

THE SPARTANBURG COUNTY FOUNDATION

2024 Donor Services Survey



January 2025 Staff Meeting

STRATEGIC PLAN OBJECTIVES

Conduct a survey of donors and fundholders to determine satisfaction level with the services provided by the Foundation.

Proactively seek regular feedback from donors, include customer service questions in an annual survey.



We value your input! The Spartanburg County Foundation is committed to improving the lives of Spartanburg County residents by promoting philanthropy, encouraging community engagement, and responding to community needs. That has been, and continues to be, our mission, and we are grateful to our many donors who partner with us to achieve it.

We are conducting this survey in order to gather valuable input from our constituents. Your opinions are important to us, and this survey is your chance to express those opinions. Thank you in advance for improving our community with your invaluable feedback!

This survey should take 10 minutes or less to complete and will be open for four weeks.

2024 Donor Services Survey Results

247 views of the survey

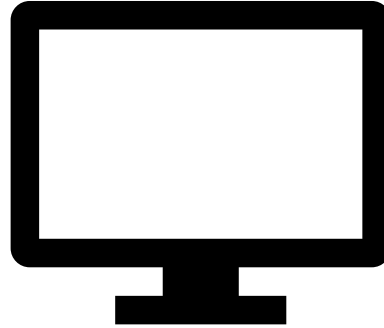
92 surveys completed

37% submission rate

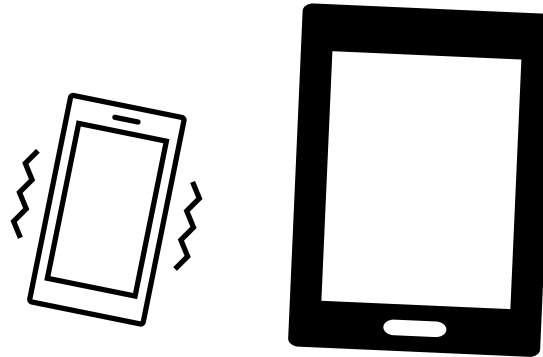
2023: 254 views and 51 surveys completed

