

Grantee Perception Report® (GPR) Subscriber Assessment Survey: Results Brief

Purpose, Methods, and Overview

This brief highlights key findings from the eighth Grantee Perception Report® (GPR) Subscriber Assessment survey conducted by Learning for Action (LFA) – an independent research, evaluation, and strategy firm – on behalf of the Center for Effective Philanthropy (CEP).

To conduct the 2014 assessment, LFA developed an online survey of GPR subscriber foundations. LFA compared the 2014 survey results with data from seven previous GPR assessments (conducted between July 2005 and July 2014) for this analysis.

This brief highlights funder reflections on – and overall satisfaction with – the GPR tool and process, the perceived value of the GPR, and changes inspired by the GPR across three funder cohorts (grouped for the purposes of analysis): 2005-10, 2011-12, and 2014. The brief also highlights select findings comparing first-time and repeat GPR subscriber results for the three cohorts. The full set of results from the cohort and first-time versus repeat subscriber analysis are included at the end of this brief.

About the 2014 Survey Response Rate and Sample

- **16 of 24** funders (67%) using the GPR between May 2013 and February 2014 responded to the 2014 GPR Subscriber Assessment survey.¹
- Of the 16 subscribers included in this assessment, **eight** were **first-time users** and **eight** were **repeat users**.
- 75% of 2014 repeat-subscriber respondents were the foundation's primary contact with CEP during previous rounds of the GPR process.
- 31% of 2014 respondents identified as CEO/Executive Director and 38% of respondents had some other position in their foundation.

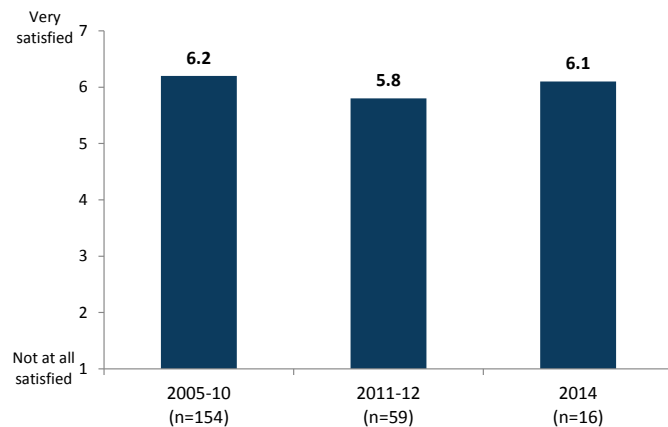
¹ Due to major changes in how CEP delivers the GPR assessment, this sample only includes funders who received the assessment in the new reporting format.

Result Highlights

Overall Satisfaction with the GPR Experience

- 2014 respondents reported high satisfaction with the GPR experience overall.** On average, 2014 respondents rated their experiences as a 6.1 on a 7 point scale (see Exhibit 1). This high level of satisfaction is consistent with the level of satisfaction among respondents in the 2005-10 cohort and is slightly higher than the 2011-12 cohort. Although the difference between the 2014 and the 2011-12 cohorts is not statistically significant, this is early evidence that changes that CEP has instituted since 2012 are improving subscribers' experience with the GPR.

Exhibit 1. Overall Satisfaction with the GPR Experience^{†a}

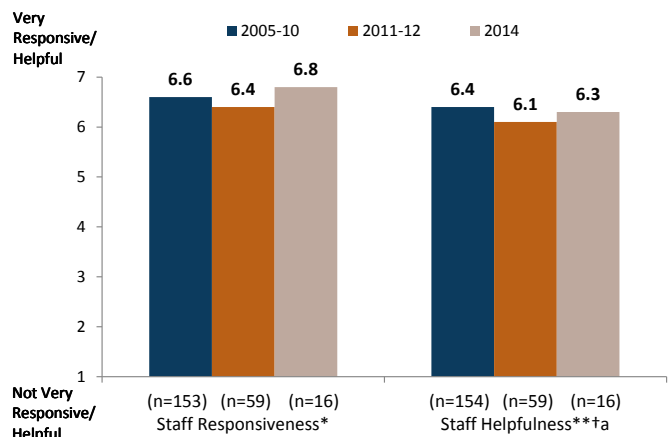


[†] p < .10

^a Statistically significant difference between the 2005-10 and the 2011-12 groups.

- Subscriber interactions with CEP staff continue to be a highly valued aspect of the GPR experience.** In their open-ended comments, 2014 respondents praised CEP staff and shared how meaningful working alongside their CEP contact was to their experience. Respondents appreciated efforts by their CEP contact to get to know their organization, especially their organization's unique attributes and context. CEP staff responsiveness and helpfulness was also highly rated (see Exhibit 2). CEP staff have received high responsiveness and helpfulness ratings in past assessments, indicating that CEP has continually provided subscribers with a high-quality experience across staff members and over time.

