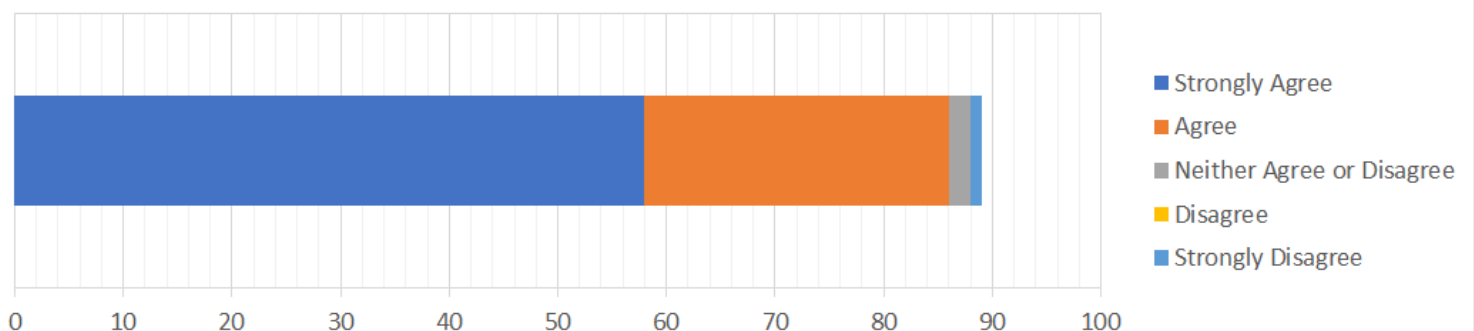
Applicant Comments & Feedback

- The site was so clear that we did not feel the need to consult other resources. Thank you.

- I write many foundation proposals and this was perhaps one of the easiest to use. Of course, more character space is always welcomed. If we could upload maps/diagrams that would also be helpful. Thanks for all you do!

- The state sites didn't seem to be working well and we were not able to check some information.

- I didn't really understand the question about our organization's budget. I wasn't really sure what you wanted. It said upload your budget, but not salaries.

- LOVE the application process! It makes complete sense to request the additional information (compared to year's past). Great job! I look forward to possible bi-annual submission dates as well! Thank you to everyone that worked hard to procure this new process.

- I was unable to copy the entire application during its creation to review by our executive committee. It required Copy and Paste.

- The application was far more complicated than previous ones (I received four other Champlin grants for another organization). It was time consuming.

- Love that you went online! Love the Foundant technology too.

- It would have been great to see a preview version of the application before submitting it.

- Heather Fraser was very helpful. It is comforting to know that she was a resource I could use.

- The portal was generally very easy to use. One quick improvement - in sections where attachments are requested, it seems only one file can be uploaded in each section. For example, in the submit any contractor estimates, one change in the portal is to allow multiple files to be submitted.

- I am not sure that the portal let us fully explain our particular situation, especially with COVID-19 affecting our boards ability to fundraise.

- Additional allowance for uploads. Mine were larger than 5 MB.

- Our Architect did not get his information in on-time to us, so I had to rely on the Seller of the property to give us an estimate of the cost for the restoration and renovation of his property, he was a lot of help. Our Architect got in contact with me explaining his problem, it was personal. Thank You for the chance to apply.

- Numbering each question would make references easier. An option to download the application to PDF once complete (if that already exists I could not find it).

- I was initially confused on the Education Level question and Type of School. Would be helpful to add "may not apply" or similar language. Also, the file size was challenging and I had to send 2 attachments to the Grant Administrator. Overall, very easy to use.

- We had no issues with saving or uploading, which was wonderful. Collaborators had a very difficult time logging in. Ms Fraser was very helpful addressing my login issues.

- I'm pretty new to this part of our work and this was a clear application process.

- A great, straightforward application! There were just a few yes/no questions where there should have been an "N/A" option available, or that could have been divided into two questions. For instance: "If you are financing any of the purchase, do you have a loan approved from the lender?" This could be divided into two questions: Are you financing any of the purchase? Do you have a loan approved?

- Loved this online process! Very clear and easy to use. The character counts for the board questions felt low, and I wished there was a way to describe not just our mission but our current programs and demographics, to more fully describe our work. Thank you.

- The new portal is easy, concise and organized.

- Very user friendly overall! Some of our supporting documents were too large to upload or could not be condensed, so I had to omit.

- This new system is very user-friendly and the Foundation has been extremely thoughtful and clear in all outreach and communications. Thank you.

- The Champlin Foundation and its generous grant programs are always deeply appreciated, especially during these extraordinary days. Thank you.

- Compared to other grants and submission processes, this was considerably easier and much less stressful. Thank you for that!!

- Thank you for your care and support of our community.

- Very smooth and clear application process, thank you!

- Thank you for creating a stream-lined submission process!

- We were impressed by the thoroughness of the application. It is well organized and the online form works well, no problems were encountered in using it. We could have used a few more characters in the Board Makeup section (500 limit), maybe go to 1000.

- Thank goodness we have foundations to which we may turn to address the injustices non-profits fund all over the world. We thank you for the role you play in those endeavors.

- Would like to be able to print entire application. For some questions the visible answer was hidden.

- The system was easy to navigate and streamlined the Champlin Foundation application process!

- This is the first year our organization has applied online - we are used to paper applications. This process was a welcome change!

- If feasible, it would be helpful to get an e-mail with saved document/access to application each time document is saved on the portal. This would provide easier access to portal for continued work/editing.

- I wish the portal enabled larger attachments. I found that many files were larger than the allowed parameters.

- This may be the best/easiest grant portal I've ever used. Very straightforward, no repetitive questions, logical flow...the fact that I can click one button and open/ save a PDF of the entire application and all of the attachments is amazing! Bravo!

- Being able to receive advice on our application early on in the process was invaluable. Everyone we spoke to was friendly, upfront, and provided excellent advice. The only point I would add is that it might be helpful to have a place to upload a visual (i.e. an architectural drawing or photo) to support and clarify a narrative description.

- I would have liked to print a hard copy of the application.

- The only surprise was not being able to upload more than one quote for the project since it involved two separate vendors. I had to figure out how to merge two PDFs together.

- Helped to have a copy of the application so that I knew what information was needed. Thank you!

- Heather's accessibility has been vital.

- I was unable to update contact information. I could edit organizational information, but there was not edit pencil to select to update contacts.

- Great application process. Thank you for making it easy for grantees.

- Data input fields could be more uniform. Some sections such as Board Makeup were very limited while others like Mission Statement section were expansive.

- Thank you for making the application process intuitive. Especially liked the "Questions need completion" format after saving the document, especially one of this length.

- The online application process was very straightforward and easy to navigate. Your explanations were clear and instructive.

- Thank you for the opportunity to apply for this grant!

- It was much easier than I thought it would be!!

- Some questions were not relevant to municipal libraries, and only being able to upload one budget document was not sufficient.

- I found the application easy to navigate. I appreciate the ability to save the submitted application to PDF format.

- Bullet Question #7 was difficult to answer.

- I participated in several Public School applications in the past. TCF staff have always been very helpful, but the new on-line application portal is outstanding! Especially helpful was the early access to application questions. I was ready to go as soon as the portal opened. Well done!