

COMMUNITY ASSESSMENT OF



EDYTH BUSH
CHARITABLE FOUNDATION

by

Corporate Consulting Group

at Rollins College, Hamilton Holt School

Winter Park, FL

Spring, 2004

In a Spirit of Accountability: The Gift of Community

Findings

PREFACE

Seven years after the initial community assessment of EBCF, the Corporate Consulting Group is proud to team up with EBCF once more as they continue to follow through with their commitment to accountability. It takes integrity and humility to conduct a self-evaluation, and the CCG team feels privileged to serve as EBCF's partners and consultants as they persist in their journey towards self-discovery and improvement.

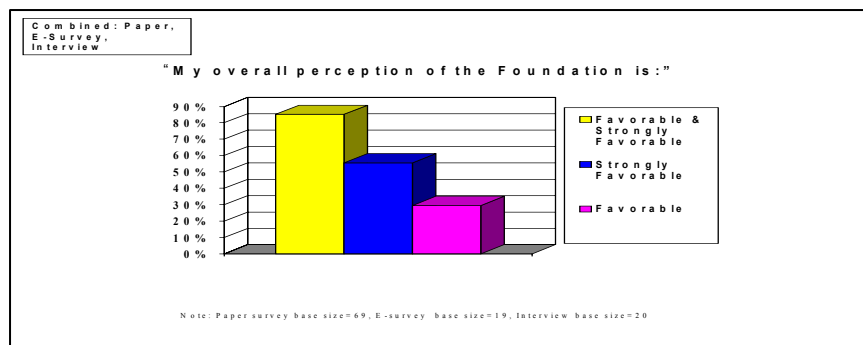
EBCF's superior reputation is notably substantiated by all of the valuable contributions it makes to the community, but it is also demonstrated by the staff's sincere and heartfelt dedication to excellence. Self-assessment is a valuable tool for perpetuating uncompromising quality and fulfilling a vision. We believe in EBCF's vision and are eager to share the wealth of community feedback and recommendations we've compiled during the duration of this assessment, *In the Spirit of Accountability: The Gift of Community*.

The 2004 CCG team, having established itself as an unbiased party, has carefully studied and analyzed the responses of the agenda members and the community constituency based on confidential opinion surveys, a series of interviews, and research of the philanthropic community. CCG seeks to provide a neutral examination of what the community is saying about EBCF in addition to conducting research of the Foundation from a detail-oriented and invested perspective. We present this collection of findings from a position of respect – our commendations and recommendations are based entirely on survey data and research, designed to complement the experience and involvement of the reputable staff and Board members. Our external perspective is intended to offer a greater sense of understanding and connection to the community that will enhance the success of the organization for years to come.

COMMENDATIONS

1. Positive Overall Perception

A large majority of Key Informants and Agenda Respondents rated EBCF favorably when asked for their overall perception of the Foundation. Specifically, 88% of all respondents indicated that their perception was either “Favorable” or “Strongly Favorable.” In addition, the Foundation’s visibility in the community over the past five years has improved. In total, 87% of the Agenda Respondents and Key Informants indicated that visibility of EBCF has “Stayed the Same” or “Increased.” These data implied an overwhelming response that the Foundation has a positive impact upon the community and is a reputable leader within the non-profit sector.



2. Philanthropy and Non-Profit Leadership Center at Rollins College

The majority (90%) of the Agenda Respondents and Key Informants were aware of the services offered by the Philanthropy and Non-Profit Leadership Center and approximately three-fourths (73%) of them have made use of their services. The services mentioned included networking and organizational events such as Donors Forum meetings, Board Leadership Breakfasts as well as various courses and workshops. All who reported using the resources at the Center recognized that they are a valuable benefit to the non-profit sector.