2024 Donor Services Survey Results

71%



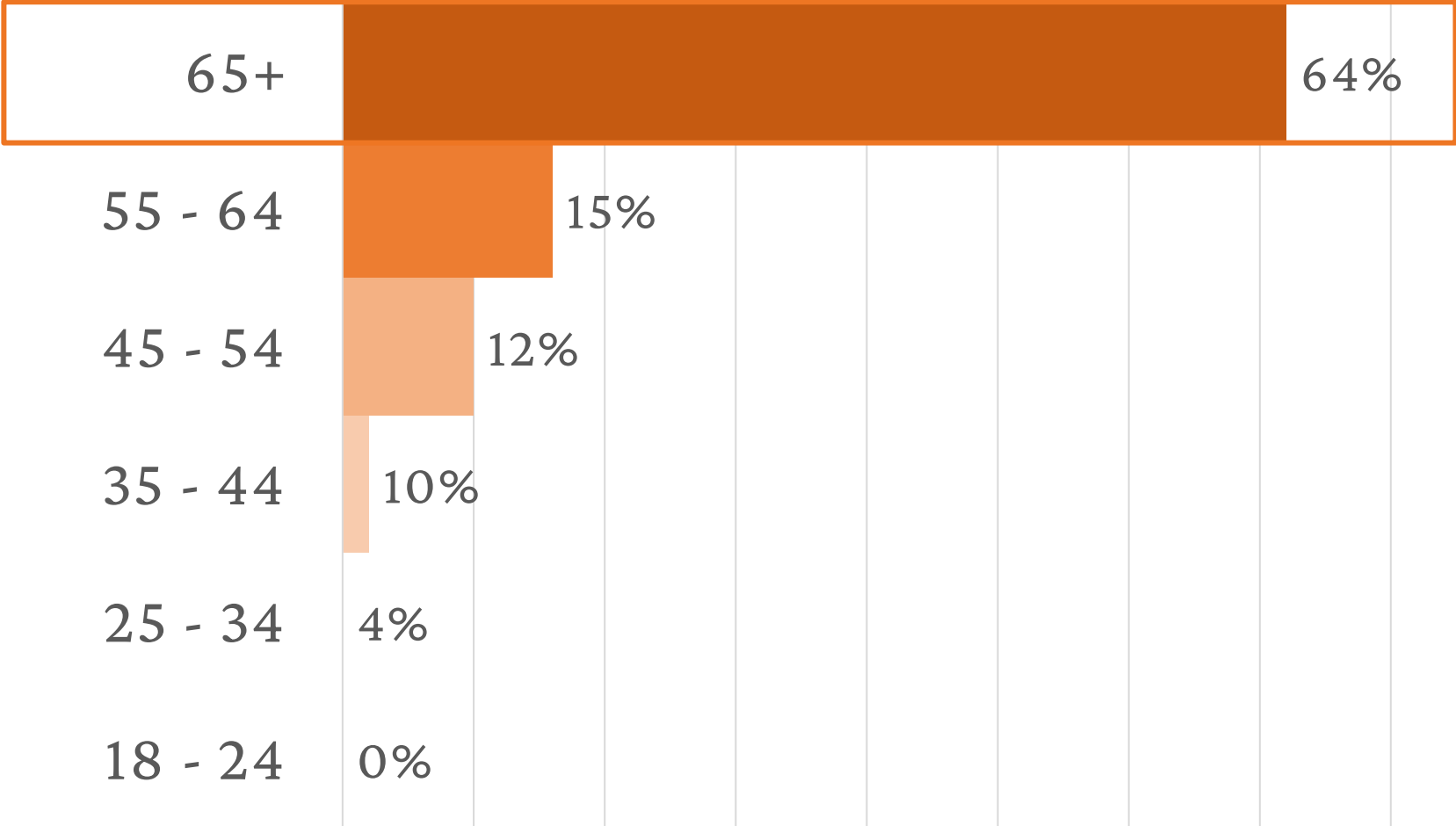
27%



2023: 63% computer and 35% mobile/tablet

Demographics

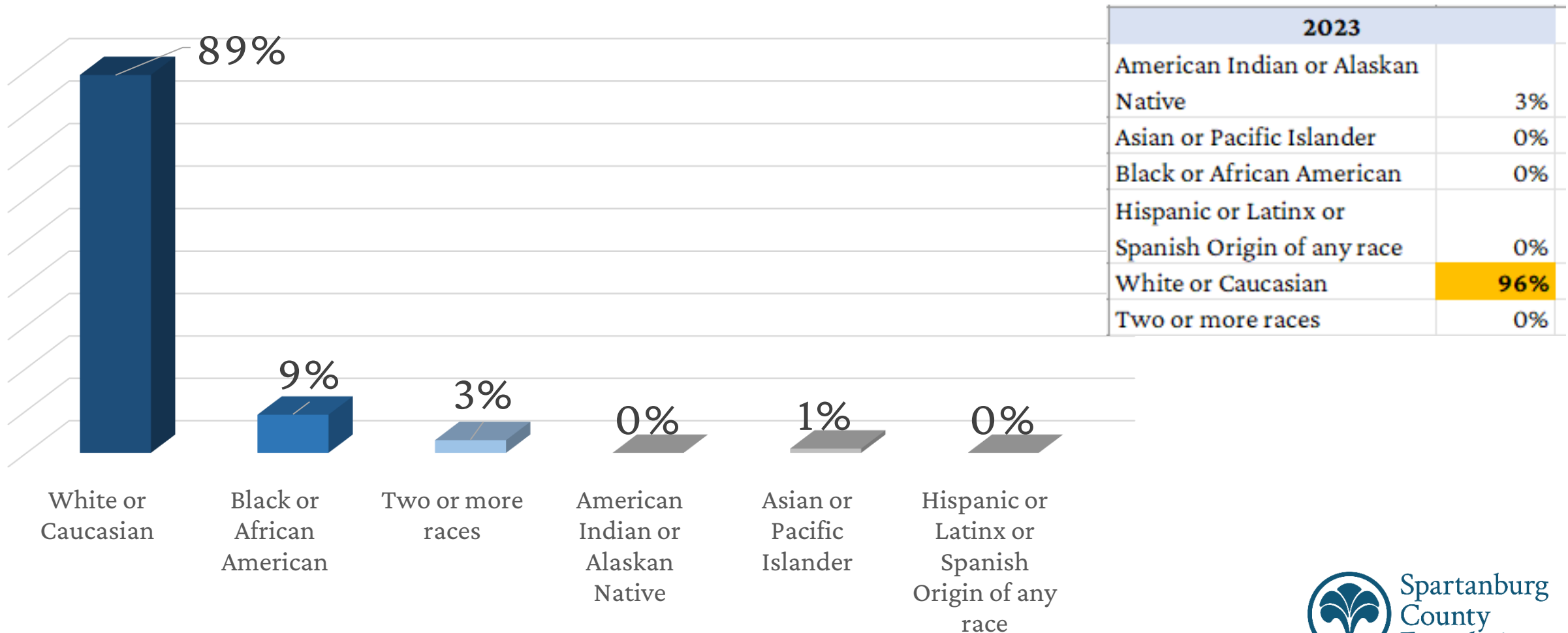
AGE



2023	
65+	80%
55 - 64	10%
45 - 54	10%
35 - 44	0%
25 - 34	0%
18 - 24	0%

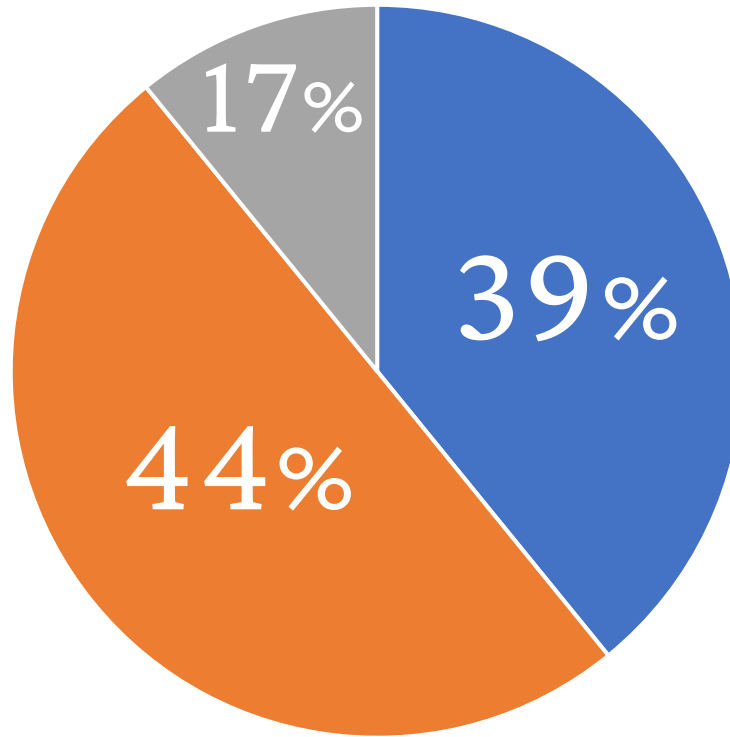
Demographics

ETHNICITY



Demographics

LOCATION

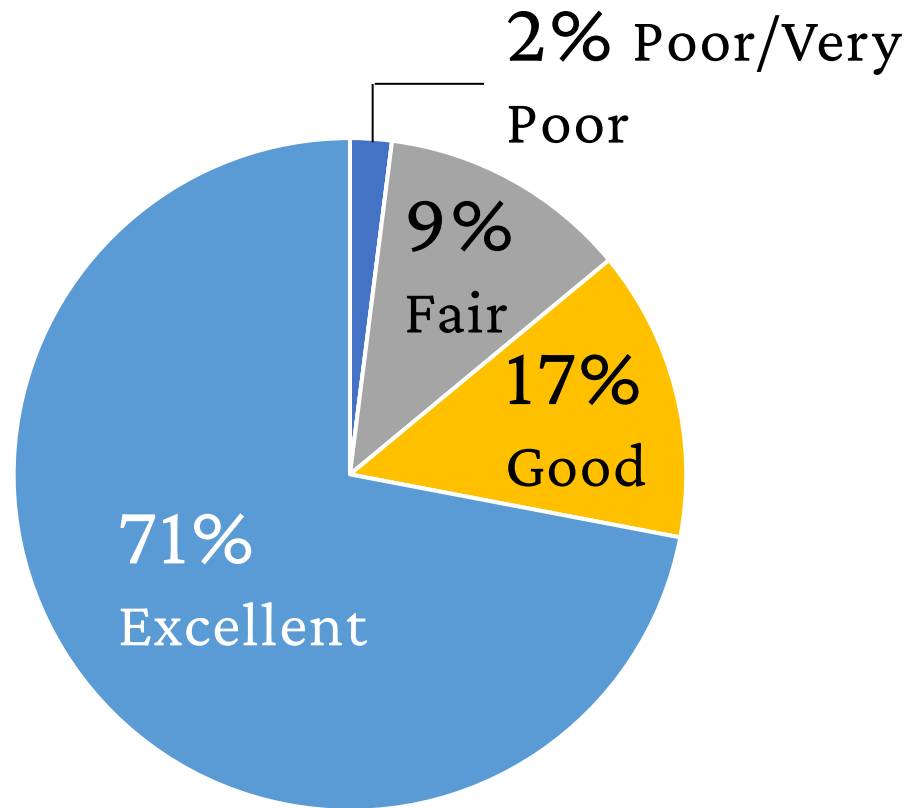


