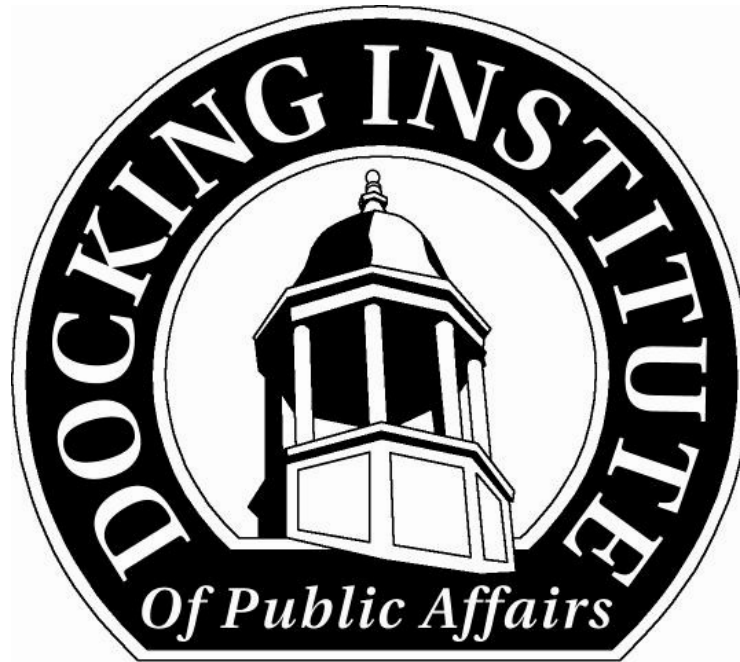


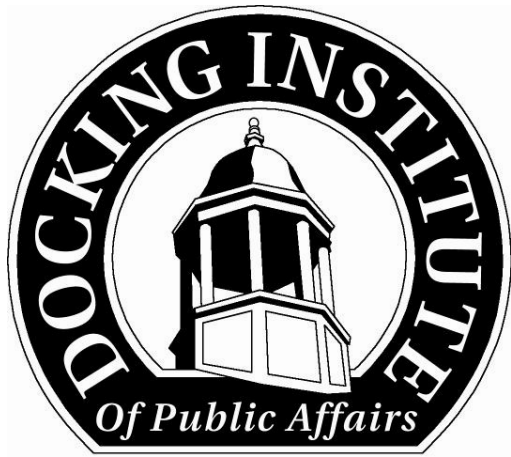
2014 Client Feedback Survey

Kansas Creative Arts Industries Commission



Prepared For
The Kansas Creative Arts Industries Commission
Prepared By
The Docking Institute of Public Affairs

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Mission:

To Facilitate Effective Public Policy Decision-Making.

The staff of the Docking Institute of Public Affairs and its University Center for Survey Research are dedicated to serving the people of Kansas and surrounding states.

2014 Client Feedback Survey Kansas Creative Arts Industries Commission

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Table of Contents

List of Figures	i
Executive Summary.....	1
Methodology	4
Survey Questions	5
Appendix A	18

List of Figures

Figure 1: Do you recall how you learned about (Are you aware of) the grant programs offered by the KCAIC?.....	5
Figure 2: How did you become aware of KCAIC's grant programs?	6
Figure 3: Do you believe these grant categories are the best use of the Commission's funds, or are there other categories that could be added to better meet the needs of your organization?	7
Figure 4: What other categories of grants could we add that would better meet your needs?.....	8
Figure 5: Would you say the application process is:	9
Figure 6: Did you recall experiencing any obstacles that have kept your organization from applying for one of our grants?	10
Figure 7: What obstacles did you encounter?	11

Figure 8: Can you think of any ways that considering one of our grants caused you to think about the role the arts can play in maintaining a healthy local and state economy? 12

Figure 9: Do you have any other comments about the application process in applying for our grants? 13

Figure 10: Did receiving one of our grants result in increased support for the arts from the non-arts sector? 14

Figure 11: Do you have any other comments about the application or review process in applying for our grants? 15

Figure 12: What additional services or functions would you like to see the KCAIC provide? 16

Figure 13: And finally, do you have any suggestions on how to improve our communications in the future? 17

Executive Summary

- Between October 13 and November 7, 2014, the Docking Institute (Institute) attempted to contact all 100 subjects designated as potential respondents by the Kansas Creative Arts Industries Commission (KCAIC). The Institute was able to contact and interview 54 subjects who had previously applied for KCAIC grants and 18 who had not, for a total of 72 respondents, yielding a survey response rate of 72%. Although there is some potential for response bias, the survey data should provide an accurate reflection of the opinions of all KCAIC clients who apply (Applicants), or consider applying for (Non-Applicants), KCAIC grants.
- Over three-quarters of Applicants and Non-Applicants recall how they became aware of the KCAIC grant program. The majority of Applicants were equally as likely to have heard of KCAIC grants through emails, the website or through word-of-mouth, with a few saying they became aware through other organizations or conferences. Non-Applicants had overwhelmingly heard of the KCAIC grants through emails, with some becoming aware through other organizations and word-of-mouth.
- About half of respondents felt a need for at least one additional grant category, while about one-third felt the current offerings were adequate. About one-fifth were unsure. Applicants were more likely to find the current list adequate.
- The most common suggestion for additional grant categories was for operational and administrative support, with Applicants being more likely to indicate a need in this area. Both groups would also like to see grants offered to present performers and for touring. Non-Applicants, in particular, indicated a desire for grants for educational initiatives.
- Several respondents referred to the usefulness of “old KCAIC,” which allowed grants to be used for operational and administrative support to fund operational work of existing staff and programs rather than requiring

- the funds be used to fund new programs. One respondent said they would like to see a grant “provide funding for teachers to teach kids who can’t afford art classes.”
- Although two-thirds of Non-Applicants found the application process at least “somewhat clear and easy,” over three-quarters of Applicants responded this way. Applicants were much more likely, however, to report the application process to be “very clear and easy.” Almost one-fifth of Non-Applicants indicated they were not familiar with the process.
 - Four-fifths of Non-Applicants indicated they experienced significant problems with the application process, while less than one-third of Applicants experienced problems. Half of Applicants said the problems they incurred were in the general guidelines and requirements, while less than one-third of Non-Applicants reported problems in this area. Non-Applicants were more likely to say the problems they had were with grant categories not matching their needs. Reasons for not applying for grants generally referred to the restricted uses of the grants and the complexity in applying.
 - Four-fifths of Applicants and almost half of Non-Applicants thought of ways they thought KCAIC grants had caused them to think about the role of the arts in maintaining a healthy economy. Many responses did not target the question directly, but those that did tended to mention the tourism brought in by artistic exhibitions and attributed economic value to improved aesthetics and accessibility to art.
 - Some of the specific ways respondents thought the arts stimulated the local economy were through job creation, attracting tourism through arts festivals and beautifying the community, increasing awareness among civic leaders of art’s economic impact in the community, increasing artists awareness of the economic impact of their work, and partnering with non-arts organizations.

- Respondents, particularly Applicants, offered many positive comments regarding the application process. Many critical comments, particularly among Non-Applicants, indicated a need for improved communications. Several Applicants indicated a need to streamline the application and review process.
- Two-thirds of Applicants said they felt the grant(s) they received from KCAIC resulted in increased support for the arts from the non-arts sectors of their communities.
- When asked what additional services they would like KCAIC to provide, the most common response from Applicants was to provide more grants (38%). The most common response from Non-Applicants was to provide professional development workshops. Some Applicants indicated a desire for grant workshops.
- Specific suggestions for additional services included direct assistance to artists, more support for rural areas, more detailed training in grant proposal writing, and sponsoring a retreat for to celebrate the arts, exchange ideas, and receive training.
- When asked how KCAIC could improve communications, at least one-third of both groups indicated that the timeliness of communications could be improved. Almost one-third of Applicants offered positive comments about KCAIC's communications. One-fifth of Non-Applicants indicated that more opportunities for face-to-face communications would be helpful. Both groups suggested a calendar of deadlines might be helpful.
- Although many respondents complimented the quality of communication, suggestions for improvement included quicker and more reliable response to voicemails and e-mails, earlier notification about events, updates on available funding and grants, more follow-up communication after grant is awarded, and a conference to share ideas and best practices.

Methodology

The Docking Institute of Public Affairs at Fort Hays State University surveyed 54 subjects who have applied for a KCAIC grant and 18 more that have not. Surveying took place from October 13 to November 7, 2014, and 72 of the 100 subjects from the sample list provided were contacted via telephone and administered the questionnaire by a trained interviewer. All subjects who were able to be contacted completed the interview. This results in a cooperation rate of 72%. Since no random sampling was performed and the entire population of interest was included in the sample, there is no margin of error. The high response rate suggests a low probability of response bias in the data.

Multiple attempts were made to reach and interview as many subjects as possible. Subjects who were reached were, generally, very enthusiastic about taking the survey. Approximately 28 were very difficult to catch in the office, or otherwise did not have time to take the Institute's calls when made. It can be reasonably assumed that the response distributions and comments made by respondents to the survey reflect the opinions of all KCAIC clients.

The data were downloaded into statistical software (SPSS) for analysis, which was structured to cross-tabulate all responses by the type of respondent, those who had or had not previously applied for a KCAIC grant. This facilitates easy comparison between applicants and non-applicants. Narrative responses were organized by topic and presented as submitted, with some corrections made for grammar and spelling.

