



## 2008 AGF Member Satisfaction Survey

### Survey Summary

Date Sent: 11/10/08

Total Sent: 176

Total Respondents: 47 (27%)

#### Results:

89% (42) of respondents had attended at AGF event in 2008.

36% (17) of respondents attended an AGF affinity group meeting (Small/Family Foundation, Education, Corporate).

4% (2) of respondents used the AGF listserv to query other members for information.

51% (24) of respondents secured information from the AGF website.

81% (38) of respondents read an AGF newsletter (Member Exchange or News & Notes).

No respondents used their membership to receive software/service discounts.

- Skill building workshops and Topical Programs were rated as more valuable than informal dialogues.
- Education Funders and Small/Family Foundation affinity group meetings were rated as highly valuable. Corporate affinity group meetings were rated as somewhat valuable.
- The most highly valued services provided to members were E-newsletters, Staff-supplied information/resources, AGF Reports/Publications, and AGF website resources including the Member Only section.

91% (43) of respondents are satisfied or very satisfied with their AGF Membership.

83% (39) of respondents rated AGF as adding value to their work as grantmakers.

AGF staff were rated 98% or higher on satisfactory levels of Responsiveness, Quality of Service, Awareness and Communication in Trends of Philanthropy, and General Knowledge of the Field.

This survey should take an estimated 5 minutes to answer the questions below.  
Thank you for your participation.

## I. Programs and Services

### 1. Which of the following activities have you experienced in the past year?

- 42 Attended a program
- 17 Attended affinity group meeting
- 2 Used AGF ListServ to query members
- 24 Secured information from website
- 1 Matched through Peer Connections
- 10 Served on an AGF Committee
- 8 Served on the AGF Board
- 17 Received assistance from AGF staff
- 38 Read AGF newsletters
- 0 Used your membership to receive software/service discounts

**AGF provides numerous programs, products, and services to its members. Please tell us which are most valuable to you as a member by selecting the most appropriate level of value.**

### 2. Programs

1=Little Value; 5=High Value

	1	2	3	4	5	NA
Skills Building Workshops (i.e. Essential Grantmaking Skills)	0	1	5	11	18	9
Informal Dialogues (i.e. Grantmaking Failures)	2	0	4	20	12	7
Topical Programs (i.e. Affordable Housing, Sustainability)	1	2	1	21	16	5

### 3. Affinity Group Meetings

1=Little Value; 5=High Value

	1	2	3	4	5	NA
Education Funders Affinity Group	0	1	2	6	9	23
Small/Family Foundation Network	0	0	3	1	6	33
Corporate Affinity Group	0	2	1	2	2	32

### 4. Products and Services

1=Little Value; 5=High Value

	1	2	3	4	5	NA
News & Notes (public email newsletter)	0	0	7	17	15	4
Member Exchange (member-only newsletter)	0	0	6	17	13	6
Staff-supplied Information/Resources	0	0	3	9	18	13
Member Discounts on software, etc.	1	4	6	3	0	25
Peer Connections	0	1	6	7	8	19
AGF Reports/Publications (i.e. Arizona Giving Study)	0	1	3	13	16	8
ListServ	0	1	8	8	4	19
AGF Website Resources	0	1	8	9	11	12
Member-Only Section of Website	0	1	6	7	14	15
National Online Knowledgebase	0	0	8	4	5	24

Comments:

I dislike filling out surveys as I receive too many each week.

Very much appreciate but have not taken advantage of your efforts to provide info electronically so cannot

evaluate them.

A small staff doing a wonderful job

Have used ASF as more of an online resource but will try to use AGF more in the future...the local connection(s) are very good and important.

I don't tend to read online newsletters.

For those services that I have seldom or never used, it is nevertheless good to know that those services are available when I need them.

I must confess I have not yet taken advantage of very many of the AGF resources.

Marissa is a wealth of information. I call on her frequently for background & natl trends.

## 5. What are the top three grantmaking practices/topics that you would like to have AGF design skill-building workshops around?

- 20 Collaboration
- 14 Communications
- 13 Good Governance
- 17 Understanding Financial Statements
- 13 Government Relations/Public Policy
- 5 Media Relations
- 18 Program Evaluation
- 21 Proposal Evaluation
- 14 Strategic Planning
- 10 Technology

## 6. What are the top three issues facing Arizona that you'd like to become the focus of an AGF program?

- 30 Poverty
- 0 Crime and Punishment
- 9 Housing
- 33 Education
- 24 Health and Health Care
- 2 Transportation
- 14 Environment/Sustainability
- 5 Arts & Culture
- 9 Employment/Business Development
- 5 Other:
  - Immigration Rights
  - Immigration
  - Substance Abuse
  - struggling through the economic downturn/asset-based evaluation
  - the role of arts and culture in times of economic turmoil

## II. Member Satisfaction

### 7. How satisfied are you with your membership in AGF?

1=Very Dissatisfied; 5=Very Satisfied

1	2	3	4	5
0	0	4	18	25

### 8. How much added value do AGF's programs and services provide to your work as a grantmaker/philanthropist?

**1=Little Value; 5=High Value**

1	2	3	4	5
0	1	7	27	12

Comments:

Appreciate all the effort on the part of the Staff. I wish I could take advantage of all you have to offer.

I am just glad that you are there and can help me when I need something. You are a resource that is friendly, competent and responsive.

The networking has been very helpful.

am very happy with the opportunity AGF membership provides to give my organization visibility and credibility in the grantmaking community

**9. How would you rate AGF staff on the following?**

**1=Unsatisfactory; 5=Excellent**

	1	2	3	4	5
Responsiveness	0	0	1	11	35
Quality of service	0	0	1	13	32
Awareness and communication of trends in philanthropy	0	0	0	17	30
General knowledge of the field	0	0	0	14	33