1. **Welcome!**

Thank you for your interest in TAG's 2024 State of Philanthropy Tech survey! Your input helps us to better understand the technology environment, practices, and perceptions in philanthropy. The anonymized aggregate results of this survey will be shared with the sector in summary and the raw data will be shared with current TAG members as a part of their membership benefits.

Before you get started, we ask that you please consult with your team on which staff member is best suited to complete the survey. This person will be considered the point of contact should our team have questions related to the survey.

Who should respond to this survey from my organization?
An ideal person to complete this survey should be able to speak to both the breadth and depth of your organization's technology, operations, governance, leadership, and strategy efforts.

We estimate the survey takes approximately 10 – 15 minutes to complete.

1. Please share your organization's name:

2. Please share your job title:

2024 State of Philanthropy Tech Survey

2. Organization Demographics

3. What is your grantmaking organization's type?

- ◯ Community Foundation
- ◯ Private Operating Only Foundation
- ◯ Corporate Grantmaker
- ◯ Public Charity Grantmakers
- ◯ Family Foundation
- ◯ Government Grantmaker
- ◯ Independent (Private) Foundation
- ◯ Fiscal Sponsor
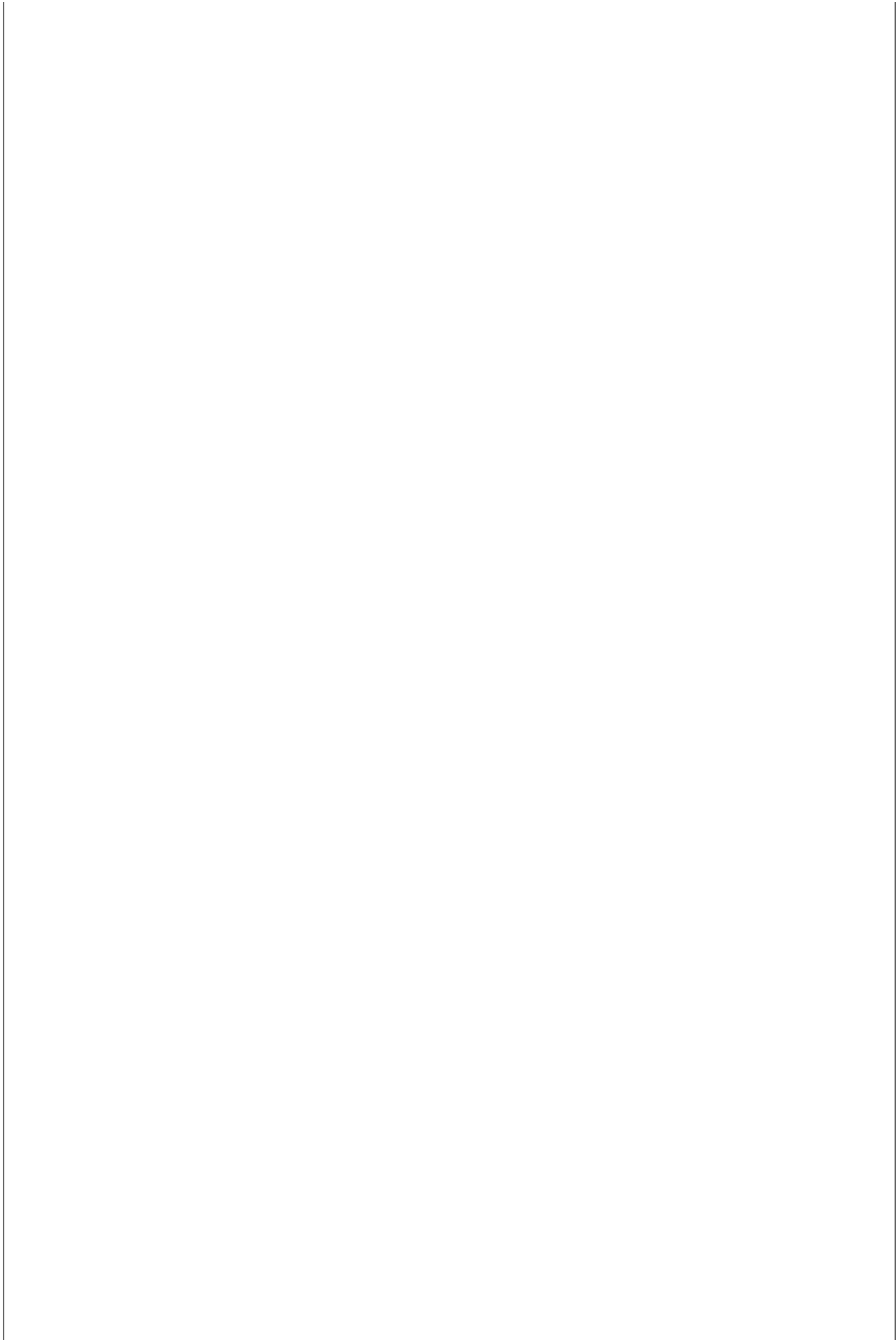- ◯ Public Foundation
- ◯ Other (please specify)