Survey Questions

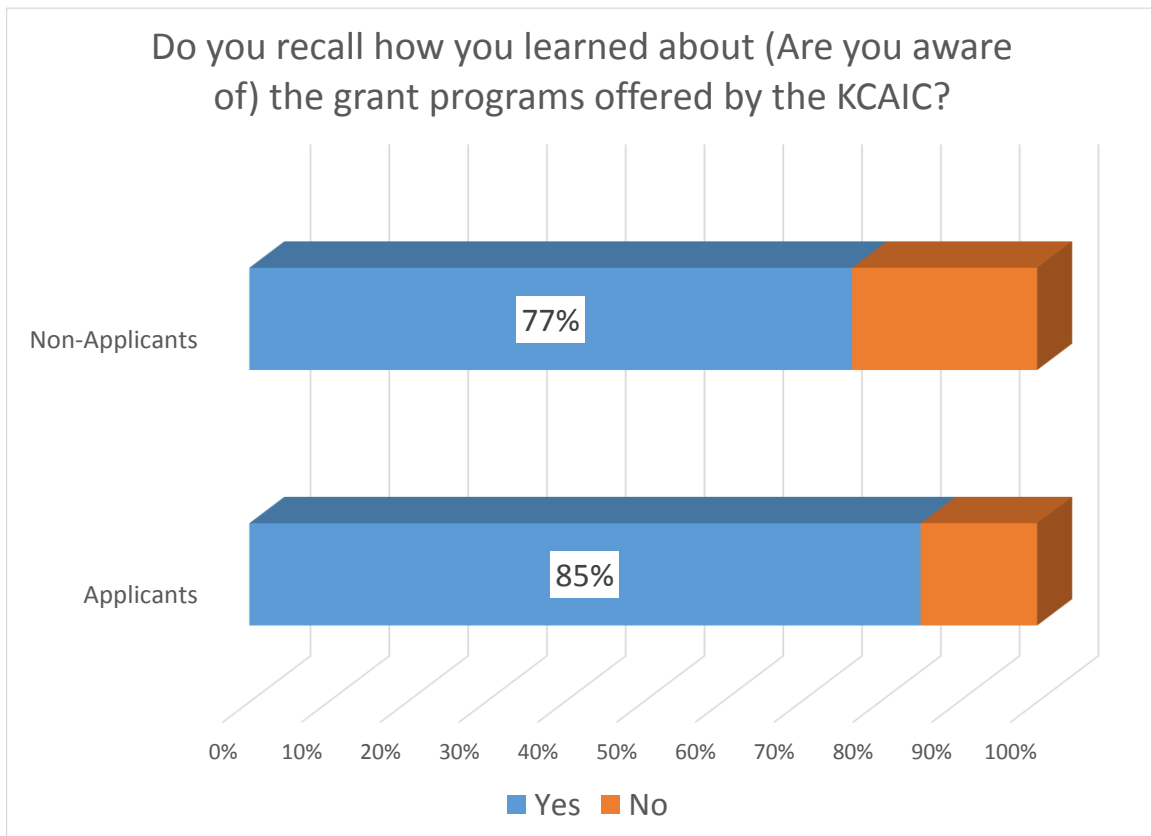


Figure 1

Applicants and Non-Applicants were both asked if they recalled how they learned (if an Applicant), or how they become aware of (if a Non-Applicant), the KCAIC grant programs. Figure 1 shows that most respondents did recall how they learned or became aware of KCAIC grants. Applicants were slightly more likely to recall the source of their awareness.

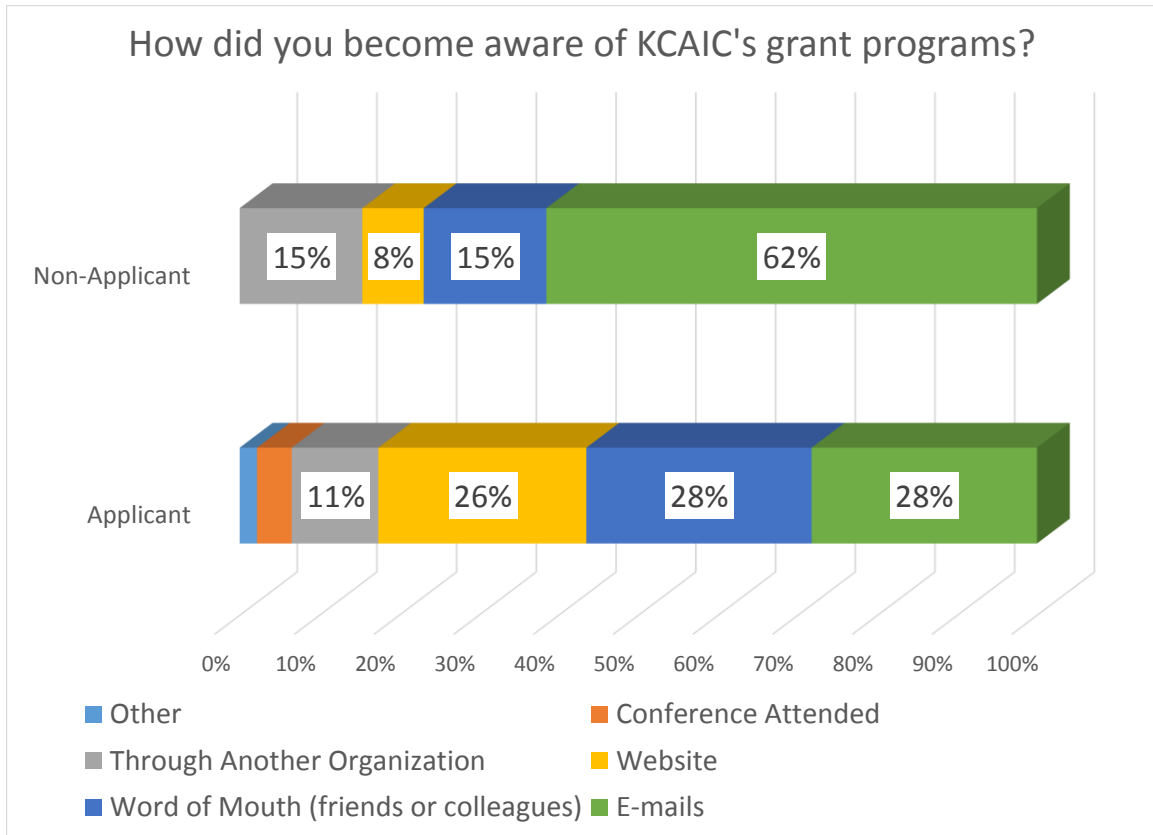


Figure 2

Respondents who indicated that they did recall how they became aware of the KCAIC grants were asked to report the source of their knowledge. Figure 2 shows that the two groups varied considerably. Non-Applicants were, by far, most likely to report the source of their knowledge to be emails, with almost two-thirds saying they became aware this way. Just over one-fourth of Applicants said they learned of the grants through emails. A similar proportion of Applicants said they learned of the grants through word-of-mouth from friends or colleagues, while just over one-seventh of Non-Applicants learned of KCAIC grants through word-of-mouth. Applicants were also much more likely to learn of KCAIC grants through the website, while Non-Applicants were more likely to learn of grants through another organization. No Non-Applicants and very few Applicants learned of the grants from conferences or other sources. Actual responses can be reviewed in Appendix A.

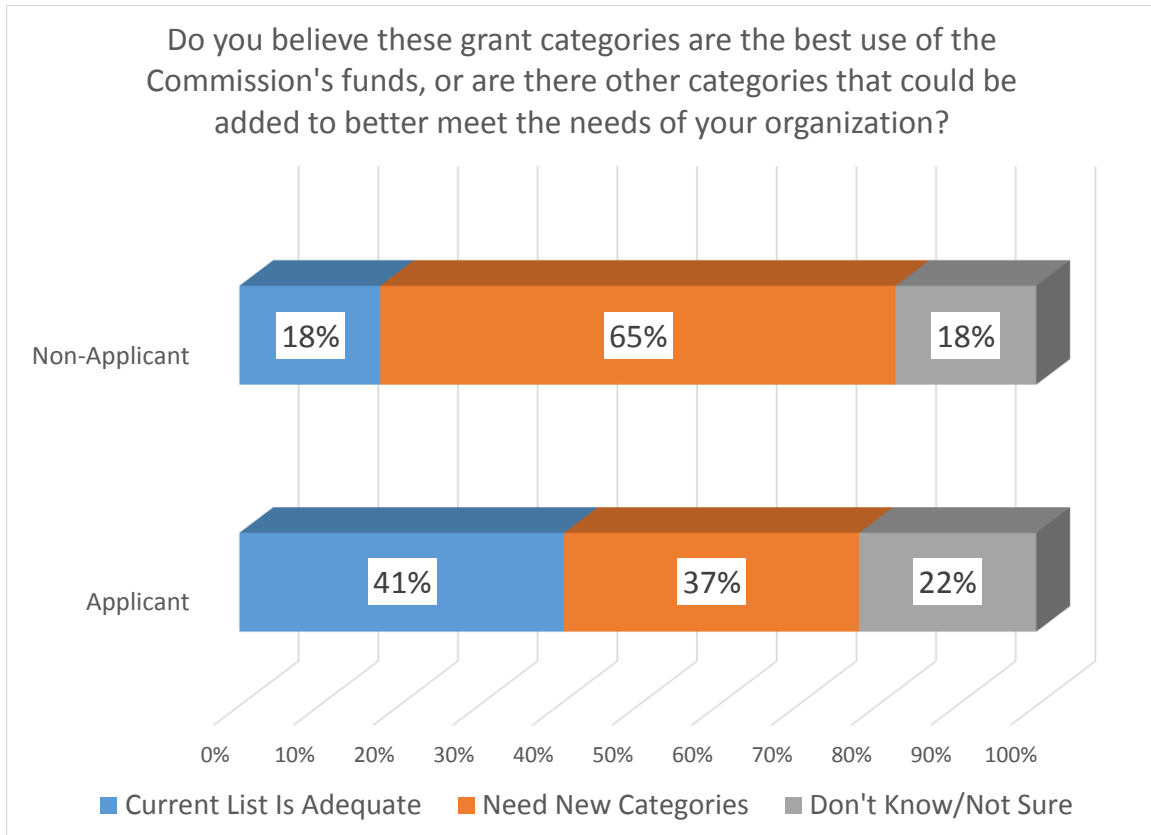


Figure 3

All respondents were asked if they thought the current grant categories were the best use of KCAIC funds or if other categories might better meet their respective organization’s needs. Applicants were assumed to be aware of the categories, but Non-Applicants were read a list of KCAIC’s current grant categories.

