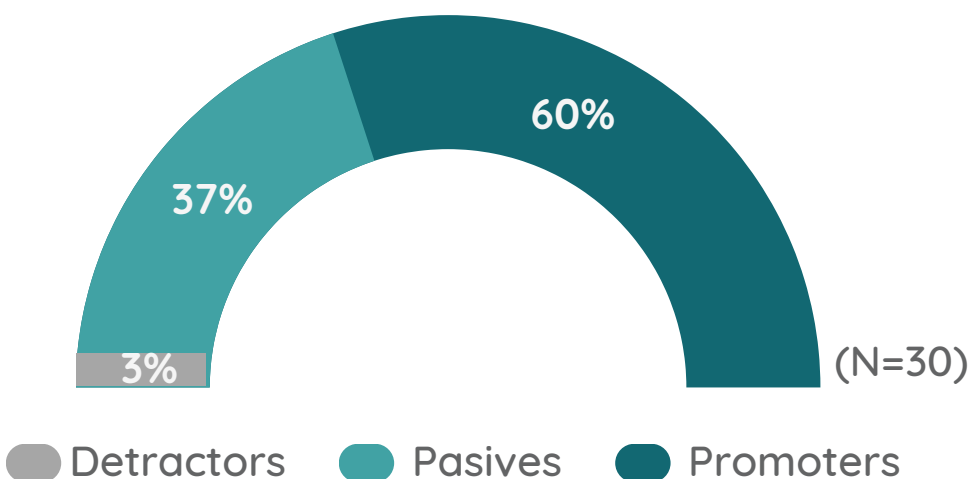


# Closing the Loop on what L4G heard in 2022

How we close the loop will look different from now on! We collect feedback across multiple L4G cohorts throughout the year through ongoing data collection, then we roll up that data annually. We'll now close the loop at the same cadence: annually reflecting on a year's worth of data and analyses. This year's closing the loop message is based on feedback we received from cohorts that were all active in 2022. Read more about changes to our closing the loop process in [our blog post](#).

## Meeting organizations' needs

Midway through participation in L4G, 60% of organizations are promoters (NPS of 57) (in response to the question, "How likely is it that you would recommend L4G to an organization like yours?"). The majority of respondents (84%) said we meet their needs very or extremely well!



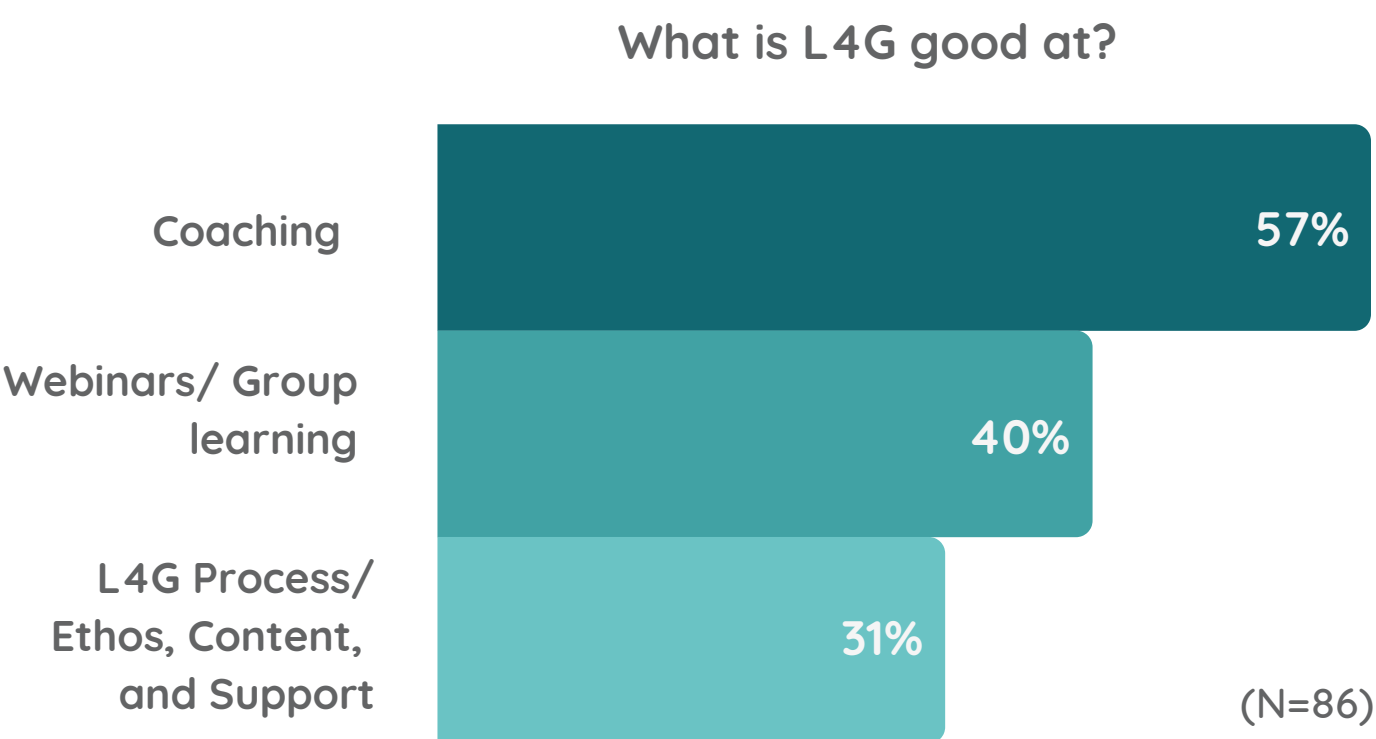
Overall, how well has L4G met your organization's needs?