Exhibit 2. Satisfaction with CEP Staff



* Scale: 1 = "Not at all responsive" to 7 = "Very responsive"

** Scale: 2 = "Not at all helpful" to 7 = "Very helpful"

[†] p < .10

^a Statistically significant difference between the 2005-10 and the 2011-12 groups.

- Despite subscribers' positive overall experience, comments from three respondents suggest that CEP's work could better reflect foundations' unique organizational contexts. One respondent said that their custom cohort – a subset of foundations selected by the subscriber for comparison – felt like a "hodgepodge" and that the comparative results felt unconvincing. Another subscriber shared that there were some issues related to how CEP segmented data from the foundation's different types of programs. Lastly, another subscriber mentioned that

CEP staff could have better emphasized how the organizational changes their foundation was undergoing affected their GPR results.

Recommending the GPR and Intent to Repeat

A subscriber's intent to re-commission the GPR and/or to recommend it to a colleague also reflects a subscriber's overall satisfaction. Results from the 2014 survey on both of these indicators show that GPR subscribers are highly satisfied with their overall experience.

- All (100%) first-time-subscriber respondents indicated that they would recommend the GPR to a colleague**, and 88% of repeat-subscriber respondents indicated that they would recommend repeating the GPR to a colleague that has already done the GPR once. Respondents identified several reasons why the GPR is a valuable tool for individual foundations and for the field of philanthropy more broadly. For individual organizations, the GPR helps foundations benchmark themselves against other funders, track their results over time, and plan strategically. The GPR process also supports the field's development by facilitating connections between funders. To further support field learning, one respondent suggested that CEP could consider developing a peer learning system (e.g. a "buddy" or referral system) so that foundations have a peer they can go to directly with their implementation questions. Though CEP provides foundations with various toolkits on using and communicating the GPR results, the respondent would have liked to learn more about *how* other funders have used and communicated the GPR results.

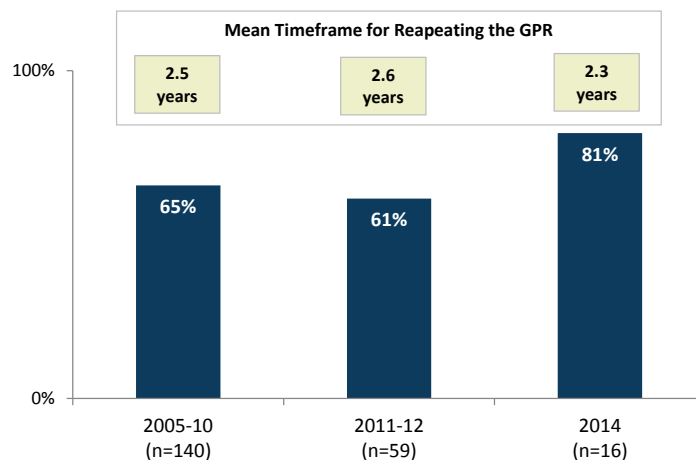
The **comparative data to other foundations is of course a valuable aspect of the GPR**, but it's been at least as **important to track our own performance over time** and to be sure we're not letting anything slip.

One of the most valuable outcomes for us is **the connections we are making with our cohort** to learn from them.

Grantee Perception Report (GPR) Subscribers

- Eighty-one percent of respondents intend to re-commission the GPR – on average within a 2-year timeframe** (see Exhibit 3). The proportion of 2014 respondents that intend to re-commission the GPR is substantially higher (over sixteen percentage points) than the proportion of respondents indicating intent in the 2005-10 and the 2011-12 cohorts. The difference between the 2014 and the 2005-10 cohorts are statistically significant.

Exhibit 3. Intent to Re-commission the GPR^{†a}



[†] $p < .10$

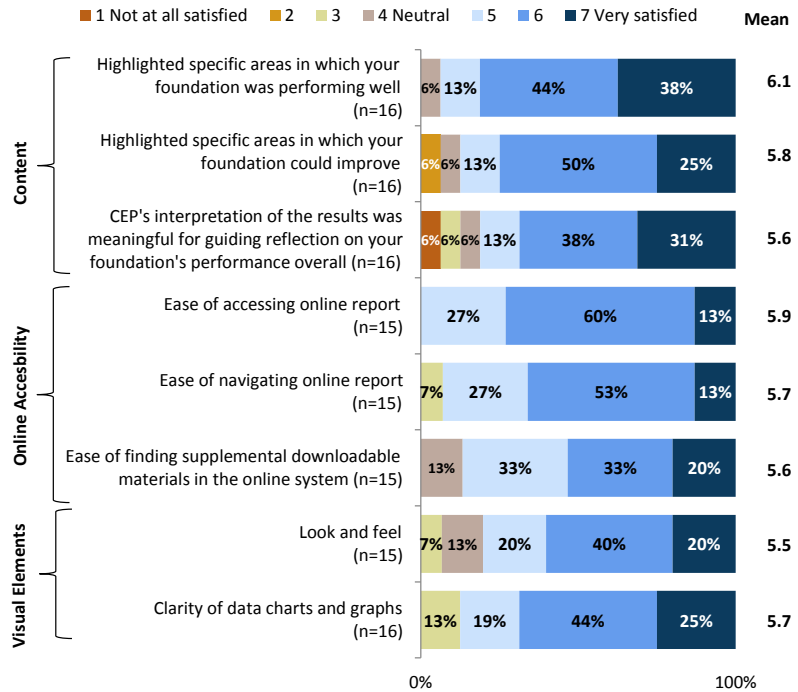
^a Statistically significant difference between the 2005-10 and the 2014 groups.

