AARP Tax-Aide Recruitment System "Frequently Asked Questions"

9/30/09

1. Is getting access to the Recruitment system different from access to other AARP Tax-Aide web systems?

Yes, the recruitment system is the first step to universal access for all volunteer leadership to all systems. Part of this initiative requires higher security via your own user name and password, similar to other internet applications such as your personal email or Amazon.com. Completing this registration process (see registration information on Extranet for more info) is required. If you have questions on how to register, please review the registration presentation on the Volunteer Extranet at www.aarp.org/tavolunteers.

2. What do I do if a prospect has been routed to my state organization in error?

This can happen when a prospect puts, for instance, their summer address, but their winter address is another state (for example, Arizona or Florida). You can easily route the prospect to the right organization by going to the Prospect information screen in the system and clicking on the "Change Split State" box at the top of the form. You will see a drop down box with all of the AARP Tax-Aide states listed. Simply click on the state you wish to route the information too and the information will be transferred automatically. Changing the split state will automatically route the prospect to the correct state. If you are unfamiliar with the AARP Tax-Aide state designations please see your ADS, PVC or SC or the national Office for assistance.

3. Can everyone in a split state access the same list of prospective volunteers?

The list which you access is tailored to your level. For example, the SC will be able to see all prospects from their state. The DCs will only be able to see those who have been routed to them, presumably in their area.

4. Who should be responsible for contacting each prospect?

That responsibility will be driven by the requirements of you state organization. While in many cases the PVCs initially reviews the prospect applications and then routes the information to DCs for interviewing, the system is set up so that anyone with access to the system can contact the volunteer and status them to be accepted as a volunteer or not. See your state organization for more information.

5***. When a prospect can become a permanent volunteer, do I add a prospect into VMIS, or will the system automatically do that?***

Traditionally this is responsibility of the ADS, which will continue. However, the ADS will be able to enter the volunteer via a specialized screen in VMIS. Re-entering the prospect's information will not be necessary as the information was already provided by the prospect at the beginning of the process and automatically stored in VMIS.

7. Does anyone else have access to my state's list of prospects, beyond my state's volunteer leadership?

Yes, the national office and system administrators can also view and administer the prospective volunteer list and database for all states.

8. Does a prospect stay in the system indefinitely?

At the end of each volunteer recruitment season (usually in January) a notice will be sent out from the National office requesting states to status any remaining prospective volunteers. However, all prospective volunteer information will always be available through VMIS reports.

9. Does the system send alerts if a prospect hasn't had any action taken on them within a specified timeframe?

There is a prospect Jeopardy report which the local state leadership can use to monitor progress. The national office is working on a report which will automatically send out notices on prospective volunteers who have not been statused within 10 days after being received.

10. If I find prospective volunteer information which is wrong or in need of correction (such as address), what do I do?

While at this point we do not anticipate large scale changes to be necessary during the prospect assessment process (as changes can always be made when prospects becomes active volunteers), your local ADS can always be contacted for changes. Please note on the prospective volunteer web form, there are 2 free form boxes in the bottom left hand corner where you can put any comments or information needed or required by your state organization (such as "Expert on taxes" or Only available after February 1st" etc.). As with other AARP Tax-Aide systems, your local ADS always has access to change or correct records.

11. Where can I access more info about the system and how it works?

Presentations concerning recruitment system operation, how to register and a guide to system operation are always available 24/7 on the extranet under Hot Topics. Recruitment system materials and instructions will remain there throughout this season.

12. The system can provide great information about our prospect volunteers and the successes of our recruitment program. How can I access management or summary reports?

There are four preformatted reports available from the Recruitment system and a "dump" report which contains all information resident in the system. These reports can be accessed through VMIS by your ADS or SC.