

2009 CVA Exam References

These references include a mix of books and articles written by authors in the United States, Canada and Australia. There will be no country-specific material (such as statistics, laws or regulations) used in the exam. Please note that for some references, only specific chapters need to be studied. All exam questions will be tied to these references. For convenience, this list is also provided on the CCVA website with links to sources. (Many are free downloads.)

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Ellis, Susan. From the Top Down. (1996) Available from: www.energizeinc.com/store/ (\$25 USD)

Ellis & Cravens. Virtual Volunteering Guidebook: How to Apply the Principles of Real-World Volunteer Management to Online Service (2000). **Introduction and Chapters 8 and 9 ONLY.**

Available at: www.serviceleader.org and www.energizeinc.com/download/vvguide.pdf (FREE)

Eystad, Melissa. Measuring the Difference: A Guide to Outcome Evaluation for Volunteer Program Managers (1997)

Available at: <http://www.serviceleader.org/new/documents/articles/2005/03/000255.php> and http://www.energizeinc.com/download/Measuring_the_Difference2003.pdf (FREE)

Fixler, Jill Friedman. “Highly-skilled Volunteers = High Impact Results!” Article in e-Volunteerism – The Electronic Journal of the Volunteer Community (2005)

Available from: www.energizeinc.com/store/Ev-Fea (\$3 USD)

Herman, Jackson and Oliver. No Surprises: Harmonizing Risk and Reward in Volunteer Management (2006). **Chapters 1-9 ONLY.** Available from: <http://nonprofitrisk.org/store/catalog.shtml> (\$15 USD)

Lynch, Rick. “Volunteer Retention and Feelings of Connection”. Article in e-Volunteerism – The Electronic Journal of the Volunteer Community (2000).

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McNamara, Carter. Complete Guide to Ethics Management: An Ethics Toolkit for Managers.

Available at: <http://www.managementhelp.org/ethics/ethxgde.htm> (FREE)

Noble, Rogers and Fryar. Volunteer Management: An Essential Guide – 2nd Edition (2003)
ALL EXCEPT Chapter 3.

Available from: www.OZVPMbookstore.com (e-book and print versions, \$25-35 AU)
www.energizeinc.com/store/ (e-book \$25 USD)

Planned Parenthood Federation of America. “Diversity Continuum: Indicators of Success”. Article in e-Volunteerism – The Electronic Journal of the Volunteer Community, 2001.

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Rehnborg & Clubine. Volunteer Recruitment: Tips From The Field.

Available at: <http://www.serviceleader.org/new/managers/2004/03/000213.php> (FREE)

Woodworth, Sandra. Partnerships, Collaborations and Alliances: Managing for Success. (2005)

Available at: http://www.charityvillage.com/cv/research/partner_woodworth.pdf (FREE)