1. Has your organization worked with COCo?

- 66.70% Yes
- 33.30% No

Statistics

| Total Responses | 30 |

2. Has your organization worked with Commun-IT?
Statistics

Total Responses 30

3. What is the greatest communications challenge facing your organization?
4. How are you currently addressing, or planning to address, this challenge?
5. What is the greatest technology challenge facing your organization?

- Limited resources: 30%
- Maintenance of tools/systems: 40%
- Lack of skills: 25%
- Integration of tools/systems (incl. Cloud): 10%
- CRMs/Organizing information: 5%
- Not sure: 10%
- Security of information: 5%

6. How are you currently addressing, or planning to address, this challenge?

- Training & Research: 30%
- Troubleshooting/Trial & Error: 20%
- Cloud Computing: 10%
- Hiring: 15%
- Grants/Subventions: 5%
- Implement CRM: 5%
- Volunteer Help: 5%
- Seeking Support: 15%
- Hiring SysAdmin: 5%

7. Does your organization have a website?
8. What platform was the website built on?
9. Who built the website?

- Volunteer: 25% (5 responses)
- Consultant/Company (aka COGo!): 15% (3 responses)
- Commun-IT: 10% (2 responses)
- Other - Write In (Required): 5% (1 response)
- Freelancer: 2.5% (1 response)
- Staff Member: 2.5% (1 response)
10. Who adds and updates the content on your website?

Statistics

Total Responses 15

11. Who manages the technical maintenance of your website?
Statistics

Total Responses 18

Answers to question #12, "what ICT tools does your organization use?", shows most used tools overall, for a variety of purposes. Tools used by only one organization are not included.

12. What ICT tools does your organization use?
13. Tools used for managing contacts, donors and fundraising:

14. How does your organization choose and set up new Information and Communication Technology (ICT) tools or practices?
15. How does your organization maintain and troubleshoot problems with these tools?

16. What tools would your organization like to use or learn to use?
17. What barriers restrict your organization from using these tools?

18. Does your organization have a communications plan?
19. What social media platforms does your organization use?
20. Has social media helped you accomplish your organizational goals?

Percentage distribution:
- Yes: 30%
- Not sure: 20%
- Some: 10%
- No: 40%

21. Does your organization have policies or practices used for branding? For example: guidelines for colours and/or fonts to use on materials in order to look cohesive, sometimes called a 'visual style guide'.

Percentage distribution:
- We have practices, but nothing formal: 40%
- No: 30%
- Yes: 20%
22. Does your organization do advocacy and/or campaign work?

- 60.90% Yes
- 39.10% No

23. Are there specific spokespeople for your organization as a whole or for individual campaigns and/or programs?

- 42.90% Yes
- 57.10% No
### Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hidden</td>
<td>16</td>
</tr>
<tr>
<td>Skipped</td>
<td>0</td>
</tr>
<tr>
<td>Total Responses</td>
<td>14</td>
</tr>
</tbody>
</table>

24. Has anyone at your organization gone through a spokesperson training?

![Pie chart showing responses](chart.png)

- **64.30% No**
- **21.40% Yes**
- **14.30% I don’t know**
25. Is there a team, staff member, or volunteer who is responsible for coordinating communications?

- 47.80% Yes
- 52.20% No

26. How many hours per week are allocated to communications?
27. Has anyone from your organization participated in a workshop or professional development on communications and/or technology in the last year?
28. What was the topic of the training?

- 25.00% Writing Donor Newsletters
- 25.00% Social Media & Cloud Computing
- 25.00% Google Drive
- 25.00% Media & Communications

- 73.90% No
- 17.40% Yes
- 8.70% I don’t know
29. Who provided the training?

- Commun-IT: 50%
- Tech Soup: 20%
- CharityHowTo Webinar: 10%
- Internal Skillsharing: 10%
30. Did the training help your organization reach communications and/or technology goals?

<table>
<thead>
<tr>
<th>Percent</th>
<th>Yes</th>
<th>Yes, but limited retention and practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Yes</td>
<td>Yes, but limited retention and practice</td>
</tr>
</tbody>
</table>

**Statistics**

Total Responses: 4

31. What skills do you think your organization would most benefit from learning?