3. Strong Leadership Presence at EBCF

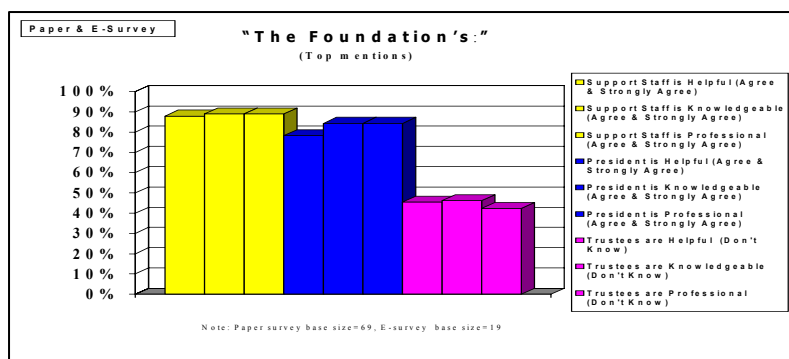
Throughout the data collection and analysis, a trend became apparent regarding Key Informants’ evaluation of the Foundation’s President, and David Odahowski himself seems to be a positive reflection upon their overall perception of the Foundation. Several of the Key Informants expressed that David is an asset to the Foundation for his leadership qualities and his ability to think outside of the box. He was credited for bringing more visibility to the Foundation while working towards building a stronger community. In fact, many of the interviewees were unable to distinguish David’s reputation from that of the Foundation. Many times when respondents were asked to rate the Foundation, their response was a direct evaluation of David Odahowski.

One respondent stated, “[David] is an incredibly dynamic person who serves as an excellent mentor for professionals and up and coming organizations,” and another stated, “Clearly David is EBCF!”

David should be commended for the work he is doing for the Foundation as President and the impact he has made on community awareness and approval of EBCF. In response to specific questions, 79% of the respondents indicated that the President is helpful, 84% indicated that the President is knowledgeable, and 84% indicated that the President is professional.

4. Strong Staff Presence at EBCF

Respondents rated very positive scores for the support staff at EBCF. Specifically, 88% of all respondents indicated that the Support Staff is helpful; 90% indicated that the Support Staff is knowledgeable; and 90% indicated that the Support Staff is professional. One individual claimed that the “staff members are your best promoters.” The support staff is to be commended for their contribution to the overall favorable community perception of EBCF.



5. Strong Grant Making Process

Respondents were very positive in their comments about the proposal review and decision making process. Interestingly, even those who were denied funding felt that the process was clear, guidelines and policy statements were understandable, and when they were given feedback it was prompt and helpful. Specifically, questions 14 – 19 asked about the formal proposal and field review, the grant guidelines and policy statements, notification process, grant terms and conditions, and proposal review and decision making. Scores for these questions ranged as high as 90% of the respondents indicating “Agree” or “Strongly Agree” (“...notification is made in a timely manner”), and never dropped below 64% (“...constructive recommendations were made for strengthening the project or proposal”). These positive responses show support for the strength of the grant making program and the level of service provided to those who submit proposals to EBCF.

RECOMMENDATIONS

1. Strength of leadership and staff relations needs to be built into strategic plan

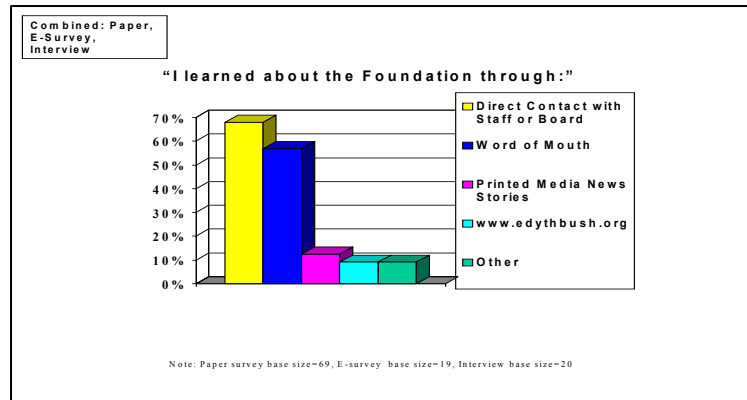
As noted in the Commendations, one of the strengths of EBCF was expressed through the frequent comments indicating the positive impressions made by the President and support staff. Although this is currently viewed as a strength, it has the potential of becoming a weakness in the future if over-extended or not considered as part of the strategic plan for the Foundation. EBCF may need to evaluate its long-term staffing strategies while it capitalizes on the high value others place on its current leaders and staff. Based on the data analyzed in this report, it appears that networking and relationships are driving the success of EBCF's overall positive public image, and while this is strong, it may be difficult to sustain in the distant future of EBCF. Ultimately, the Board of Directors needs to address the question of how the organization's image is self-sustaining and ensure that this is not completely dependent on its President or current staff reputations alone.