Satisfaction with and Helpfulness of the GPR Report, Services, and Features

To further unpack subscriber satisfaction and experiences with the GPR, the 2014 assessment survey asked subscribers about their satisfaction with and the helpfulness of various aspects of the GPR report, services, and features.

- 2014 respondents were generally satisfied or very satisfied with aspects of the GPR report – especially the content highlighted in the report.** Notably, 81% of respondents gave a 6+ rating to the content in the report that highlighted specific areas where the funder was performing well and 75% of respondents gave a 6+ rating to the content that highlighted areas for improvement (see Exhibit 4). The majority of respondents were also satisfied with CEP’s interpretations of the results; however, two respondents (19%) had an unsatisfactory experience with CEP’s interpretations of the results.

Exhibit 4. Satisfaction with Aspects of GPR Report



- CEP recently transitioned to a new online format for the GPR report. Overall, **2014 respondents were generally or highly satisfied with the accessibility of the new online report format.** Seventy-three percent of respondents gave a 6+ rating for the ease of accessing the report online and 66% gave a 6+ rating for the ability to navigate the online report. To improve the online experience, CEP should consider improvements that make it easier for subscribers to find supplemental downloadable materials – only 53% of respondents gave a 6+ rating to this aspect. CEP should also consider improvements to some of the visual elements of the report. Two respondents (13%) were not satisfied with the clarity of the data charts. One subscriber said that the charts and graphs were less useful than in previous surveys. Another subscriber wanted support interpreting the charts and understanding the implications of some of the scores.
- Despite the high level of satisfaction with the new online format, some subscribers may not be using the online tool to its full potential. One respondent indicated that they “did not use the online report much at all” and another indicated that the online report made the GPR only “slightly more valuable”.

The GPR is a very useful tool for us, and the **latest one was especially useful given the move to an online format. It just made it so much easier for us to dig into the data...**

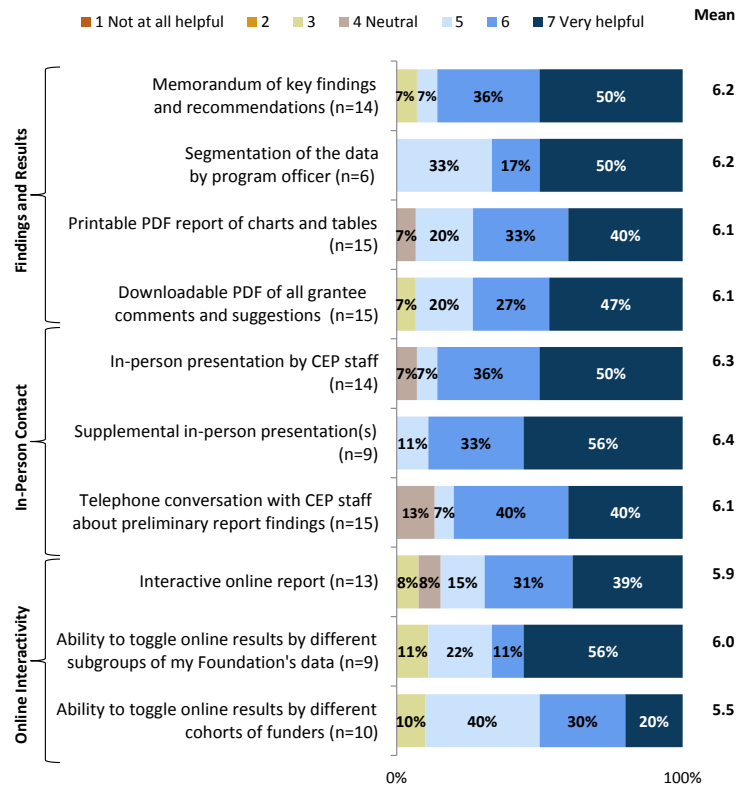
We found the **charts and graphs less illustrative** than in our previous survey, particularly when comparing our performance to other like foundations.