Figure 3 shows that Applicants and Non-Applicants expressed differing preferences, with almost two-thirds of Non-Applicants indicating that other categories might be helpful for their organizations, while just over one-third of Applicants expressed a need for additional categories. Applicants were more than twice as likely to say the current list is adequate. About one-fifth from each group was not sure. It is possible that reading the list to Non-Applicants may have affected the differential responses to this question.

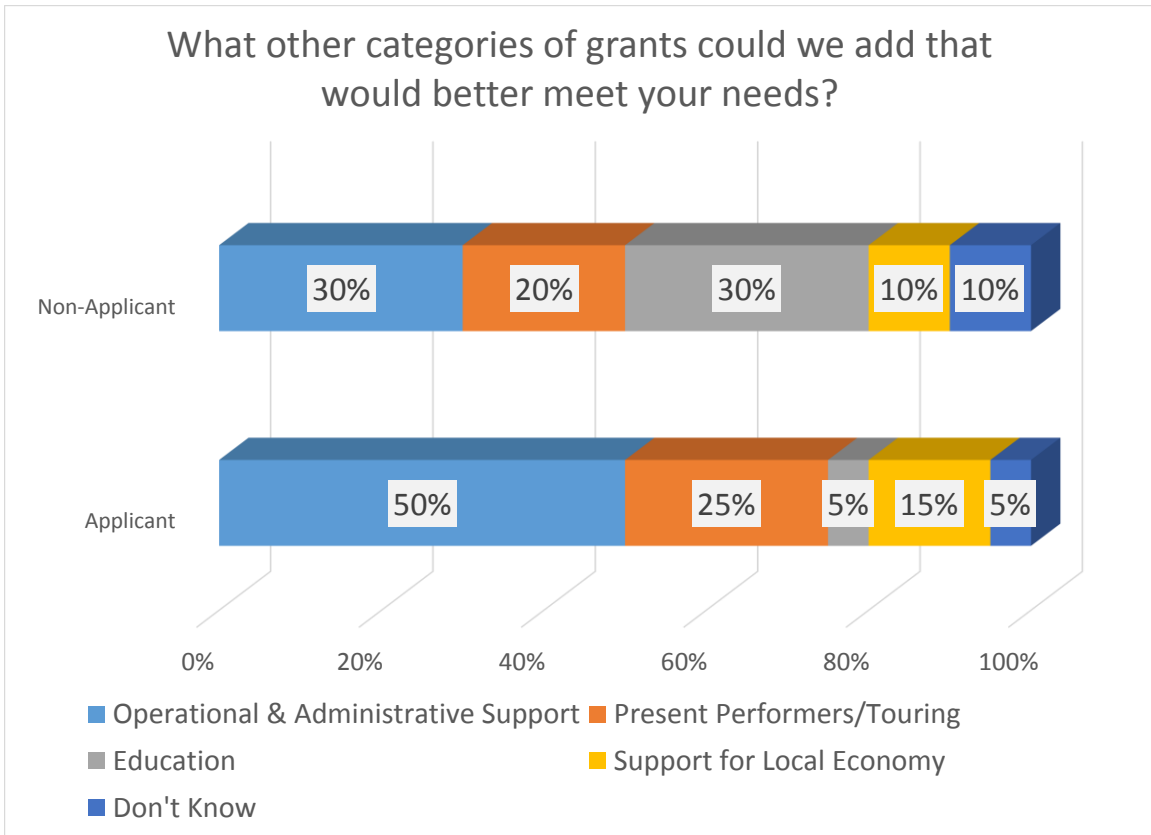


Figure 4

Respondents who said there were other grant categories that would better meet the needs of their organizations were asked, “What other categories of grants could we add that would better meet your needs?” Responses tended to fall within four major areas, as categorized in Figure 4. For Applicants, operational and administrative support was the most commonly cited suggestion for a new grant category, followed by grants for touring and presenting performers. For Non-Applicants, grants for administrative support and education were the most common suggestions. Non-Applicants also suggested grants for touring and presenting performers, but not to the degree that Applicants suggested them. Both types of client also suggested grants to support the local economy, but more often among Applicants. Specific suggestions can be viewed in Appendix A.

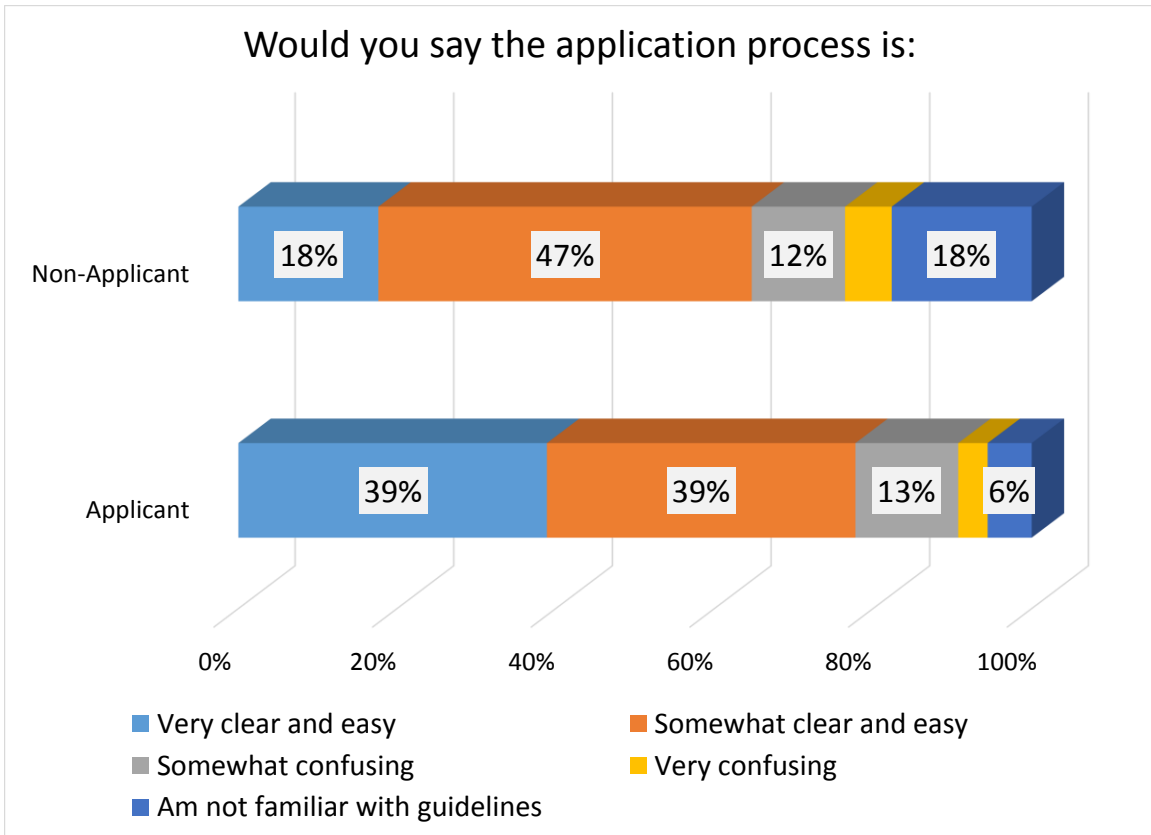


Figure 5

Respondents were asked to indicate the degree to which they found the application process easy and clear or confusing. Figure 5 shows that there were some differences in perception, with Applicants being much more likely to find the application process “very clear and easy” to understand, while Non-Applicants were more likely to find it “somewhat clear and easy” to understand or to not be familiar with the process. Non-Applicants were about as likely as Applicants to find the application process “somewhat confusing” and only slightly more likely to find the process “very confusing.” Since Non-Applicants may have started the application process, but not completed it, these data suggest that it may be the initial steps in applying or understanding the overall process that is difficult, becoming clearer and easier as you actually go through the process or make it through the initial steps.

