THE CENTER FOR EFFECTIVE PHILANTHROPY

PNM and PNM Resources Foundation (collectively, "PNM")
September 2012 Grantee Survey

CEP Confidentiality Policy:

*The Center for Effective Philanthropy has surveyed more than 50,000 grantees of over 250 foundations and always treats responses as **completely confidential:***

- *We **do not** report or share individual results or identifying characteristics with PNM.*

- *We will only report your response in aggregate with other responses.*

Please respond online by October 5, 2012

Please respond to as many questions as possible. Previous respondents have found that this survey takes approximately 30 minutes to complete.

Foundations are listening: Your response is very important and will help foundations improve their ability to work with grantees.

Please feel free to contact Laurel Mitchell at CEP with any questions:
Toll Free: 866-545-0800 ext. 255, or at 617-492-0800 ext. 255
Email: survey@effectivephilanthropy.org

Thank you for your participation in this study.

www.effectivephilanthropy.org

Please choose a recent grant from PNM to keep in mind when answering the survey. Choose a grant you know well.

A. From which PNM program area did you receive this grant? *(please check only one)*

❑ Reduce Your Use   ❑ Energy Exploration
❑ Matching   ❑ Volunteer
❑ Corporate Contribution   ❑ Other

B. Does your organization currently have a PNM employee on its board?

❑ Yes
❑ No
❑ Not sure

C. Has your organization used volunteers from PNM's Employee Volunteer Program?

❑ Yes
❑ No
❑ Not sure

D. At this point in time, what is one word that best describes PNM?

_____

ABOUT YOUR ORGANIZATION

1. What is the name of your organization? *(Please note this question is optional. If you indicate your organization's name, your responses will remain **confidential** and your organization's name **will not be shared** with PNM.)*

_____

2. What is the approximate annual operating budget of your organization (in U.S. dollars)?

$☐☐☐,☐☐☐,☐☐☐.00

3. In what year was your organization established?

☐☐☐☐

4. Are you currently receiving funding from PNM? *(e.g., answer "No" if your grant(s) from PNM has ended and you are no longer receiving funding from PNM)*

❑ Yes   ❑ No   ❑ Don't know

GENERAL IMPRESSIONS OF PNM

5. How clearly has PNM communicated its goals and strategy to you?

1	2	3	4	5	6	7
Not at all clearly						Extremely clearly

6. Overall, how would you rate PNM's impact on your organization?

1	2	3	4	5	6	7
No impact						Significant positive impact

7. Overall, how would you rate PNM's impact on your field?

❑ Don't know

1	2	3	4	5	6	7
No impact						Significant positive impact

8. Overall, how would you rate PNM's impact on your local community?

❑ Don't know

1	2	3	4	5	6	7
No impact						Significant positive impact

9. Describe the recent grant from PNM about which you are responding.

    a.   Type of funding: *(Please check **only one** category)*

- ❑ Program/project support
- ❑ General operating
- ❑ Capital support: building/renovation/endowment support/other
- ❑ Scholarship or research fellowship
- ❑ Technical assistance/capacity building
- ❑ Event/sponsorship funding

    b.   Total number of years of approved funding for this grant: _____ years + _____ months

    c.   Total funding committed in U.S. dollars for this grant:
(Please include the full multi-year value committed for this grant)

$ ☐☐☐,☐☐☐,☐☐☐,☐☐☐.00

10. Which of the following best describes the pattern of your organization's funding relationship with PNM? *(Please check **only one**)*

- ❑ This is the first grant my organization has received from PNM *(skip to question 12)*
- ❑ My organization has received consistent funding from PNM in the past
- ❑ My organization has received inconsistent funding from PNM in the past
- ❑ Don't know

11. Which of the following best describes the length of your organization's funding relationship with PNM? *(Please check **only one**)*
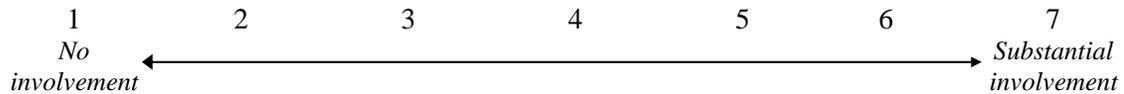
- ❑ My organization has received funding for 1-5 years
- ❑ My organization has received funding for 6-10 years
- ❑ My organization has received funding for more than 10 years
- ❑ Don't know

12. If you received program/project support, how long has your organization regularly conducted the program/project for which this grant was awarded?

