

APPENDIX 6 FREQUENTLY ASKED QUESTIONS: GoArts

I have a technical question about GoArts. How do I obtain assistance?

Technical questions about GoArts can be answered by calling the Grants & Services Department between 9:00 a.m. and 5:00 p.m., Monday through Friday at 614.221.8406 or by email – grants@gcac.org.

Is GoArts compatible with a Macintosh or Mac browser platform?

Yes. GoArts is an internet based application system that is compatible with all internet browser regardless of operating system. If you do experience difficulties, please contact the Grants & Services Department for assistance.

Several individuals within my organization will be preparing the application. Do all of us need individual logins?

No. Do not create multiple usernames/passwords for individual staff members working on your application. Share the same username/password. It is not recommended to have multiple users logged in at the same time unless you are able to ensure individuals are not working on the same content at the same time.

The application I'm looking for doesn't appear on my home page.

Because of varying deadlines for our different grant programs, certain applications may not be available year round. Typically, GCAC will launch applications sixty (60) days prior to an application deadline.

For programs that accept applications throughout the year and funds are awarded on a "first come-first served" basis, applications will be removed once funds have been expended. The application will be available again once funds have been replenished.

Franklin County Neighborhood Arts does not accept online applications at this time.

Am I eligible for all the applications that are on my home page?

Once you are registered in the GoArts system, you will have access to all the funding program applications available. However, this does not mean you are eligible to apply to every program. It is recommended that you review the current guidelines to determine eligibility or call the Grants & Services Department for assistance.

How do I submit a draft application?

There are two ways to submit a draft application.

- 1) Complete the application, but do not hit submit. Contact the Grants & Services Department to request a draft evaluation. Staff will then enter the GoArts system and review your content and provide a detailed evaluation using the existing review criteria.
- 2) Email a MS Word document containing your application content to grants@gcac.org requesting a draft evaluation. Staff will then review the attachment and provide a detailed evaluation using the existing review criteria.

Draft applications are accepted up to one (1) week before the deadline.

How do I submit my completed application?

Once you have completed all the sections of your application, you can submit the application by clicking on SUBMIT YOUR APPLICATION. You will then receive an email confirmation that your application has been submitted.

I submitted my application by mistake. What can I do?

If it is before the deadline, contact the Grants & Services Department. Corrections and/or changes cannot be made after the deadline has passed.

How do I submit my supplemental materials?

The GoArts system accepts different electronic files to satisfy the supplemental materials requirements. We prefer electronic submission for archival purposes, however, encourage applicants to submit their materials in the best format to show the quality of their samples. For more information on “samples of work,” please refer to the specific program guidelines.

Does my application number have a specific meaning?

The application number is unique identifier. Typically, this number is 10-12 alphanumeric characters in length. Comprised of the YEAR, APPLICATION NUMBER in the system and GRANT TYPE - this number is used by GCAC to track activity and payments internally.

Example:

20100049TA = a 2010 Technical Assistance grant, 49th application in the system for 2010.

Will I get feedback on my application?

Most programs will provide a summary of evaluation comments with your letter of determination. If a summary is not available, Grants & Services staff is available to discuss outcomes specific to your application.

Can I request a partial payment through GoArts?

Depending on the grant type, GCAC will automatically disburse 50% of your award upon receipt of your grant agreement. Operating Support organizations will continue to receive a quarterly automatic disbursement. Artist fellowships are disbursed in full.

If this document did not answer your questions, please contact the Grants & Services Department, 614.221.8406, grants@gcac.org.