Nonprofits' Use of Technology in Their Work

This survey should take approximately 20-25 minutes to complete.
Please complete this survey **by Thursday, May 1.**

Introduction

Thank you for your participation in this research study conducted by the Center for Effective Philanthropy! We recognize you have a lot of responsibilities and appreciate you making time in your day to complete this survey. To thank you for your time, you will receive a $30 gift card after the completion of the survey. **Please ensure you reach the end and "submit" your responses to receive the gift card.**

In this survey, we will be asking you about some of your organization's current perspectives and practices regarding technology. The information collected will be reflected back to the nonprofit and funder communities to help provide a timely understanding of the landscape that nonprofit leaders are currently working in. There are no right or wrong answers.

CEP takes the confidentiality of data very seriously. Your responses to this survey will be kept **completely confidential**. Although CEP will know the identity of survey respondents, when results of this survey are shared:
- CEP will not reveal the identity of organizations that did or did not participate in this survey.
- All numeric rating responses to this survey will be reported as averages and percentages, and no individual responses will be reported.
- If we quote part of your response to an open-ended question, we will mask all identifying information in the quote to thoroughly protect your anonymity.

If you have any questions about this survey or research project, please contact Caroline Gasparini, coordinator, at carolineg@cep.org.

Instructions
- **Please do not use the forward and back buttons on your browser's navigation bar** to move forward and back in the survey. Instead, use the directional buttons at the bottom of each screen.

- **To stop and continue the survey at a future time**, close your browser and use the survey link found in your email to resume the survey.
- **To receive your "thank you" gift card**, please make sure to hit "submit" at the very end. The gift card will be sent from "noreply@tangocard.com," so be sure to check spam and make sure there are no filters blocking messages from that address.

ABOUT YOUR ORGANIZATION

1. How would you describe the geographical scope(s) of your organization? *(Please select all that apply)*
   - ❑ Local
   - ❑ State
   - ❑ Regional
   - ❑ National
   - ❑ Global

2. Do your organization's efforts include a direct service component?
   - ❑ No
   - ❑ Yes

3. What are your organization's key focus areas? *(Please select all that apply)*
   - ❑ Arts, culture, and humanities
   - ❑ Civic engagement and government
   - ❑ Education
   - ❑ Environment and animals
   - ❑ Health
   - ❑ Human services
   - ❑ International/foreign affairs
   - ❑ Mutual/membership benefit
   - ❑ Public, societal benefit
   - ❑ Religion
   - ❑ Social justice
   - ❑ Other (*please specify*): _____

4. Are any of the following populations the **primary** intended people and/or communities served by your organization? *(Please select all that apply)*
   - ❑ People of color
   - ❑ Members of the LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, and Queer) community

- ❑ Individuals with disabilities
- ❑ Individuals from lower-income communities
- ❑ Immigrants and refugees
- ❑ Other (*please specify):* _____
- ❑ None of the above (*Mutually exclusive*)

Use of Digital Technology

5. How would you characterize your organization's understanding of emerging digital technologies that could affect its operations?
   - ❑ No understanding
   - ❑ Limited understanding
   - ❑ Some understanding
   - ❑ Deep understanding

6. How would you characterize your organization's relationship to adopting new digital technologies?
   - ❑ We tend to be early adopters of new digital technologies
   - ❑ We tend to adopt digital technologies once **some** of our peer organizations have adopted them
   - ❑ We tend to adopt digital technologies once **most** of our peer organizations have adopted them
   - ❑ Don't know/not sure

7. Which areas within your organization are in greatest need of technological updates? *(Please select all that apply)*
   - ❑ We **do not** currently need technological updates (*Mutually exclusive*)
   - ❑ Communications
   - ❑ Financial administration (e.g., budgeting)
   - ❑ Human resources (e.g., recruiting)
   - ❑ Monitoring and evaluation
   - ❑ Development and fundraising
   - ❑ Program delivery
   - ❑ Other (*please specify)*: _____