4. What were your organization's assets as of Dec. 31, 2023 (or your most recent fiscal year end)?

- ◯ < $25 million
- ◯ $25 - $250 million
- ◯ $250 million - $500 million
- ◯ $500 million - $1 billion
- ◯ > $1 billion
- ◯ Our funding is based on contributions

5. How many employees does your organization have in total (excluding consultants)?

6. Of your organization's total employees, how many are devoted to technology?

7. How many consultants are contracted for technology-related functions?

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3. Crisis Response/ Workforce/ Nonprofit

8. Which of the following best describes what your organization's workplace model will be in six (6) months?

○ Fully in-person - Employees work exclusively from the main office/workplace

○ Hybrid - Employees work from the main office 3-4 days per week (51% – 80% of the month) and remotely the rest of the time

○ Hybrid - Employees work from the main office 1-2 days per week (20% – 50 % of the month) and remotely the rest of the time

○ Mainly remote - Employees work from remote locations the majority of the time but may be required to be in the office on occassion (1 or less days per week < 20% of their month)

○ Fully remote - Employees work exclusively from remote locations

○ Other (please specify)

[   ]

9. How is your organization continuing to support nonprofit partners in 2024?

☐ Remove funding restrictions

☐ Auto-renew grants

☐ Use streamlined applications

☐ Use streamlined reporting

☐ Provide tech & tools

☐ Provide training & technical assistance

☐ Use paperless payments (ACH)

☐ Other (please specify)

[   ]

4. Technology Management

10. What is your 2024 technology budget as a % of overall operating budget? (Skip if irrelevant for your org.)

[   ]

11. What is the title of the person who "owns" and leads the technology efforts at your organization?

[   ]

12. To whom does the person leading technology report?

○ CEO or President

○ CFO or Finance Lead

○ COO or Operations Lead

○ Grants Management Lead

○ Other (please specify)

[   ]

13. What is the total number of departures within the last two years (since Jan. 2022) for employees devoted primarily to technology?

[   ]

14. What is the total number of internal promotions within the last two years (since Jan. 2022) for employees devoted primarily to technology?

[   ]

15. What do you think is the greatest challenge for retaining and recruiting IT talent?

[   ]

16. How does your organization staff the following technical services?

	In-house Staff	Partially Outscared (Vendors, etc)	Fully Outsourced (Vendors, etc)	N/A
Device (laptop, desktop, tablet, phone) provisioning & support	○	○	○	○
Systems/Network	○	○	○	○
E-mail management	○	○	○	○
Application software development	○	○	○	○
Database administration	○	○	○	○
Server Administration	○	○	○	○
Cybersecurity admnistration	○	○	○	○
Intranet hosting	○	○	○	○
A/V and conferencing equipment	○	○	○	○
Business continuity/disaster recovery administration	○	○	○	○
Remote work support	○	○	○	○
Helpdesk	○	○	○	○

5. DEI

Diversity, Equity and Inclusion

17. Since 2022, the focus of your organization's DEI efforts has:

☐ Not changed at all

☐ No longer focusing on DEI efforts

☐ Decreased in scale (resources, funds, and/or efforts)

☐ Decreased, disengaging certain un/under-represented groups (eg. people with disabilities, LGBTQIA+)

☐ Increased in scale (resources, funds, and/or efforts)

☐ Increased to include other un/under-represented groups (eg. people with disabilities, LGBTQIA+)

☐ I don't have insight into my organization's DEI efforts

☐ Other (please specify)

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18. As it relates to your technology department's current DEI practices, which of the following is true?:

☐ We have developed an equitable recruiting and hiring processes

☐ We focus on user accessibility in our software and hardware solutions.