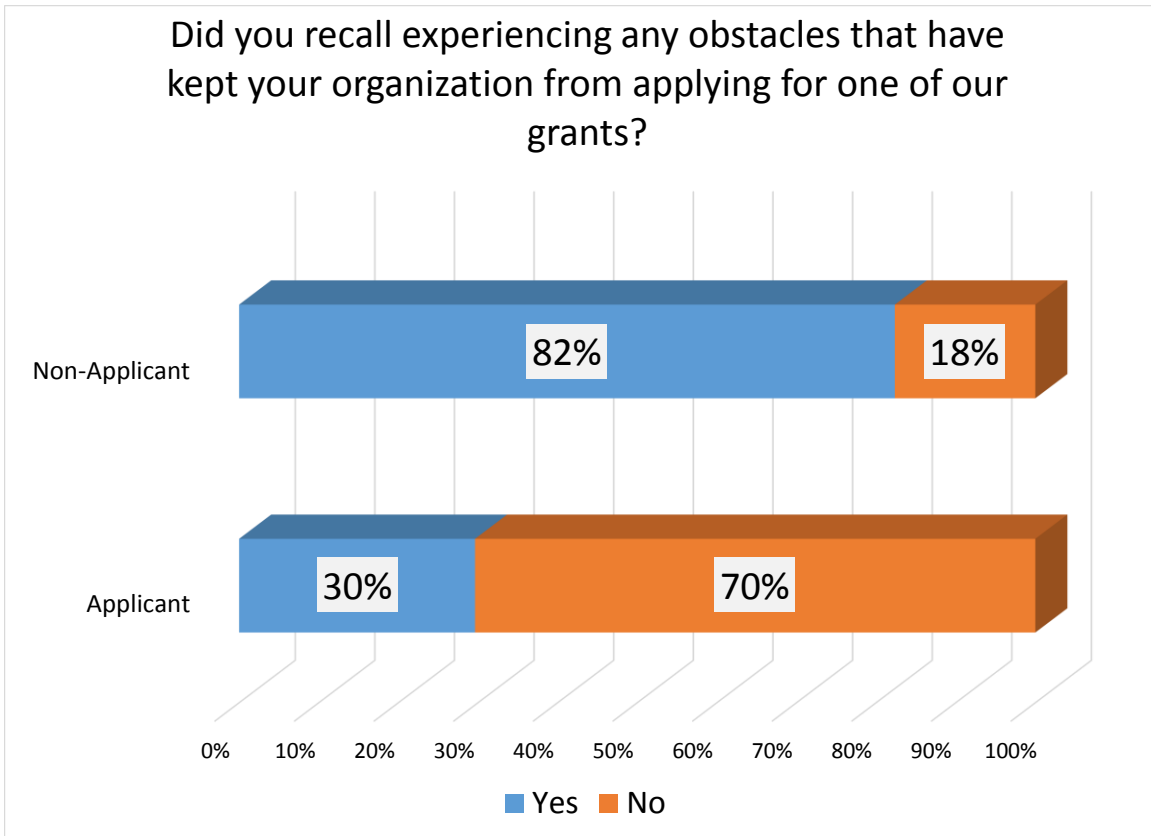


Figure 6

All respondents were asked to recall if they experienced any obstacles to applying for a KCAIC grants. As may be expected, Non-Applicants were almost three times as likely to say that they had experienced obstacles. Less than one-third of Applicants reported obstacles, while over four-fifths of Non-Applicants reported obstacles. These data suggest that policy changes or clarifications in the grant application process based on Figure 7 and the narrative comments in Appendix A might facilitate an increase in successful grant applications.

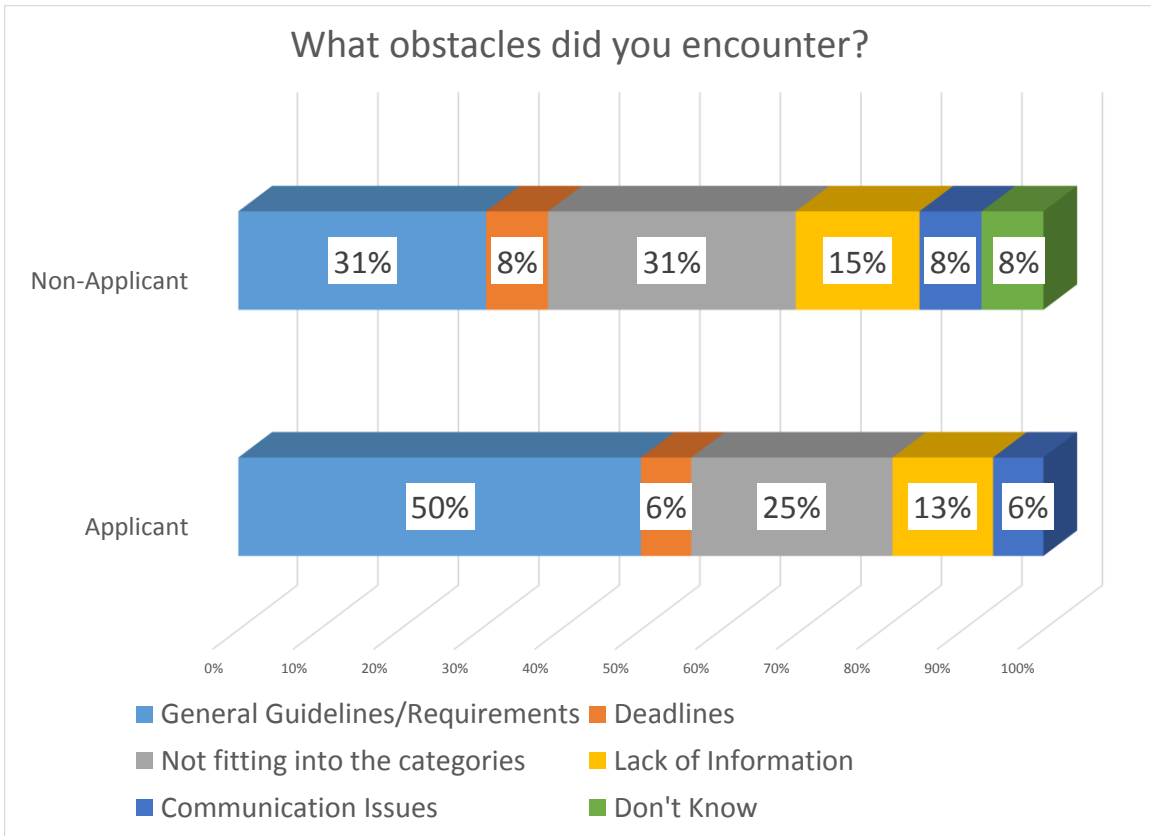


Figure 7

Respondents who said that they did encounter obstacles in the application process were asked what obstacles they encountered. Applicants and Non-Applicants responded similarly, with the exception of obstacles in the general guidelines and requirement, of which Applicants were much more likely to cite. Non-Applicants were slightly more likely to report obstacles in the areas of deadlines, not fitting into the categories, communication issues and general lack of information. The narrative comments in Appendix A provide more detailed information on specific obstacles encountered. These results suggest that reviewing the clarity of guidelines and limitations imposed by grant requirements, as well as developing additional grant categories, would increase the number of grant applications.

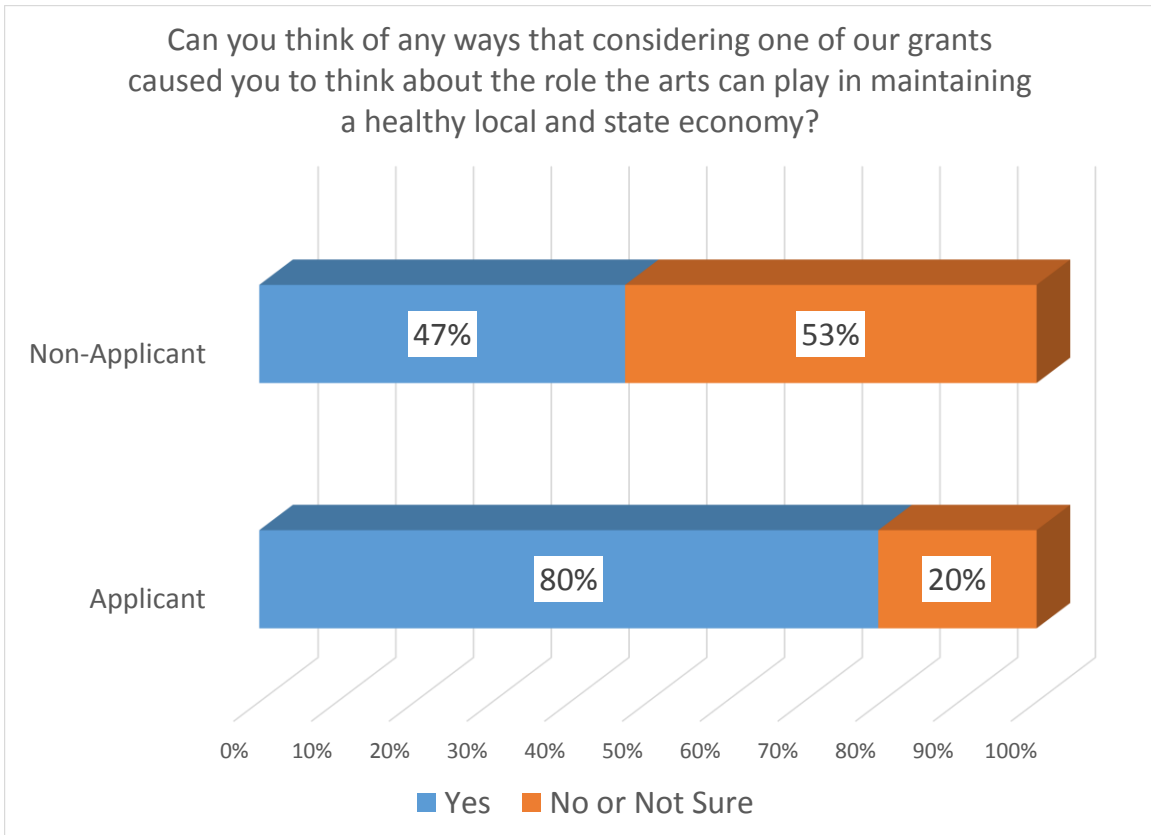


Figure 8

Respondents were asked if they could think of ways that considering a KCAIC grant caused them to think about the role the arts can play in maintaining a healthy economy. Figure 8 shows that Applicants were much more likely to say they could think of ways, with just under half of Non-Applicants and four-fifths of Applicants saying they could. Specific ways cited that KCAIC grants help maintain a healthy economy can be found in Appendix A. These suggestions varied quite a bit more than the previous narrative responses and were not conducive to categorization.