- I live within the city limits of Spartanburg.
- I live in Spartanburg County (outside city limits).
- I live outside of Spartanburg County.

2023	
I live within the city limits of Spartanburg.	50%
I live in Spartanburg County (outside city limits).	46%
I live outside of Spartanburg County.	3%

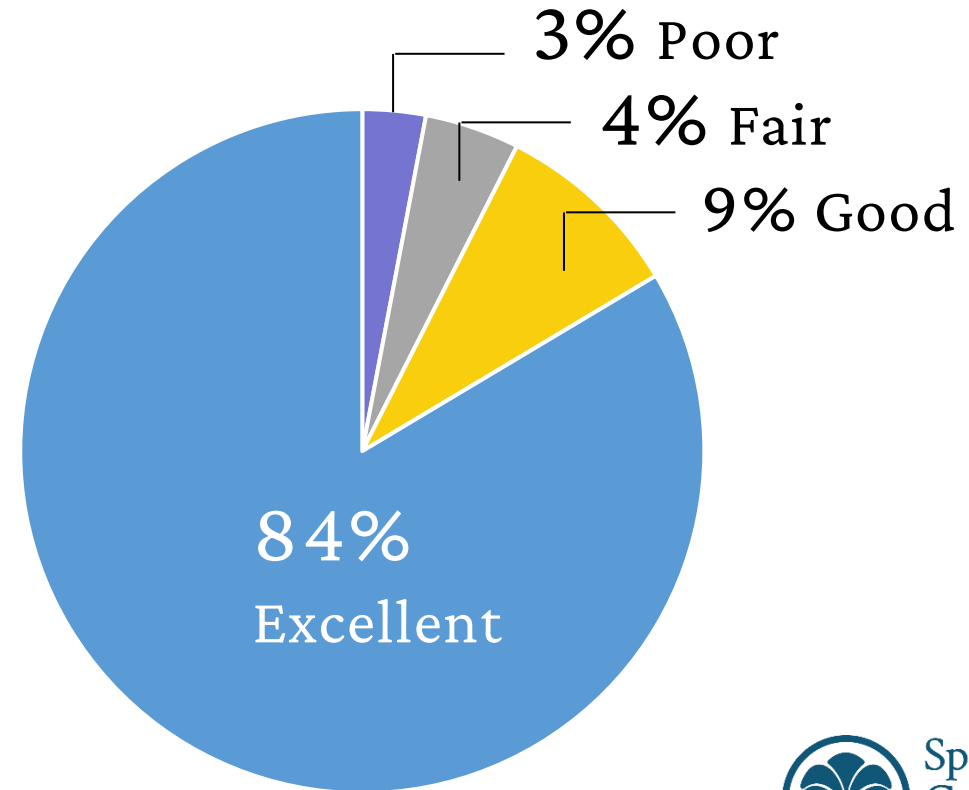
Rate the Spartanburg County Foundation's Customer Service