The comparative data is complex to interpret graphically. Having CEP walk through it is really helpful, but I don't think it is data that can be shared and understood easily without [this support].

Grantee Perception Report (GPR) Subscribers

- The services and features introduced as part of the new online report format were well received** (see exhibit 5). In particular, a high proportion of respondents found the ability to toggle online results by different subgroups, CEP’s new memorandum of key findings and recommendations, and the downloadable PDF of all grantee comments and suggestions to be “very helpful.”
- Services and features that CEP has offered over the years, such as the in-person presentations, telephone conversations, and segmentation of data by program officer continue to be “very helpful.”

Exhibit 5. Helpfulness of GPR Services and Features



Value of the GPR Overall

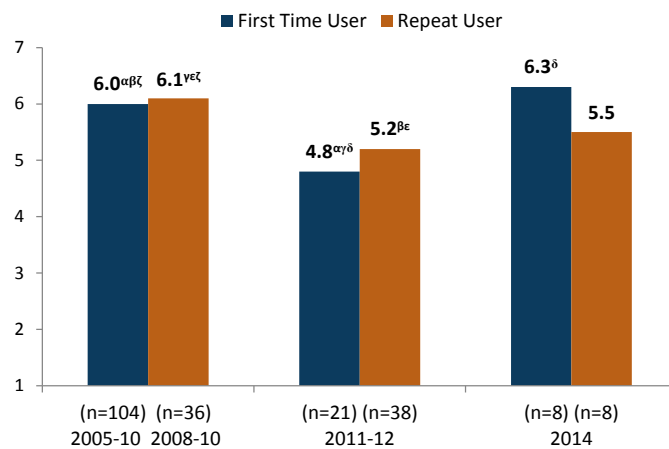
- 2014 respondents consider the GPR valuable; however, the cost may keep some subscribers from re-commissioning the GPR.

Respondents said that the GPR was more valuable compared to other services they had commissioned to assess grantee perceptions. Moreover, 2014 first-time-subscriber respondents indicated that the GPR was of high value compared to its cost (see Exhibit 6). The high value-to-cost ratio that 2014 first-time-respondents place on the GPR is an especially positive result because it is an improvement over the 2011-12 period when ratings by first-time-subscribers dipped substantially. 2014 repeat-subscriber respondents

provided a lower rating than 2014 first-time-subscriber respondents, but this was not statistically significant. Even though the results for both the 2014 first-time and repeat-subscriber respondents are positive some respondents said that they were uncertain if they would undertake the GPR again due to budgetary constraints.

- Although the most recent GPR was valuable to recent repeat-subscribers, they indicated that **the most recent GPR was about as valuable as previous GPRs**. As indicated in the section above, recent subscribers found the new online platform useful but some subscribers may not be using the online report to its full potential. Other factors outside of CEP's control may also determine how repeat subscribers perceive the value of the GPR. For example, one subscriber commented that the most recent GPR was less useful since they are now a more mature foundation than they were when they first commissioned the GPR. Another said that now that they know their grantees better this may reduce the need for repeating the GPR in the future.

Exhibit 6. Value of the GPR Relative to its Cost***



***p < .001

Statistically significant difference between the:

α 2005-10 first-time and 2011-12 first-time user groups;

β 2005-10 first-time and 2011-12 repeat user groups;

γ 2011-12 first-time and 2008-10 repeat user groups;

δ 2011-12 first-time and 2014 first-time user groups;

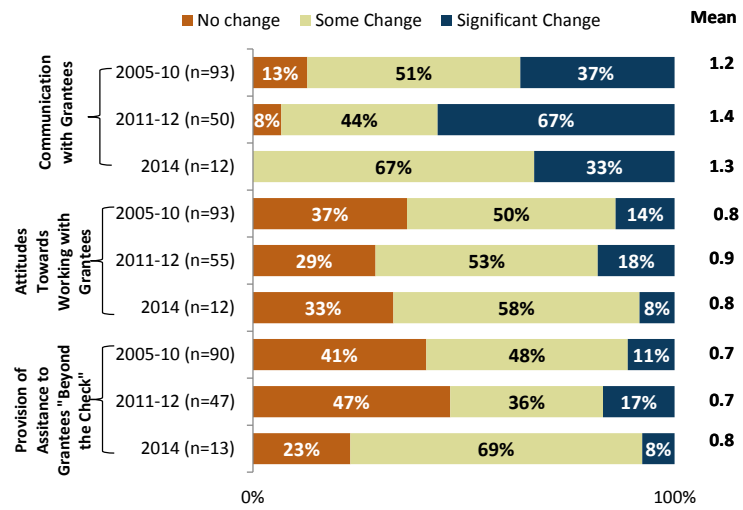
ε 2008-10 repeat user and 2011-12 repeat user group; and the

ζ 2008-10 repeat user and 2005-10 first-time user groups.