☐ We provide grants that focus on expanding access to technology, increasing tech equity and/or improving tech literacy.

☐ We have provided targeted professional development opportunities for underrepresented groups

☐ Unsure

☐ We are not addressing any DEI efforts at this time

☐ Other (please specify)

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6. Tools & Technologies

19. Which new technologies or tools have you adopted or enhanced due to hybrid and/or remote work?

- [ ] Meeting scheduling tools
- [ ] Visitor management tools
- [ ] Desk or space booking tools
- [ ] Virtual reception
- [ ] Meeting or room hardware
- [ ] Slack/Teams/others
- [ ] None of above
- [ ] Other (please specify)

20. How have training and learning changed at your organization due to hybrid and/or remote work?

- [ ] We've expanded the functionality and content available on our knowledge base.
- [ ] We've subscribed staff to digital learning tools such as LinkedIn Learning.
- [ ] We've launched and hosted multiple webinars and training sessions.
- [ ] We've hosted digital office hours.
- [ ] None of the above
- [ ] Other (please specify)

21. What is the primary accounting software or service that your organization uses?

☐ akoyaGO

☐ Blackbaud FIMS

☐ Blackbaud Financial Edge NXT

☐ FidTech PGFundConnection

☐ Foundant Community Suite

☐ FoundationPower

☐ Great Plains

☐ Intuit QuickBooks

☐ Microsoft Dynamics

☐ Multiview

☐ NetSuite

☐ Sage Intacct

☐ SAP

☐ Stellar iPhi Core Enterprise

☐ Workday

☐ None

☐ Don't Know

☐ Other (please specify)

22. What grants management software or service does your organization use?

☐ akoyaGO

☐ Avanade

☐ Benevity

☐ Blackbaud FIMS

☐ Blackbaud Grantmaking (formerly GIFTS Online)

☐ Custom Solution

☐ CyberGrants

☐ Fluxx

☐ Foundant GLM

☐ FoundationConnect

☐ Give Interactive

☐ Grant Edge

☐ GivingData

☐ Outbound Funds (Open Source)

☐ Salesforce

☐ SmartSimple

☐ Stellar iPhi Core Enterprise

☐ Submittable

☐ None

☐ Don't know

☐ Other (please specify)

[   ]

23. What customer relationship management (CRM) software or service does your organization use?

☐ Blackbaud CRM

☐ Blackbaud Raisers Edge NXT or eTapestry

☐ FIMS CRM

☐ Foundant Community Suite

☐ Microsoft Dynamics CRM

☐ Salesforce

☐ We use our grants management system for CRM

☐ None

☐ Don't know

☐ Other (please specify)

[   ]

24. If applicable, what software does your organization use for its donor portal?

- [ ] N/A (Not applicable)
- [ ] Custom solution
- [ ] akoyaGO Donor Management
- [ ] Blackbaud NetCommunity
- [ ] DonorCentral NXT
- [ ] Donor First
- [ ] DonorSphere (FidTech Partners)
- [ ] Fluxx
- [ ] Foundant CommunitySuite
- [ ] Give Interactive
- [ ] Network for Good
- [ ] Salesforce (e.g., Communities)
- [ ] SmartSimple
- [ ] Spectrum NXT
- [ ] Stellar DonorView
- [ ] Don't know
- [ ] Other (please specify)

25. What platforms does your organization use to host webinars and audio/video conferencing?

- [ ] Blue
- [ ] Google Hangout
- [ ] GotoMeeting
- [ ] MS Skype
- [ ] MS Teams
- [ ] Ring
- [ ] Webex
- [ ] Zoom
- [ ] None
- [ ] Don't know
- [ ] Other (please specify)