8. Who is leading the process of integrating new digital technologies into your organization's work? *(Please select all that apply)*
   - ❑ We are **not** currently integrating new digital technologies into our work (*Mutually exclusive*)
   - ❑ CEO/President

- ❑ Senior leadership
- ❑ Management staff
- ❑ Non-management staff
- ❑ External consultants
- ❑ Other (*please specify)*: _____

Use of Artificial Intelligence at Your Organization

9. Does your organization use artificial intelligence (AI) in its work?
   - ❑ No
   - ❑ Yes

10. How interested is your organization in increasing the use of AI in its work?
    - ❑ Not interested
    - ❑ Slightly interested
    - ❑ Somewhat interested
    - ❑ Very interested

(Display only if "Yes" was selected in Question 9.)

11. In the last year, has your organization used AI in any of the following areas? *(Please select all that apply)*
    - ❑ Communications
    - ❑ Financial administration (e.g., budgeting)
    - ❑ Human resources (e.g., recruiting)
    - ❑ Internal productivity (e.g., meeting notes)
    - ❑ Monitoring and evaluation
    - ❑ Development and fundraising
    - ❑ Program delivery
    - ❑ Other (*please specify)*: _____

(Display only if "Yes" was selected in Question 9.)

12. In what ways has AI been most helpful in your organization's work?

   _____
   _____

13. Does your organization have a policy regarding the use of AI in its work?
    - ❑ No
    - ❑ Yes

14. What limitations, if any, does your organization's policy place on how and when to use AI in its work?

   _____
   _____

15. How would you describe your staff's understanding of AI and its applications?
   - ❑ No staff members have a solid understanding of AI and its applications
   - ❑ A few staff members have a solid understanding of AI and its applications
   - ❑ Some staff members have a solid understanding of AI and its applications
   - ❑ Most staff members have a solid understanding of AI and its applications
   - ❑ All staff members have a solid understanding of AI and its applications
   - ❑ Don't know/not sure

16. What concerns, if any, does your organization have about using AI in its work? *(Please select all that apply)*
   - ❑ We do not have any concerns about using AI *(Mutually exclusive)*
   - ❑ Concerns about bias or discrimination in AI algorithms
   - ❑ Concerns about data security and privacy
   - ❑ Concerns about misinformation or inaccurate results
   - ❑ Financial constraints for accessing or maintaining AI
   - ❑ Limited data technology infrastructure
   - ❑ Uncertainty about how to best use AI in our work
   - ❑ Lack of staff expertise or capacity to learn about AI
   - ❑ Staff pushback or skepticism
   - ❑ Lack of engagement or consent from those whose data would be used
   - ❑ Concerns that AI will displace people currently in the workforce
   - ❑ Concerns about the environmental impact of AI
   - ❑ Other *(please specify):* _____

17. What types of problems would you most like to see AI contribute to solving in your work?

   _____
   _____

Equitable Artificial Intelligence

In this survey, we define "**equitable AI**" as the ethical development, deployment, and use of AI systems to promote fairness, inclusivity, and justice—particularly for historically marginalized communities.

Equitable AI aims to reduce biases, democratize access to data and decision-making, mitigate potential harms, and improve social outcomes.

18. How often does your organization engage in conversations internally about equitable AI?
    - ❑ My organization never engages in conversations about equitable AI
    - ❑ My organization occasionally engages in conversations about equitable AI
    - ❑ My organization often engages in conversations about equitable AI

19. Does your organization participate in any of the following types of activities for the purpose of advancing equitable AI? *(Please select all that apply)*
    - ❑ We do not currently participate in any activities for the purpose of advancing equitable AI *(Mutually exclusive)*
    - ❑ Research
    - ❑ Policy and advocacy
    - ❑ Direct service
    - ❑ Regranting
    - ❑ Collaborations with peer organizations
    - ❑ Other *(please specify):* _____

20. How, if at all, does your organization seek to advance equitable AI?
    _____
    _____

Funding for Artificial Intelligence

In this survey, we define "**AI implementation support**" as any financial or nonmonetary assistance foundation funders provide to grantees for adopting or implementing artificial intelligence (AI) in their work.