Changes Inspired by GPR Results

The GPR gathers anonymous, candid grantee assessments of funder practices, and then benchmarks those data. The extent to which funders use the GPR data to make changes is the greatest indicator of the tool’s ultimate success. The LFA survey assesses changes informed by the GPR in the areas of: engagement with grantees;² grantmaking processes;³ foundation strategy;⁴ and foundation performance.⁵ Within the four areas of change assessed by the survey, the GPR findings inspired the most change in the area of grantee engagement (see Exhibit 7).

Exhibit 7. Grantee Engagement



All (100%) 2014 respondents reported making at least some change in their communication with grantees. A substantial proportion of 2014 respondents also reported making some change in other aspects related to grantee engagement. Seventy-seven percent of respondents reported making at least some change in their provision of assistance to grantees “beyond the check”, and 67% of grantees reported making at least some change in their attitude toward working with grantees. Albeit with some fluctuations, the level of change affected across these three components of grantee engagement is fairly consistent with results from past years.

Conclusion

The 2014 GPR Subscriber Assessment results reveal the overall effectiveness of the GPR as an assessment tool, and improved satisfaction since the downward trends observed during the 2011-12 period. CEP’s new reporting format and other improvements may be contributing to this trend; however, early evidence suggests that improvements are needed on some of these new features and services. Findings also suggest that CEP needs to ensure that subscribers are taking advantage of these new features so that the value of CEP’s investment is not lost. While continuing to refine and build new features, CEP should also continue to be mindful of the other aspects that have been part of the GPR experience for many years. In particular, CEP staff interactions with subscribers continue to be one of the most important aspects of the GPR experience.

² The grantee engagement area consists of three components: communications with grantees, attitudes towards working with grantees, and provision of assistance to grantees “beyond the check.”

³ The grantmaking processes area consists of two components: grantmaking process and grantmaking patterns.

⁴ The foundation strategy area consists of three components: foundation strategy, staffing levels, and allocation of resources to a particular program area.

⁵ The foundation performance area consists of two components: addressing performance of a particular program officer/staff member and addressing performance of or approach to a particular program area.

Grantee Perception Report (GPR) Subscriber Assessment Survey: Cohort Analysis Summary

Exhibit 8. General Impressions of the GPR Process

	Mean		
	2005-10	2011-12	2014
Overall Satisfaction^{1†a}	6.2 (n=154)	5.8 (n=59)	6.1 (n=16)
Responsiveness of CEP Staff to Questions²	6.6 (n=153)	6.4 (n=59)	6.8 (n=16)
Helpfulness of CEP Staff Responses^{3†a}	6.4 (n=154)	6.1 (n=59)	6.3 (n=16)

[†] $p < .10$

^aStatistically significant difference between the 2005-2010 and the 2011-12 groups.

Exhibit 9. Satisfaction with Aspects of the GPR Report

	Mean		
	2005-10	2011-12	2014
The clarity of data charts and graphs in the GPR report	5.2 (n=147)	5.0 (n=59)	5.7 (n=16)
The look and feel of the (interactive online) GPR report¹	-	5.3 (n=24)	5.5 (n=15)
Ease of accessing online report	-	-	5.9 (n=15)
Ease of navigating online report	-	-	5.7 (n=15)
Ease of finding supplemental downloadable materials in the online system	-	-	5.6 (n=15)
The extent to which CEP's interpretation of the results was meaningful for guiding reflection on your foundation's performance overall	5.9 (n=146)	5.5 (n=59)	5.6 (n=16)
The extent to which the GPR report highlighted specific areas in which your foundation was performing well	5.9 (n=145)	5.6 (n=59)	6.1 (n=16)
The extent to which the GPR report highlighted specific areas in which your foundation could improve performance	5.9 (n=146)	5.5 (n=59)	5.8 (n=16)

¹ In the 2012 survey, this item read as follows: “The look and feel of the GPR report.” For the purposes of this analysis, we are comparing these two questions for context.

Exhibit 10. Helpfulness of GPR Services and Features

	Mean		
	Scale: 1 = "Not at all helpful" to 7 = "Very helpful"		
	2005-10	2011-12	2014
Memorandum of Key Findings and Recommendations	-	-	6.2 (n=14)
Interactive online report	-	-	5.9 (n=13)
Ability to toggle online results by different <i>cohorts of funders</i>	-	-	5.5 (n=10)
Ability to toggle online results by different <i>subgroups of my Foundation's data, e.g., program area</i>	-	-	6.0 (n=9)
Segmentation of the data by program officer	5.9 (n=35)	5.5 (n=22)	6.2 (n=6)
Printable PDF report of charts and tables	-	-	6.1 (n=15)
Downloadable PDF of all grantee comments and suggestions for the Foundation	-	-	6.1 (n=15)
Telephone conversation with CEP staff about preliminary report findings	6.1 (n=97)	6.0 (n=50)	6.1 (n=15)
In-person presentation by CEP staff ^{**a}	6.5 (n=130)	5.9 (n=46)	6.3 (n=14)
Supplemental in-person presentation(s)	6.3 (n=88)	6.1 (n=37)	6.4 (n=9)

^{**} $p < .01$

^aStatistically significant difference between the 2005-2010 and the 2011-12 groups.