7. Cybersecurity

26. What security policies/procedures do you have in place at your organization?

- ☐ Acceptable use policy
- ☐ "Bring your own device" policy
- ☐ Change management policy
- ☐ Data privacy policy
- ☐ Data retention and destruction policy
- ☐ Mobile & remote work/access policy
- ☐ Security access control policy
- ☐ Security awareness policy
- ☐ Social media policy
- ☐ Software usage/installation policy
- ☐ Two people required to authorize electronic financial transactions
- ☐ Vendor compliance policy
- ☐ Vulnerability management policy
- ☐ Website security policy
- ☐ None
- ☐ Don't Know
- ☐ Other (please specify)

27. Has your organization had a security breach within the last two years?

- ○ No
- ○ Not sure
- ○ Yes - but unable to share the details
- ○ Yes - and willing to share the details in the space below
- ○ Other (please specify)

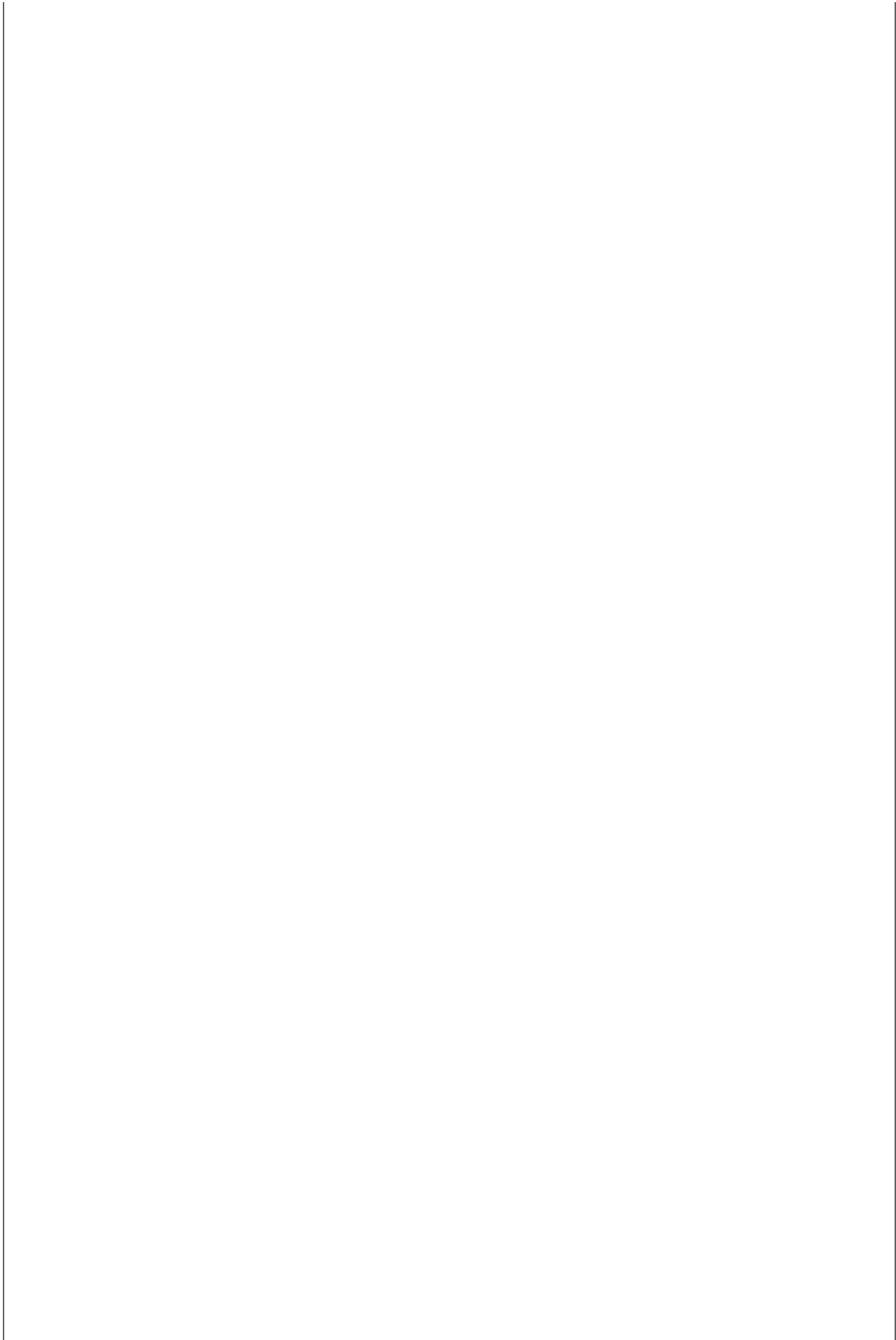28. What network security products do you currently have in place?