whenever you place a call



2023: 70% Excellent

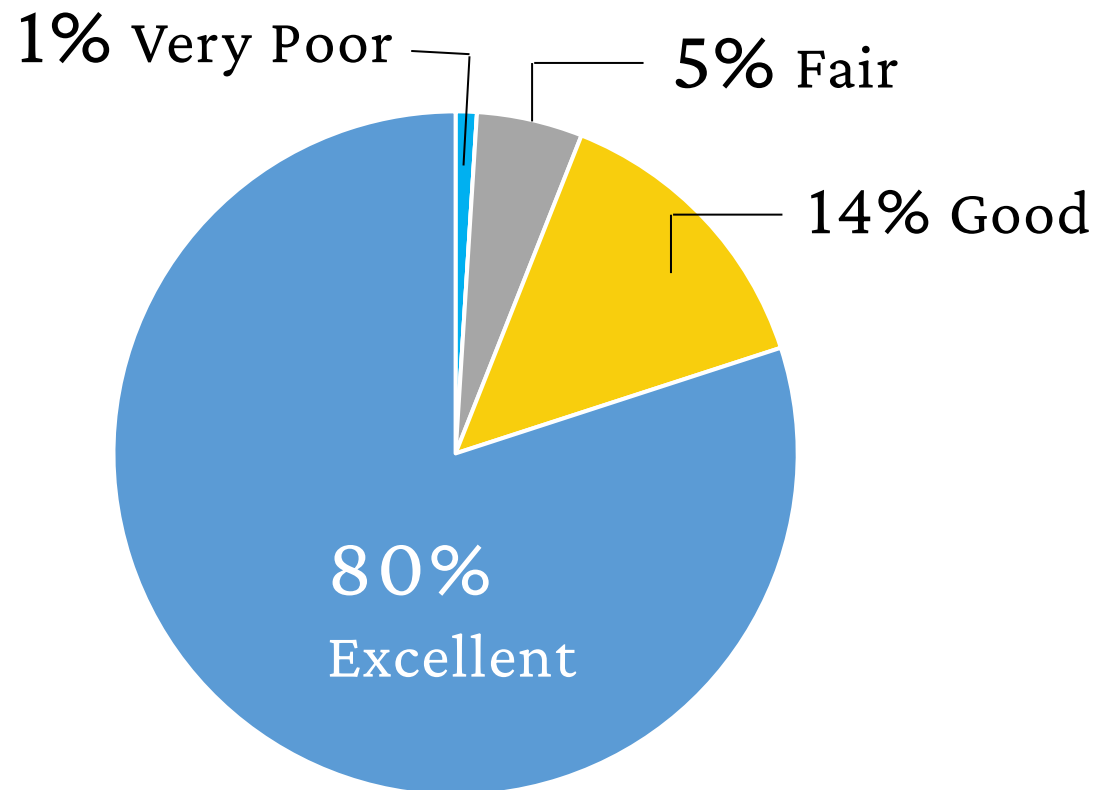
whenever you visit our office



2023: 75% Excellent

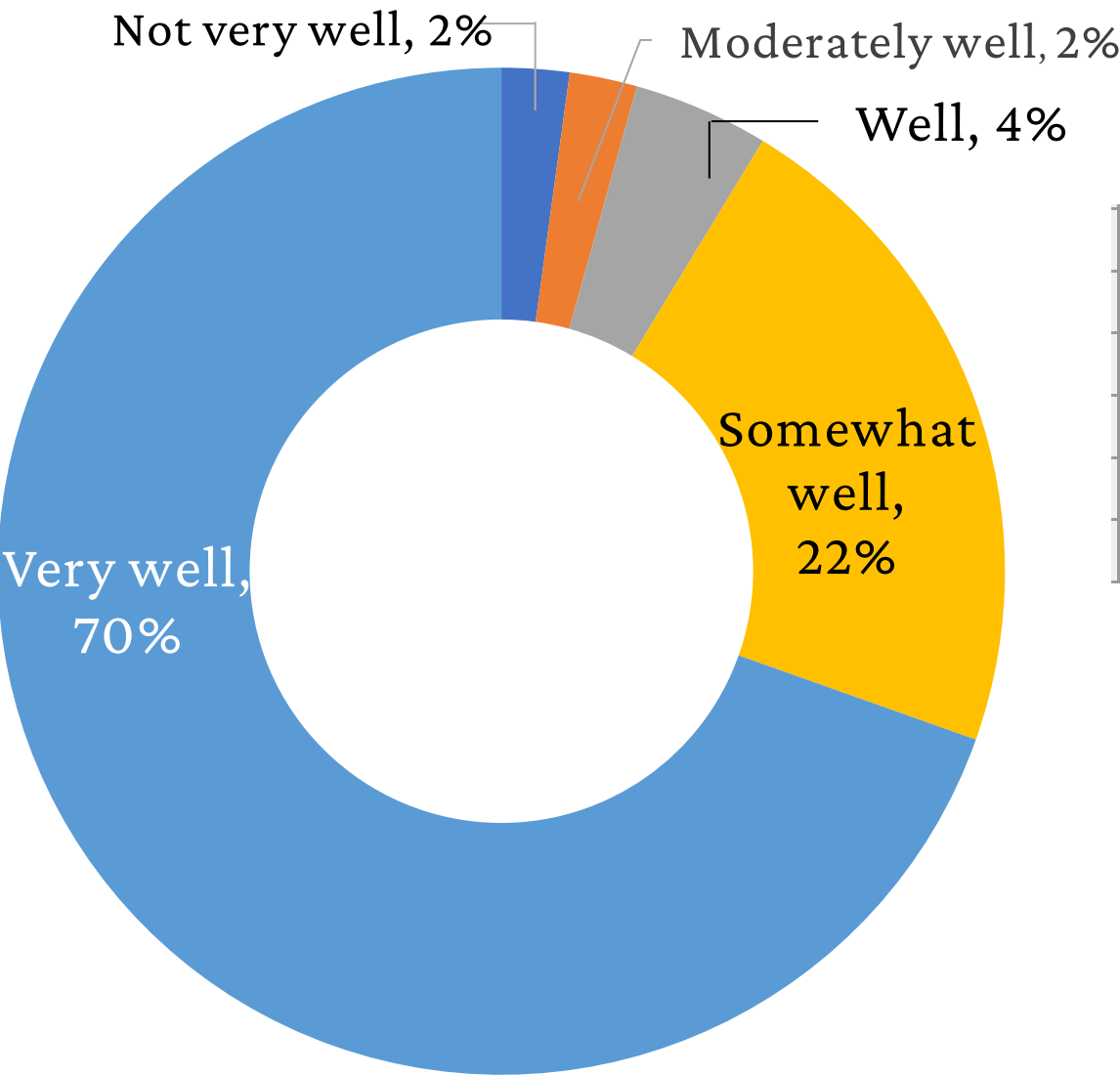
Rate the Spartanburg County Foundation's Customer Service