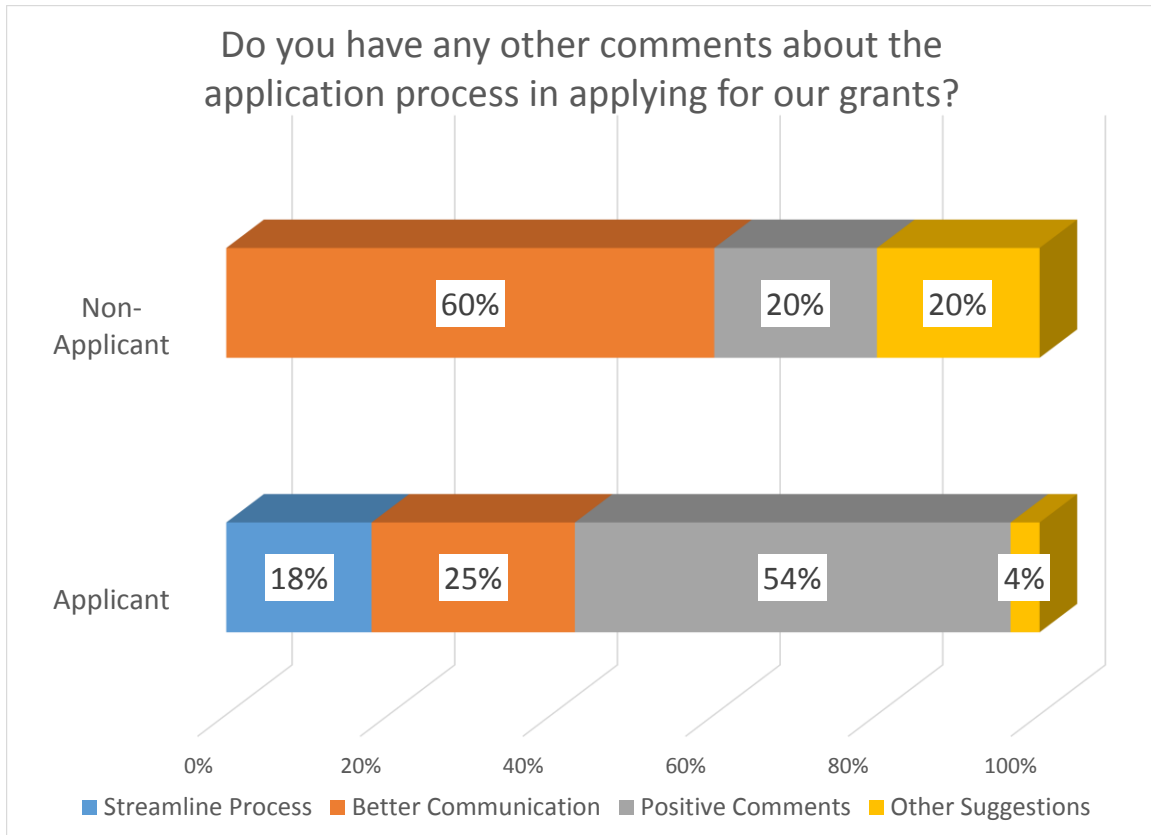


Figure 9

Applicants were asked to submit any other additional comments they had regarding the application process. Figure 9 shows that over half of the responses of Applicants were positive comments about the application process, while over half of Non-Applicants indicated communication problems. One-fourth of Applicants said they felt communication could be improved, while just under one-fifth felt the process could be streamlined to some degree. Though not to the same degree as Applicants, one-fifth of Non-Applicants submitted positive comments about the application process. Specific comments can be viewed in Appendix A.

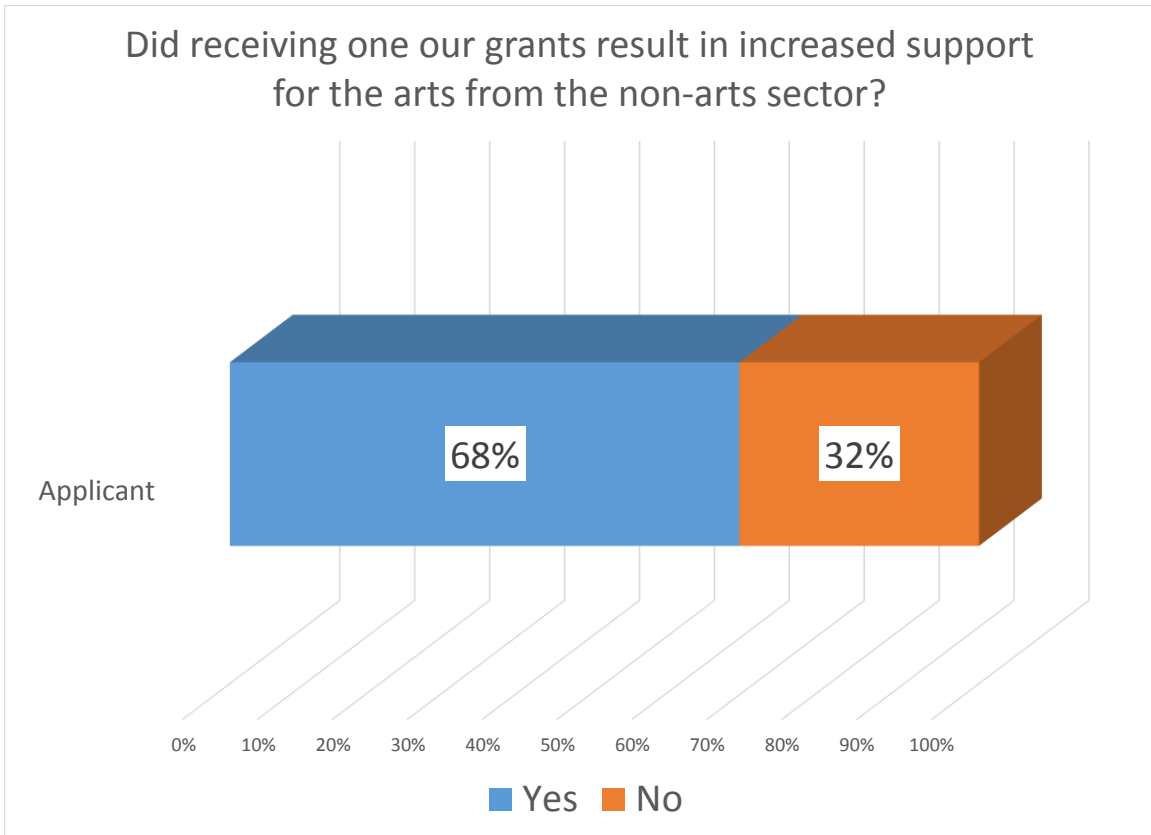


Figure 10

Applicants were asked if receiving a KCAIC grant resulted in increased support for the arts from the non-arts sector. Figure 10 shows that over two thirds indicated that they had received increased support as a result of activities funded through KCAIC grants.

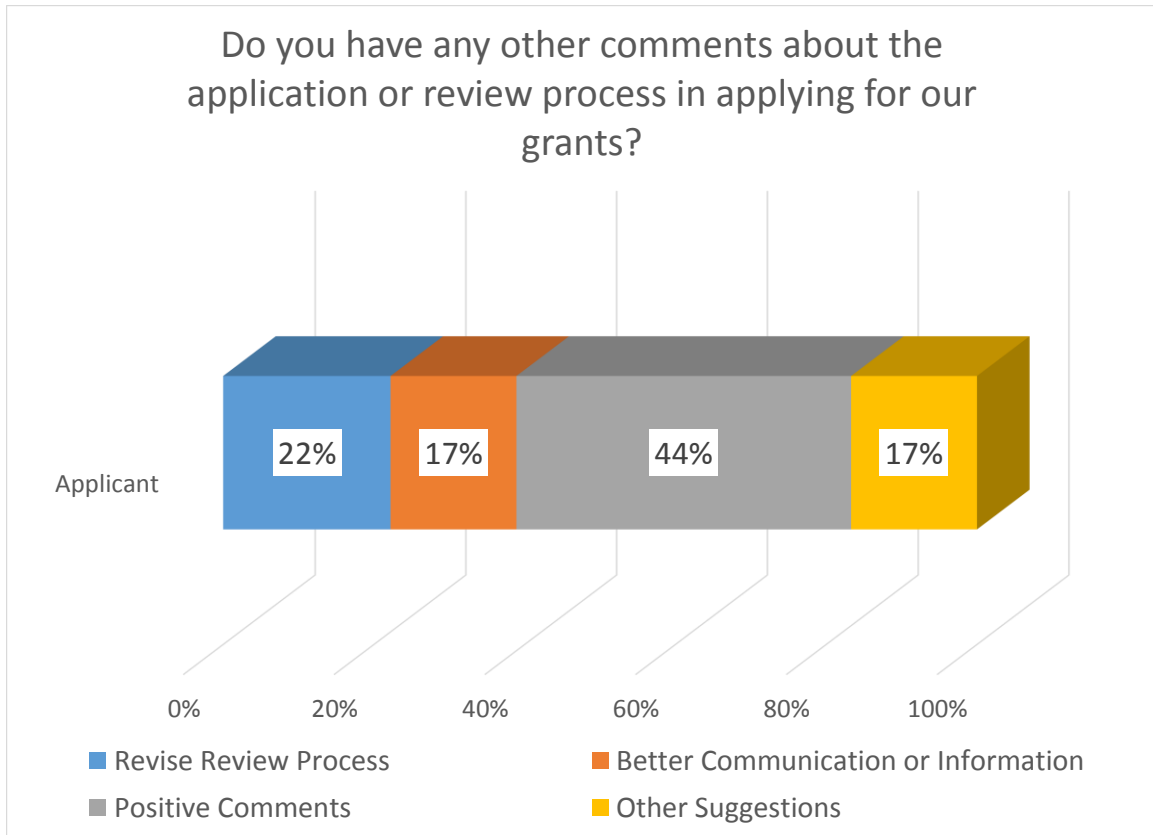


Figure 11

Applicants were asked to submit any other comments they had about the application review process in applying for KCAIC grants. Figure 11 reinforces previous conclusions that Applicants generally found the application process to be a positive experience, with almost half offering supportive comments. Comments from more than one-fifth of applicants also supported previous conclusions that certain revisions in how the applications were reviewed would improve the process. About one-sixth commented that better communication and dissemination of information would be helpful. Specific suggestions can be viewed in Appendix A.

