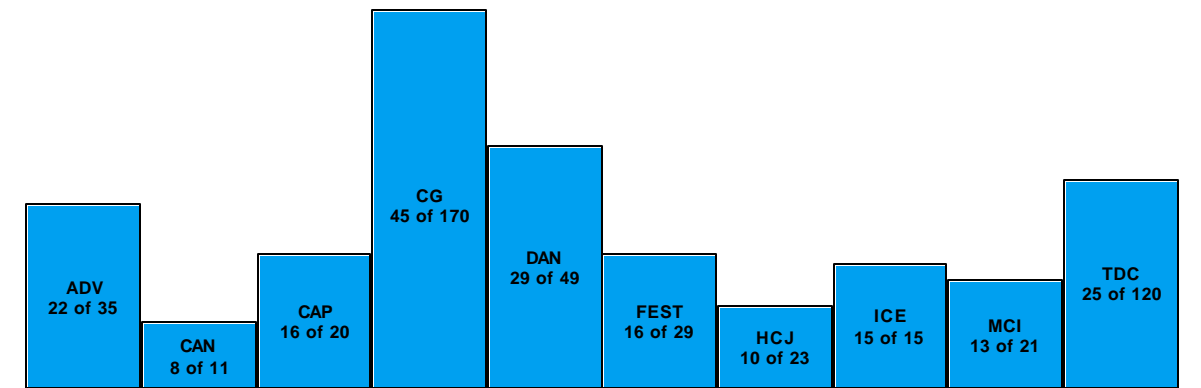


Miami-Dade County Department of Cultural Affairs 2004-05 Customer Service Survey Results: Phase III: Technical Assistance

The Miami-Dade County Department of Cultural Affairs is conducting a three-year survey of our forms and services. The series of charts represent the results of the third phase, which anonymously gathered feedback on our technical assistance services from 2004-05 grant recipients. With a 43% survey return, we found that more than 98% of grantees rated the explanation of the grant application process as very good to excellent. When asked what workshop topics were of interest, grantees chose Grantswriting, Fundraising, and Marketing as the top three.

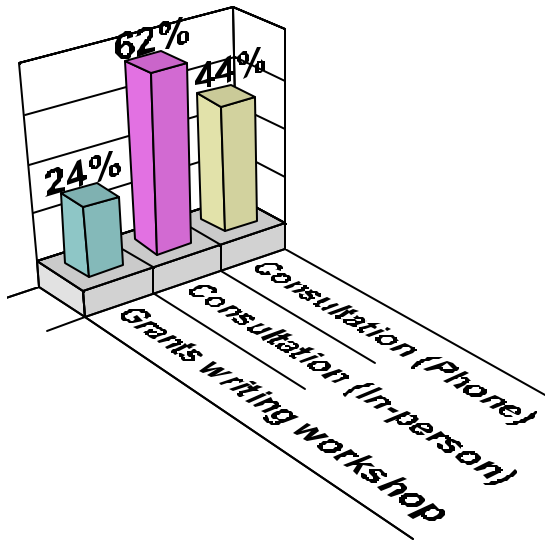
Grants Programs Surveyed



*Please note: Respondents may apply to more than one grants program.
Number indicates respondents per program.*

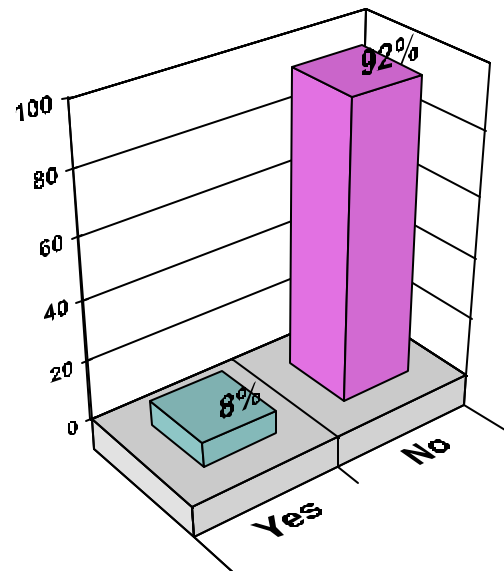
- | | | | |
|-----|----------------------------------|------|---------------------------------|
| ADV | Cultural Advancement | FEST | Festivals and Special Events |
| CAN | Cultural Access Network | HCJ | Hannibal Cox, Jr. |
| CAP | Capital Grants | ICE | International Cultural Exchange |
| CG | Community Grants | MCI | Major Cultural Institutions |
| DAN | Developing Arts in Neighborhoods | TDC | Tourist Development Council |

