



## **Pillar Nonprofit Network Member Survey 2013**

### **1. How are we doing?**

**Thank you for being a valuable member of Pillar Nonprofit Network.**

**Pillar is committed to providing quality service and great value to our members. Your feedback is important to us, and that's why we are asking you to complete our 10-minute Member Satisfaction Survey.**

**The time you spend completing this survey will help us bring you the services, programs, and support you and your organization need for future success in the nonprofit sector.**

**When you complete the 10-minute survey, you will be entered into a draw to win a Budweiser Gardens Suite along with 7 tickets for a London Knights 2013/2014 regular season game. The London Knights will host the 2014 Memorial Cup for a second time after winning the Memorial Cup on home ice in 2005.**

**If you have already completed the survey, your name will be entered into the draw, if you provided us your name and contact information.**

**If you do not wish to provide your name, we will respect your privacy and your submission will remain anonymous. Please Note: If you don't provide your name and contact information, you will not be entered into the draw.**

**Please complete the survey by Wednesday, July 31, 2013.**

**Thank you in advance for taking the time to provide your valuable input.**

**The Pillar Nonprofit Network Team**



## Pillar Nonprofit Network Member Survey 2013

### 2. About you

\* 1. Your primary position at your organization is:

- ☐ Executive Director, CEO, or Regional Manager (if a branch of a provincial or Canadian organization)
- ☐ Board Member
- ☐ Other Volunteer Role
- ☐ Other Paid Staff Position

\* 2. Your organization's sub-sector (select only one):

- ☐ Culture and recreation (Culture & Arts, Sports, Other Recreation & Social Clubs)
- ☐ Education and research (Primary & Secondary Education, Higher Education, Other Education, Research)
- ☐ Health (Hospitals & Rehabilitation, Nursing Homes, Mental Health & Crisis Intervention, Other Health Services)
- ☐ Social services (Social Services, Emergency & Relief, Income Support & Maintenance)
- ☐ Environment (includes Animal Welfare)
- ☐ Development and housing (Economic, Social & Community Development, Housing, Employment & Training)
- ☐ Law, advocacy and politics (Civic & Advocacy Organization, Law & Legal Services, Political Organizations)
- ☐ Philanthropic intermediaries & volunteerism promotion (includes Foundations)
- ☐ International
- ☐ Religion (includes congregations & promotion of religious beliefs)
- ☐ Business and Professional Associations & Unions
- ☐ Not elsewhere classified



## Pillar Nonprofit Network Member Survey 2013

### 3. Member Benefits

\* 3. Please rate your satisfaction with the following aspects of Pillar's work:

	Excellent	Good	Adequate	Poor	Very Poor	Undecided
Provide professional development for staff & volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocate for London area nonprofit sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promote volunteer opportunities & volunteerism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create awareness about the nonprofit sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobilize around key issues having an impact on the sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inform you about funding opportunities, research and best practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing awareness and support systems around social enterprise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing awareness and support systems around collaborations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing consulting and advisory services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

\* 4. Are you aware that Pillar offers the following benefits and services?

	Know about & use it	Know about/don't use it	Didn't know/will use it now	Didn't know/wouldn't use it
Getting Connected, Pillar's biweekly email newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you know that you could submit newsletter items to share with our over 1300 member contacts?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Posting of volunteer opportunities on Pillar website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You can request a list of local media and free website postings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You can promote your events in Pillar's Getting Connected newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We tweet your events & news	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We promote your organization on our website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional development workshops, seminars & events at reduced member rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotion of your nonprofit job openings in e-newsletter & to job-seekers list	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toolkits and resources including templates for Governance Policy Handbook & Executive Director Evaluations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for social enterprise development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for community collaboration initiatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receive Pillar Consulting & Advisory Services at reduced member rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web links to resources on Pillar's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policy alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funding opportunities alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New weekly spotlights to reduce multiple emails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:



## Pillar Nonprofit Network Member Survey 2013

### 4. Advocacy

\* 5. Part of Pillar's role is to be active in the community in order to help represent and advocate for the nonprofit sector. Please rate Pillar's success in being a voice for the nonprofit sector.

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very Poor
- ☐ Don't know
- ☐ Comments:

\* 6. In no particular order, list what you believe should be the top 3 priorities that Pillar should play a leadership role in for the future.

1.

2.

3.



## Pillar Nonprofit Network Member Survey 2013

### 5. Professional development

\* 7. Have you ever attended sessions of Pillar's professional development program?

☐ Yes

☐ No

If no, please share why.

\* 8. How well does our professional development program meet your needs?

☐ Excellent

☐ Good

☐ Average

☐ Poor

☐ Very Poor

☐ Don't know

\* 9. Please provide suggestions to improve the professional development program and/or any other comments



## Pillar Nonprofit Network Member Survey 2013

### 6. Professional development wish list

\* 10. What topics would you like to see offered in future professional development events? (Select all responses that apply to you.)

