

SAMPLE: DONOR SATISFACTION SURVEY

1. I was appropriately thanked for my contribution(s).

Strongly Agree Agree Neutral Disagree Strongly Disagree

2. I was thanked for my contribution(s) in a timely manner.

Strongly Agree Agree Neutral Disagree Strongly Disagree

3. XYZ organization asks me for appropriate gift amounts.

Strongly Agree Agree Neutral Disagree Strongly Disagree

4. XYZ organization doesn't ask me for donations too often.

Strongly Agree Agree Neutral Disagree Strongly Disagree

5. XYZ organization cares about my needs as a donor.

Strongly Agree Agree Neutral Disagree Strongly Disagree

6. The fundraising office has responded to my requests in a timely manner.

Strongly Agree Agree Neutral Disagree Strongly Disagree

7. XYZ organization is in touch with me outside of requests for financial support.

Strongly Agree Agree Neutral Disagree Strongly Disagree

8. XYZ organization effectively informs me about the impact of my gift(s).

Strongly Agree Agree Neutral Disagree Strongly Disagree

9. I would recommend XYZ to my family, friends and associates as an organization to financially support.

Strongly Agree Agree Neutral Disagree Strongly Disagree

10. In what way could we increase your level of satisfaction as a supporter of XYZ organization?

11. Is there anything else you would like us to know?