Type of Technical Assistance Received

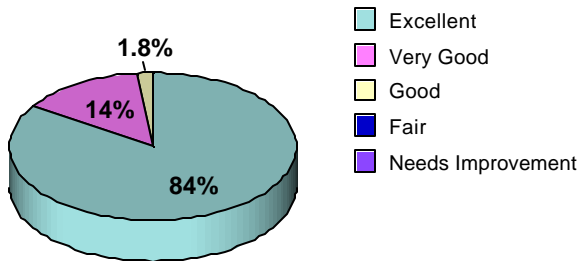


Please note: Respondents were able to choose more than one option. For example, a grantee may have attended a workshop & a consultation.

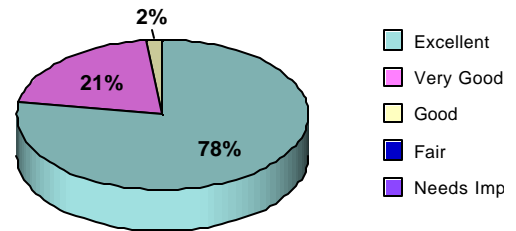
First time applicant? Yes or No



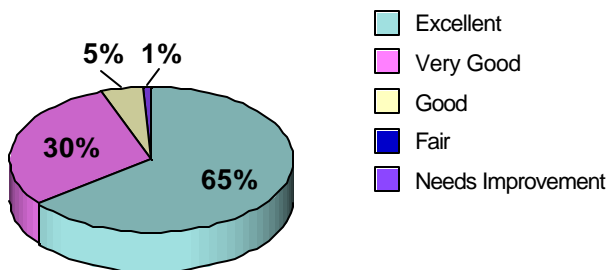
Explanation of Grant Application Process



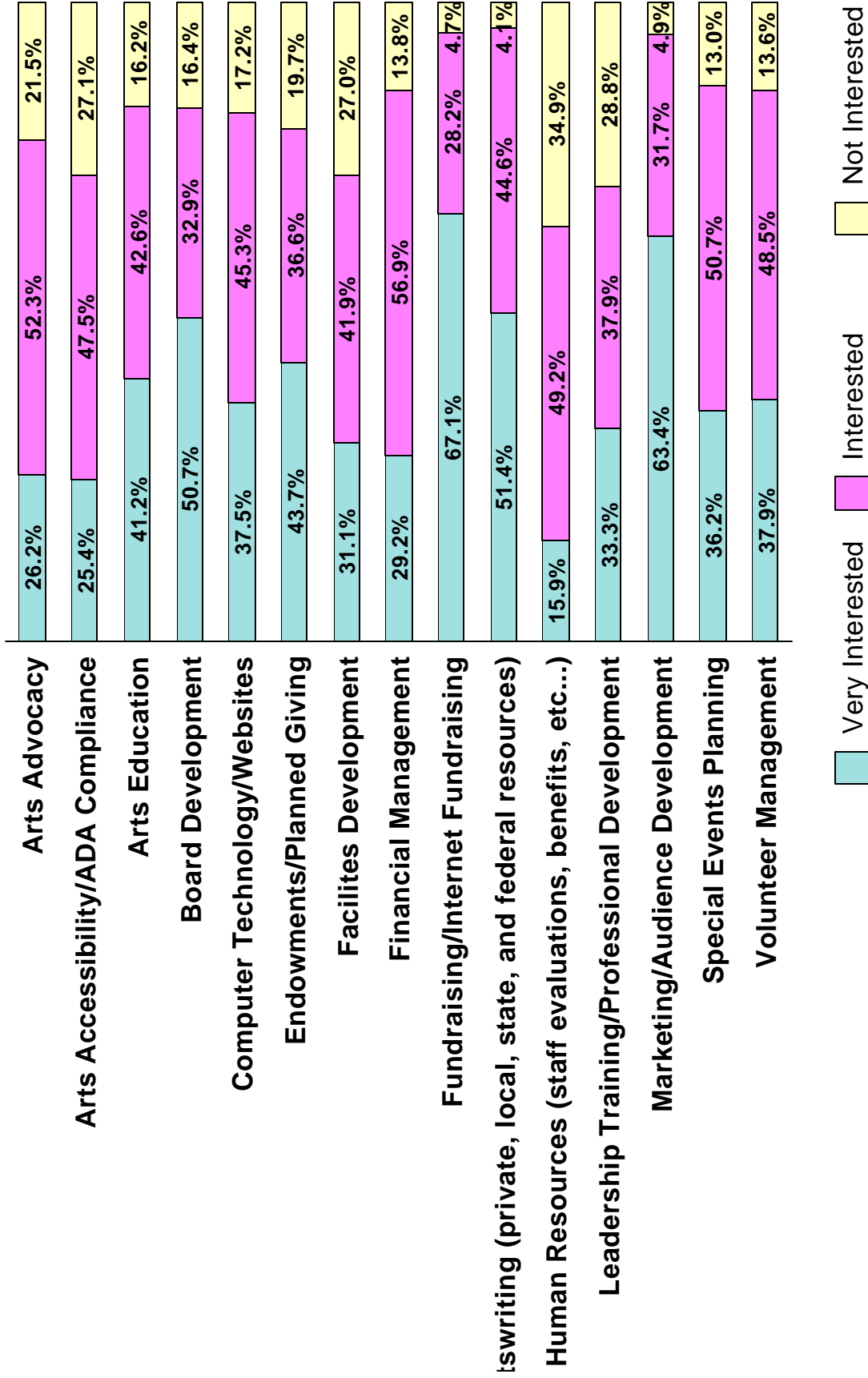
Clearness of Responses to your questions



