



## How You & Other Nonprofits Are Using Technology: Latest Survey Results

*The results are in. Here's what you and other Nonprofit World readers had to say about technology.*

### Internet's Hot— CDs Are Not!

Over 200 of you took the time to return our recent technology survey.<sup>1</sup> Because we found the results so intriguing—and because so many of you asked to see the survey data—we're printing your answers in full. (See survey results on the next two pages.) But first, a quick rundown:

- From a technological point of view, most of you describe your organization as neither very progressive nor very static but, rather, right in the middle. Few (only 32%) of you have a technical support person on staff, but 72% of you do have access to a technical consultant.
- Most of you use the Internet and browse the World Wide Web. And most who don't use on-line services plan to do so within the next year.
- Few of you use CD-ROMs. Less than 30% use CDs to store information, and only 10% have participat-

**Only 10% have participated in training via CD-ROM.**

ed in training via CD-ROM. However, most of you are interested in CD-ROM training.

- The vast majority of you are using IBM-compatible computers, and 8mb of machine memory seems to be most popular. About half of you use stand-alone computers rather than networks.
- Half of you plan to upgrade your hardware in the next year. Most plan to upgrade to a Pentium with Windows.
- Most of you use financial accounting software but not fundraising software. You use a wide variety of software packages, with no particular package dominating.<sup>2</sup>
- While few of you have attended training via teleconferencing, most would be interested in trying it. Those who have attended such conferences were quite satisfied with the training they received.

The Society for Nonprofit Organizations and American Fundware thank all of you who took the time to complete the survey.<sup>3</sup> Your valuable input is very much appreciated, and we



**Winner of the technology survey's \$1,000 donation drawing was the Special Needs Adoption Network. Here, at a special presentation in Milwaukee, Nancy Boettcher of Boettcher & Company, a FundWare reseller, presents the \$1,000 check to the Network's executive director, Colleen M. Ellingson.**

hope you will find the results helpful and informative. Please do not hesitate to contact the Marketing Department at American Fundware (800-551-4458) if you have any questions or wish further information.



# Survey Results

## Organizational Data

### What is your organization's annual operating budget?

12.4%	<\$100,000
6.7%	\$100,000-\$200,000
21.0%	\$200,000-\$500,000
15.3%	\$500,000-\$1,000,000
42.6%	\$1,000,000+
2.0%	No Response

### How many employees does your organization have?

36.8%	1-10
33.5%	11-50
13.4%	51-100
12.0%	101-500
2.4%	501+
1.9%	No Response

### How would you categorize your organization?

2.9%	Civic
10.5%	Health
5.3%	Cultural/Arts
12.0%	Education
48.0%	Human Srv
1.0%	Environmental
19.1%	Other
1.2%	No response

## Computer System Current System

### Which of the following computer systems best describe your current computer system?

4.8%	Mainframe (e.g., IBM 3090)
5.3%	Minicomputer
80.4%	IBM/PC Compatible(Compaq)
15.3%	Apple/PC (Macintosh)
10.5%	Laptop PC (e.g. Toshiba)
2.9%	Workstations (e.g. Sun, Apollo, HP)

### Please indicate the operating system that best describes your computer system. (Please indicate all that apply)

16.8%	Windows Workgroups	3.4%	UNIX
4.8%	Windows NT	53.1%	Windows 3.1
8.6%	Windows '95	46.4%	DOS
11.0%	PC-LAN	0.0%	AIX
17.2%	Macintosh	0.5%	OS/2
9.6%	Other		

### If you have desktop PCs and/or laptop computers, please indicate the systems that best describe your organization's current systems.

13.9%	286	18.2%	Macintosh
36.8%	386	21.2%	Pentium
63.6%	486	4.3%	Other

### Please indicate the network you are currently using:

42.6%	None	30.6%	Novell
3.4%	NT Server	0.0%	Banyan Vines
4.8%	Lantastic	1.0%	OS/2 Lan
7.7%	Windows for Workgroups		

### Which type of printer does your organization use?

35.0%	Dot matrix/Daisy wheel
86.6%	Laser Jet compatible
5.9%	Post Script compatible

