

Feedback from our partners

**Armenian Communities Department
Calouste Gulbenkian Foundation**

April 2017

Foreword

The Armenian Communities Department (ACD) is committed to transparency and to the evaluation of its work. In 2016 the Department conducted a survey to receive feedback from the organizations it has been funding since the beginning of its Five-year plan. To do so, it based its survey on the existing approach created by the *Center for Effective Philanthropy*.

In this report - in addition to providing a summary - the ACD is taking two further steps: (1) it sets clear commitments on where it will do its best to improve and by when; and (2) shares this information with our grantees. To establish its progress towards these objectives, the ACD will conduct a similar survey in 2018.

Our accountability pushes us further, and we believe our work and relationships with our partners are better for it.

João Saavedra
Project Manager

WE WILL LOOK AT



1. Characteristics of a respondent

2. How beneficiaries view the Armenian Communities Department (ACD)

- a. **Impact** on the areas they work in
- b. ACD-Grantee **relations** and interactions
- c. **Administrative** proceedings
- d. **Communications**
- e. **Non-financial assistance**

3. How will the Department **change**

CHARACTERISTICS OF THE 2016 SURVEY

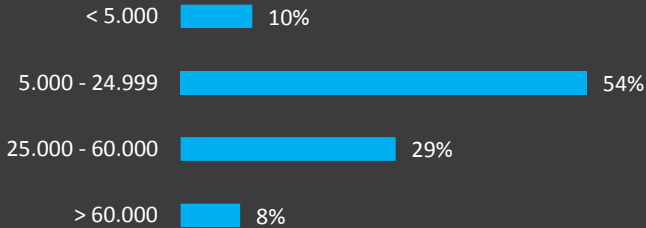


Beneficiaries*	Surveys sent	Bounced back/ Alternative e-mail not found	Survey Replies	% Replies/Beneficiaries
177	177	6	64	36%

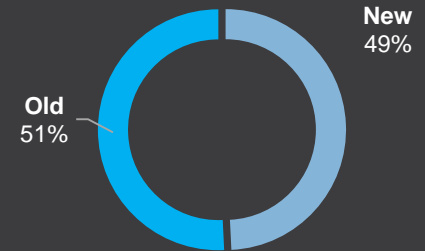
*All ACD's grantees with a payment after 01/01/14

CHARACTERISTICS OF A RESPONDENT

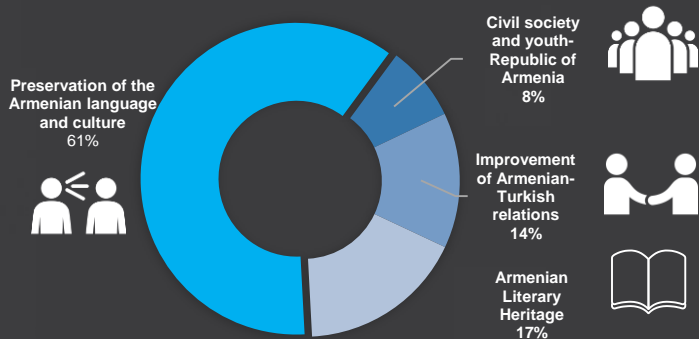
Size of support (Median amount ≈ 12.000 Euros)



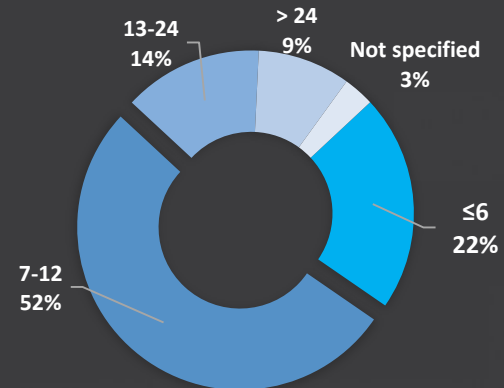
Mix of both new and old partners (before 2014)



