



NONPROFIT STAKEHOLDER SATISFACTION SURVEY

Date: Organization being assessed:

Stakeholder name and organization:

RELATIONSHIP TO ORGANIZATION BEING ASSESSED (CIRCLE ONE):

- Board
 Funder
 Individual Donor
 Public Official
 Peer
 Other

TENURE OF RELATIONSHIP (CIRCLE ONE):

- <1 year
 1-3 years
 4-6 years
 7-9 years
 10+ years

PLEASE SHARE YOUR RATINGS AND OPINIONS OF THE ORGANIZATION (CHECK ONE BOX):

How clear to you is the organization's mission?

1 Not very clear	2	3	4	5 Very clear	No opinion / no answer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you rate the organization's overall reputation in the community?

1 Not very positive	2	3	4	5 Very positive	No opinion / no answer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How likely would you be to refer or recommend the organization to one of your peers?

1 Not very likely	2	3	4	5 Very likely	No opinion / no answer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How likely are you to continue your relationship with the organization?

1 Not very likely	2	3	4	5 Very likely	No opinion / no answer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



NONPROFIT STAKEHOLDER SATISFACTION SURVEY

How would you rate the quality of the organization's programs/services?

1 Low quality	2	3	4	5 High quality	No opinion / no answer

How would you rate the effectiveness of the organization's programs/services?

1 Not very effective	2	3	4	5	No opinion / no answer

Compared to other nonprofit organizations with which you have experience, how would you rate this organization's overall impact?

1 Below average	2	3 Average	4	5 Exceptional	No opinion / no answer

There are other organizations involved in similar mission work. Do you think that those bodies should copy or replicate the efforts of this organization?

1 No, definitely not	2	3	4	5 Yes, definitely	No opinion / no answer

Do you believe that this organization has potential for growth and expansion?

1 No, definitely not	2	3	4	5 Yes, definitely	No opinion / no answer



NONPROFIT STAKEHOLDER SATISFACTION SURVEY

Relative to similar bodies, how would you rate the service and market opportunities for this organization?

1 No opportunities	2	3 Average	4	5 Significant opportunities	No opinion / no answer

How would you characterize the growth potential of this organization's industry/sector?

1 No growth potential	2	3 Average	4	5 Significant growth potential	No opinion / no answer

How would you rate the organization's management/leadership?

1 Very weak	2	3	4	5 Very strong	No opinion / no answer

Would you describe the organization as well-poised to take advantage of market opportunities?

1 No, definitely not	2	3	4	5 Yes, definitely	No opinion / no answer

Do you believe that the organization is positioned to effectively meet the needs of its service population?

1 No, definitely not	2	3	4	5 Yes, definitely	No opinion / no answer



NONPROFIT STAKEHOLDER SATISFACTION SURVEY

Do you believe that the organization is positioned to effectively meet the needs of its primary funders?

1 No, definitely not	2	3 Average	4	5 Yes, definitely	No opinion / no answer

FURTHER QUESTIONS

Please describe the one thing you admire most about this organization:

Please describe one thing you wish the organization would improve:

What do you think is a barrier to the organization's success?

What do you think is an enabler for the organization's long-term success?

What do you see as the biggest programmatic opportunity for the organization moving forward?



NONPROFIT STAKEHOLDER SATISFACTION SURVEY

If you could give the organization one piece of professional advice, what would it be, and why?

Did we miss a question that we should have asked you? Or is there an issue we did not raise?

Do you have any other comments that you would like to share?