- ❑ Less than 1 year
- ❑ 1-5 years
- ❑ 6-10 years

- ❑ More than 10 years
- ❑ Don't know

13. Which of the following statements best describes the primary effect the receipt of this grant had on your organization's programs or operations? *(Please check **only one**)*

As a result of receiving this grant…

❑ We added program work that was new to the organization
❑ We expanded a specific program that already existed
❑ We maintained our ability to conduct an existing program that would have otherwise been reduced or discontinued
❑ We enhanced our capacity to conduct all of our work
❑ Don't know/Not applicable

GRANT SELECTION

14. Did you submit a proposal to PNM for this grant?

❑ Yes ❑ No *(skip to question 16)* ❑ Don't know *(skip to question 16)*

15. As you developed your grant proposal, how much pressure did you feel to modify your organization's priorities in order to create a grant proposal that was likely to receive funding?

1	2	3	4	5	6	7
No pressure						*Significant pressure*

16. Which of the following, if any, were part of the selection process by which your funding request was reviewed? *(Please check **all** that apply)*

❑ Letter of intent/letter of inquiry
❑ Site visit
❑ In-person conversations with PNM staff at PNM's offices
❑ Phone conversations with PNM staff
❑ Email correspondence
❑ References (e.g., from other funders, your constituents)
❑ Financial information regarding your organization
❑ Communication about the specific results to be achieved by this grant either in exchanges with PNM staff (email, phone, or in-person) or within the formal grant proposal
❑ Logic Model/Theory of Change
❑ None of the above

17. How much time elapsed from the submission of the grant proposal to clear **commitment** of funding?

❑ Less than 1 month
❑ 1 month – 3 months
❑ 4 months – 6 months
❑ 7 months – 9 months
❑ 10 months – 12 months
❑ More than 12 months
❑ Don't know

18. How involved was PNM staff in the development of your grant proposal?

| 1	2	3	4	5	6	7
No involvement						*Substantial involvement*

19. How helpful was participating in PNM's selection process in strengthening the organization/program funded by the grant?

1	2	3	4	5	6	7
Not at all helpful						*Extremely helpful*
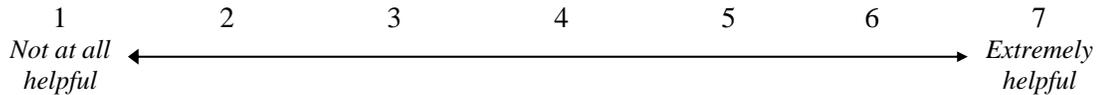
GRANT REPORTING/EVALUATION

Questions 20-23 refer to any reporting or evaluation that occurs after the grant was approved.

20. Was there or will there be a reporting/evaluation process? *(Please check **all that apply**)*

- ❑ There was/will be no report/evaluation *(skip to question 24)*
- ❑ Yes, there will be a report/evaluation but it has not occurred yet *(skip to question 24)*
- ❑ Yes, we have participated in a reporting process *(continue to question 21)*
- ❑ Yes, we have participated in an evaluation *(continue to question 21)*
- ❑ Don't know *(skip to question 24)*

21. Was an external evaluator involved in your reporting/evaluation process?

❑ Yes   ❑ No   ❑ Don't know

22. After submission of your report/evaluation, did PNM or the evaluator discuss it with you?

❑ Yes   ❑ No   ❑ Don't know

23. How helpful was participating in PNM's reporting/evaluation process in strengthening the organization/program funded by the grant?

1	2	3	4	5	6	7
Not at all helpful						*Extremely helpful*
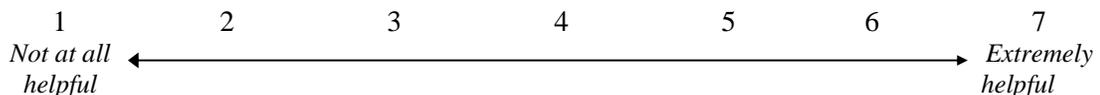
INTERACTIONS WITH PNM

24. How comfortable do you feel approaching PNM if a problem arises?

1	2	3	4	5	6	7
Not at all comfortable						*Extremely comfortable*
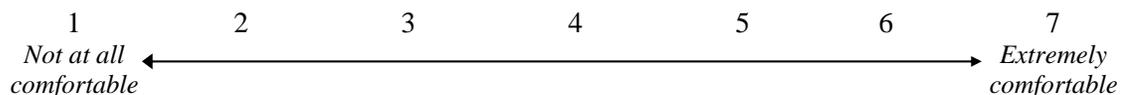
25. How often do/did you have contact with your primary contact during this grant?