### On average, how much memory is installed on your systems?

2.4%	<4mb
21.5%	4mb
42.1%	8mb
15.3%	16mb
6.2%	Other
8.6%	No Response

### If your organization has PCs, what percentage of your employees have PCs?

Average percentage of employees with PCs 59%

### Do you currently have a financial accounting software system?

83.3%	Yes
14.8%	No
1.9%	No Response

### If yes, which one?

9.7%	Quicken
5.7%	PeachTree
5.1%	Great Plains
4.6%	Fundware
3.4%	AccPac Plus
2.9%	MIP
2.9%	OneWrite Plus
2.9%	Solomon
2.3%	Customized
2.3%	QuickBooks
1.7%	Champion
1.7%	MYOB
1.7%	RealWorld
1.7%	Kenrick Acctg
1.1%	AccountMate
1.1%	Blackbaud
49.2%	Other (all systems with less than 1%)

### Do you currently have a fundraising software system?

32.0%	Yes
65.6%	No
2.4%	No Response

### If yes, which one?

13.5%	Fundmaster
11.5%	Raiser's Edge
4.5%	MacTrac
4.5%	Results Plus
3.0%	Donor Perfect
3.0%	Custom
60.0%	Other (all systems with less than 1%)

### Please rank the top four reasons why your organization chose the accounting and fundraising software packages you currently utilize. (If unsure, please provide us with your best answer).

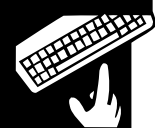
Ranking	Accounting	Ranking	Fundraising
2	Flexibility	1	Flexibility
1	Reporting	2	Reporting
4	Price	4	Price
7	Runs on Windows	7	Runs on Windows
8	Choice of Modules	9	Choice of Modules
10	GUI	10	GUI
5	Functionality	6	Functionality
11	ODBC compliancy	11	ODBC compliancy
3	Ease of use	4	Ease of use
6	Customer Support	5	Customer Support
12	Graphics	12	Graphics
9	Other	8	Other

### If you do not have a financial accounting software system, do you have plans to purchase one in the next year?

39.6%	Yes
60.4%	No

### Which of the desktop applications does your organization use, in each category?

<i>Wordprocessor:</i>			
MS Word	40.7%	WordPerfect	44.0%
Other	6.7%	No Response	8.6%



**Spreadsheet:**

MS Excel	35.4%	Lotus123	32.5%
Quattro Pro	6.2%	Other	6.7%
No Response	19.2%		

**Data Base:**

MS Access	17.2%	Dbase	17.7%
Lotus Approach	3.8%	FoxPro	7.2%
Other	25.8%	No Response	28.3%

**Report Writer:**

Crystal Reports	3.4%	Report Smith	.5%
Other	8.6%	No Response	87.5%

**Do you have a technical expert/MIS support person on staff?**

31.6%	Yes
64.1%	No
4.3%	No Response

**If not, do you have access to a MIS consultant?**

71.8%	Yes
28.2%	No

**Future Plans**

**Is your organization planning on upgrading your hardware in the next year?**

50.2%	Yes
44.5%	No
5.3%	No Response

**If yes, please indicate the operating systems and platforms you are considering:**

Operating System		Platform	
3.8%	UNIX	1.7%	386
0.0%	AIX	36.0%	486
13.3%	Windows NT	56.1%	Pentium
51.4%	Windows	3.5%	PowerPC
4.8%	DOS & PC-LAN	0.0%	IBM RS6000
0.0%	SCO	0.0%	Sun
9.5%	Other	0.0%	HP
17.1%	No Response	4.7%	Other

**Which of the following statements best describes what will happen to your computer budget in the next two years:**

3.8%	Significant decrease
9.6%	Decrease
50.7%	About the Same
23.4%	Increase
7.2%	Significant Increase
1.0%	No Response

**Emerging Technologies**

**From a technological perspective, how would you describe your organization**

Very Progressive		Very Static			
1	2	3	4	5	No Response
10.5%	28.2%	37.8%	15.8%	3.8%	3.9%

**Please indicate if your organization is using or considering using CD-ROM to store information.**

	Read Only	Read/Write
A. Currently using	28.7%	29.2%
B. Considering	23.4%	5.3%
C. Neither	35.9%	39.2%
No Response	12.0%	26.3%

**Has your organization participated in training via CD-ROM?**

10.1%	Yes
86.1%	No
3.8%	No Response

**If so, please indicate your level of satisfaction from the training.**

Very Satisfied		Very Unsatisfied			
1	2	3	4	5	No Response
4.8%	23.8%	61.9%	4.76%	0.0%	4.8%