Large majority work on priority 1

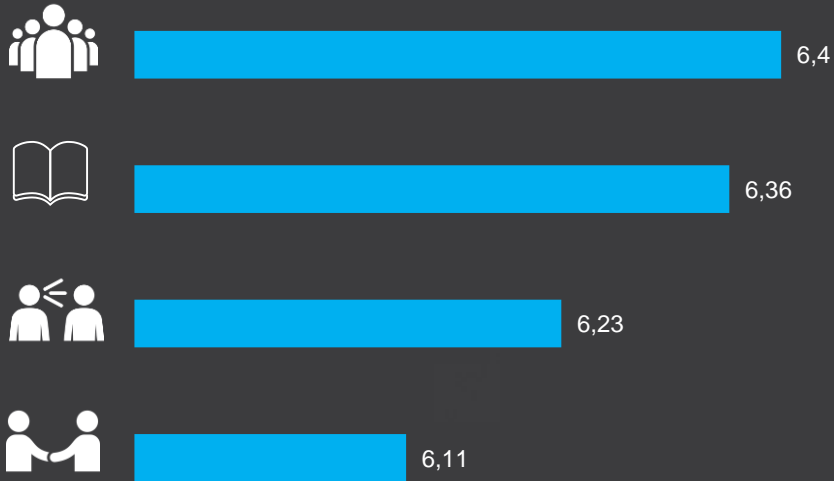


Most funded projects do not last long (length in months)

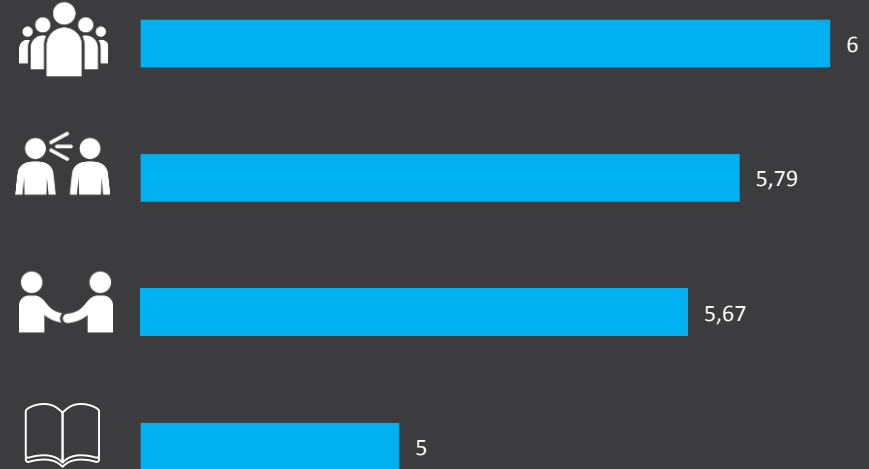


DEPARTMENT'S PERCEIVED IMPACT BY PRIORITY

Department's impact in the fields the organization works in (min=1-max=7)

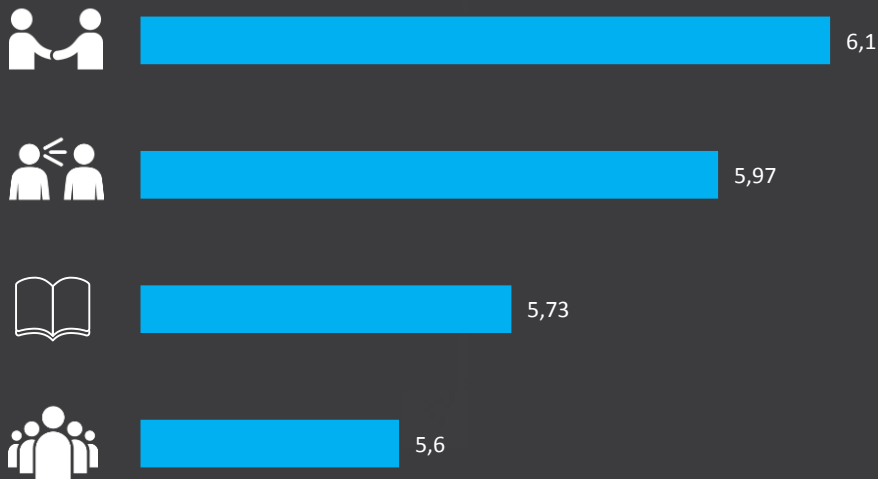


Effect of Department's funding on organization's ability to sustain its work in the future (min=1-max=7)

