SurveyNinja

Charity donor survey

9 questions. About 2 min to answer.

Giving habits

1. When did you donate to the organization for the first time?

Try to provide an estimated date.

Date: _____

2. How often do you donate to the organization? Required

Choose one answer.

- ○ Annually
- ○ Monthly
- ○ Weekly
- ○ Now and then
- ○ I no longer donate

Trust and transparency

3. Are you satisfied with the decisions the organization makes in using the funds? Required

Choose one answer.

- ○ Yes
- ○ No

4. Are you satisfied with the information you receive regarding the use of your donation?

Choose one answer.

- ○ Yes
- ○ No

5. Are you able to choose what your donation is to be used for?

Choose one answer.

- ○ Yes
- ○ No

6. Please indicate if you are satisfied with the following aspects:

	Satisfied	Not satisfied
Methods the organization uses to make requests for donations	○	○
Completeness and transparency of info about the work of the organization	○	○
Convenience of making a donation	○	○
Questions about donations being answered respectfully and comprehensively	○	○

7. Please indicate how sure you are that the donations you made have been used for what they were intended.

1 – Absolutely not sure, 5 – Absolutely sure

1 2 3 4 5

The relationship

8. How satisfied are you with the relationship between the organization and yourself as a donor?

1 2 3 4 5 6 7 8 9 10

9. What could we do to improve our service?

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

surveyninja.io/templates/charity-donation-survey

Survey template from SurveyNinja: surveyninja.io