Email



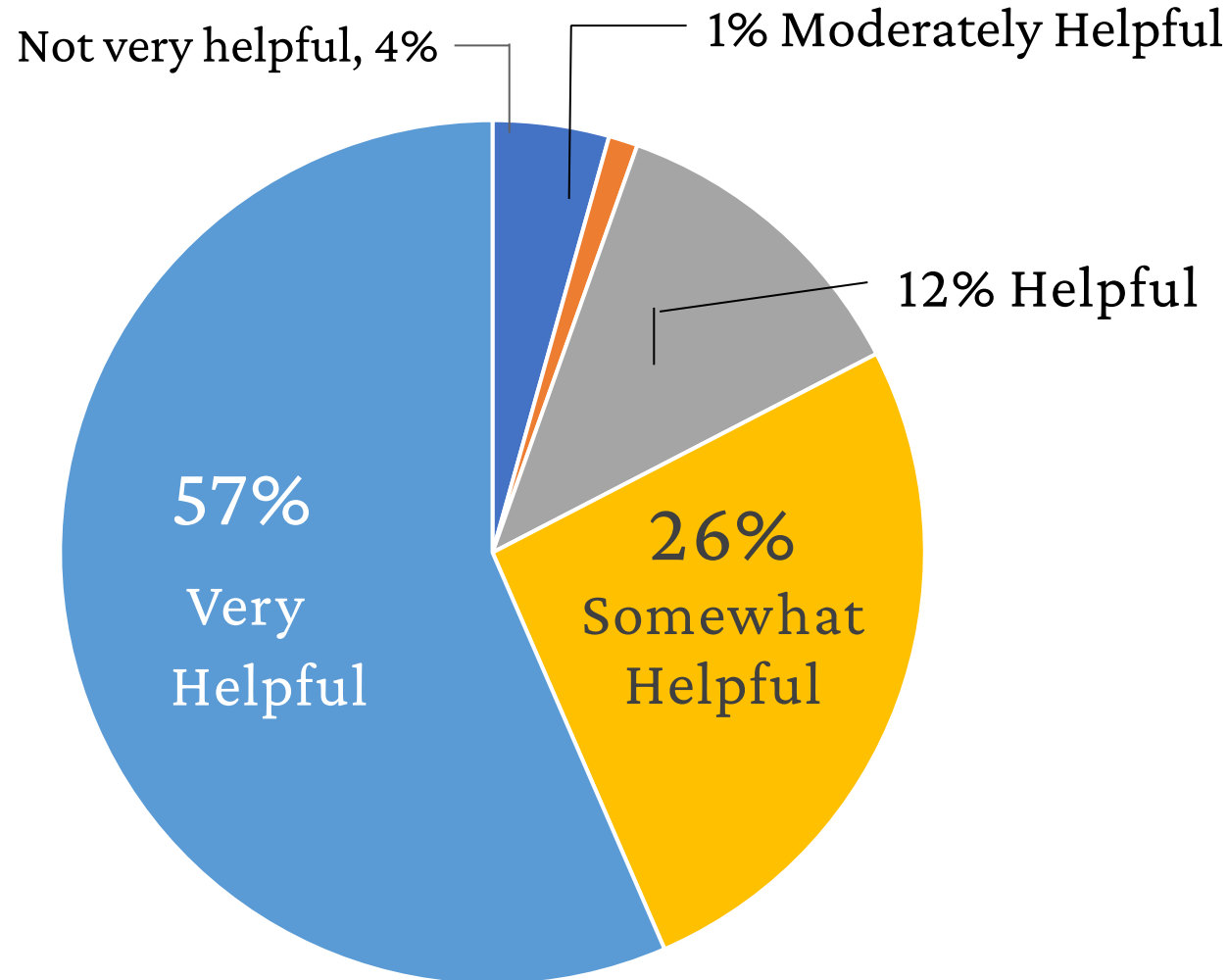
2023: 67% Excellent

To what extent is the Spartanburg County Foundation meeting your donor services expectations?



2023	
1 (Not very well)	0%
2 (Moderately well)	3%
3 (Well)	0%
4 (Somewhat Well)	30%
5 (Very well)	66%

To what extent have you found our reports helpful to you?



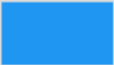
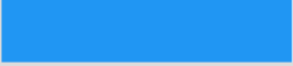



2023	
1 (Not very helpful)	0%
2 (Moderately helpful)	3%
3 (Helpful)	13%
4 (Somewhat Helpful)	23%
5 (Very helpful)	60%

How do you obtain information from the Foundation about your funds and/or our programming? Rate your experience.

FundWeb

FundWeb

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Very Poor)			1	1%
2			3	4%
3			8	10%
4			19	26%
5 (Excellent)			42	57%

How do you obtain information from the Foundation about your funds and/or our programming? Rate your experience.