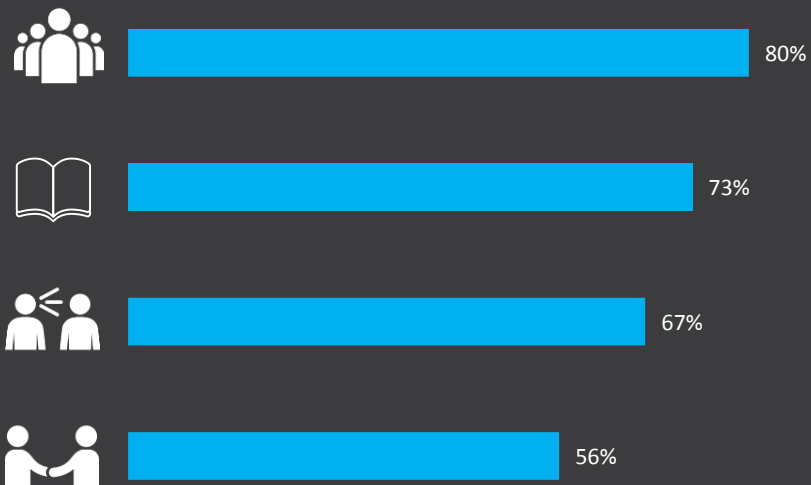


DEPARTMENT'S PERCEIVED IMPACT BY PRIORITY

Knowledge/ understanding of the field your organization works in (min=1-max=7)



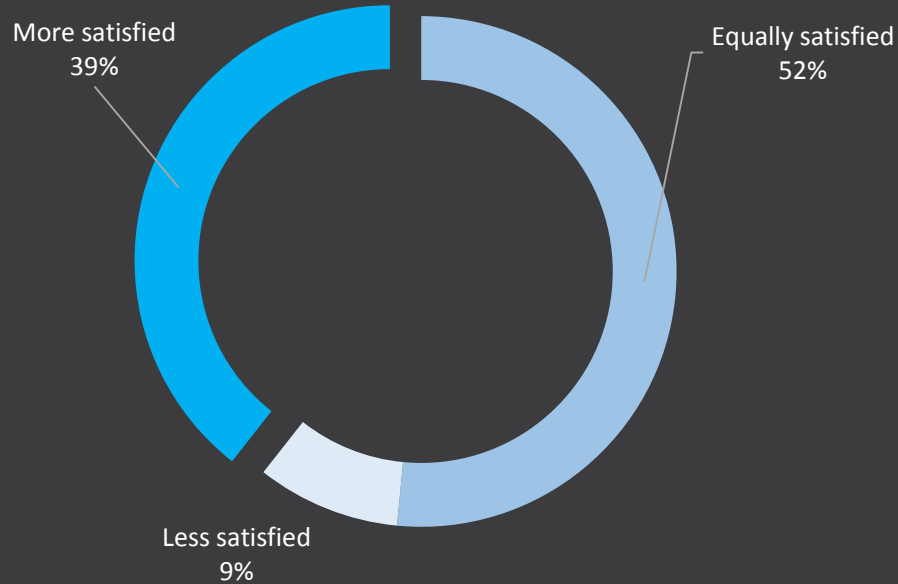
Claims there are no alternative sources of funding for projects



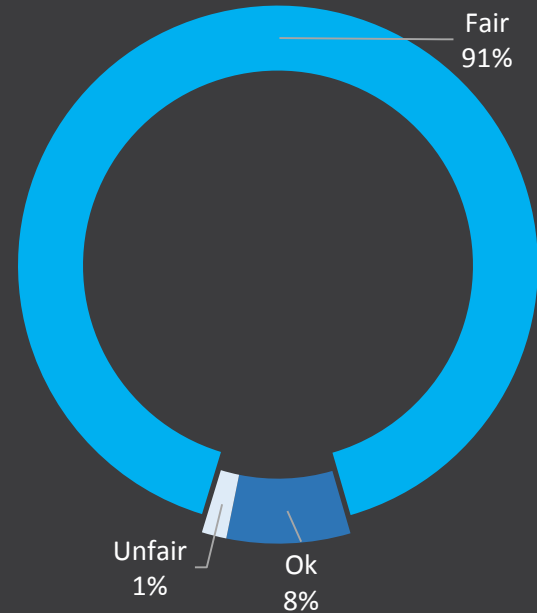
DEPARTMENT-GRANTEE INTERACTIONS



Satisfaction with Department in comparison to before 2014 (min=1-max=7)