2. Increase visibility within the community beyond the non-profit sector

Although visibility in the non-profit community is very strong, there may be an opportunity for EBCF to expand into other key non-profit sectors. The CCG recommends that the Foundation consider developing a formal networking process to expand its presence and help connect key stakeholders within the larger community.

As an example, a few of the potential interviewees recognized as key leaders within the community (a featured writer from the local media, the community relations director from a major mass communications company, and the owner of a local gallery), stated that they did not know enough about the Foundation to grant a useful interview. This suggested that, although the visibility of the Foundation within the non-profit community is strong, it may have significant room for improvement.

This recommendation is additionally supported by the responses to the question: "How did you learn of the Edyth Bush Charitable Foundation?" Of the total group, over half (55%) indicated that their knowledge of the Foundation had been established via networking opportunities. Furthermore, the fact that less than 8% of the total respondents have known about the Foundation for less than two years indicated that the Foundation depends heavily on a number of networks established many years ago. There was not, however, a strong indication of new relationships sustaining or promoting EBCF's community presence. Several of the interviewees noted that the Foundation's visibility is strong within the non-profit sector, but not within the general public. One Key Informant specifically suggested that the Foundation "market themselves outside the non-profit world."



A direct correlation to this example demonstrates that several respondents reported a desire to see the Foundation serve as a catalyst for community interaction. In response to one reported concern, the Foundation should consider developing networking opportunities for community leaders of all sectors (including business, government, education, arts, other foundations and social services).

This feedback indicates that some individuals recognize a potential need for the Foundation to reinforce and expand its influence by raising community awareness of their presence. CCG recommends the Foundation take measures to increase their visibility inside and outside of the non-profit sector through a structured approach and an intentional networking plan that will create new relationships and higher visibility.

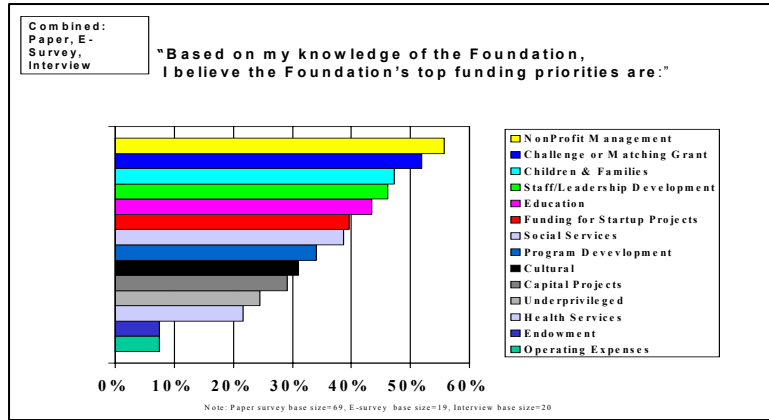
For example, EBCF might consider developing a community advisory board and actively pursue attendance from those who are not part of the non-profit sector which might potentially initiate valuable change and improvement in community connectedness.

Another potential way for EBCF to reach the community is through their website. The "Activities" section, which currently serves as a channel for updating the community to EBCF activities, could be modified to include links that allow users to sign up for updates to the website, periodic mailings, and options to send interesting articles to a friend. The benefit of this inclusion would be to expand EBCF's database of contacts, to provide another medium for those interested to learn about the Foundation, and to encourage those who view the website to share information with other people in the community. The EBCF website could prove to be an important vehicle to allow a connection between EBCF and the community-at-large.

3. Continue to make the Foundations funding priorities more explicit.

One question asked respondents to name the top funding priorities of the Foundation. The responses were varied (see Appendix E) and seemed to reflect the individualized perspectives of each respondent's top funding priorities. Some of the respondents in interviews were unable to identify any of the Foundation's priorities and many needed prompting to be able to answer this question. Those who responded to the surveys had a list of options to select. The variety of responses implies that the Foundation may wish to

articulate the priorities using additional channels. For example, the Foundation might consider including more specific information on the EBCF website about the funding



priorities so that potential applicants can do their research prior to submitting a request. By increasing the availability of information regarding what types of requests the Foundation deems most appropriate, a reduction of unnecessary paperwork and labor costs will ensue, benefiting both EBCF and future applicants. A peripheral result would be increased community awareness of philanthropy, the Foundation itself, and the Foundation's priorities. Below are the results of the most frequently mentioned responses to the question "...what are the top priorities for EBCF." Note that individuals could offer more than one response.

