

Arts and Culture State of Oregon

Customer Service Survey Results

2026



Background

Required by all state agencies

Business Oregon focus on
customer service

Arts and Culture asked
additional grant questions



Grupo Ritual Azteca Huitzilopochtli
in Woodburn



Methodology

List of 2,260, 5 emails between
May 4 - June 30, 2026

175 completed surveys
9% response rate

Results are anonymous



Sisters Folk Festival
photo by Rob Kerr



Demographics

Majority are nonprofits

Majority awarded a grant

65% urban

50% of organizations have fiscal
size up to 150K



Fiscal Size of Respondents

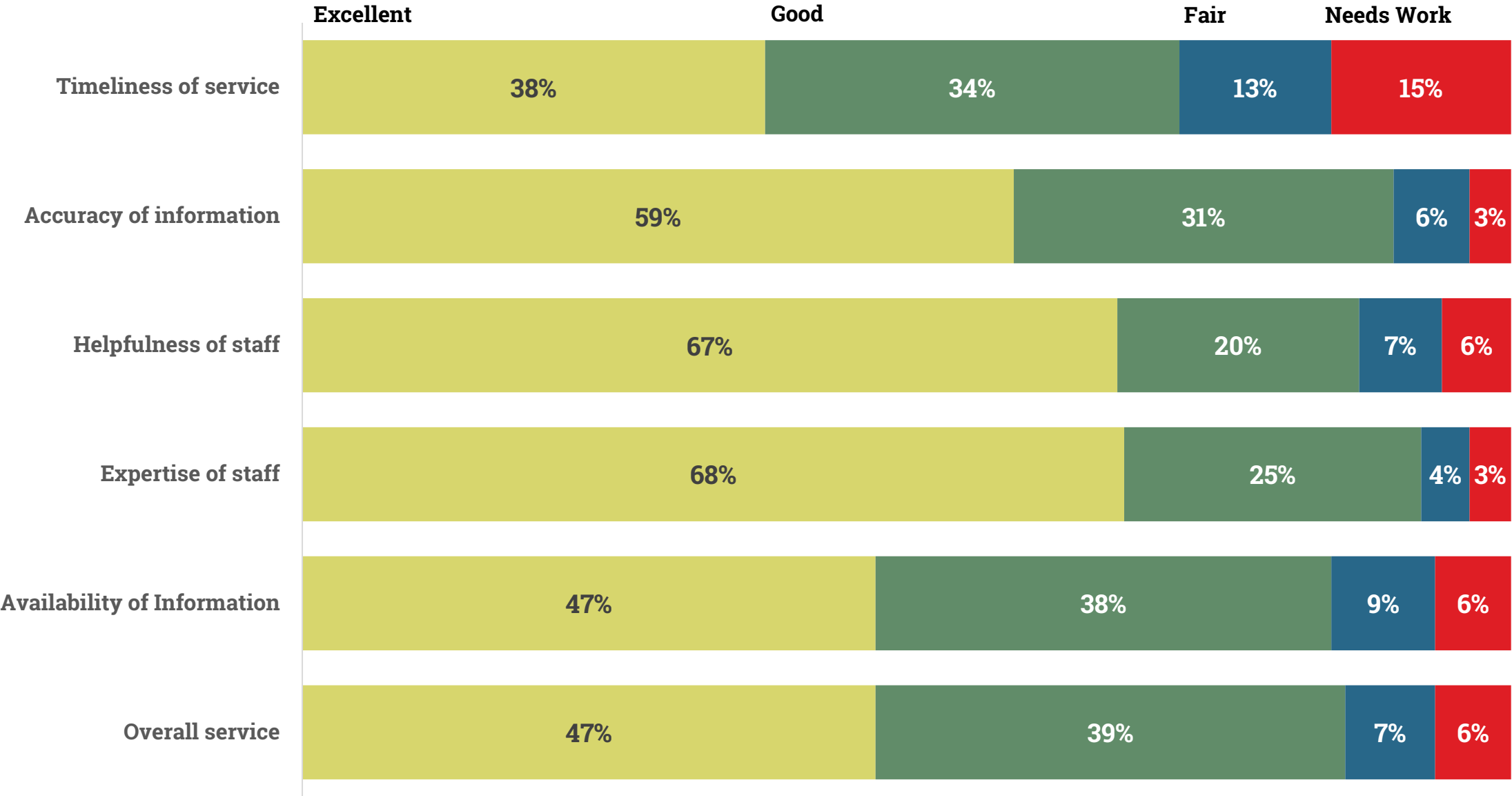
Up to \$150K- 80 (50.63%)

\$150K-\$500K- 39 (24.68%)