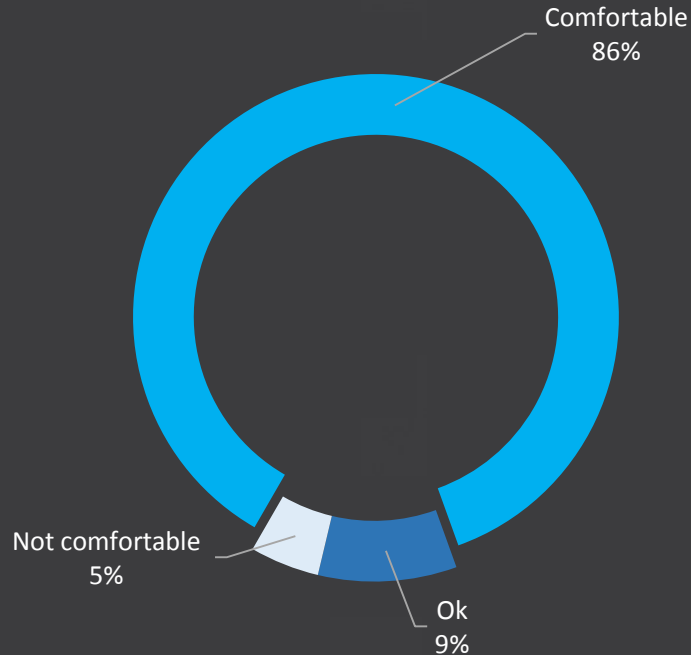
Fairness of treatment received from Department



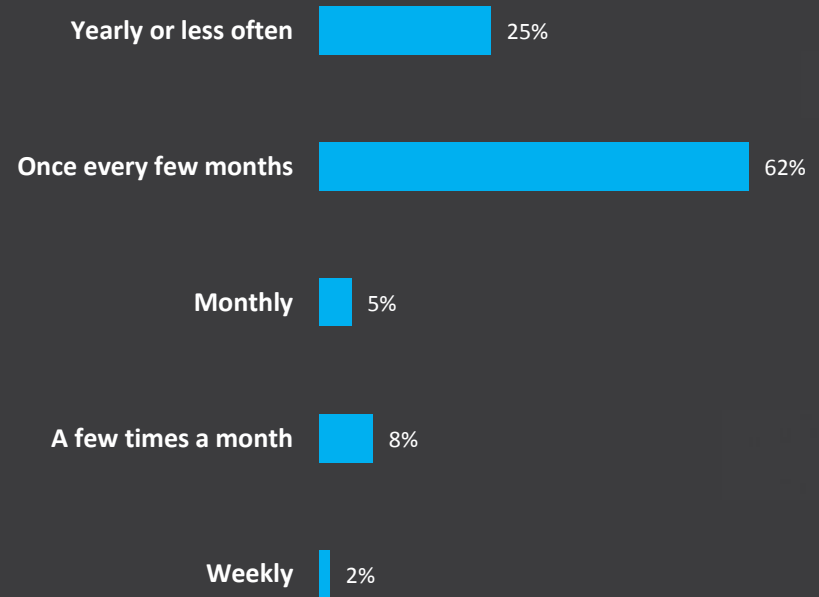
DEPARTMENT-GRANTEE INTERACTIONS



If a problem arises - comfort approaching Department (min=1-max=7)



