

Candidate Name: _____ Candidate ID: _____

C-SMART Survey

This survey is for candidates who used the C-SMART software during the 2005 election cycle. If your campaign used the program, your help in completing this survey would be greatly appreciated.

A. Basic Information

1) What type of computer did your campaign run C-SMART on?

– Desktop – Laptop

1a) What is the brand and model of your computer (Example: Dell Dimensions 2400)

2) What was the processor speed of the computer?

– 486 MHz – Pentium I or II – Pentium III

– Pentium IV – Don't Know

– Other (please specify) _____

3) What operating software was running on the computer?

– Windows 95 – Windows 98 – Windows NT

- Windows 2000 – Windows 2000 Pro – Windows ME

– Windows XP Professional – Windows XP home

– Other (please specify) _____ – Don't Know

4) How much RAM memory does the computer have?

– 4 to 16 megabytes – 24 to 64 megabytes – 72 to 128 megabytes

– 256 to 512 megabytes – Don't Know

– Other (please specify) _____

5) What type of firewall does your computer run?

– Windows – Symantec – Norton

– Zone Alert – AOL – McCaffey

– No firewall – Other (please specify) _____

6) What is the brand/name/type and model of the printer that you campaign used (or attempted to use) with C-SMART? (Example: Hewlett Packard Deskjet 920C)

7) Does your campaign have any intention of upgrading your computer, operating system or printer? What would you be upgrading to?

8) Did your campaign have access to the internet?

– Yes – No

8a) If yes, how does your campaign connect to the internet?

– 56K Modem – DSL – Cable Modem

– ISDN – T1 – Don't Know

– Other (please specify) _____

9) Does your campaign currently own or plan to purchase a document scanner to connect to your computer?

– Yes – No

10) Did your campaign use C-SMART on multiple computers?

– Yes – No

10a) If yes, did you encounter any problems?

– Yes – No

If yes, please explain, _____

11) Following the election what did the campaign do with the computer equipment?

B. Patches

1) How did you find the process of installing periodic C-SMART update patches?

– Very easy – Somewhat easy – Difficult

Please explain, _____

2) Did you ever download a patch from our website? – Yes – No

2a) If yes, how did you find that process to be?

– Very easy – Somewhat easy – Difficult

Please explain, _____

D. Working and Navigating C-SMART

- 1) C-SMART was designed to allow campaigns to report 13 types of transactions. In the following chart, please check any transactions that you used regularly and rate the ease of use for each transaction. If you have suggested changes please describe those changes for each transaction.

(Please rate 1-5, with 1 being the easiest to use)

Transaction Type	If used please ✓	Rating (1 to 5)	Suggested Changes
Monetary Contributions / Adjustments			
In-Kind Contributions / Adjustments			
Public Funds Payment / Repayments (Participants Only)			
Transfer In			
Transfer Out			
Other Receipts			
Outstanding Bills / Bill Payments			
Outstanding Advances / Advance Repayments			
Petty Cash Fund			
Loans / Loan Payments			
Partnership Attributions/ LLC			
Subcontractors			
Affiliated Groups			

2) Do you have any functions you would like to see added to C-SMART to create a more user-friendly program? Please be very specific.

3) Did you back up your database to an external source (e.g.: floppy disk) for...

Amendments: – before filing – after filing – both

Submissions: – before filing – after filing – both

Data entry: – before entry – after entry – both

4) How often did you create a "draft" submission before running a final submission?

– Very often or always – Occasionally – Never

5) How would you describe the process of running a submission in C-SMART?

– Easy – Manageable – Difficult

6) Did your campaign ever run an internet submission?

– Very often or always – Occasionally – Never

7) How would you rate the overall ease of internet submissions?

– Easy – Manageable – Difficult

8) Did you ever receive an error message when running an internet submission?

– Very often or always – Occasionally – Never

8a) If yes, what caused the error when running an internet submission?

– Firewall problems – Internet connection problems

– Don't Know

9) Do you have any suggestions for simplifying or improving the C-SMART submission process?

10) How easy was it to navigate through C-SMART and understand the various parts of the program?

– Easy – Manageable – Difficult

Please explain, _____

11) Did you find transactions became easier to input after continued use of C-SMART?

– Much easier – Somewhat easier – Not easier

E. C-SMART Reports

1) How often did your campaign run reports in C-SMART?

– Often – Occasionally – Rarely – Never

2) The Reports menu was designed to allow campaigns to produce various C-SMART reports. In the following chart please rate which reports your campaign found most useful. Please check any reports that your campaign regularly used.

(Please rate 1-5, with 1 being the most useful)

Report type	If used Please ✓	Rate (1 to 5)	Report type	If used Please ✓	Rate (1 to 5)
Name List			Outstanding Advances		
Itemized Contributions			Outstanding Bills		
Contributor Totals			Advance Recordkeeping		
Total Fundraising			Petty Cash Journal		
Affiliated Contributor Totals			Check Register		
Intermediary Totals			Cash Flow		
Intermediated Contributions			Threshold (for participants)		
Itemized Expenditures			IMC's / Potential Compliance Problems		
Total Expenditures			Modified Statement		

3) What changes to existing reports would your campaign like to see incorporated into future versions of C-SMART?

- 4) What new reports would your campaign like to see added into future versions of C-SMART?

F. Available C-SMART Help

- 1) Did your campaign use the step-by-step C-SMART User Guide, when you encountered a problem with C-SMART?

– Yes – No

- 1a) If yes, did your campaign find this User Guide to be helpful in answering questions related to C-SMART?

– Often helpful – Sometimes helpful – Rarely helpful

- 2) Did your campaign use the online help (accessible on every screen in C-SMART by clicking on the displayed question mark and also by clicking on the Help menu) when you encountered a problem with C-SMART?

– Yes – No

- 2a) If yes, how often did your campaign find the online help to be of assistance with the C-SMART Software?

– Often helpful – Sometimes helpful – Rarely helpful

- 3) How often did your campaign call its liaison with a question regarding C-SMART?

– Daily – Weekly – Monthly

– Only before filing days – Never

- 4) Was your liaison helpful and informative?

– Often helpful and informative – Sometimes helpful and informative

– Rarely helpful or informative

5) If your liaison was not able to help you personally or immediately was your issue resolved quickly?

– Often resolved quickly – Sometimes resolved quickly

– Rarely resolved quickly

G. Technical Issues Encountered with C-SMART

1) Did your campaign experience problems backing up your database or running a final submission?

2) Did your campaign have any problems related to the printing of statements or reports? If so, please describe what and how often you experienced the problem.

3) Did you ever need the Campaign Finance Board to run a submission for your campaign? If so, please explain why and how often.

4) Did your campaign have any internet disclosure issues? If so, please explain why and how often.