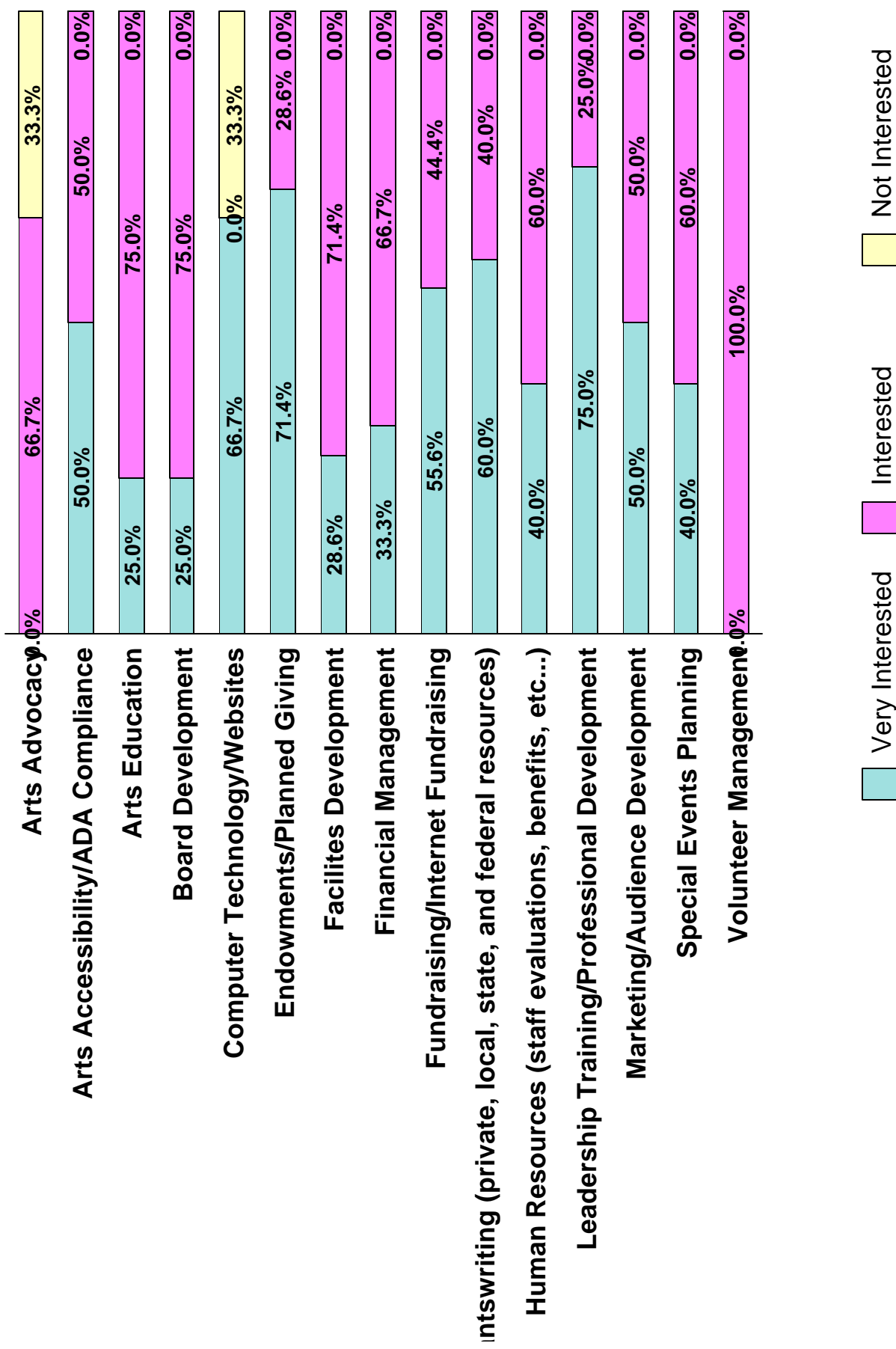
Usefulness of Handouts and Printed Materials