How often interact¹

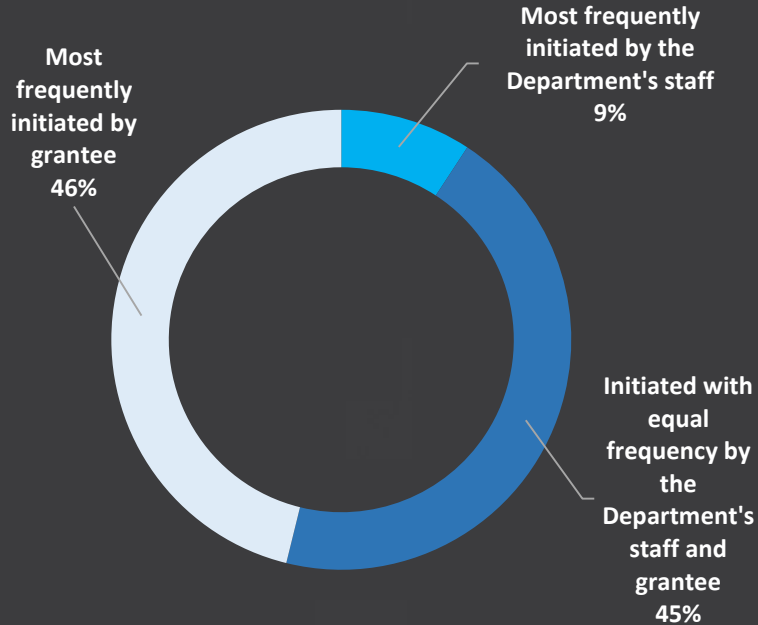


1. The sum is higher than 100% due to rounding

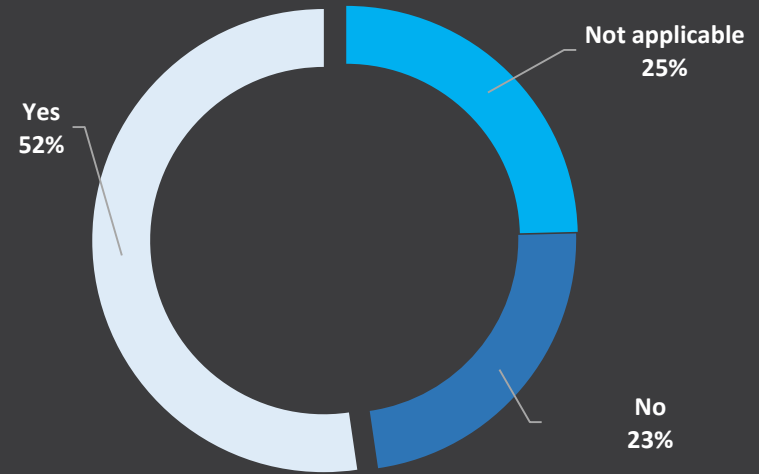
DEPARTMENT-GRANTEE INTERACTIONS



Who initiates contact

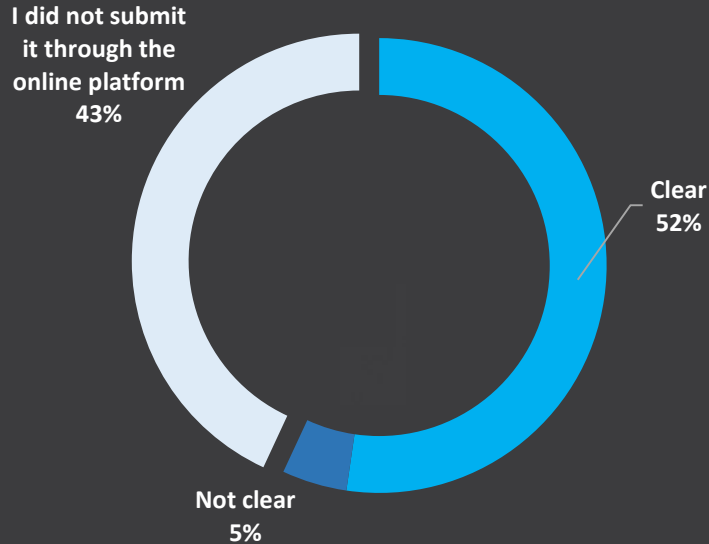


Department's site visit to the project

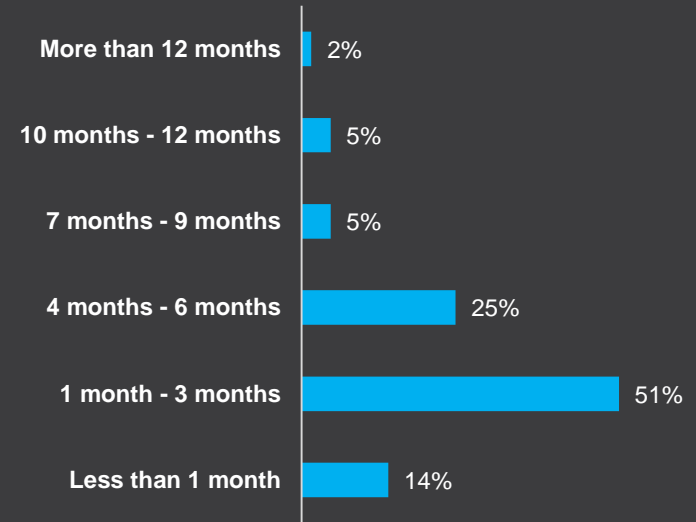




How clear is the online platform to submit proposal for funding