- [ ] E-mail gateway protection
- [ ] Email/Content filtering
- [ ] Email backup protection
- [ ] Endpoint detection system
- [ ] Firewall
- [ ] Intrusion detection system
- [ ] Malware
- [ ] Multi-factor authentication
- [ ] Proxy Internet access
- [ ] Server virus protection
- [ ] Single Sign-On
- [ ] Spam blocking
- [ ] None
- [ ] Don't know
- [ ] Other (please specify)

29. What product does your organization use for intrusion detection?

- [ ] Checkpoint
- [ ] Cisco Meraki
- [ ] Dell Secureworks
- [ ] Dell Sonicwall
- [ ] Fortinet
- [ ] Other Cisco product
- [ ] Palo Alto
- [ ] Sophos
- [ ] Watchguard
- [ ] None
- [ ] Don't know
- [ ] Other (please specify)

30. Do you have Cyber Security Insurance?

- ( ) Yes
- ( ) No
- ( ) Not sure

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8. AI (Artifical Intelliegence)

31. How are you governing AI?

- ◯ We have an AI policy
- ◯ We have an AI advisory committee
- ◯ We have both an AI policy and an AI advisory committee
- ◯ We have neither an AI policy nor an AI advisory committee

32. To what extent is your organization leveraging AI? Check all that apply.

- ◯ No one is leveraging AI
- ◯ A few individuals are leveraging AI
- ◯ At least one department/unit is leveraging AI
- ◯ Multiple departments/units are leveraging AI
- ◯ AI is used enterprise-wise

33. How are you using AI in your organization? Check all that apply.

- ☐ Meeting notes and/or video transcription.
- ☐ Drafting reports, emails, and memos.
- ☐ Classify, code and summarize applications and/or reports within our grants system
- ☐ Support grant making decisions or surface hidden grantmaking bias
- ☐ Analyze a theory of change for gaps and errors
- ☐ Landscape analysis of issue areas, geographies, and demographics
- ☐ Analyze and surface patterns in grantmaking archives
- ☐ Funding AI usage for nonprofits / grantees
- ☐ Offering AI training and resources for nonprofits / grantees
- ☐ Other (please specify)

34. What are the main barriers to implementing AI in your organization, if any?

- [ ] Not facing any barriers at this time
- [ ] Unsure
- [ ] Cost
- [ ] Lack of AI skills
- [ ] Lack of interest
- [ ] Unsure of potential use cases
- [ ] Data privacy/security concerns
- [ ] Bias and fairness in AI solutions
- [ ] Accountability with AI solutions
- [ ] Other (please specify)

[   ]

35. What **<u>generative</u>** AI platforms are your organization currently leveraging?

- [ ] ChatGPT (free version)
- [ ] ChatGPT (paid version)
- [ ] MS Bing Chat
- [ ] Copilot
- [ ] Claude
- [ ] Meta Llama
- [ ] Google Gemini
- [ ] Perplexity AI
- [ ] Amazon LLM
- [ ] Jasper AI
- [ ] Zoom companion
- [ ] Other (please specify)

[   ]

2024 State of Philanthropy Tech Survey

9. Thank you for completing the 2024 TAG State of Philanthropy Tech Survey!

If you are interested in learning more about TAG and/or becoming a member make sure to visit us at:

https://www.tagtech.org/join/