21. How many of your foundation funders provide your organization with AI implementation support?
    - ❑ None of my foundation funders
    - ❑ A few of my foundation funders
    - ❑ Some of my foundation funders
    - ❑ Most of my foundation funders
    - ❑ All of my foundation funders

22. How many of your foundation funders have engaged your organization in conversations about using AI in your work?
    - ❑ None of my foundation funders

- ❑ A few of my foundation funders
- ❑ Some of my foundation funders
- ❑ Most of my foundation funders
- ❑ All of my foundation funders

(Display only if an option other than "None of my foundation funders" was selected in the previous question.)

23. What did you and your foundation funders discuss in those conversations about AI?
_____
_____

24. How many of your foundation funders do you believe understand your organization's AI-related needs or concerns?
- ❑ None of my foundation funders
- ❑ A few of my foundation funders
- ❑ Some of my foundation funders
- ❑ Most of my foundation funders
- ❑ All of my foundation funders
- ❑ Don't know/not sure

25. Would any of the following types of AI implementation support from foundation funders be helpful for your organization? *(Please select all that apply)*
- ❑ Our organization is not interested in receiving AI implementation support *(Mutually exclusive)*
- ❑ Funding to access existing AI tools and software
- ❑ Funding to build or refine an AI model
- ❑ General AI education for staff
- ❑ Technical training sessions for staff (e.g., prompt engineering)
- ❑ Third-party support for AI use or implementation
- ❑ Connections with AI-focused organizations or networks
- ❑ Connections with AI researchers or developers
- ❑ Convenings to support equitable AI use and governance
- ❑ Resources on how the use of AI affects the people and communities you serve
- ❑ Other *(please specify):* _____

26. What advice would you give to foundation funders interested in supporting nonprofits as they navigate using AI?
_____
_____

27. Would you be open to being contacted in the future to share more about the topics covered in this survey? If so, please provide your name and email address below.

    Name _____

    Email _____ *(Valid email addresses only.)*

ABOUT YOU

28. How many years have you been in your current role at your organization?
    - ❑ Less than 1 year
    - ❑ At least 1 year but fewer than 3 years
    - ❑ At least 3 years but fewer than 6 years
    - ❑ At least 6 years but fewer than 10 years
    - ❑ 10 years or longer

29. How do you describe yourself? *(Please select all that apply)*
    - ❑ Gender non-conforming or non-binary
    - ❑ Man
    - ❑ Woman
    - ❑ Prefer to self-describe/identify (*optional, please describe*): _____
    - ❑ Prefer not to say *(Mutually exclusive)*

30. Are you transgender?
    - ❑ No
    - ❑ Yes
    - ❑ Prefer not to say

31. Do you identify as a member of the LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, and Queer) community?
    - ❑ No
    - ❑ Yes
    - ❑ Prefer not to say

32. Do you have a disability?
    - ❑ No
    - ❑ Yes
    - ❑ Prefer not to say

33. How would you describe your race and/or ethnicity? (*Please select all that apply*)
   ❑ African American or Black
   ❑ American Indian, Alaska Native, or Indigenous
   ❑ Asian or Asian American
   ❑ Latina, Latino, Latinx or Hispanic
   ❑ Middle Eastern or North African
   ❑ Multiracial and/or Multi-ethnic
   ❑ Pacific Islander or Native Hawaiian
   ❑ White
   ❑ Race and/or ethnicity not included above (*optional, please describe):* _____
   ❑ Prefer not to say *(Mutually exclusive)*

34. Do you identify as a person of color?
   ❑   No
   ❑   Yes
   ❑   Prefer not to say

35. Do you have any comments, questions, or feedback that you would like to share with CEP?
   _____
   _____

36. Thank you for completing our survey! Please confirm the email address we should send your gift card to and hit "Submit." You will be receiving two emails from "noreply@tangocard.com," one to choose your retailer and one to redeem your gift card. _____ (*Valid email addresses only.*)