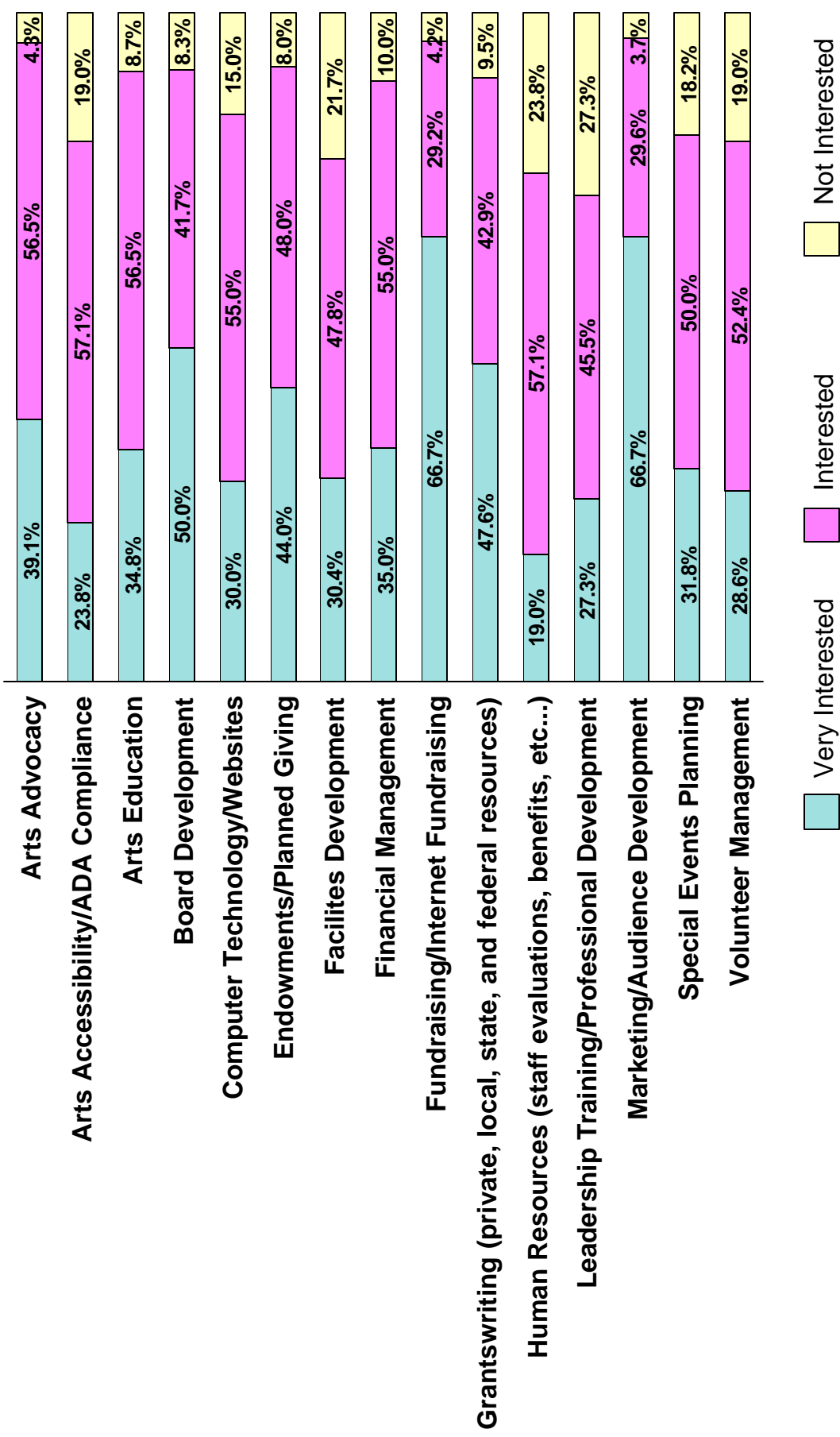
Workshop Topics of Interest All Organizations (Small, Medium and Large)