Exhibit 11. Understanding of Organizational Context

	Mean		
	Scale: 1 = "Not at all well" to 7 = "Extremely well"		
	2005-10	2011-12	2014
The extent to which CEP's work reflected a clear understanding of the specific organizational context of your foundation	-	5.3 (n=24)	5.6 (n=16)

Exhibit 12. Quality of CEP's In-Person Presentation

	Mean Scale: 1 = "Poor" to 7 = "Excellent"		
	2005-10	2011-12	2014
Quality of CEP's in-person presentation ^{†a}	6.3 (n=138)	6.0 (n=55)	6.5 (n=15)

[†] $p < .10$

^a Statistically significant difference between the 2005-2010 and the 2011-12 groups.

Exhibit 13. Changes Affected by GPR Results

	Mean Scale: 0 = "No Change" to 2 = "Significant Change"		
	2005-10	2011-12	2014
Communications with grantees (e.g., clarity, methods)	1.2 (n=93)	1.4 (n=50)	1.3 (n=12)
Attitudes towards work with grantees	0.8 (n=93)	0.9 (n=55)	0.8 (n=12)
Grantmaking processes (e.g., selection, reporting and evaluation processes)	1.0 (n=90)	1.1 (n=48)	1.1 (n=12)
Grantmaking patterns (e.g., size and length of grants)	0.4 (n=88)	0.4 (n=52)	0.5 (n=11)
Foundation strategy (e.g., what it is you're trying to do, focus)	0.5 (n=91)	0.4 (n=51)	0.4 (n=12)
Provision of assistance to grantees beyond "the check" (e.g., management assistance, field-related assistance, assistance securing funding from other sources)	0.7 (n=90)	0.7 (n=47)	0.8 (n=13)
Staffing levels	0.4 (n=91)	0.3 (n=54)	0.4 (n=12)
Allocation of resources for a particular program area	0.1 (n=95)	0.2 (n=53)	0.3 (n=13)
Addressing performance of a particular program officer / staff member	0.3 (n=95)	0.3 (n=50)	0.2 (n=13)
Addressing performance of or approach to a particular program area	0.3 (n=91)	0.3 (n=52)	0.4 (n=13)
Other	0.7 (n=11)	0.3 (n=26)	0.0 (n=3)

Exhibit 14. Usefulness and Value of the GPR Overall

	Mean		
	2005-10	2011-12	2014
Useful relative to other processes for measuring overall funder effectiveness ^{1*a}	5.9 (n=114)	5.3 (n=52)	5.5 (n=15)
Value relative to cost ^{2***a}	6.0 (n=140)	5.1 (n=59)	5.9 (n=16)

* $p < .05$, *** $p < .001$

^aStatistically significant difference between the 2005-2010 and the 2011-12 year groups.

Exhibit 15. Recommending the GPR and Intent to Repeat

	Percentage		
	2005-10	2011-12	2014
Recommending the GPR, or repeating the GPR, to Colleague Funders	99% (n=140)	95% (n=58)	94% (n=16)
Intent to re-commission the GPR ^{†a}	65% (n=140)	61% (n=59)	81% (n=16)
	Mean in Years		
Timeframe for repeating the GPR	2.5 (n=73)	2.6 (n=36)	2.3 (n=13)

[†] $p < .10$

^aStatistically significant difference between the 2005-2010 and the 2014 groups.

Grantee Perception Report (GPR) Subscriber Assessment Survey: First-time and Repeat User Analysis Summary

Exhibit 16. General Impressions of the GPR Process

	Mean					
	Scale: 1 = "Not at all satisfied" to 7 = "Very satisfied"					
	First-time Users			Repeat Users		
	2005-10	2011-12	2014	2008-10	2011-12	2014
Overall Satisfaction¹	6.1 (n=116)	5.6 (n=21)	6.4 (n=8)	6.2 (n=38)	6.0 (n=38)	5.8 (n=8)
Responsiveness of CEP Staff to Questions²	6.6 (n=115)	6.5 (n=21)	6.6 (n=8)	6.7 (n=38)	6.4 (n=38)	6.9 (n=8)
Helpfulness of CEP Staff Responses^{3*a}	6.3 (n=116)	6.2 (n=21)	6.0 (n=8)	6.6 (n=38)	6.0 (n=38)	6.6 (n=8)

* $p < .05$

^aStatistically significant difference between the 2008-10 and the 2011-12 repeat user groups.