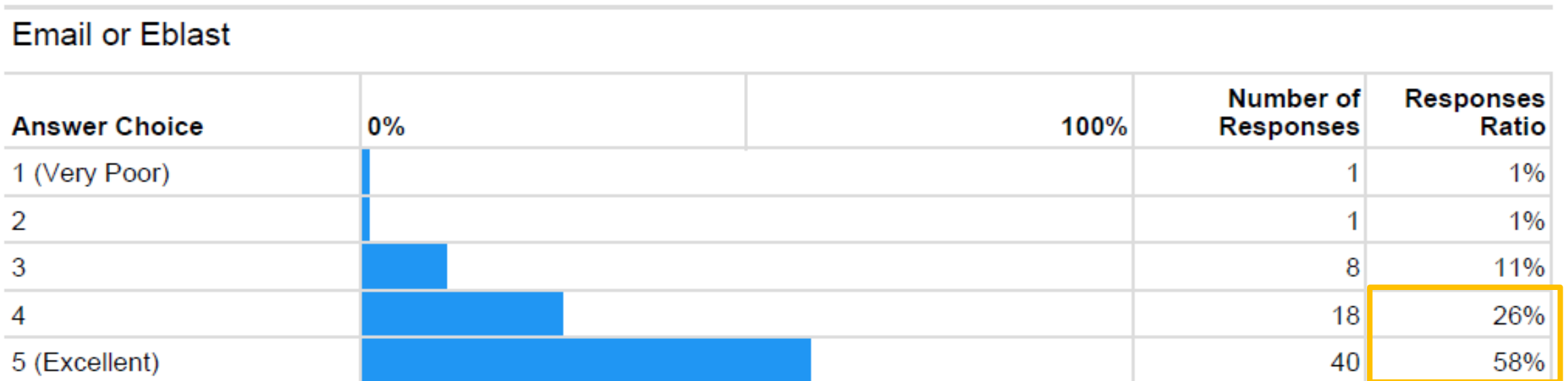
Online Giving

Giving through SCF Website

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Very Poor)			0	0%
2			0	0%
3	<div></div>		9	15%
4	<div></div>		15	25%
5 (Excellent)	<div></div>		34	58%

How do you obtain information from the Foundation about your funds and/or our programming? Rate your experience.

Email or Eblast



How do you obtain information from the Foundation about your funds and/or our programming? Rate your experience.

Letter or Postcard

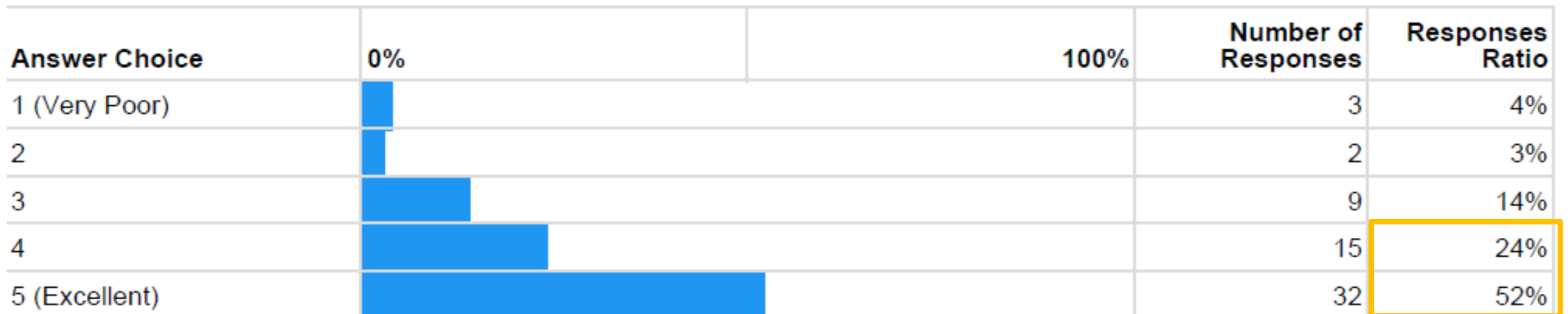
Letter or Postcard

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Very Poor)			0	0%
2	<div></div>		2	3%
3	<div></div>		8	12%
4	<div></div>		18	28%
5 (Excellent)	<div></div>		35	55%

How do you obtain information from the Foundation about your funds and/or our programming? Rate your experience.

Phone Call

Phone Call



Attendance at donor events this year?

5. Have you attended one or more of our events this year?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
GLDI graduation, November 2023	<div><div></div></div>		3	7%
Thankful for You breakfast, November 2023	<div><div></div></div>		6	14%
Community Thanksgiving Service 2023	<div><div></div></div>		9	21%
Abundance Capital projects Donor Connect, Jan 2024	<div><div></div></div>		3	7%
Annual Meeting, March 2024	<div><div></div></div>		16	39%
Heirs Property Estate Planning session, March 2024	<div><div></div></div>		4	9%
Document Shredding Day, April 2024	<div><div></div></div>		13	31%
Celebrating Educators Exhibit, August 2024	<div><div></div></div>		7	17%
Wills Clinic, October 2024	<div><div></div></div>		0	0%
Minority Business Connect	<div><div></div></div>		3	7%
Nonprofit Connect	<div><div></div></div>		13	31%
Other	<div><div></div></div>		6	14%
Total Responses			41	100%

Topics for future events?

- Enjoyed learning about relationship with Duke Endowment
- **Walnut Grove** Tour excellent
- Great events (when attended), great venue & food (if provided). Staff is always very helpful.
- I enjoyed the visit to **Walnut Grove** Plantation. It was well organized. My suggestion for improving the event: have round table seating for the lunch afterwards to foster discussion.
- The Foundation is thoughtful and on the leading edge. Keep up the good work!
- Anything to do with **education**.
- Programs and events are always timely and informative.
- Would like to see **events held out in county** some.
- Was not really aware of any of these events. I just send funds and trust they are executed well. Notice of this survey is the first correspondence that has ever come direct to me.
- I would like to see **more nonprofit engagement**, training, and development opportunities through the SCF - grant application writing seminars, Quickbooks refreshers, development and marketing trends, authentic leadership, etc.
- The annual meeting is always well done and informative.