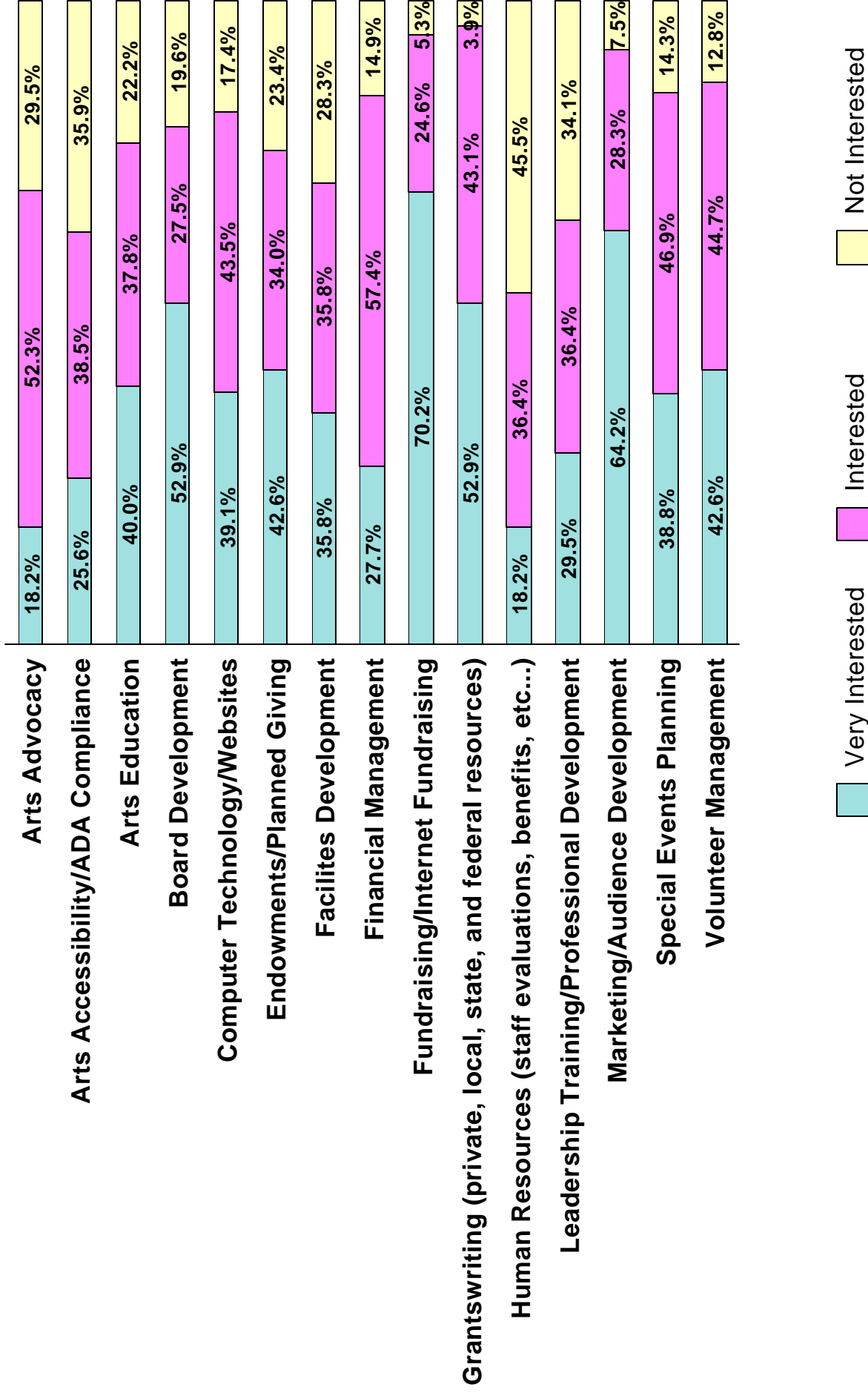
Workshop Topics of Interest Large Organizations (Majors)



Workshop Topics of Interest Medium Organizations (ADV, HCJ)



Workshop Topics of Interest Small Organizations (CG, DAN, TDC)



Workshop Topics of Interest Festivals and Special Events Organizations (FEST)