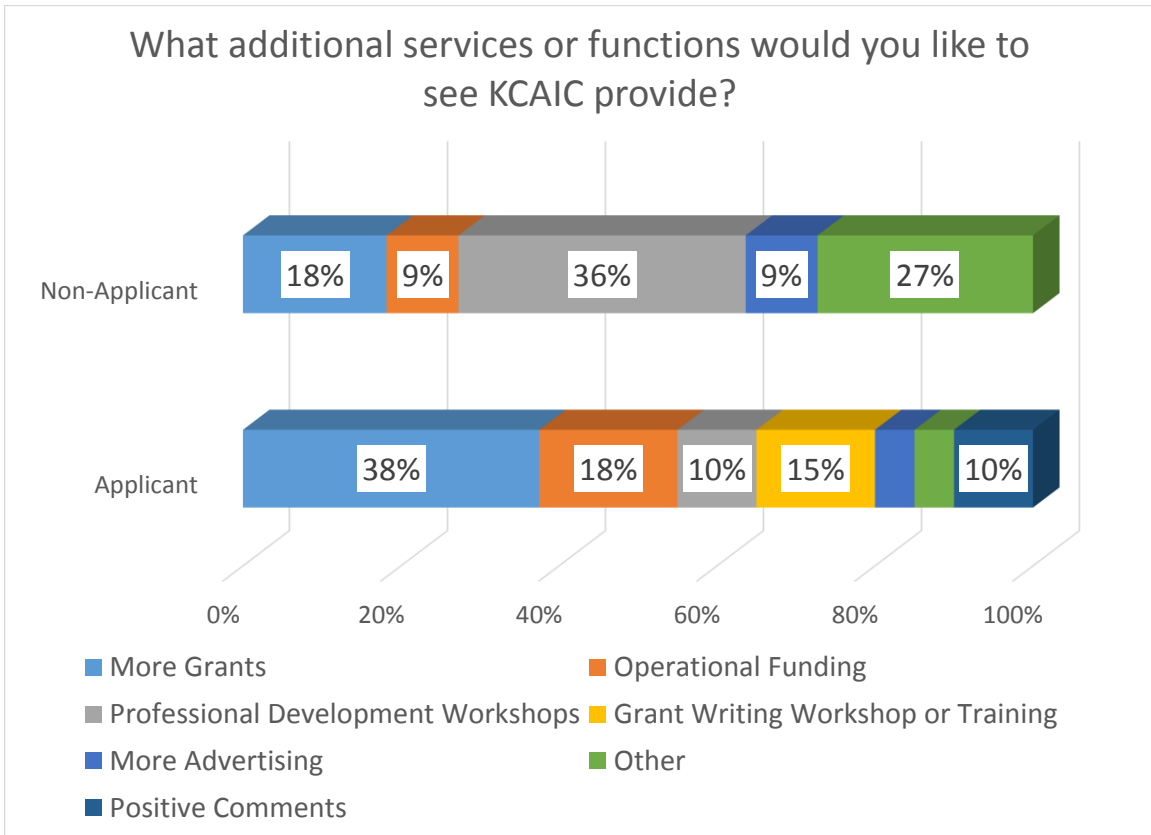


Figure 12

Respondents were asked what additional services or functions they would like to see offered by KCAIC. The two groups varied somewhat in their needs. Non-Applicants were much more likely to say they could benefit from professional development workshops. Applicants were more likely to indicate a desire for more grants, more operational funding and grant writing services to be offered. Several additional positive comments were offered by Applicants, while Non-Applicants had several additional requests that did not fit into the main categories. Specific suggestions can be found in Appendix A.

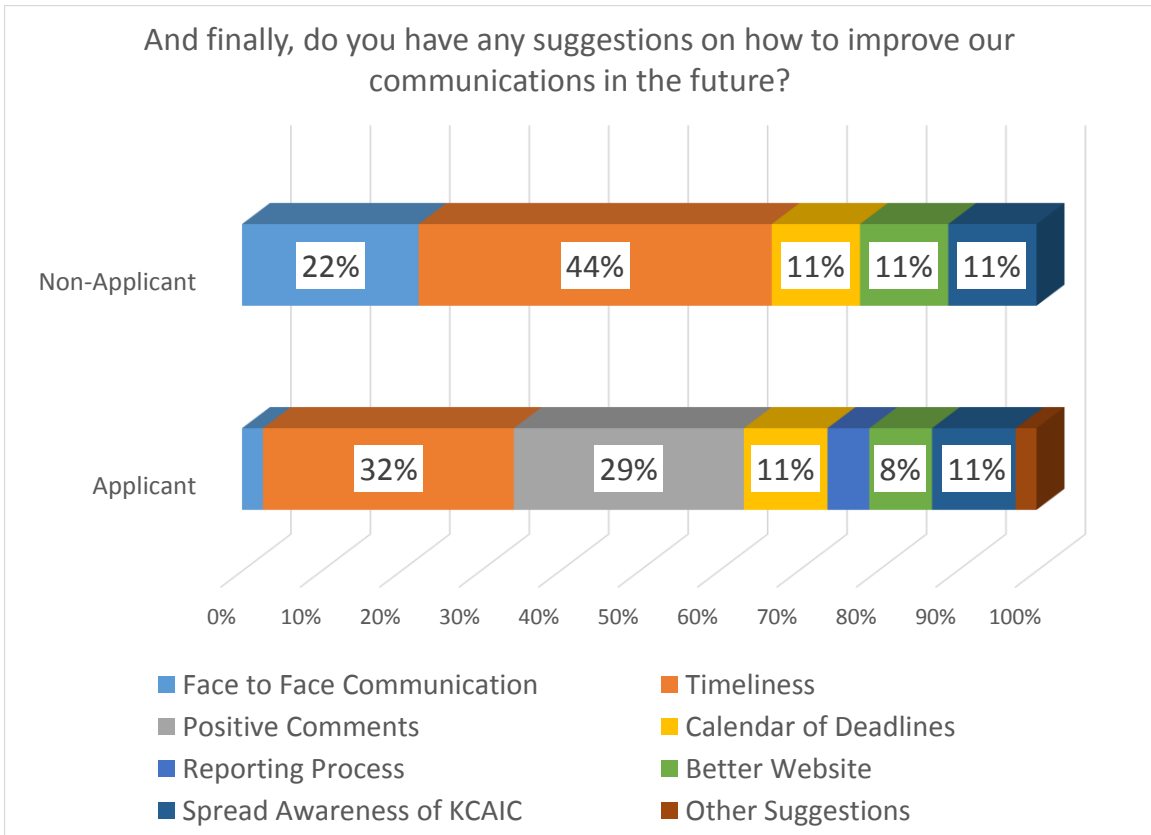


Figure 13

Communication issues have already been identified as a problem with the grant application process. The last survey question asked respondents to submit any specific suggestions for improving communications. The most commonly cited suggestions for both Applicants and Non-Applicants revolved around the timeliness of communications, with Non-Applicants being somewhat more likely to offer suggestions in this area. Almost one-third of Applicants, but no Non-Applicants, offered positive comments in response to suggestions for improving communications. Non-Applicants were much more likely to suggest enhanced face-to-face communication. Roughly equal proportions of both groups suggested posting a calendar of deadlines, improving the website and spreading awareness of KCAIC and its grant offerings. Specific suggestions can be viewed in Appendix A.

Appendix A

Open-Ended Narrative Responses

Q2: How did you become aware of KCAIC's grant programs?

Applicants

E-mails

- Colleges forwarded an email
- E-mail (7)
- Through the KC arts council - on an e-newsletter
- Through email or website
- Involved in some of the visioning of the establishment of the organization, received notification through email and press releases
- Got direct email from them, as well as arts committee in [deleted to protect identity]
- Received an email about it

Website

- Humanities department and always searching
- Web search
- Internet (3)
- Did regional/state/national funding opportunities and came across us on Google
- Liked the Facebook page and saw the state grant
- Through website, word of mouth
- Followed the news about the arts funding in Kansas, heard about it through newspapers and internet
- Website usage and word of mouth
- Checked website
- Online search, received funding in the past

Word of Mouth (Friends of Colleagues)

- Learned about it from people from [deleted to protect identity] University - started working there after they had already applied for the grant
- Through economic development department in [deleted to protect identity] county
- Friend

- Word of mouth
- Forum at [deleted to protect identity] College online
- Through a friend who works there
- Word of mouth and online
- Drama teacher told me about it
- Forwarded an email by a colleague
- A friend told me about it
- Met with someone else from another state and asked a few questions
- Word of mouth, and checked website
- A friend works with the [deleted to protect identity]

Conference Attended

- [A representative] came to [deleted to protect identity] and spoke to the cultural forum and then followed up on the website
- At a conference or an email

Through Another Organization

- Was involved in the establishment in the agency; I kept an eye on them because I knew what they did
- Was a part of [deleted to protect Identity] ; have been aware of it since the very beginning
- Through another local arts program
- I've been in the business for so long so we received grants from the previous organization that represented the state
- Worked on projects previously funded

Other

- Used to be involved in the Kansas Arts Commission

Non-Applicants

E-mails

- E-mail (6)
- Searched it out and emails
- Email list

Website

- Researching it

Word of Mouth (Friends of Colleagues)

- Learned from supervisors
- College

Through Another Organization

- Been involved in the [deleted to protect identity], natural progression
- Found them through another project that was being funded

Q4: What other categories of grants could we add that would better meet your needs?

Applicants

Operational and Administrative Support

- State touring roster, general operating support funds
- In the past the operational support given was a lot more useful, the money that is available is usually for very specific things, and people have to build programs to fit the categories of those grants, not always the best approach. More general support, meeting the needs of smaller communities with different demands.
- As an advocacy agency, operational and administrative support grants, that previously existed, would be a huge help and were a huge loss
- In general, organizational grants to fund operational work, they can fund staff and increase their capacity, is a far better use of funds than new programming. The driver for commerce and economic development could push organizations further to reach maturity, far more than equipment or new programming, the general support will drive its own programming. Paneling is big.
- Grants for General Operating Support, as it is a struggle to merely get by, in addition to project based grants that revolve around industry and commerce
- Direct operational support for local arts agencies
- Many arts organizations offer operational funding, KCAIC does not
- Miss the notion of operational support from the old KCAIC, operational support would be a tremendous help, funding for general operations
- General operating, technology support
- Reoccurring grants - maybe insuring a small but regular income over a 5 year period

Present Performers/Touring

- A touring program - around the state
- Touring roster
- Touring performers (bring in artist from outside area)
- Kansas Artists, supporting orgs that want to present artists
- More assistance for local arts associations to help present performances

Education

- Funding for children who can't afford art lessons, funding for teachers to teach kids who can't afford art classes

Support for Local Economy

- Serving at risk populations
- Assistance with bricks and mortar, assisting in acquiring the property that will give their organization longevity, state assistance in a capital investment
- Grants used to help restore buildings, increase nonprofit as well as for profit activities

Non-Applicants

Operational and Administrative Support

- General operating
- Operational support groups and grants that aren't designed for just new programs and for new jobs. A rubric to evaluate the grants so we know the criteria that we are being judged against
- Adding for part-time staff general assistance with the programs they have

Present Performers/Touring

- Programs that support artists and innovative arts programming
- Operating grants helping outstanding programming outstanding artists - artist fellowship

Education

- Arts on tour with a roster operations grants funding for arts education
- Programs that help get art into the schools for kids and in smaller rural areas
- Grants that supplement the cost of organization exhibitions and partnering with individual artists geared specifically for educational programming

Support for Local Economy

- Contributing to the economy on smaller scale funding to help deliver programs to underserved communities

Q7: What obstacles did you encounter?