Robert Hett Chapman III Center for Philanthropy

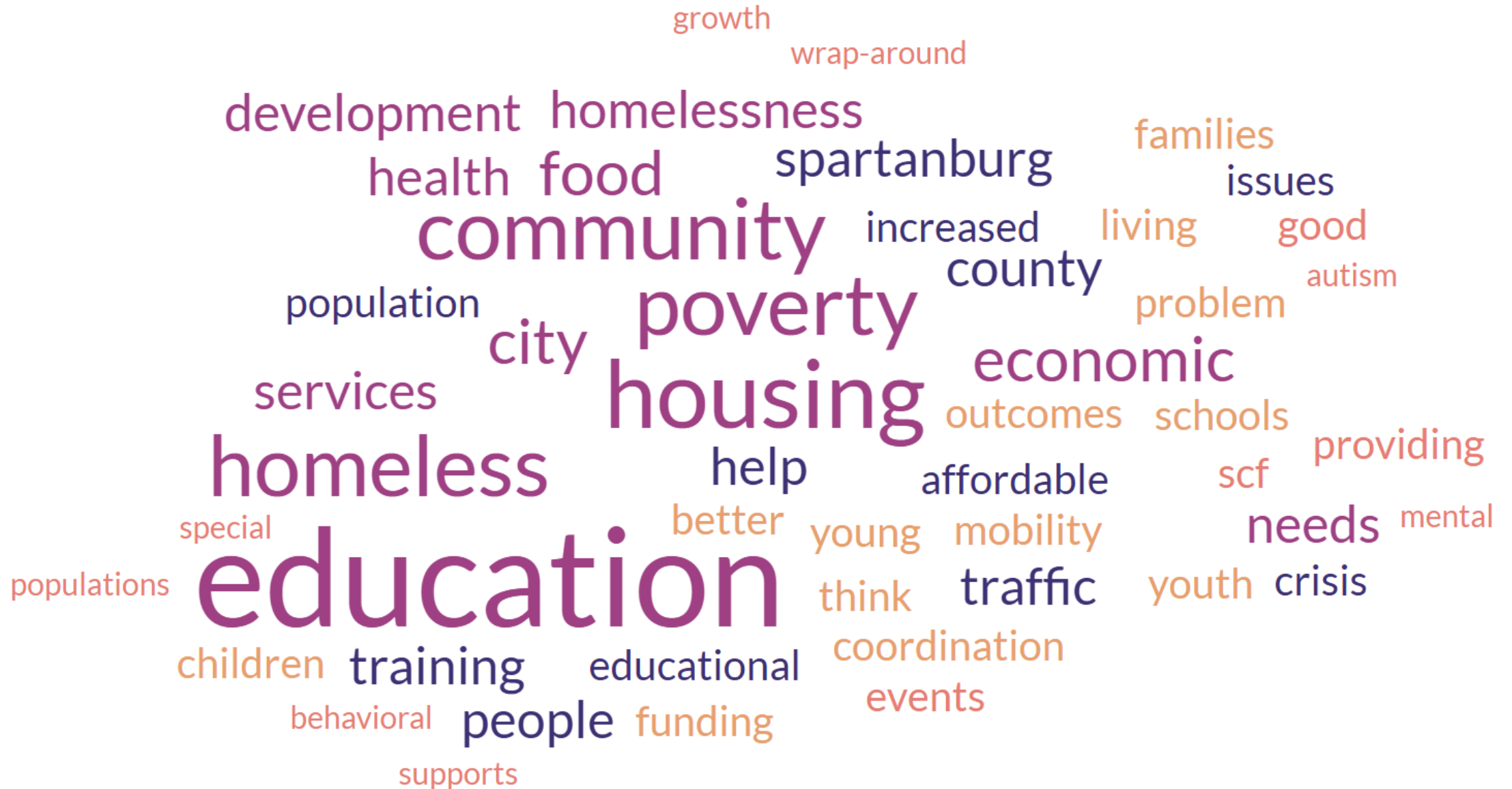
Do you have a good understanding of the program of work happening in the Center for Philanthropy?

Yes = 43% [31% in 2023]

Somewhat = 26% [14% in 2023]

No = 30% [55% in 2023]

What do you view as our community's most pressing needs?



How do you see your philanthropic giving supporting those needs



We have heard the many ways that the Foundation has touched people's lives. What is your Foundation story?

- The Foundation was the **first organization to fund GoForth Recovery** in 2018 and they have supported us every year since then.
- In 20 years, we have **helped over 50 Dorman seniors with scholarships** to help further their education in honor and memory of our Son.
- I learned a lot at the **GLDI event** I went to last month. It was amazing to see all the organizations that benefit from the generosity of the foundation.
- We established our **fund in memory of our son** to honor his life in a significant way for the good of the community.
- Our **scholarship, set up in the memory of our son**, has assisted 7 students with continuing their education. It has been encouraging to our family to meet these students. The foundation has helped us turn great pain of losing a child into joy of loving others. Thank you for support and advice.
- Honestly, **grassroots leadership** was a great experience



We have heard the many ways that the Foundation has touched people's lives. What is your Foundation story?

- When our **Son graduated from High School I learned that he got a Scholarship** each year from the foundation that helped him attend College. I didn't even know about the program at that time. Our graduating class started a scholarship fund and we encouraged others from our class to contribute to this. Thank you Spartanburg County Foundation!!!!
- My SCF **Donor Advised Fund** allows me to give to those organizations I wish to support in a meaningful way. I love learning on a regular basis about the work of the SCF and have also served on one of the committees, which I loved.
- The **assistance with our food banks**.....nonprofits who fill the needs of people.
- My **parents** started donating to the foundation **donor advised funds** decades ago. I follow their lead. The Foundation is an asset to my wife and my endeavors to enhance our community.
- You **protect the funds we have to award scholarships** from the Spartanburg County Foundation to be used for tuition at Clemson University.



We have heard the many ways that the Foundation has touched people's lives. What is your Foundation story?

