

HOW TO: REPORT ON YOUR PERFORMANCE METRICS

The primary purpose of a grant’s output and outcome metrics is to test hypotheses and create learnings that can drive continuous improvement for the grantee and the Foundation. As a result, it’s important that this section of your report be as accurate and thorough as possible. Doing so creates greater clarity around whether specific targets were met and by how much, which helps identify patterns and insights.

WHEN REPORTING ON YOUR METRICS:

- » Focus on progress related to the metric as stated in the form;
- » Provide specific and complete information about progress toward the target, including the date it was accomplished;
- » Provide both raw numbers and percentages, as appropriate; and
- » Complete the reporting form in Fluxx, rather than attach a separate document.

Metrics are one of several important sources of evidence that the Foundation relies on to understand and learn from your work. We appreciate the time and effort you spend completing these reports, because they provide critical information that helps the Foundation to improve.

If you have any questions about how to complete your report, please contact your program officer.

ORIGINAL METRIC EXAMPLE

“By June 2020, our three training workshops will average a +65 net promoter score, as measured by an attendee survey.”

COMMON MISTAKE	MISTAKE EXAMPLES	STRONG REPORTING
Not reporting the most up-to-date information	“TBD”	<i>Our three training workshops in November 2019, February 2020, and May 2020 averaged an NPS of +68.</i>
Not including the dates of completion	“Our workshops averaged an NPS of +68”	
Not providing enough information or detail	“Our most recent workshop in May had an NPS of +67” “+43, +87, +62” “Completed”	
Providing the wrong information	“Our workshops averaged a 92% satisfaction rate from participants”	
Referring to other documents	“See attached survey results” “See previous progress report”	