

THE MCKNIGHT FOUNDATION

Response to 2015 Grantee Perception Survey

The Grantee Perception Survey is one of several instruments McKnight uses to evaluate and improve performance in programs, operations, communications, and finances. In all, we employ the best data available to improve performance. And we seek opportunities for broad staff involvement, because it takes the full staff and board working *together* to forge lasting solutions.

OUR GOALS:

1. *Maintain* McKnight's impact on fields, public policy, grantee organizations, and where appropriate communities. programs and where low ratings correspond to strategy vs. behavior.
2. *Improve* grantee experiences with our reporting and evaluation processes across programs, our clarity of communication of goals and strategies, and understanding of fields, organization's strategies and goals, and local contexts. *Understand* the distinction of ratings between
3. *Use results to foster continuous improvements across the foundation as well as individual professional development to foster consistent experiences in terms of grantee satisfaction, quality of interactions, and satisfaction with grantmaking process.*

1. To maintain McKnight's **IMPACT**, we will:

Continue to use quarterly board and annual planning cycles to reinforce among all program staff McKnight's principles and approach to philanthropy.

Share stories of strategic impact via our website, reporting, and social media.

2. To improve McKnight's **REPORTING AND EVALUATION, CLARITY OF COMMUNICATION, and UNDERSTANDING OF FIELDS, ORGANIZATIONS, AND CONTEXTS** across programs, we will:

Examine differences in ratings and practices amongst programs and understand where low ratings correspond to STRATEGY VS. BEHAVIOR. Drill into individual staff practices as part of professional development. Focus on Bright Spots and use to promulgate better practices across all programs.

Continue to examine high performers in local and national CEP cohort and improve McKnight practices.

Continue to foster consistency in how program teams write and speak about program objectives.

3. Use results for continuous improvements across the foundation as well as individual professional development to foster consistent experiences in terms of **GRANTEE SATISFACTION, QUALITY OF INTERACTIONS**, and **SATISFACTION WITH OUR GRANTMAKING PROCESS**, we will:

Continue practice of reviewing available data and implement process changes to foster more consistent, favorable grantee experiences across all programs in key measures.

Continue practice of creating individual action plans to help program teams and key staff arrive at tailored, specific opportunities for improvement.