<u>Key Informants</u> (E-Survey)	<u>Agenda Respondents</u> (Paper Survey)	<u>Key Informants</u> (Interviews)			
Health Services	15.8%	Endowment	3.0%	Endowment	5.6%
Endowment	26.3%	Health Services	23.3%	Capital Projects	13.0%
Capital Projects	31.5%	Education	23.8%	Health Services	16.7%
Social Services	31.5%	Cultural	31.4%	Education	25.0%
Program Development	56.1%	Capital Projects	28.6%	Social Services	25.9%
Education	57.9%	Social Services	40.0%	Program Development	25.9%
Challenge or Match Grant	57.9%	Program Development	50.1%	Challenge or Match Grant	27.8%
Cultural	63.2%	Challenge or Match Grant	58.1%	Cultural	33.3%

4. Build Role in Community Collaboration Efforts

One question asked what changes the individuals would like to see from the Foundation to better serve its community. The answers were varied, but the need for a broader community collaboration reoccurred as a major theme. The responses indicated a sense that the community is pleased with the Foundation's efforts in bringing the non-profit sector together. The overall impression was that the Foundation leads the non-profit

community by promoting and initiating collaboration between foundations and the various sectors of the community affected by their community involvement (e.g. education, health services, businesses, etc.). While the Foundation should be commended for these efforts, many of those interviewed expressed concern regarding duplication of efforts within the non-profit sector. The Foundation's proven leadership in this area positions them as an important influence in the much-needed integration between the non-profit sector, local foundations, and their public.

5. Use the website to greater advantage

In total, 63% of all respondents have visited the Foundation's website, and almost all (98%) of those who accessed the site indicated that they found the information they were seeking. It seems that the website provides an ideal channel for informing the public about the Foundation and its grantees and it would be valuable to have the website address added to all of the Foundation's printed materials for future reference.

Additionally, EBCF might consider having those who received funding create links on their business websites to the EBCF such that others are connected to the Foundation. For example, Rollins College would have a link from their home page to EBCF as a way to increase the visibility of the networks and connections that are established through the work of the Foundation.

The website might also provide a high level explanation of the grant making process that includes how the Board makes their decisions. The purpose of this would be to make the process more evident to the grantees. This explanation could be posted on www.edythbush.org as well as in printed materials given to those applying for grants.

Another opportunity is to use the website to inform the public about the role and contributions of the Trustees. Question 21C asked specific information about how the respondents viewed the trustees regarding their helpfulness, knowledge, and professionalism. This particular set of questions revealed that most respondents indicated they "Don't Know" on all three sets of questions which was very different than their responses to similar questions about the President and Support Staff. CCG suggests using the website to provide background information, professional biographies, and relevant information on the role of the trustees within the Foundation.

A final suggestion is to use the website to capture an active email list from those who use the site for searching purposes. A link could be placed that allows visitors to ask to be placed on an electronic mailing list for updates from the Foundation or e-newsletters. Although a smaller response rate was seen for e-surveys, it was still higher than most. As the Internet continues to grow in the number of users, EBCF may find new ways to use this medium to continue to reach out to the community.

COMPARATIVE ANALYSIS

Regarding Commendations from 1997

1. Positive Overall Perception of EBCF

	1997	2004
Favorable	75%	85%
Neutral	12%	8%
Unfavorable	13%	8%

Summary:

- Overall perception has improved by 10% increasing from 75% to 85%.
- A smaller percentage of respondents were neutral in 2004, possibly meaning that they have experienced more exposure to the Foundation or more time to form an opinion.
- The 8% that rated their overall perception of the Foundation as ‘unfavorable’ often had positive responses in their other answers which provides an opportunity to discuss potential reasons for this response.