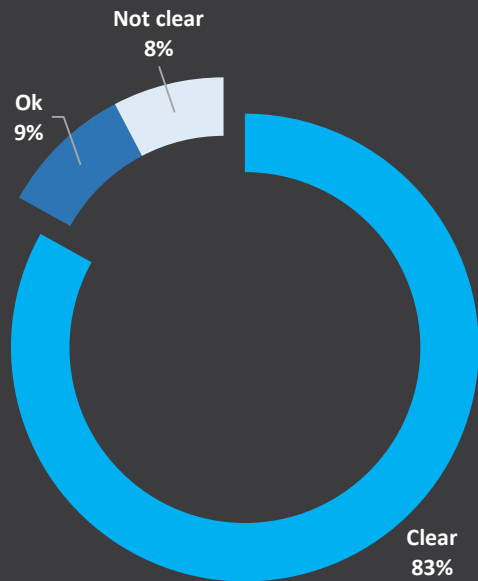
Time between proposal's submission and clear commitment of funding¹



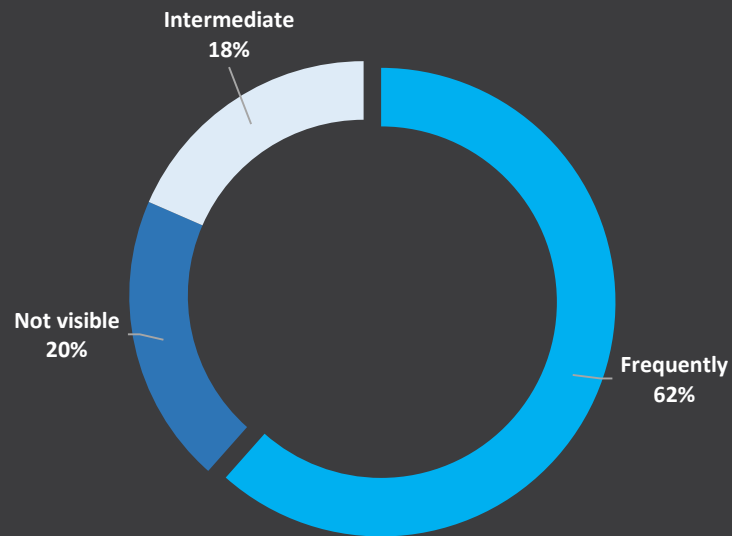
DEPARTMENT'S COMMUNICATIONS



Clarity of Department's goals and strategy



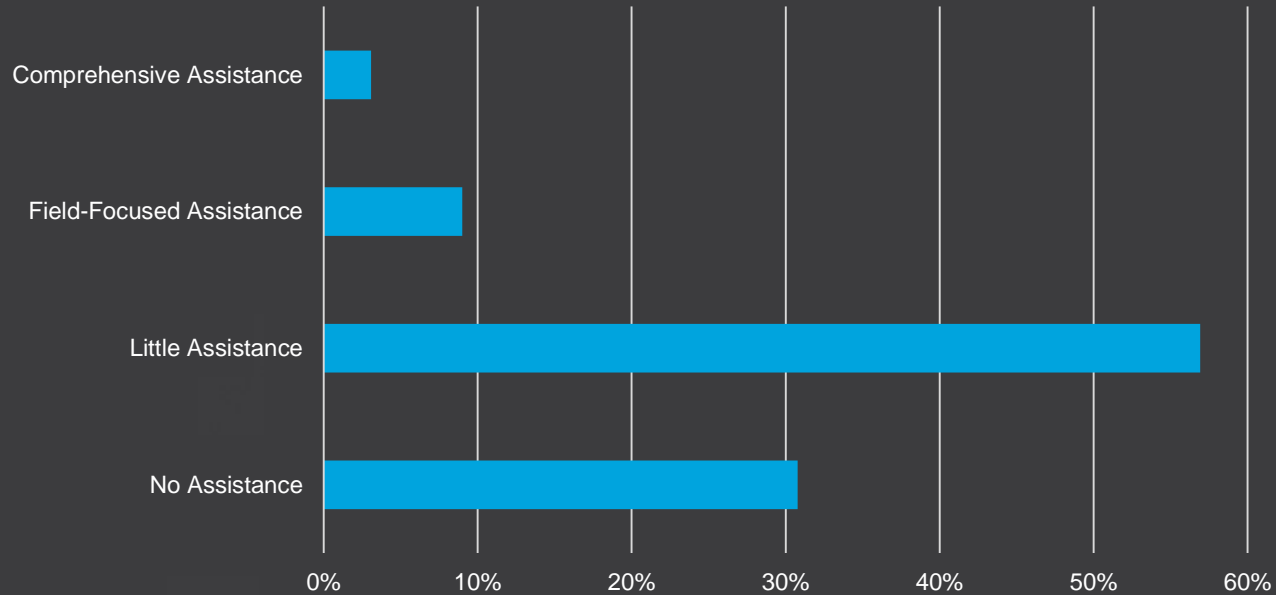
Coverage of the Department's activities in the Armenian media (interviews, articles, etc.)