- ❑ Weekly or more often
- ❑ A few times a month
- ❑ Monthly
- ❑ Once every few months
- ❑ Yearly or less often

26. Who most frequently initiated the contact you had with your primary contact during this grant?
- ❑ Most frequently initiated by your primary contact
- ❑ Most frequently initiated by you
- ❑ Initiated with equal frequency by your primary contact and you
- ❑ Don't know

27. After the grant selection process ended, did PNM conduct a site visit during the course of this grant?
- ❑ Yes
- ❑ No
- ❑ Don't know

28. Please estimate the total number of hours you and your staff spent on each of the following activities related to this grant from PNM.

a. Grant proposal creation and selection process: ❑ _____ hours

OR

❑ Did not occur

b. PNM-required grant monitoring, reporting, and evaluation: ❑ _____ hours

OR

❑ Did not occur

29. When learning about PNM, please indicate whether you used any of the following resources, and if so how helpful you found each. *(Please check **all** that apply)*

	We used:	**How helpful was it?** *(1= Not at all helpful, 7= Extremely helpful)*
PNM's published funding guidelines	❑	_____
PNM's website	❑	_____
PNM's annual report	❑	_____
Group meetings with PNM staff	❑	_____
Individual communication with PNM staff	❑	_____
Other *(please specify)*: _____	❑	_____
None of the above	❑	

30. How consistent was the information provided by different communication resources, both personal and written, that you used to learn about PNM?

❑	1	2	3	4	5	6	7
Used one or no resources	*Not at all consistent*						*Completely consistent*

31. Please comment on the quality of PNM's processes, interactions and communications. Your answer will help us better understand what it is like to work with PNM. *(You are not limited in the length of your response.)*

_____

_____

_____

32. Has your main contact at PNM changed in the past six months?

❑ Yes ❑ No ❑ Not applicable

YOUR FUNDER'S IMPACT ON YOUR ORGANIZATION AND YOUR FIELD

33. Please indicate all types of non-monetary assistance, if any, you received (**from staff or a third party paid for by PNM**) associated with this funding. **Please note PNM may or may not provide any of the following types of assistance**.

❑ **No other assistance was provided.** *(Skip to question 35)*

We received:

MANAGEMENT ASSISTANCE
General management advice ❑
Strategic planning advice ❑
Financial planning/accounting ❑
Development of performance measures ❑

FIELD-RELATED ASSISTANCE
Encouraged/facilitated collaboration ❑
Insight and advice on your field ❑
Introductions to leaders in the field ❑
Provided research or best practices ❑
Provided seminars/forums/convenings ❑

OTHER ASSISTANCE
Board development/governance assistance ❑
Information technology assistance ❑
Communications/marketing/publicity assistance ❑
Use of PNM's facilities ❑
Staff/management training ❑
Assistance securing funding from other sources ❑
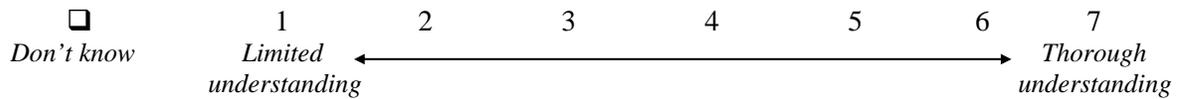Other *(please specify)*: _____ ❑

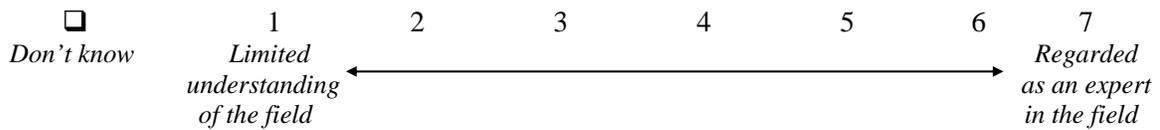34. Overall, how helpful was the nonmonetary assistance provided by PNM in strengthening your organization's work?

1	2	3	4	5	6	7
Not at all helpful						*Extremely helpful*
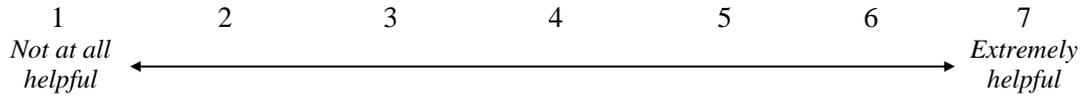
35. How much, if at all, did PNM improve your ability to sustain the work funded by this grant in the future?