2. Strong Grant Making Program

	1997	2004
Strong	71%	83%
Neutral	12%	7%
Weak	5%	3%
Don't Know	12%	7%

Summary:

- Overall perception has improved by 12% increasing from 71% to 83%.
- The specific data that follows regarding the grant making program shows a positive response from a strong majority and shows improvement to an area that was previously highlighted as a Commendation in the 1997 report.

Percent of all respondents who agreed that the grant guidelines and policy statement are thorough:

	1997	2004
	78%	83%

Percent of all respondents who were denied funds that agreed the grant guidelines and policy statement are thorough:

1997	2004
70%	81%

Summary:

- The Grant making program is still a major strength of the Foundation, and shows slight increases from 1997.
- Grantees denied funds responded more positively about the thoroughness of the grant guidelines and policy statement in 2004 than in 1997. This could indicate that changes made within the Foundation with regard to the policies and guidelines that are perceived as more effective.
- A smaller percentage of respondents were neutral, suggesting that they have experienced more exposure to the Foundation or more time to form an opinion.

3. Superior Support Staff

	1997	2004
Helpfulness	82%	88%
Professionalism	80%	89%
Knowledge	79%	90%

Summary:

- Although previously considered a Commendation in 1997, the support staff of the Foundation has continued to make improvements in all areas according to the respondents in 2004.
- As in 1997, the Support Staff once again received the highest overall favorable ratings in the survey for questions in this section.

Regarding Recommendations from 1997

1. Simplify the Proposal Process

- Though no direct questions were asked about the simplicity of the proposal process or reluctance to apply for a grant from the Foundation, the following information was collected:
 - Seventy-nine percent of respondents felt comfortable applying for a grant from the Foundation.
 - Percent of respondents who indicated that the Foundation’s proposal review and decision making process is positive (Agree & Strongly Agree combined):
 - ✓ Clear 82%
 - ✓ Thorough 82%
 - ✓ Helpful 77%
 - ✓ User-Friendly 76%
 - ✓ Consistent 74%
 - ✓ Objective 72%

- Comments made in interviews about the grant process:

“The Foundation is one of the few organizations that is open to receiving calls for grant inquiry or allows seekers to seed 1-2 page proposals. or allows them (grant seekers) to come in for information. They are the most helpful of foundations to grant seekers because they tell you upfront if the grant is worth pursuing with them”.

2. Increase Communication to the Public

In the previous report (1997) “publicity for grants and grantees was rated as “neutral” to “very weak”. The chart below shows that there has been a slight reduction in this rating, however, the 2004 report captured a rating of 43% (“Strong” or “Very Strong”) for publicity.

Publicity for grants and grantees:

	1997	2004
Neutral, Weak, Very Weak (combined)	49%	48%

The 1997 report rated “visibility and leadership in the community as weak links” (page 9) and suggested that increase communication to the public might be achieved by increasing both visibility and leaders. There are many indications that this has improved by 2004.

Visibility in the Community:

	1997	2004
Strong and Very Strong	69%	80%
Neutral	13%	12%
Weak	13%	5%
Don't Know	5%	3%

Leadership in the Community:

	1997	2004
Strong and Very Strong	69%	80%
Neutral	14%	16%
Weak	13%	2%
Don't Know	4%	2%

Summary:

- The Foundation has improved the community’s perception of both leadership and visibility since 1997.
- Specifically, visibility and leadership have both increased by 11% in the past five years.

3. Continue to Improve Interpersonal Relationships

1997	2004
13 comments regarding bias and unfavorable adjectives	3 comments regarding bias and unfavorable adjectives

Summary:

- Those who were surveyed and interviewed in 2004 reported comments that were more positive than in the 1997 report.
- Primary uses of comments regarding bias and unfavorable adjectives in the 1997 report were related to the proposal and grant making process.
- In 2004, those who were surveyed and interviewed were more likely to make positive comments and provide constructive ideas on how EBCF can grow.

LIMITATIONS

Although great care was taken at each step of the data collection and analysis process, there may be some limitations to this study. First the sampling process required a purposive sample using a snowball technique. Key informants were often asked to give additional names of others who would be able to respond to questions from as representational of a particular constituency group. As a result, a potential for in group bias may result that impacts the responses collected through this approach.