DEPARTMENT'S NON-MONETARY ASSISTANCE



ACD's non-monetary assistance





WHAT WILL CHANGE



Area	What we will do	How will we know if we were successful
Impact	<ol style="list-style-type: none"><li data-bbox="328 212 923 742">1. Reduce the <i>number</i> of small grants given and increase the <i>number of projects lasting longer</i>, so that greater impact can be achieved by means of increased engagement.<li data-bbox="328 742 923 1092">2. Improve monitoring by discussing more often the submitted reports.	<p data-bbox="923 212 1932 338">In 2018 ACD will conduct a similar survey and results should show:</p> <ul data-bbox="923 338 1932 742" style="list-style-type: none"><li data-bbox="923 338 1932 382">- An <i>increase</i> in the reported median amount of support<li data-bbox="923 382 1932 469">- A <i>decrease</i> in the reported percentage of projects receiving less than 5.000 Euros<li data-bbox="923 469 1932 513">- A <i>decrease</i> in the percentage of non-multiannual projects<li data-bbox="923 513 1932 742">- Improved non-monetary assistance (as measured by a decrease in the percentage of projects claiming to have received “Little” or “No assistance”) <p data-bbox="923 742 1932 868">In 2018 ACD will conduct a similar survey and results should show:</p> <ul data-bbox="923 868 1932 1092" style="list-style-type: none"><li data-bbox="923 868 1932 1092">- A <i>decrease</i> in the rate of submitted reports not discussed with Grantees



WHAT WILL CHANGE



Area	What we will do	How will we know if we were successful
Department-Grantee relations and interactions	3. Increase frequency and quality of interaction between Department and Grantee	<ul style="list-style-type: none">- Survey repeated every two years and progress shared with grantees <p>In 2018 ACD will conduct a similar survey and results should show:</p> <ul style="list-style-type: none">- Department has been more proactive in initiating contact with grantees- A <i>decrease</i> in the rate of submitted reports not discussed with Grantees- Improved non-monetary assistance (as measured by a decrease in the percentage of projects claiming to have received “Little” or “No assistance”)



WHAT WILL CHANGE



Area	What we will do	How will we know if we were successful
Administrative proceedings	<p>4. Decrease time between submission of proposals for funding and clear commitment of funding, by means of a change of the current online submission form and Departmental proceedings</p>	<ul style="list-style-type: none">- A two-tiered online platform will be created where organizations first submit a simplified form. Based on this simplified first form, if ACD believes project has potential, it will invite the organization to submit a more comprehensive application <p>In 2018 ACD will conduct a similar survey and results should show:</p> <ul style="list-style-type: none">- A <i>decrease</i> in the reported “time between proposal’s submission and clear commitment of funding” taking longer than three months
Communications	<p>5. Create a targetted mailing list to inform partners based on the ACD priority they work on</p> <p>6. Simplify Department’s message and give funded organizations more visibility by means of an online map, or similar visual tool, with our funded projects</p>	<ul style="list-style-type: none">- A targetted mailing list will exist by April 2017- A map with the Department’s supported projects, or a similar visual tool, will exist online in 2017