**If no, would your organization be interested in interactive training via CD-ROM?**

55.6%	Yes
31.1%	No
13.3%	No Response

**Has your organization participated in interactive training via teleconferencing?**

16.8%	Yes
76.2%	No
7.0%	No Response

**If so, please indicate your level of satisfaction from the training.**

Very Satisfied		Very Unsatisfied			
1	2	3	4	5	No Response
10.8%	37.8%	40.5%	10.9	0.0%	0.0%

**If no, would your organization be interested in interactive training via teleconferencing?**

51.6%	Yes
41.5%	No
6.9%	No Response

**Does anyone in your organization use on-line services?**

68.4%	Yes
28.7%	No
2.9%	No Response

**Does anyone in your organization browse the World Wide Web (WWW)?**

52.6%	Yes
40.7%	No
6.7%	No Response

**Does your organization have a home page on the WWW?**

13.9%	Yes
77.5%	No
8.6%	No Response

**If no, do you plan to use on-line services within the next year?**

65.4%	Yes
22.2%	No
12.4%	No Response

**Please indicate the on-line service(s) your organization is currently using or planning to use (check all that apply):**

6.2%	Prodigy	1.4%	Delphi
21.1%	CompuServe	1.4%	Genie
16.3%	Direct Internet	48.8%	America Online
3.8%	Microsoft Network	7.7%	Community Network
17.2%	Other		

**Does your organization participate in a forum, listserv or newsgroup on the Internet?**

14.8%	Yes
77.1%	No
8.2%	No Response

**Please indicate if you have utilized a fax-back service.**

21.5%	Yes
60.3%	No
18.2%	No Response

**How do you learn about new technologies? (Check all that apply)**

67.9%	Trade publications
34.5%	Software vendors
68.9%	Newspapers/Books
19.1%	Internet
27.3%	Other



**Most of you have  
financial  
accounting  
software but not  
fundraising  
software.**

And finally, all of you who returned your survey forms were entered into a drawing for \$1,000 of computer equipment donated by American Fundware. Congratulations to the winner—the Special Needs Adoption Network of Milwaukee, Wisconsin.<sup>4</sup> ■

**Footnotes**

<sup>1</sup>Out of 4,200 surveys mailed to Society members and *Nonprofit World* subscribers along with the November–December 1995 issue of *Nonprofit World*, 215 people responded.

<sup>2</sup>For information on selecting software, see the reviews of nonprofit software in each issue of *Nonprofit World* (especially the September–October 1993 through November–December 1995 issues).

<sup>3</sup>The survey was sponsored by the Society for Nonprofit Organizations, 6314 Odana Road, Suite 1, Madison, Wisconsin 53719 (phone 800-424-7367 or 608-274-9777; fax 608-274-9978) and American Fundware, 1385 South Colorado Boulevard, Suite 400, Denver, Colorado 80222 (phone 800-551-4458 or 303-756-3030; fax 303-756-3514). American Fundware has been designing accounting software since 1976 and is the distributor of FundWare, a top fund accounting software for nonprofits.

<sup>4</sup>The Special Needs Adoption Network is a nonprofit organization operating from the belief that all children have the right to a permanent family. Since 1982, the Network’s mission has been to find permanence for all Wisconsin children with special needs. The winning check was presented by Boettcher & Company of Green Bay, Wisconsin. As part of American Fundware’s nation-wide reseller network, Boettcher & Company is dedicated to the nonprofit sector and has 40 years’ experience in accounting, computer software, and consulting services.

**Selected References**

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Cohen, Jules & Richard Perreault, “Nonprofits’ Most Common Computer Pitfalls—And How to Avoid Them,” *Nonprofit World*, November–December 1991.

Landskroner, Ron, “Nonprofit Networking (Or, How to Stop Worrying and Love the Internet),” *Nonprofit World*, September–October 1995.

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Smith, Mimi, “Adventures in Dysfunctional Computerland,” *Nonprofit World*, July–August 1991.

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Your Computer Software,” *Nonprofit World*, January–February 1991.

“Ten Secrets of Computer Wizardry,” *Nonprofit World*, May–June 1994.

“Ten Tips for Better Fund Accounting,” *Nonprofit World*, March–April 1995.

“What’s New in Nonprofit Software?,” *Nonprofit World*, January–February 1994.

These publications are available through the Society for Nonprofit Organizations’ Resource Center. For ordering information, see the Society’s *Resource Center Catalog*, included in this issue, or contact the Society at 6314 Odana Road, Suite 1, Madison, Wisconsin 53719 (800-424-7367).