Volunteer Satisfaction Index (VSI)

Licensing Fees & Support Service Pricing

VSI Survey Hosting & Support License Fee

These rates are ideal for organizations seeking some degree of support services, from survey administration to expert analysis and basic reporting.

Periscope BPA helps you administer the survey and collect the data. No need to retype and reformat, you supply survey respondents' names and email addresses, or you can choose to send out a survey link using your own email or messaging system.

This product is sold on a per-response basis. The Survey Hosting and Support License is charged based on the number of survey responses received, with a minimum of 100 responses required. If fewer than 100 responses are received (e.g., 25 or 88 responses), you will still be charged for 100 responses as the minimum fee. However, if 100 or more responses are collected (e.g., 101 responses), you will be charged for the actual number of responses.

Volunteer Survey Response Based Pricing

The VSI Survey Hosting & Support License is based on the number of survey responses rather than the size of your volunteer population. Pricing consists of:

- A Base Fee for survey setup, followed by
- A per-response rate for each survey response received.

This pricing model is distinct from our Self-Service Licensing, which is based on increments of 50 participants. Under this hosted option, you will be billed based on the actual number of responses collected during the administration period.

Base Fee: $350

Per Volunteer Survey Response:

Quantity	Price Per Unit
100	3.50
500	3.25
900	3.00
5000	2.75

For example, for an organization with 200 volunteers the total for license would be $1050 if 100% of the surveys are completed ($350 + 200 survey responses x $3.50). If 140 of the 200 volunteers respond (70%) the total license fee would be $840.

VSI Survey Hosting & Support License

Purchase a hosting and support license to administer the VSI as an online survey through Periscope BPA using a Survey Monkey platform. Pencil-and-paper administrations may be manually entered for an additional fee.

Customization is available for hosted surveys.

VSI Survey Hosting & Support License Packages

Periscope BPA offers three survey hosting & support package options.

Purchasers of the VSI Survey Hosting and Support License are charged based on a per-response fee, in addition to the base package price. The per-response fee is calculated based on the number of survey responses received, with a minimum of 100 responses required. The base package prices listed below do not include this per-response fee, which will be added to the final cost.

Package 1: The VSI Core Package

Price: $350 (plus per-response survey license fee)

Includes:

- Survey administration.
- A copy of the raw participant data in .csv format.
- Data storage.
- User Guide

Optional Add-ons:

Customized Survey: $125 (add logo, demographic questions, or other variables_

Customized Analysis Findings Report: $250 (provides a visualized summary of group averages).

Two-Hour Post-Administration Consulting: $250.

Package 2: The VSI Complete Package

Price: $1,000 (plus per-response survey license fee)

Includes: Everything in the VSI Core Package, plus:

- User Guide
- Customized Survey

- Customized Analysis Findings Report (visualizes and summarizes aggregate and descriptive survey data insights)
- Executive Summary: A brief overview of key ratings.

Optional Add-ons:

Two-Hour Post-Administration Consulting: $250.

Package 3: The VSI Ultimate Package

Price: $2,250 (plus per-response survey fee)

Includes: Everything in the VSI Complete Package, plus:

- Two-Hour Post-Administration Consulting.
- Customized Communication Template and Administration Timeline
- Customized Action Plan Handbook with tailored recommendations for how to act on the survey findings.

Price List

VSI Self-Service Administration License (increments of 50): starting at $187.50

VSI User Guide: $65

VSI Hosting & Support License (per response fee): starting at $350

*You must purchase a Core, Support, or Ultimate Support Service Package for the VSI Hosting & Support License

The VSI Core Support Service Package: $350 (plus per-response fee)

The VSI Complete Support Service Package: $1,000 (plus per-response fee)

The VSI Ultimate Support Service Package: $2,250 (plus per-response fee)

Package Add-Ons

Customized Survey (for Core Package): $125

Customized Analysis Findings Report (for Core Package): $250

Customized Action Plan Handbook (for Complete Package): $1000

Two-Hour Post-Administration Consulting (for Package 1 and 2): $250