Applicant

General Guidelines/Requirements

- Lots of hoops to jump through for the limited amount of money available; the simpler the process the better
- In the past the libraries were unable to apply, but have since expanded to include public libraries, greatly appreciated!

Deadlines

- Aligning deadlines

Not Fitting into the Categories

- Partnerships. Restrictions of clients
- Securing the matching part
- Not all categories are applicable. Organizational support would be nice
- Only initially, the initial programs were only directed at job growth, for mature organizations there was some trepidations. But now that the categories have broadened it is far more accessible to organizations. The evolution of KCAIC has significantly improved

Lack of Information

- Awareness of grants
- Didn't know about this until this summer

Communication Issues

- A little bit of a delay in the system of getting feedback

Non-Applicant

General Guidelines/Requirements

- They don't seem very user friendly for smaller organizations
- Don't fit into what they do and what they can handle
- General guidelines
- Have considered and begun the process and gave up because it didn't seem to fit the needs of the organization. Too many complex criteria built in

Deadlines

- Information on deadlines

Not Fitting into the Categories

- Small town arts center, have foundations already supporting
- The programs that are in there are not the ones for small organizations in rural communities. The funding and programming needs are not a symbiotic fit with the organization that they are a part of
- Did not fit into any category
- Categories seems less applicable to their type of organization and don't best suit them

Lack of Information

- Lack of information
- Lack of knowledge of them

Communication Issues

- When I followed up to find out about grants, the links on the emails didn't work, I was told we would be getting another email and I never did
- Questions involving criteria were obscure and answers weren't available even when I called

Q9: In what ways did considering one of our grants caused you to think about the role the arts can play in maintaining a healthy local and state economy?

Applicant

- A better job could be done of getting the word out about basic information about KCAIC to the far reaches of the state, a lot of people are not aware of what's out there and what's available to them. People don't even know where to look for the services provided by KCAIC.
- Able to use the funds to hire Americans for the Arts. Looking at how they can be more effective generating more economic activities
- Affects artistic capabilities
- Already consider that thoroughly through are business
- Already have an art program established that they were well in-tuned with, but added to it
- Arts Integration Grant, considering job creation, but mostly creating a greater quality of life and addressing non-art community needs
- At first wasn't quite sure, but like what they've done. Makes artists think about their economic impact
- Audience development
- Because of the grant he was able to meet with the Chamber of Commerce, mayor, business leaders, and area arts counsel to discuss the arts in the coming years and what should be done in connecting arts and business in order to draw people into our community
- Brings people and tourists to our little rural community, and with people comes use of local businesses (gas, food, lodging) and gives local artists employment, hire entities for publicity. It was embarrassing to not have an Arts Commissions, gives Kansas some cultural interest, the arts need to be supported strongly.
- Brings to the forefront the amount of money it stimulates, jobs it can create and the purchases that are made that stimulate the economy
- By framing their work as a primary and secondary contributor to the local economy, it assisted them in framing their work. Advancing the entire conversation locally on how the arts affect the economy
- City owned building ran by a non-profit. In tight times the city providing quality of life and cultural experience is a mini version for what the state is trying to do. The grant aligned easily with personal mission
- Develop jobs that allow people to get into the communities more and help other prospects develop within the community

- Grants were interested in creating jobs and facilities
- Had a fairly broad idea of what we wanted to do, but its intentions solidified that we were on the right track
- Helped to grow some areas where the arts could be used in our downtown community which, in turn, strengthened our downtown community
- Helps to see how they can further the creative economy
- It has helped them consider more options, different options in partnering with other local organizations, offering more varied programs to their community
- It helped us because we are working with the opera house - we have people come in and perform
- It's an opportunity that opens more doors in some communities
- More community minded and really underscoring the value of arts, the arts are really valuable in self-esteem and when dealing with health issues - having art as an outlet
- More money should be pushed into the arts, more help could really help benefit the economy
- Nice that there is still something around for the arts
- One of the questions in the grant asks this and you have to think through that process when applying, had to look at that perspective because of the application
- Partnering with non-arts organizations
- Prompted her to think more about how the arts are the economic driver in the community
- Regarding creative place making, with that they specifically want to track the growth of jobs in the creative sector
- Role in community
- [deleted to protect identity] Community Theater region of operation goes not just statewide, but throughout the Midwest, bringing people into their region throughout! They have a huge economic impact at a very high level within the state and Midwest, and that needs to be recognized.
- Several of the questions made us reevaluate our project
- She liked the integration aspect of the grant and how it helped with students be part of the community
- Small museum - brought people in that wouldn't usually be here for events
- That consideration is made in virtually everything this organization does, had provided research and details about the impact of a healthy arts community throughout local and statewide economy for over 15 years

- The arts are very important, especially in small towns and communities. Able to revive their park, through grants; made their eyesore into something beautiful and profitable with farmer's market, etc.
- The grants serve their purpose within the communities, appreciates that the review committee allows for the calling in of feedback
- The project would attract people to [deleted to protect identity]
- The way the requirements for reporting are makes us take a look through a different lens
- Through the department of commerce, and he serves with economic development so he sees the focus there, collaboration
- Used to create a local festival to boost economy
- Very vital to our economy/community
- We just finished utilizing the grant funds, it was fantastic! I think this is such an opportunity for rural communities and we want to do more of this for our entire district
- With the creative economy support, it reinforces how much of difference it can make for artists to produce new work and for there to be state and government support for the arts

Non Applicant

- Can't recall
- Don't know
- Employment and production
- Loves the idea of art and commerce because art is commerce.
- Puts into connection with something that can benefit your economic development of the community
- Re-enforced the idea that arts help maintain that economy
- Schools don't offer a lot of art, they try to provide programs for people that don't have access to the arts through school
- The arts promote local businesses, as a nonprofit the community keeps them going

Q10: Do you have any other comments about the application process in applying for our grants?

Applicant

Streamline Process

- Long reporting process, make sure everything they ask for is what they needed, and streamline reporting process
- Changing categories; streamlining the application process; Funding for the artistic/educational merit
- More user friendly and more promotion
- Like to see it simpler, more streamlined
- Long process, 40+ hours in grant writing, both good and bad. The process could be made simpler, got a lot of help through Peter with questions or problems

Better Communication

- Hope that the process has improved. Previous time applying the app deadline changed numerous times and the screening process was not transparent. Hope the agency will do more to communicate. Got little to no information from the agency if a meeting is scheduled with little notice before hand and the location is rarely disclosed. The agency director is very approachable.
- The Commission in its current capacity and the grant adjudication is less than professional. There needs to be someone with more experience with grant requests than is currently present, too self-oriented with the current commission, serving own interest and there needs to be more clear guidelines established in their adjudication of grants.
- Delays and confusions during the launching, but those were understandable frustrations. It was a nerve racking process, but only because they were involved in the initial rounds of the Commission
- More communication in a more timely manner once you actually get your grant would be a good change
- Successfully obtained one grant, unsuccessfully with another. Has served in the panel board and been subject to it, but the comments and critiques made during the process were unclear and unfair, purposely kept vague for creative process but to have critiques made that weren't listed, aren't given the information they were going to be judged by.
- We put together something and the comments I heard: tended to confuse a lot of people looking at it. The grant guidelines encouraged what we

were doing, but the feedback from KCAIC I was getting confused them. A bit of a disconnect through the KCAIC

Positive Comments

- The conference call so they could listen in on the review process was very helpful. It was useful and helpful being new to the grant process
- I felt any questions I had were answered by telephone. I felt like I could get in touch with someone pretty readily when I had questions
- Found it much easier than it was when it was administered by the Kansas Arts Commission, the grant amounts make more of an impact than they used to.
- Clear and concise, answered questions quickly, very evolved and much more accessible now
- It has improved since the beginning, clearer now
- Entirely unsolicited. Peter is easy to talk to and has offered help. Clear and helpful communication. He tries to unbundle grant process so you don't get frustrated and caught up
- Everything was done very timely and smooth process
- No- we had a very good experience. The money that we used has been used right on target for what was intended
- Any questions had were readily addressed by the staff, their assistance was greatly appreciated
- Don't know how valuable the grant is that gives 10% to creating a new job. Change it so that it is 3 years and it starts out as high as 50% then 25% the 2nd year and 10% the 3rd year
- The process is relatively easy
- No - we had a grant writer at that time so she handled everything
- Found it quick and easy. Turn around response was quick
- I think given the time frame and pressures of starting from scratch they have done a good job
- No thank you. They are doing great work

Other

- More ability to focus on higher education or community education that connect with communities with colleges or universities

Non-Applicant

Better Communication

- Just wish there was more information out there, was more available

- Needs to be more staff involved, less job oriented and more focused on quality of life and enhancing the environment. Focusing on the economic development is important but just jobs creations in the arts is not the economic concept behind the arts
- The process and the way it's done discourages organizations that are doing really good work that need that investment. There isn't enough support provided to the organizations that need this program most. Leaves organizations at a loss

Positive Comments

- No, the application process is fine

Other

- The way the grants are now are too specific

Q12: Do you have any other comments about the application or review process in applying for our grants?

