

Volunteer Satisfaction Index (VSI)

VSI Survey Self-Service License



Terms of Use Overview

The Volunteer Satisfaction Index (VSI) Self-Service License is designed for organizations that wish to independently administer and analyze the survey. This license allows organizations to reproduce, distribute, and score the VSI within specified guidelines. The following outlines the key terms that purchasers agree to upon purchase:

1. Authorized Use

The license permits the reproduction, administration, and scoring of the Volunteer Satisfaction Index (VSI) exclusively within the purchasing organization and for the specified population at the time of purchase. The license is non-transferable and does not allow administration in other organizations or reuse without an additional purchase.

2. Reproduction and Administration

The VSI may be administered as an online survey using the purchaser's own platform or as a paper-and-pencil version. Organizations are responsible for retyping or reproducing the survey for administration. The full instrument **may not** be distributed via email (either in the body of an email or as an attachment). Purchasers receive a downloadable PDF that includes one copy of the survey, a scoring key, and licensing terms.

3. License Quantity & Verification

The Self-Service License is sold in increments of 50 survey administrations. The number of licenses required is determined based on documentation verifying the organization's average number of active volunteers over the past six months. Organizations must submit this verification before gaining access to survey materials. Acceptable documentation includes:

- Recent board reports
- Volunteer management system (VMS) reports
- Other official reports on organizational letterhead

Each time a participant accesses the survey and views copyrighted items; it is considered an administration. Organizations are responsible for tracking usage and must purchase additional licenses if the initial purchase quantity is exceeded. Once the license limit is reached, the survey must be closed to additional responses.



4. Access Control

The survey must be administered in a controlled manner. It may not be publicly accessible on the internet or distributed via email. The platform used for administration must restrict access to only the designated participants. At the conclusion of data collection, the online survey must be removed.

5. Copyright and Attribution

Each page of the VSI containing survey items must include the following copyright statement:

© 1999, 2022 Roseanna Galindo, PeriscopeBPA.com. All rights reserved. Unauthorized distribution, reproduction, or sharing is prohibited.

6. Service Options

The Self-Service License applies only to independent administration. Periscope Business Analysis also offers additional services, including survey hosting, administration, data analysis, and consulting, which are available for an additional fee.