Secondly, construction of the survey itself always contains the potential for ambiguity. In some cases, the construction of the survey responses may have been confusing to some respondents. For example, in various questions individuals were asked to select from a continuum of choices and were given directions on page two for these answers. The questions continued to page 3 and individuals may have thought the largest number represented the most favorable response, whereas it indicated “Don’t Know.”

Although CCG established inter-rater reliability, some error may exist as multiple individuals were coding the data. Another potential cause for concern is the experimental electronic data collection method. Individuals receiving the paper survey were on the EBCF agenda within the last five years. Individuals receiving the electronic survey were selected using the stratified sampling method, described earlier in the Methodology. Upon receiving responses to the electronic survey, however some respondent indicated they had submitted formal proposals to EBCF and it is unknown whether they were also on the agenda or another member of their organization may have responded.

Finally, this study was a class project undertaken as a student endeavor. It involved a collaborative team working extensive hours to complete this project within an aggressive timeline. Multiple iterations of data analysis required handoffs between team members and as in any study of this sort there is potential for human error. To avoid this, each phase of this project required editing and carefully documentation by at least two team members at all times.

CONCLUSION

CCG conducted an evaluation within the community, which followed the guidelines approved by American Statistical Association. This initiative was achieved through triangulation using paper surveys, electronic surveys, and interviews. Data from the closed-ended questions were entered into Excel for Frequency Analysis and Correlation Statistics were entered into the Statistical Package for Social Sciences (SPSS), checked for accuracy, and analyzed.

CCG examined the open-ended and interview questions using content analysis. A compilation of the results will be presented to the Board through a written comprehensive report and a formal presentation. It is the hope of CCG that EBCF finds this report useful and helpful to its work on behalf of the community it serves.

Survey Instrument

EDYTH BUSH CHARITABLE FOUNDATION, INC. OPINION SURVEY 2004

As a colleague of the Edyth Bush Charitable Foundation, you have opinions valuable to the Foundation. Please answer all questions that are pertinent to your experience with the Foundation. Indicate the answer which best characterizes your response to each of the following statements and comment as desired in the space provided or on a separate sheet of paper. Your responses will help the Foundation enhance its operations and focus on areas for improvement. Please return this survey by March 3, 2004 in the postage paid envelope provided for your convenience.

1. Please list the county, city, and state where your organization is located.

County	City	State
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2. Based on my knowledge of the Foundation, I believe the Foundation's top funding priorities are (Check all that apply):

- | | | |
|---|--|---|
| <input type="checkbox"/> Education | <input type="checkbox"/> Cultural | <input type="checkbox"/> Underprivileged |
| <input type="checkbox"/> Challenge or Matching Grant | <input type="checkbox"/> Capital Projects | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Seed Start Up for New Projects | <input type="checkbox"/> Operating Expenses | <input type="checkbox"/> Staff Development/Leadership |
| <input type="checkbox"/> Scholarships & Fellowships | <input type="checkbox"/> Social Services | <input type="checkbox"/> Program Development |
| <input type="checkbox"/> Endowment | <input type="checkbox"/> Children & Families | <input type="checkbox"/> Nonprofit Management |

3. In my opinion, the Foundation's grant decisions are consistent with its identified funding priorities.

- Agree Disagree Don't Know

4. I first learned about the Foundation within the last:

- 0-2 years 3-6 years 7+ years

5. I learned about the Foundation through (check all that apply):

- | | | |
|---|---|---|
| <input type="checkbox"/> Annual Report | <input type="checkbox"/> Foundation Directorles | <input type="checkbox"/> Word of Mouth |
| <input type="checkbox"/> Its Guidelines/Policy Statement | <input type="checkbox"/> Printed Media News Stories | <input type="checkbox"/> Radio/TV Stories |
| <input type="checkbox"/> Fundraising Consultant | <input type="checkbox"/> www.edytbush.org | <input type="checkbox"/> Search Engine |
| <input type="checkbox"/> Direct Contact with Staff or Board Members | <input type="checkbox"/> Other (please describe) | |

6. Based on my knowledge and experience with the Foundation, its: (rate your decision)

	Very Weak	Weak	Neutral	Strong	Very Strong	Don't Know
Grant Making Program is:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visibility in the Community is:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership in the Community is:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership in Philanthropy is:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Governance (trustees) is:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publicity for its Grants and Grantees is:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Over the past 5 years, the Foundation's visibility in the community has
 Increased Decreased Stayed the Same Don't Know