A little bit   Fairly well   Very well   Extremely well



## What L4G does well

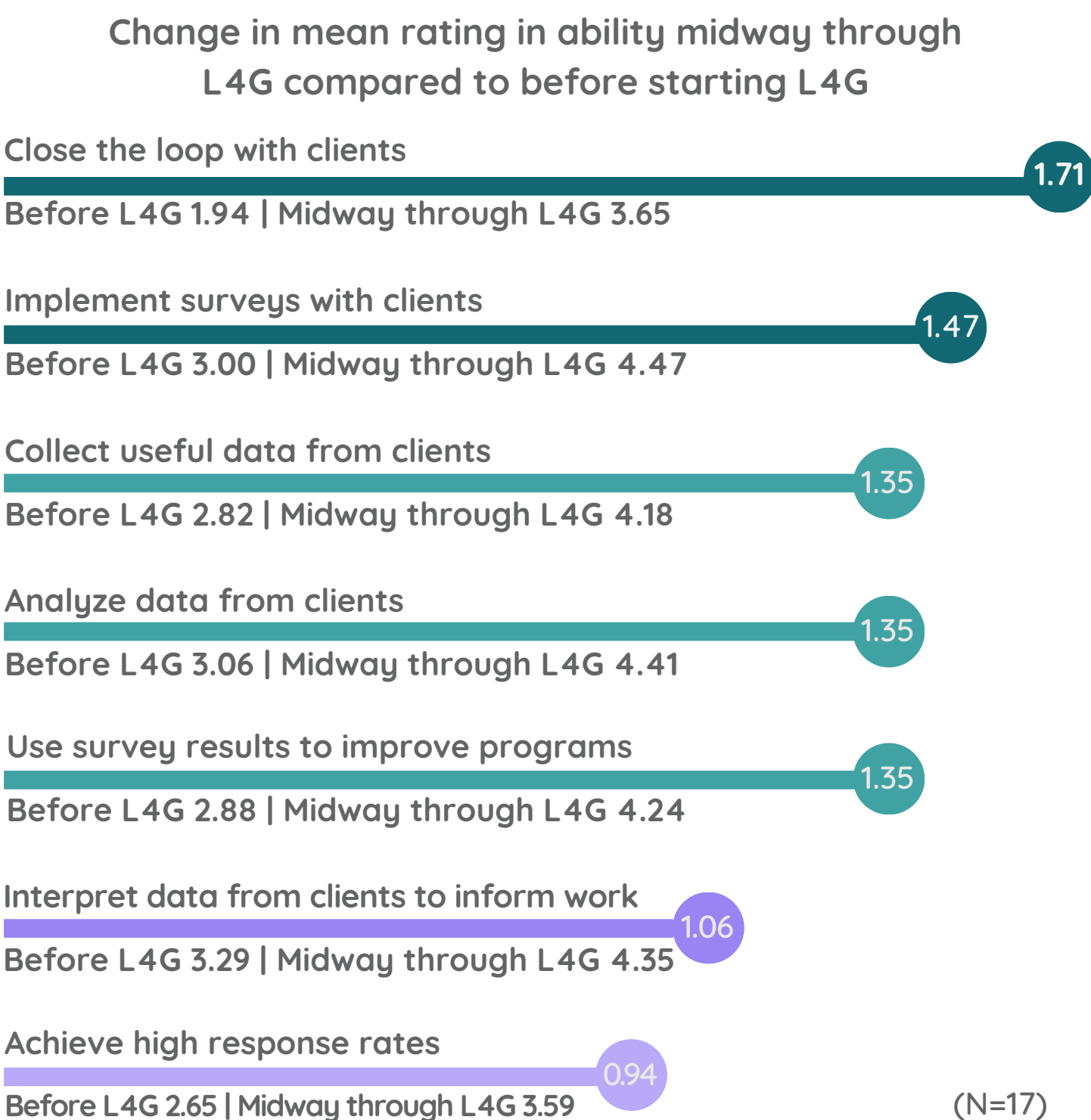
In response to an open-ended question about what L4G does well, the top three things respondents said relate to:



Although coaching topped the list, we noticed that not all organizations are using every step call available to them (for example, only 24% of organizations participating in Online+ and 48% in Premium have had a call with a coach to talk through Step 3 Data Analysis). **We encourage active organizations to sign up for 1:1 support with our coaches throughout the program!** Coaches help guide organizations through steps, troubleshoot issues, and adapt the L4G process to fit organizations' contexts.

## Impact

We're excited to see organizations' feedback skills grow during the program. Organizations report skill growth especially in implementing surveys and closing the loop with clients. Achieving high response rates and interpreting data to inform work are lower-rated areas where L4G can support organizations more.



## Do better



## Web app navigation

21% (N=86) mentioned navigation on the L4G web app could be easier and clearer.



This year, we're researching through user groups and user experience research what changes would make the most improvements to the web app to guide investments in 2024.

## Tutorials

We heard requests for more training and informational videos about the feedback loop and our tools.



In 2023, we'll start building out video tutorials addressing frequently asked questions, including technical how-to's of using L4G tools as well as technical step content.

## Fit

We heard our process can be better adapted to meet some organizations' specific contexts and needs. In 2023, we're building out:



**Case studies** from a wider variety of organizations about their feedback work so organizations can see themselves in peers' examples.



Our **Custom Question Bank**, a collection of commonly used questions from other organizations, to include more questions specific to different issue areas and organization types.



**Benchmarks** for agency and network support providers; in particular, for foundations, intermediary organizations, and philanthropy support organizations. This will allow organizations to compare their results on standard questions in our survey template to average results from organizations more like them.



A **specialized webinar series** of more advanced topics for organizations participating in their second (or beyond!) engagement with L4G.