- We were a **start-up nonprofit** in 2020. The foundation **funded two of our desired initiatives** within our area of expertise that solidified our viability and sustainability enabling us to strengthen our program to remain relevant and sustainable to a community need.
- I became familiar with the SCF when I started working with students in District One who were chosen to be in the **Citizen Scholars program** many years ago when it was still part under the foundation. I was our district representative on Citizen Scholars and we met in the SCF offices. My involvement and knowledge of the workings of the foundation began there and as we became able, my husband and I **established a scholarship fund** through the foundation.



Foundation's Response To Survey

- Responses to individual concerns
- Staff Training
- Communications in 2025 Strategic Plan
- Continue Donor Engagement Opportunities with Community Leadership Team, Nonprofit Needs Newsletter

What do you view as our community's most pressing needs?

- Housing, Wrap-Around Services for Those in Crisis, Behavioral/Mental Health, Education Services/Supports
- Development of special needs populations with 1 in 33 having autism.
- Population growth, homelessness becoming more prevalent, development all over the place
- Inclusion
- Education
- "Addressing issues relative to increased demands: police, fire response, Medical services expedience, traffic control, waste management"
- Affordable housing
- Educational achievement, economic mobility, and homeless population
- youth at risk, graduation rates, affordable housing,
- Help with food and housing.
- Poor health outcomes, subpar educational outcomes, & poverty largely due to racial inequities and discrimination

What do you view as our community's most pressing needs?

- Education
- job training. too many young folks feel a need for university training when a two year technical training emphasis would be better advised for long term financial security.
- Education, growing homelessness problem, disaster relief after Helene.
- Better business start-up coordination, mentoring and funding.
- Economic mobility for families/children experiencing poverty.
- Community education, possibly through schools or churches regarding healthy lifestyle living, nutrition, exercise and the long-term benefits to be realized.
- Get out of Social issues !!!!!!!!!!!!!!!!!!!!!
- Children living in areas of concentrated poverty who are underserved. Families of poverty trying to find adequate and safe housing. Housing for homeless women.
- Funds for education!!
- Economic stability and viability for all, food insecurity/food deserts in the city, homelessness and appropriate housing facilities for the homeless.

What do you view as our community's most pressing needs?

- Community Engagement
- I think Spartanburg's nonprofit community could benefit tremendously from thoughtful collaboration between organizations and SCF is poised to help facilitate that.
- providing help -food and shelter - to the homeless community and the recently incarcerated.
- Economic opportunity, revitalization of idle real estate and property
- Improve performance standards in public schools
- Drug crisis
- Education and rebuilding after the storm
- Education and the future of our young people.
- Funding for programs that serve our communities most impoverished residents. Homeless, domestic violence, and the inmates at the Spartanburg County Detention center.
- Increased empathy, connections, education, cultural activities
- Continued Encouragement.

What do you view as our community's most pressing needs?

- Provision of Health Education and Physical Activity for the Youth and Elderly throughout Spartanburg City and County. Spartanburg is one of the Leading Counties in the State for Heart Disease, Stroke, and Obesity.
- There are times that I think SCF gets outside of their mission..
- "Poverty, Traffic light syncing and coordination of lights to ease traffic"
- Preserving greenspace and trails to balance our rapid development. More bike and walking paths.
- Poverty initiative within the city limits. Good progress- keep pressing forward.
- "solving the homeless problem and education"
- An awareness of the reason for specific needs that are not popular or trending on other spectrums
- Conserving Land
- The needs of our people
- more interest in the southside and highland
- Maintaining the strong arts community support. Providing access to all of the community. City and County events are not well advertised unless you are working the events. Wish more people knew the good that goes on

How do you see your philanthropic giving supporting those needs?

- Helping move things in the correct direction.
- Giving directly to a nonprofit organization for a specific interest
- we give towards our interests through nonprofit organizations and there are many many from which to choose....
- Giving directly to a nonprofit organization for a specific interest
- Direct giving for specific interest
- Volunteering, direct giving and CI Fund
- Giving to the non-profit. Volunteering
- I volunteer with two local nonprofit organizations to combat one or more of these issues
- Meeting my expectations
- Volunteering time through ATVL, Funding start-ups, etc.
- Board service, direct giving.
- Volunteering, philanthropy, giving to local/regional organizations, giving to the community impact fund,
- I am active with the Kiwanis Club recognizing our children as Terrific Kids and supporting the Charles Lea Center.

How do you see your philanthropic giving supporting those needs?

- Multi-faceted resource teams of people in collaboration. For example, groups of "investors" stewarding single projects that include funders, as well as subject and task specific experts to bring an idea to pass, some fund, some plan, some build, some steward the finished project and some ensure its benefit to the targeted community
- Public support of teachers
- I do make gifts to the education institution I support. I also continue to be active in the Foundation's Citizen/Scholar Program with my scholar Charles Richard who is a college Junior at Sewanee now and loves
- Volunteering on committees, board member for Citizen Scholars, fund holder for scholarship.
- I have dedicated the last 7 years to serving this population.
- Volunteering and giving
- Volunteering time, Outreach, Support for events
- Presently, volunteering time. Serving of some boards.
- I gave directly to six different SCF funds this year!

How do you see your philanthropic giving supporting those needs?

- Giving directly to a nonprofit organizations through donor advised funds. Would like SCF to vet the needs of local nonprofits and their organizations, and then offer (where applicable) to the fundholders a timely letter (quarterly?) highlighting the local needs and the impact that their philanthropy could help.
- I serve on the board of SPACE and make financial contributions to SPACE and PAL. I volunteer for trail clean up days.
- Supporting through direct giving.
- I do it daily, hoping to influence others on a different perspective
- Direct donations.
- Community Impact Fund and nonprofits.....they touch the people.
- we give scholarships to spartanburg county students who will be attending a HBCU following their senior year of high school
- I am a giver although not a rich person. I would be interested in some volunteering, but not sure how to get information.