



Donor Satisfaction Survey Questions

Are your donors satisfied with their giving experience? Part of building strong donor relationships starts with knowing what your donors do and don't like! You can use all or some of these questions to put together a donor satisfaction survey that will yield valuable insight about how donors view your organization!



- Were you thanked in a satisfactory manner?
- Did you receive immediate confirmation that your donation was received?
- Was the online donation process easy?
- Did we share the impact of your gift?
- Do you feel like your donation to us is being put to good use?
- Would you recommend that family and/or friends also donate to us?
- Were you treated in a friendly and professional manner by our staff?
- How would you like to be communicated with?
- What can we do better?
- Is there anything else you would like us to know?



Don't forget to periodically go through your organization's giving experience yourself so you can see it from a donor's perspective! You might be surprised by what you find out!