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## AI survey questions: Understanding your colleagues' opinions and needs around AI

To give you a headstart with your survey, we're sharing some of the questions we included in our recent CAST AI survey for you to use with your colleagues. Feel free to edit and tweak them so that they fit your organisation and ways of working, and exclude any that don't make sense for your team and organisation.

Consider whether you want this survey to be anonymous or whether it would be helpful to see individual responses so that you can provide follow-up support. If you do, it's worth adding in a short sentence at the beginning of the survey to outline how you'll use the data so that responders can answer accordingly.

### Intro:

This survey will help us understand your experiences of AI, and the support you need.

What's your name? (if not anonymous)

Which department/team do you work in?

## Your experience of AI

We're keen to hear how you as an individual perceive and use AI (artificial intelligence) to automate tasks, synthesise data, generate content or assist in any other aspect of work. Some examples of AI tools are:

- Generative AI tools such as ChatGPT, Notion AI, Grammarly and Copy.ai.
- Traditional (non-generative) AI tools such as Siri/Alexa/Google Assistant, chatbots, Gmail or Outlook rules to filter spam and spellcheck.

### 1. How much do you know about AI?

- I have no prior knowledge of AI (novice)
- I have heard of AI but have limited understanding (Familiar)
- I have a foundational understanding of AI concepts (Basic understanding)
- I have worked with AI tools or technologies to some extent (experienced)
- I have a solid understanding of AI principles and applications (proficient)



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2. How do you feel about the increased use of AI in your daily professional life?

*Scale response from 1 to 10 - 'very concerned' to 'very excited' with 'ambivalent' in the middle*

3. How do you perceive the potential of AI for our organisation's work?

- Highly beneficial
- Somewhat beneficial
- Neutral
- Somewhat challenging
- Highly challenging
- Both challenging and beneficial

4. Have you used AI in your operations or projects?

- Yes
- No
- Not yet but I plan to
- Not personally, but I know others in the organisation who are

5. Have you used AI in any of the following ways?

- Creating or editing content
- Creating images or graphics
- Managing my inbox
- Scheduling meeting and diary management
- Managing tasks or projects
- Transcribing or summarising copy
- Editing video
- Managing or analysing data
- Automating processes to save time
- Communicating with our beneficiaries
- Providing easier routes to information for our beneficiaries (ie chatbots)
- Other
- None

6. If you've used AI, can you share a bit more what you've done? (Optional)

7. What would you say are the main challenges or barriers our organisation faces in adopting AI? \* (Choose up to three)

- Lack of knowledge



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- Lack of skills and technical expertise
  - Lack of confidence
  - Data privacy and security concerns
  - Ethical considerations
  - Unclear Return on Investment
  - Not knowing enough about how it can be used
  - Cost of time/investment/expertise
  - Other
  - None
8. Do you have contacts (e.g. colleagues or peers) with whom you feel you can openly and honestly discuss your concerns / hopes / needs regarding AI?\*
- Yes, within my organisation
  - Yes, outside my organisation but still within the charity sector
  - Yes, outside my organisation and outside of the charity sector
  - No
9. How do you foresee the increased use of AI affecting jobs within our organisation?\*
- I think jobs will be created
  - I think jobs will be lost
  - I think jobs will be both lost and created
  - I think jobs will require some level of competency in AI to support efficiency
  - I don't foresee any change

## Your support and training needs

10. On a scale of 0-5, how important is it for you to receive the following type of support to explore and implement AI effectively?
- Take part in AI training workshops
  - Talk to AI experts or consultants to ask questions
  - Access funding opportunities for AI projects
  - Access to peers within the sector to discuss AI
  - Read AI case studies from other charities
  - Access to self - directed online learning designed for social impact organisations
11. Thinking about the use of AI in your work, which of these do you feel you need support with? (Choose as many as you like)



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- Identifying how AI can help create efficiencies in our day-to-day operations
- Identifying which tools to use for specific tasks
- Developing and implementing the right policies and guidelines for AI use
- Ensuring that AI use complies with data protection and privacy
- Finding the most reliable AI training platforms and tools
- Understanding how AI can provide better services
- Other
- None

12. Imagine you had a magic wand. You can determine what happens with AI in the next 12 months. What do you wish for?

13. Is there anything else you would like to share regarding your opinions or needs with regards to AI?

14. Would you be interested in exploring how we can work together to use AI safely and efficiently in our organisation? Yes/No/Not Sure

**SUBMIT**