Exhibit 17. Satisfaction with Aspects of the GPR Report

	Mean					
	Scale: 1 = "Not at all satisfied" to 7 = "Very satisfied"					
	First-time Users			Repeat Users		
	2005-10	2011-12	2014	2008-10	2011-12	2014
The clarity of data charts and graphs in the GPR report	5.3 (n=110)	4.9 (n=21)	5.9 (n=8)	5.2 (n=37)	5.1 (n=38)	5.5 (n=8)
The look and feel of the (interactive online) GPR report¹	-	5.1 (n=9)	5.9 (n=8)	-	5.4 (n=15)	5.1 (n=7)
Ease of accessing online report	-	-	5.9 (n=8)	-	-	5.9 (n=7)
Ease of navigating online report	-	-	5.8 (n=8)	-	-	5.6 (n=7)
Ease of finding supplemental downloadable materials in the online system	-	-	5.5 (n=8)	-	-	5.7 (n=7)
The extent to which CEP's interpretation of the results was meaningful for guiding reflection on your foundation's performance overall	5.9 (n=109)	5.4 (n=21)	5.8 (n=8)	5.8 (n=37)	5.6 (n=38)	5.4 (n=8)
The extent to which the GPR report highlighted specific areas in which your foundation was performing well	5.9 (n=108)	5.4 (n=21)	6.3 (n=8)	6.2 (n=37)	5.7 (n=38)	6.0 (n=8)
The extent to which the GPR report highlighted specific areas in which your foundation could improve performance	5.8 (n=109)	5.7 (n=21)	5.6 (n=8)	6.0 (n=37)	5.5 (n=38)	5.9 (n=8)

¹In the 2012 survey, this item read as follows: "The look and feel of the GPR report." For the purposes of this analysis, we are comparing these two questions for context.

Exhibit 18. Helpfulness of GPR Services and Features

	Mean					
	Scale: 1 = "Not at all helpful" to 7 = "Very helpful"					
	First-time Users			Repeat Users		
	2005-10	2011-12	2014	2008-10	2011-12	2014
Memorandum of Key Findings and Recommendations ^{†a}	-	-	5.7 (n=7)	-	-	6.7 (n=7)
Interactive online report	-	-	5.7 (n=7)	-	-	6.0 (n=6)
Ability to toggle online results by different cohorts of funders ^{†a}	-	-	4.8 (n=5)	-	-	6.2 (n=5)
Ability to toggle online results by different subgroups of my Foundation's data, e.g., program area	-	-	5.5 (n=4)	-	-	6.4 (n=5)
Segmentation of the data by program officer	6.0 (n=20)	5.5 (n=6)	6.0 (n=3)	5.7 (n=15)	5.5 (n=16)	6.3 (n=3)
Printable PDF report of charts and tables	-	-	6.1 (n=8)	-	-	6.0 (n=7)
Downloadable PDF of all grantee comments and suggestions for the Foundation	-	-	5.7 (n=7)	-	-	6.4 (n=8)
Telephone conversation with CEP staff about preliminary report findings	6.1 (n=63)	6.0 (n=19)	5.7 (n=7)	6.2 (n=34)	5.9 (n=31)	6.4 (n=8)
In-person presentation by CEP staff ^{†b}	6.5 (n=96)	6.1 (n=17)	6.3 (n=7)	6.5 (n=34)	5.8 (n=29)	6.3 (n=7)
Supplemental in-person presentation(s)	6.3 (n=63)	6.0 (n=14)	6.5 (n=4)	6.4 (n=25)	6.1 (n=23)	6.4 (n=5)

[†] $p < .10$

^a Statistically significant difference between the 2014 first-time and repeat user groups.

^b Statistically significant difference between the 2005-10 first-time and 2011-12 repeat user groups.

Exhibit 19. Understanding of Organizational Context

	Mean					
	Scale: 1 = "Not at all well" to 7 = "Extremely well"					
	First-time Users			Repeat Users		
	2005-10	2011-12	2014	2008-10	2011-12	2014
The extent to which CEP's work reflected a clear understanding of the specific organizational context of your foundation	-	5.2 (n=9)	5.4 (n=8)	-	5.3 (n=15)	5.9 (n=8)

Exhibit 20. Quality of CEP's In-Person Presentation

	Mean					
	Scale: 1 = "Poor" to 7 = "Excellent"					
	First-time Users			Repeat Users		
	2005-10	2011-12	2014	2008-10	2011-12	2014
Quality of CEP's in-person presentation	6.3 (n=101)	6.2 (n=19)	6.5 (n=8)	6.2 (n=37)	5.9 (n=36)	6.4 (n=7)