Applicant

Revise Review Process

- Review process: evaluation is a live recording it would be helpful if that was made a recording that you could review after for future proposals. Even if not publically available it would still be helpful to be made available for the applicant
- The review process needs to be examined. It's pretty cavalier
- Review process, the commissioner's review the grant applications, a peer review or a peer panel to review would be something very good to consider
- The review process was quite extensive and repetitive, could be simplified

Better Communication or Information

- Biggest concern, the Board needs more training, need to learn how to conduct themselves as representatives of the public sector, need to refrain from being catty and giggling and inappropriate, stick to the topic, and need training! They are offensive, and introduce their personal biases.
- An open forum with vested partners, local arts directors, commerce representatives and agency heads (similar to this survey) where strengths and weaknesses of the organization would be discussed would be helpful
- Information should be taken into consideration

Positive Comments

- I really liked that the review process is open for us to listen to. It's really helpful
- Felt it was all good
- I like that we could listen in on the discussion and review of our grant - interesting feedback
- It seems fair. You have to really want to be an applicant. Big process, but fair
- No. Thrilled that there is support at the state level
- Fair process, lucky to receive their grant, hope to have ongoing support from KCAIC for everybody and be ongoing. There is a fear factor of how much and how long will the arts be supported, even knowing their economic and cultural importance in Kansas
- Love the online forum that is used now

- I thought the director was very helpful. It's good to have a person to help you through it
- No - I didn't apply for it but I finished the paper work and it was easy for me to pick up
- No - it has been really transparent

Other Suggestions

- Make sure questions on the front end are in sync with the reporting structure. Didn't know what reporting would involve. Brief on front end then when she did the report questions no longer matched
- I wish they had more money to give away
- It appears the selection board is only interested in new opportunities and that can be counter-productive

Q13: What additional services or functions would you like to see the KCAIC provide?

Applicant

More Grants

- There needs to be more funding for arts programming and individual artists
- More grant opportunities
- More direct assistance to artists
- Providing financial support through grants is incredibly helpful
- Try to get more funding to help local art associations put on performances.
- Specific grants should be made available to areas outside of North East Kansas, they dominate the market but Southern and Western Kansas need to be given greater consideration, innovation grant for more rural areas, smaller area could reinvest some priorities with business opportunities, wish to represent more of a whole state rather than just North East.
- More support for Kansas artists
- I don't know enough yet, repeat funding - matching grant (wish they could get a higher percent)
- Set something up where KCAIC would pay but lend our for-arts organizations could "hire" personal assistants and people can apply to get one of these assistants to help for about 6 months
- More grants
- Grant proposal writing education aspects that may help people understand the grant process
- Provide more for for-profit art endeavors and reach out to them. Use of professional businesses. Very hard to learn about. Couldn't find it online
- In order for this to work, I had to be tied to a non-profit. The artist writes the grant with the oversight of a non-profit. It's a situation where you are trying to apply for reimbursement or a grant. It should be an artist applying and being able to receive it.
- Keep increasing the grant dollars
- Grants are huge, funding is where it's at

Operational Funding

- Operational support, training for panel, staff development in the field, internal board development services needed internally and in the field, training for artists on entrepreneurship and the art of business
- Operational funding would be beneficial to a lot of mature organizations

- Matching capital incentives, property tax incentives, nonprofit arts developer incentives, boosters to arts and infrastructure development (Ex. building buildings) that's nonprofit owned
- More networking opportunities to art counsels, in addition to previously mentioned more general support grants
- General operating support
- Offer more operational funding to support agencies that create a broad base of support for the arts - instead of specific projects and artists
- I think having an operational funding option

Professional Development Workshops

- Reinstating a professional development program would be beneficial in additions to be grants that they do
- Professional development for arts organizations, governance, leadership, management
- Some educational opportunities and organizational support.
- Arts training day where we bring managers and staff to celebrate the arts and to have a day of study and retreat that would have some value. That is not a service that's easily found

Grant Writing Workshops or Training

- Workshops for grant writing, professional development programs (esp. for smaller organizations), operational support
- Any kind of resources and training on getting into fine arts or gallery running or nonprofit running. Grant writing workshops would be great
- It would be helpful for them to have a class in applying for grants and maybe a meeting with various arts councils in Kansas to share ideals and to learn from each other
- Come together for training in the grant process to help them know who was in the same type of work across the state. Best practices in arts management
- More workshops on how to fill out grants, step by step
- Educational opportunities for those in the arts (knowledge and education on how to apply for federal grants, grant writing workshop with NEA), focus groups on how to make the arts stronger statewide

More Advertising

- More visibility for grant awardees and more support for the agencies and further endorsement
- Do a better job of advertising

Other

- More services that help arts organizations and individual artists on the administrative side of things
- Love to see an arts commission.

Positive Comments

- Done a really good job
- Not sure. Satisfied
- I think things are good right now
- Appreciate the support they can get

Non-Applicant

More Grants

- Grant programs that support the art without strings attached. Training for arts organizations
- Mentoring, more arts based administration guidance, service oriented organization that is focused on all the arts, new grants completely, more staff, and more money

Operational Funding

- Opportunities that would allow operational support for small organizations if there is need (doesn't have to be a large amount of money), funding for arts experiences in K-12 environment

Professional Development Workshops

- Educational opportunities; grant opportunities for small organizations; more opportunities for bringing organizations in the state together for networking opportunities
- Connection with artists and presenters
- Have more of a presence workshops in different areas of the state
- Professional development workshops at no cost

More Advertising

- Let people know we exist

Other

- Had a lot of programs that were better for smaller organizations that they got rid of, there used to be an artist roster
- More support in their area
- Consider giving to the major arts entities. For example, the art KC program by focusing on the larger organizations and recognizing their enormity.

Q14: And finally, do you have any suggestions on how to improve our communications in the future?

Applicant

Face to Face Communication

- Opportunity to connect with other organizations. Conference to share ideas and best practices

Timeliness

- Need more people to help answer questions. Lots of details with the grants
- Need more lead time on notifications about events. Occasional update from agency about available funding or grants that have been given. Just general updates on what is happening
- Timeliness, email updates and announcements are way too short notice, a day or so before is not enough time, Newsletter would be helpful addition too
- It's important to have diversity on the review panels but communication was good. Up-to-date emails. More help and endorsement
- Proof reading guidelines for applications, communicate more frequently after a grant has been given and in starting up the actual process, but generally very satisfied with everything
- Direct Messages (e-mails)
- More people in the office. Have unanswered messages. Hard to contact people.
- Faster replies to emails, prompt responses to telephone calls - 48hrs at most
- Quicker response
- I've had delays in emails and haven't heard for a week. I've always gotten my questions answered it just takes a while for a response
- I was a little surprised that there isn't someone there that answers the phone
- More informal communication may be beneficial to others who are not familiar with the entire process

Positive Comments

- Very happy with communication. Receives regular emails and answers
- Do a pretty good job considering small amount of funds and staff
- No. Peter has been very helpful
- Email is adequate
- Communication has been clear and clean. Peter is a great communicator
- No even when I had questions, Peter was readily available to answer questions
- Really loved sitting in on the calls for the grants, very informative, admin help to answer all the emails
- All went smooth
- Not really - had pretty good communications, kept us on track
- Any communication is good. Emails work best
- I have been getting emails in a timely fashion. It might be helpful if Peter had additional staff. Adequate staff to make sure everything is done in a timely fashion

Calendar of Deadlines

- Laying out deadlines for a year at a time and making it very clear
- Communication on advanced notice of the meetings is terrible right now. Legally it should be at least 10 days, more advanced notice on meeting times and content of meetings would be beneficial. Finding the agencies on the website is too difficult to find, more prominent link to arts agencies and related resources. Make website more maneuverable.
- Interviewing and spotlighting human interest stories in the arts in Kansas through social media with short films or Vines, showing off what we do on the ground in the grassroots communities, everyone pays too much attention to the urban core, and there are little stories that need to be told, make use of the Kansas magazine – put the word out there! There’s a lot happening here, spread it!
- Information is sent out pretty regularly, better articulation of the dates and times of when things are happening and taking place

Reporting Process

- Not with communications. Just problems with extensive reporting
- Pretty happy with email and Peter is very accessible by phone so not so much. The final reports takes about 8-10 hours to fill out and that seems a bit much for a \$5000 grant

Better Website

- Additional information could be made available on the website. Examples of the funded grants on there would be helpful
- Make sure website is updated and up to speed
- Better website - don't bury it in the website. Needs to be on the front page. Have to go too far in and know what it's called and what to look for

Spread Awareness of KCAIC

- Get people out there and talking to the public and the press and social media to promote KCAIC, too many people are in the dark about what's going on, spread the word about the website
- Get out into the community to talk about the evolution of KCAIC, the commissioners should get out and talk about it and see the impact of their grants out there in the community
- I wouldn't have known about the grant if hadn't talked with the drama teacher - maybe send information to PTO's and school districts
- Get the word out that there are grants available

Other

- Survey via the internet

Non Applicant

Face to Face Communication

- KCAIC ought to visit the organizations that they are helping to fund and that they are familiar with the organizations and what they provide
- There needs to be more meetings that bring us all together instead of emails, collective meetings, more email communications would be good: when grants are open and available, links need to be working, classes on educating us on how to apply for the grant

Timeliness

- Would like to have more emails being sent communicating services and grants available
- Electronic newsletter
- Has had trouble getting ahold of anyone or having anyone return his calls
- Communication is okay, but there are opportunities that are not part of the program due to the program being aligned directly with commerce

Calendar of Deadlines

- More paper information annual grant calendar reminders of deadlines

Better Website

- A website that is more accessible, need an official State of Kansas Arts website. Need more info

Spread Awareness of KCAIC

- Use Facebook, websites, email, signs, ect. to let people know we exist

Other

- No, sometimes they get emails and its getting old especially with Facebook