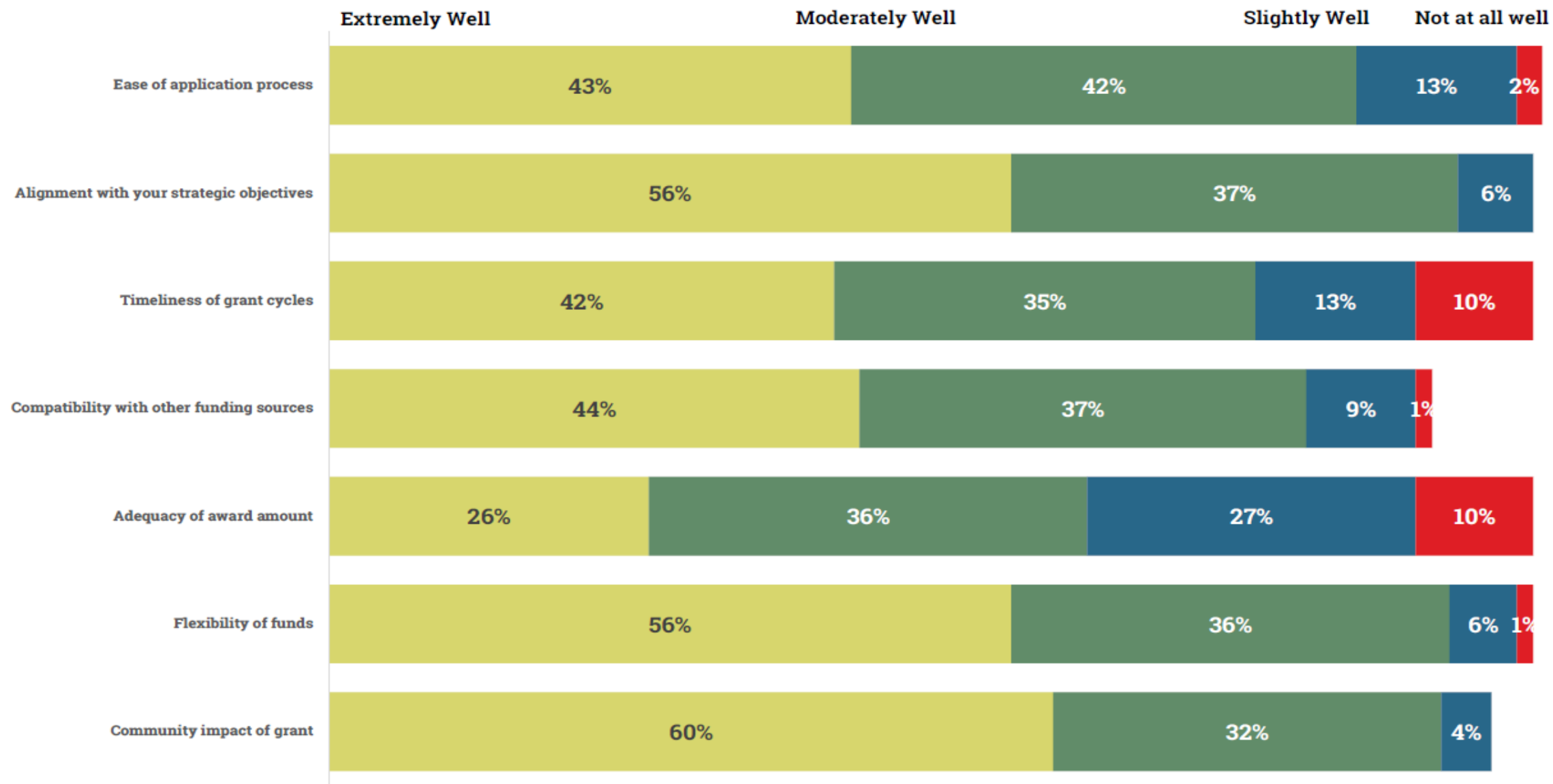
\$500K-\$1M- 17 (10.76%)

Over \$1M- 22 (13.92%)

Customer Service Responses



Grant-Related Responses



Key Strengths Identified



Iliʔi, kusax, salt-tsəq̓w (Land, Air, Sea) by Shirod Younker (Coquille/Miluk Coos/Umpqua), Tony A. Johnson (Chinook) and Adam McIsaac. Photo by Ron Cooper



1. Personnel

Staff expertise and professionalism
were consistently praised



2. **Accessibility & Scalability**

Respondents value accessibility of programs, especially for smaller organizations

A woman with voluminous curly hair is singing into a microphone. She is wearing a dark, patterned top. In the background, another person is partially visible, and the word "JazzFest" is partially visible on a banner.

3. **Support & Impact**

Many respondents reported strong appreciation during challenging economic conditions



4. **Transparency & Clarity**

Several noted improvements in
transparency and communications
in the past year

A photograph of an elderly woman and a young girl standing in a museum gallery. The woman is wearing a patterned shawl and large, colorful earrings. The girl is wearing a patterned dress and a heart-shaped earring. They are both looking at a large, circular, ornate object on the floor, which is surrounded by stanchions and chains. The background shows a large, arched hallway with murals on the walls and a skylight on the ceiling.

5. Meeting Goals

Grants deliver strong community impact,
align closely with organizational goals
while remaining flexible

Areas to Improve

1. **Delays in funding disbursement**

Many organizations identified delayed payments (sometimes 10–14 months) as a significant hardship

2. **Inconsistent communication**

Several respondents reported difficulty receiving timely responses to inquiries



3.

Application and Reporting Processes

Some forms were described as overly complex or containing technical errors

Financial reporting systems like SMU DataArts present burdens for some organizations

4. **Program timing and cycles**

Respondents expressed a desire for predictability in deadlines and alignment with school or project timelines



Thank you!

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