8. Has your organization ever submitted a formal proposal to the Foundation?
 Yes No

***If you answered "No" to the above question, please skip to number 20.**

9. Prior to my organization's most recent formal proposal to the Foundation, we (check all that apply):

- Submitted a brief letter of inquiry or concept paper
- Had a telephone conversation with (fill in name): _____
- Met personally with (fill in name): _____

10. My organization's most formal proposal to the Foundation was:

- Funded Declined Pending

11. If your most recent formal proposal to the Foundation was declined,

a) Do you know why?

- Yes No Explain: _____

b) What do you think about the explanation given for the denial of your grant?

Explain: _____

12. How long ago did you submit your most recent proposal to the Foundation?

Explain: _____

** Please use the scale below to answer the following questions.*

1 = Strongly Disagree 2 = Disagree 3 = Neutral 4 = Agree 5 = Strongly Agree 6 = Don't Know

13. I felt comfortable applying for a grant from the Foundation:

1 2 3 4 5 6

14. In response to our formal proposal and field review, we received:

- a) Clear, prompt feedback about the extent to which the project meets the Foundation's grant making priorities: **1 2 3 4 5 6**
- b) Constructive recommendations for strengthening the project or the proposal: **1 2 3 4 5 6**
- c) Feedback that indicated the Foundation's openness to learn more about the project/proposal: **1 2 3 4 5 6**

15. The printed grant guidelines and policy statement are:

- a) Understandable **1 2 3 4 5 6**
- b) Thorough **1 2 3 4 5 6**
- c) Reflective of actual grant decisions, policies, and procedures **1 2 3 4 5 6**

16. The information requested in the proposal application is reasonable for applicants:

1 2 3 4 5 6

17. Notification regarding funding/non-funding of proposals is made in a timely manner:

1 2 3 4 5 6

18. I believe the Foundation's grant terms and conditions are:

- a) Clear **1 2 3 4 5 6**
- b) Reasonable **1 2 3 4 5 6**

19. I believe the Foundations' proposal review and decision making process is:

- a) Clear **1 2 3 4 5 6**
- b) Thorough **1 2 3 4 5 6**
- c) User-Friendly **1 2 3 4 5 6**
- d) Objective **1 2 3 4 5 6**
- e) Consistent **1 2 3 4 5 6**
- f) Helpful **1 2 3 4 5 6**

20. Please make comments and/or suggestions regarding the proposal review and decision making process:

21. The Foundation's:

- | | Helpful | Knowledgeable | Professional |
|---------------------|--------------------|----------------------|---------------------|
| a) Support staff is | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 4 5 6 |
| b) President is | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 4 5 6 |
| c) Trustees are | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 4 5 6 |

22. Based on my knowledge and experience with the Foundation, it(s):

- a) Is sensitive to the diverse needs of our community **1 2 3 4 5 6**
- b) Funding priorities reflect significant civic and social issues **1 2 3 4 5 6**
- c) Takes an active role in addressing significant civic and social issues **1 2 3 4 5 6**
- d) Takes opportunities to collaborate with other groups **1 2 3 4 5 6**
- e) Increases self-sufficiency of individuals to improve the community **1 2 3 4 5 6**

23. Are you familiar with the Rollins College Philanthropy & Non-Profit Leadership Center?

Yes No

a) I/We **have** utilized the services of the Rollins College Philanthropy & Non-Profit Leadership Center,

Yes No

b) If yes, please indicate which services: _____

c) If no, please indicate why: _____

24. Have you visited the Foundation's website (www.edythbush.org)?

Yes No

a) If yes, were you able to find all the information you were seeking?

Yes No

b) Was there any information not listed that you would have found helpful?

Yes Explain: _____
 No _____

25. My overall perception of the Foundation is:

Strongly Unfavorable Unfavorable Neutral Favorable Strongly Favorable

26. What changes would you like to see the Foundation make to better meet the needs of the Community?

27. I believe the most important needs for funding in my community are:

a) _____

b) _____

c) _____

Thank you for your participation in this opinion survey. Please return the survey in the enclosed postage-paid envelope by March 3, 2004.