CEP ADVISORY SERVICES

Membership Surveys for Philanthropy-Serving Organizations

CEP offers rigorous, confidential surveys to philanthropy-serving organizations (PSOs) interested in collecting and synthesizing member feedback.

Over the past two decades, CEP has built a reputation based on credibility and trustworthiness with hundreds of organizations that utilize our grantee, staff, donor surveys, and our customized advisory engagements. CEP's membership surveys and accompanying reports deliver insight into the important perspectives and experiences across a PSO's members. The customizable surveys provide organizations with information on the effectiveness of their programming, communications, resources, and suggestions that inform future strategy development. The data-rich reports provides comprehensive analysis and recommendations, based on the gathered feedback.

Survey Question Topics Include:

Resource use and value: Importance and usefulness of various resources, including webinars, courses, or speaker series that the PSO provides.

Effect of programming: The extent of changes made to member organizations' practices, as a result of their participation in programming.

Future programming: Members' interest in new or different programming topics or approaches

Staff relationships: Perceptions of PSO staff's responsiveness or expertise and knowledge of members' sectors or needs.

Engagement: Length of involvement with PSO and satisfaction with current level of engagement.

Sample of Membership Survey Users:

- Mission Investors Exchange
- Philanthropy New York
- Philanthropy Southeast
- Northern California Grantmakers
- SoCal Grantmakers

Partnering with CEP

CEP makes the partnership process easy. We can work with your organization to develop and prioritize survey themes, we handle all survey administration and communication, and we share the results in an interactive online report that allows your organization to see how different groups of members responded. We summarize our analysis of quantitative and qualitative responses in a memo of key findings and recommendations and can work with your leadership team and staff to help you act on the results.

"The Advisory team worked hand in hand with our staff, helping us to tease out exactly which questions we needed answered. They took the time to get to know Philanthropy New York, understand our services, and develop a tool that helped us hone in on our goals. The process was, for us, as important as the outcome. And, the report is one we use regularly when we think about how to direct resources and develop new programming."
– Kathryn O'Neal-Dunham, Chief Operating Officer, Philanthropy New York

For more information about engaging with CEP on a membership survey, please contact:

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