- ☐ Leadership
- ☐ Strategic planning
- ☐ Project/program management
- ☐ Organizational change management
- ☐ Risk management
- ☐ Monitoring and evaluation
- ☐ Board governance
- ☐ Negotiating/influencing/advocacy
- ☐ Government relations
- ☐ HR management of paid staff
- ☐ Management of volunteers
- ☐ Diversity & cultural competency
- ☐ Writing effective policies and procedures
- ☐ Financial management
- ☐ Proposal/grant writing
- ☐ Fundraising
- ☐ Receipting charitable gifts in Canada or CRA obligations
- ☐ Social enterprise
- ☐ Collaborating/partnering with other organizations
- ☐ Collaborating/partnering with business and government
- ☐ Communications/marketing/public relations
- ☐ Social media
- ☐ Event planning
- ☐ Other (please specify)





## Pillar Nonprofit Network Member Survey 2013

### 7. Volunteers

\* 11. Do you/ your organization use Pillar's Volunteer Opportunity Database on our website?

☐ Yes

☐ No

☐ Don't know

If no, please share why.

\* 12. Do you need support to engage volunteers from any of the categories listed?

☐ New Canadians & immigrants

☐ People with disabilities

☐ Youth volunteers (14-18)

☐ Younger adults (19-45)

☐ Older adults (46-65)

☐ Seniors (66 & up)

What support would be helpful?



## Pillar Nonprofit Network Member Survey 2013

### 8. Social Enterprise

\* 13. Do you understand how your organization can use social enterprise as a tool to meet your mission and increase your financial sustainability?

- ☐ Yes
- ☐ No
- ☐ Unsure

Comment:

\* 14. Is your organization interested in pursuing the possibility of creating a social enterprise?

- ☐ Yes
- ☐ No
- ☐ Maybe
- ☐ Don't know

Comment:

\* 15. What additional supports would you need from Pillar and/or the community to be successful in pursuing or scaling a social enterprise?





## Pillar Nonprofit Network Member Survey 2013

### 9. Consulting & Advisory Services

\* 16. In what area(s) of service would you like to engage an external consultant in the next 12 months?  
(Please select all that apply.)

- ☐ Business Planning
- ☐ Strategic Planning / Visioning
- ☐ Human Resources
- ☐ Communications / Marketing
- ☐ Training
- ☐ Fund Development Strategy / Event Planning
- ☐ Sustainability Planning
- ☐ None
- ☐ Don't know
- ☐ Other (please specify)

\* 17. In the last 12 months, how much did your organization invest in external consulting support in one or more of the following areas: Business Planning, Strategic Planning, Human Resources, Communications and Marketing, Training, Fundraising and Sustainability Planning? (check one)

- ☐ Unknown
- ☐ \$0
- ☐ Less than \$10,000
- ☐ \$10,000 – 25,000
- ☐ \$25,000 – 50,000
- ☐ More than \$50,000

\* 18. What factors led you to select the external consultant you worked with? (check all that apply)

- ☐ Existing or previous relationship with consultant
- ☐ Specialized expertise and experience relevant to project
- ☐ Consultant was located in the London area
- ☐ Consultant was located outside of the London area
- ☐ Price

Other (please specify)

\* 19. How might Pillar Consulting & Advisory Services become your consultant of choice in future projects?



## Pillar Nonprofit Network Member Survey 2013

### 10. Collaboration

\* 20. What types of collaborations is your organization currently a part of? (Select all that apply.)

- ☐ Shared programming
- ☐ Shared resources (e.g., staff, financial, human resources, ticket sales & distribution)
- ☐ Shared space
- ☐ Shared fundraising/events
- ☐ Research
- ☐ Not engaged in collaboration
- ☐ Other (please specify)



## Pillar Nonprofit Network Member Survey 2013

### 11. Diversity

\* 21. Is your organization intentionally inclusive in its recruitment practices of staff, volunteers and board members?

☐ Yes

☐ No

☐ Don't Know

If no, please share why.



## Pillar Nonprofit Network Member Survey 2013

### 12. General questions

\* 22. How would you rate the value of your Pillar membership?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very poor
- ☐ Don't know

Comments

\* 23. Please provide specific examples of how your membership with Pillar has benefited your organization.



\* 24. Pillar is considering the addition of new member benefits to enhance the value of your membership. Please list any additional benefits that would be of interest to you?

	Yes	No	Not applicable	Unsure
Discounted IT support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preferred rate on office supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preferred rate on catering services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Database of available venues & meeting spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group benefits program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee Assistance Program (EAP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

25. Do you have any additional comments about your experience as a member?



## Pillar Nonprofit Network Member Survey 2013

### 13. Contact information

26. If you would like to be entered into a draw to win a Budweiser Gardens Suite along with 7 tickets for a London Knights 2013/2014 regular season game, please provide us with all of the following pieces of contact information:

Name

Phone number

Email