❑	1	2	3	4	5	6	7
Don't know/ Not applicable	*Did not improve ability*						*Substantially improved ability*
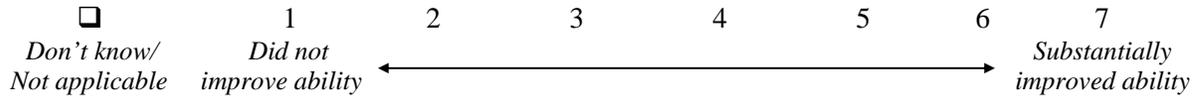
36. How well does PNM understand your organization's strategy and goals?

❑	1	2	3	4	5	6	7
Don't know	*Limited understanding*						*Thorough understanding*

37. How well does PNM understand the field in which you work?

❑	1	2	3	4	5	6	7
Don't know	*Limited understanding of the field*						*Regarded as an expert in the field*

38. How well does PNM understand the local community in which you work?

❑	1	2	3	4	5	6	7
Don't know/ Not applicable	*Limited understanding of the community*						*Regarded as an expert on the community*
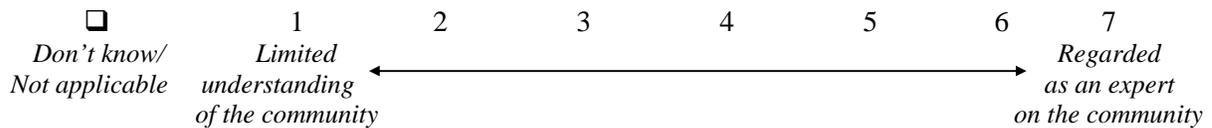
39. To what extent has PNM advanced the state of knowledge in your field?

❑	1	2	3	4	5	6	7
Don't know	*Not at all*						*Leads the field to new thinking and practice*
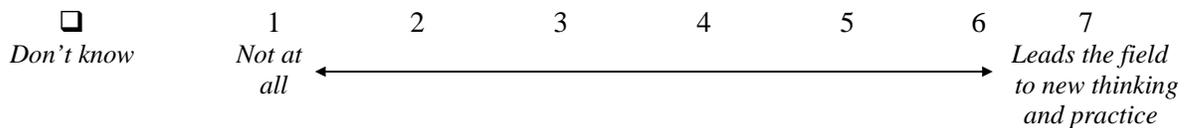
40. To what extent has PNM affected public policy in your field?

❑	1	2	3	4	5	6	7
Don't know	*Not at all*						*Major influence on shaping public policy*
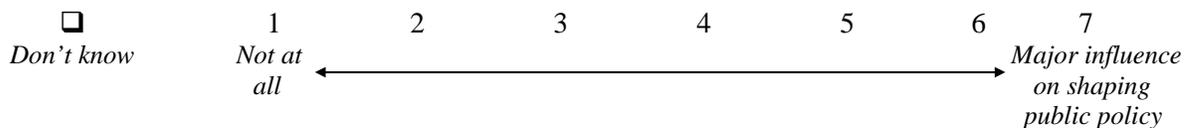
41. Please comment on the most important impact PNM is having on your field, community, or organization. Your answer will help us to better understand the nature of PNM's impact. *(You are not limited in the length of your response.)*

_____

_____

_____

42. Overall, how responsive was PNM staff?

1	2	3	4	5	6	7
Not at all responsive						*Extremely responsive*

43. Overall, how fairly did PNM treat you?

1	2	3	4	5	6	7
Not at all fairly						*Extremely fairly*

44. What improvements would you suggest that would make PNM a better funder? *(You are not limited in the length of your response.)*

_____

_____

_____

45. At any point during the application or the grant period, did PNM and your organization exchange ideas regarding how your organization would assess the results of the work funded by this grant?

❑ Yes *(continue to question 46)*
❑ No *(skip to question 47)*
❑ Don't know *(skip to question 47)*

46. How useful to your organization was that exchange, in terms of how your organization approached or will approach the assessment of the funded work?

1	2	3	4	5	6	7
Not at all useful						*Extremely useful*

47. How well does PNM understand the social, cultural, or socioeconomic factors that affect your work?

❑	1	2	3	4	5	6	7
Not applicable to the work my organization was funded to carry out	*Limited understanding*						*Thorough understanding*

48. Please comment on your response.

_____

_____

_____

49. Some funders have online presences *beyond their website*. Please indicate whether you have used any of the following online resources potentially created by PNM or its staff. *(Please check all that apply)*

   ❑ Blog(s) *(if checked skip to question 51)*
   ❑ Facebook *(if checked skip to question 51)*
   ❑ Twitter *(if checked skip to question 51)*
   ❑ Video Sharing (e.g.,well YouTube) *(if checked skip to question 51)*
   ❑ None of the above *(continue to question 50)*
   ❑ I don't know whether PNM uses these online media resources *(continue to question 50)*

50. Do you think you would utilize the following online resources if they were available from PNM or its staff?

	YES	NO
Blog(s)	❑	❑
Facebook	❑	❑
Twitter	❑	❑
Video Sharing (e.g., YouTube)	❑	❑

51. Thinking about your use of online resources created by PNM or its staff, *please check all responses that apply* to your current use of these resources.