Exhibit 21. Changes Affected by GPR Results

	Mean					
	Scale: 0 = "No Change" to 2 = "Significant Change"					
	First-time Users			Repeat Users		
	2005-10	2011-12	2014	2008-10	2011-12	2014
Communications with grantees (e.g., clarity, methods)	1.2 (n=60)	1.3 (n=17)	1.0 (n=5)	1.3 (n=33)	1.5 (n=33)	1.6 (n=7)
Attitudes towards work with grantees	0.8 (n=58)	0.9 (n=18)	0.6 (n=5)	0.7 (n=35)	0.9 (n=37)	0.9 (n=7)
Grantmaking processes (e.g., selection, reporting and evaluation processes)	1.0 (n=55)	1.4 (n=15)	1.2 (n=5)	1.1 (n=35)	1.0 (n=33)	1.0 (n=7)
Grantmaking patterns (e.g., size and length of grants)	0.5 (n=55)	0.6 (n=18)	0.4 (n=5)	0.4 (n=33)	0.2 (n=34)	0.7 (n=6)
Foundation strategy (e.g., what it is you're trying to do, focus)	0.5 (n=57)	0.5 (n=17)	0.6 (n=5)	0.4 (n=34)	0.4 (n=34)	0.3 (n=7)
Provision of assistance to grantees beyond "the check" (e.g., management assistance, field-related assistance, assistance securing funding from other sources)	0.7 (n=55)	0.8 (n=13)	0.8 (n=5)	0.7 (n=35)	0.6 (n=34)	0.9 (n=8)
Staffing levels	0.3 (n=58)	0.2 (n=18)	0.6 (n=5)	0.4 (n=33)	0.3 (n=36)	0.3 (n=7)
Allocation of resources for a particular program area	0.1 (n=61)	0.3 (n=16)	0.4 (n=5)	0.1 (n=34)	0.1 (n=37)	0.3 (n=8)
Addressing performance of a particular program officer / staff member	0.3 (n=61)	0.2 (n=15)	0.0 (n=5)	0.3 (n=34)	0.4 (n=35)	0.3 (n=8)
Addressing performance of or approach to a particular program area	0.3 (n=58)	0.3 (n=17)	0.0 (n=5)	0.3 (n=33)	0.4 (n=35)	0.6 (n=8)
Other	0.3 (n=6)	0.4 (n=8)	0.0 (n=1)	1.2 (n=5)	0.3 (n=18)	0.0 (n=2)

Exhibit 22. Usefulness and Value of the GPR Overall

	Mean					
	¹ Scale:1 = "Much less useful" to 7 = "Much more useful" ² Scale:1 = "Very poor value for the cost" to 7 = "Excellent value for the cost" ³ Scale:1 = "Very poor value compared to previous GPRs" to 7 = "Excellent value compared to previous GPRs"					
	First-time Users			Repeat Users		
	2005-10	2011-12	2014	2008-10	2011-12	2014
Useful relative to other processes for measuring overall funder effectiveness^{1†a}	5.8 (n=82)	5.4 (n=19)	5.9 (n=7)	5.9 (n=32)	5.2 (n=33)	5.1 (n=8)
Value relative to cost^{2***b}	6.0 (n=104)	4.8 (n=21)	6.3 (n=8)	6.1 (n=36)	5.2 (n=38)	5.5 (n=8)
Value for repeat subscribers compared to previous GPRs³	N/A	N/A	N/A	4.5 (n=32)	4.3 (n=37)	4.4 (n=8)

[†] $p < .10$; $***p < .001$

^aNo pairwise comparisons were statistically significant.

^bStatistically significant difference between the 2005-2010 first-time and 2011-12 first-time user groups; 2005-2010 first-time and 2011-12 repeat user groups; the 2011-12 first-time and 2008-10 repeat user groups; the 2011-12 first-time and 2014 first-time user groups; the 2008-10 repeat user and 2011-12 repeat user group; the 2008-10 repeat user and 2005-10 first-time user groups.

Exhibit 23. Recommending the GPR and Intent to Repeat

	Percentage					
	First-time Users			Repeat Users		
	2005-10	2011-12	2014	2008-10	2011-12	2014
Recommending the GPR, or repeating the GPR, to Colleague Funders	98% (n=104)	95% (n=21)	100% (n=8)	100% (n=36)	95% (n=37)	88% (n=8)
Intent to re-commission the GPR^{*a}	60% (n=104)	48% (n=21)	75% (n=8)	81% (n=36)	68% (n=38)	88% (n=8)
	Mean in Years					
Timeframe for repeating the GPR	2.6 (n=42)	2.7 (n=10)	2.7 (n=6)	2.4 (n=31)	2.5 (n=26)	2.0 (n=7)

* $p < .05$

^aNo pairwise comparisons were statistically significant.