	For general information about PNM, I use:	For content-specific information relevant to my work, I use:	To interact with PNM, I use:
Blog(s)	❑	❑	❑
Facebook	❑	❑	❑
Twitter	❑	❑	❑
Video Sharing (e.g., YouTube)	❑	❑	❑

52. Thinking about all of the online resources that you indicated using above, please indicate how helpful you find them…

|	Not at all helpful						Extremely helpful
… to learn about PNM generally	1	2	3	4	5	6	7
… to learn about PNM's goals and strategies	1	2	3	4	5	6	7
… to learn about information relevant to the fields or communities in which you work	1	2	3	4	5	6	7
… to interact and share ideas with PNM	1	2	3	4	5	6	7

53. Does your organization currently utilize any of the following online media resources to communicate about its own work? *(Please check all that apply)*

❑ Blog(s)
❑ Facebook
❑ Twitter
❑ Video Sharing (e.g., YouTube)
❑ Other *(please specify):* _____
❑ None of the above

PNM AND PNM RESOURCES FOUNDATION – SPECIFIC QUESTIONS

E. Overall, how satisfied are you with your experiences with PNM?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Very dissatisfied ← → *Extremely satisfied*
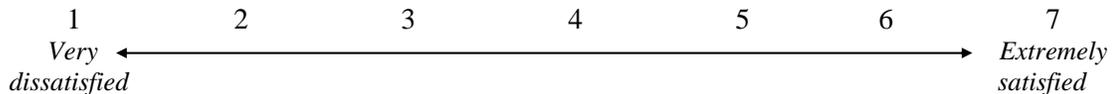
F. To what extent did PNM's reputation lend credibility to your efforts to obtain additional funding from other sources?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

No impact ← → *Significant positive impact*
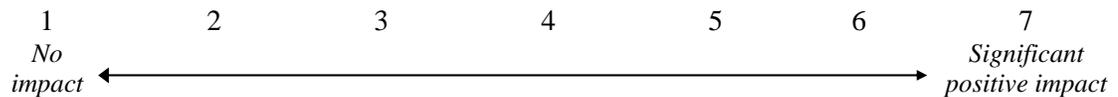
G. How strongly do you agree or disagree with the following statements:

*In order to achieve the specific results **PNM expects** to achieve through this grant…*

	Strongly disagree			Neither agree nor disagree			Strongly agree
The size of the grant is appropriate	1	2	3	4	5	6	7
The length of the grant commitment is appropriate	1	2	3	4	5	6	7
The type of grant (e.g., program, operating, capital, etc.) is appropriate	1	2	3	4	5	6	7

H. PNM is planning to move to a completely paperless grant/sponsorship process. When this change takes place, what forms of assistance, if any, do you anticipate you would need in order to feel completely comfortable with the process? *(Please check all that apply)*

❑ No assistance needed
❑ Written instructions and tutorials
❑ Online walkthroughs
❑ Live Technology Assistance
❑ Other _____

I. Aside from grants, what additional resources or services could PNM provide to help support your organization's needs?

_____
_____
_____

DEMOGRAPHICS

54. Have you ever been declined funding from PNM?

❑ Yes   ❑ No   ❑ Don't know

55. What is your position? *(Please check **only** one)*

❑ Executive Director/CEO   ❑ Other Development Staff
❑ Other Senior Management   ❑ Volunteer
❑ Project Director   ❑ Other *(please specify)*: _____
❑ Development Director

56. What is your gender?

❑ Male   ❑ Other
❑ Female   ❑ Prefer not to say

57. What is your race/ethnicity? *(Please check **all** that apply)*

❑ African-American/Black
❑ American Indian or Alaska Native
❑ Asian (including the Indian subcontinent)
❑ Caucasian/White
❑ Hispanic/Latino
❑ Pacific Islander
❑ Race/ethnicity not included above
❑ Prefer not to say

58. Have you ever completed a Center for Effective Philanthropy survey on behalf of PNM before?

❑ Yes   ❑ No

We send reminders to all recipients of this survey. If you do not want to receive the reminders, please fill in the pin provided on your survey announcement email. **Providing this PIN does not affect confidentiality – the number is used in the database solely for sending reminders.**

PIN number □□□□□