



Council for
**Certification in
Volunteer
Administration**

Sample CVA Exam Questions

The following 15 questions provide a realistic sample of the format and content you will find in the CVA Exam. They are NOT intended as a major study tool because there are only a few questions, nor do they serve as an indicator of whether or not you will pass the actual CVA Exam.

The correct answers are provided at the end of this document.

- 1) Many managers at your organization are resistant to supervising volunteers. Which of the following actions will best ease the anxiety of these managers?
 - A) Ask your supervisor for advice
 - B) Evaluate managers on their volunteer supervisory skills
 - C) Convene a brainstorming session with executive management
 - D) Provide periodic training on the subject of volunteer supervision

- 2) In an effort to effectively manage her program's risk, a Manager of Volunteers creates and implements a thorough screening process for new volunteers, including application, interview, reference and background checks. In addition, all volunteers must attend an evening orientation as well as a daylong training session. The Manager of Volunteers expects this process will help find the quality volunteers she is looking for. However, she finds that many people do not complete the screening process. What is the most effective step she can take to increase the number of volunteers who complete the screening process?
 - A) Simplify the screening process for all volunteers
 - B) Combine the orientation and training classes into one session
 - C) Leave the process alone, maintaining quality of volunteers over quantity
 - D) Modify the screening procedure based on the position description of each volunteer job

- 3) When using outcome-based evaluation, an example of an "accomplishment" is the
 - A) number of volunteers.
 - B) number of clients served.
 - C) hours contributed by volunteers.
 - D) financial resources invested in the program.



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4) The Mentoring Program Coordinator has been asked by the Director to write a grant for additional money to fund recreational trips. The grant request must include the benefits of the project to be funded. The Coordinator decides to include personal accounts of the successes of some of the pilot outings. Which of the following evaluation methods would best provide this type of information for the grant proposal?

- A) Case studies provided by the mentors and children in the program.
- B) Surveys that ask the children in the program to rank their favorite trips.
- C) A budget analysis on the cost per child you saved each trip by utilizing group discounts.
- D) A report from a consultant on the effectiveness of the program's partnerships with cultural organizations.

5) An advantage of a centralized approach to volunteer management is that it

- A) avoids duplication of effort.
- B) requires all staff to work with volunteers.
- C) accommodates large numbers of volunteers.
- D) is an effective way to start a pilot volunteer program.

6) The primary reason to conduct a program evaluation is to:

- A) support requests for program funding.
- B) raise the profile and credibility of the program.
- C) promote the program on volunteer recruitment sites.
- D) determine if the goals of the program are being adequately met.

7) When evaluating the effectiveness of a volunteer program, the best source of information for the Manager of Volunteers is

- A) the total volunteer hours donated for the year.
- B) the number of volunteers involved in the past year.
- C) an annual questionnaire distributed to volunteers, clients and staff.
- D) discussion with other managers, the executive director and board members.



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8) Staff in a child welfare agency are reluctant to utilize volunteers in roles beyond clerical tasks for fear of risk to the clients they serve. What is the first step the Executive Director should take to improve staff cooperation in utilizing volunteers?

- A) Conduct a volunteer - staff climate assessment
- B) Provide staff training in volunteer supervision
- C) Identify new employees who have successful experience working with volunteers
- D) Include "supervision of volunteers" into appropriate staff job descriptions with positive sanctions for staff who work well with volunteers

9) Successful partnerships between nonprofits (NGOs) and businesses begin by

- A) defining shared goals.
- B) establishing a budget.
- C) marketing community impact.
- D) promoting the mission of each.

10) A new Manager of Volunteers is hired to begin involving volunteers in the organization. Volunteers will be placed in positions that will be directly supervised by staff. The best method of ensuring success is to

- A) implement the program quickly.
- B) invite volunteers to attend staff meetings.
- C) provide staff training on volunteer supervision.
- D) present information to staff at departmental meetings.

11) To effectively prepare a nonprofit (NGO) organization for a successful collaboration, the Manager should

- A) ensure the partner has sufficient funding to support the project.
- B) work only with partners who understand nonprofit issues.
- C) anticipate and develop strategies to mitigate challenges.
- D) develop professional partnerships quickly.



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12) A Volunteer Resource Manager presents a newly developed volunteer handbook to the agency Director for review and approval. The Director observes that most volunteer policies are identical to policies in the staff handbook, and questions this. Which of the following ethical principles is best demonstrated by the format of the handbook?

- A) Equity
- B) Efficiency
- C) Excellence
- D) Effectiveness

13) A long-term volunteer assigned to provide one-on-one emotional support to clients starts arriving late and missing scheduled appointments. Previously, the volunteer has been very reliable. The Director of Volunteer Services learns about the volunteer's recent behavior at a staff meeting, when a very frustrated staff member complains about the overall quality of the organization's volunteers. Other staff join the discussion and share their concerns about working with volunteers.

In this situation, it is imperative that the Director of Volunteer Services

- A) minimize the staff's concern.
- B) not take the criticism personally.
- C) give the staff a sense of individual control over the situation.
- D) reinforce that the benefits of involving volunteers outweigh the challenges.

14) Prior to marketing a volunteer program, it is most important to understand the

- A) local public politics
- B) organization's culture.
- C) Board of Directors' wishes.
- D) volunteer department's budget.

15) What is the most important reason for developing volunteer program policies?

- A) To ensure that volunteers remain on active status
- B) To make sure each volunteer receives orientation
- C) To address risk associated with volunteering
- D) To improve staff-volunteer teamwork



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ANSWERS:

1. D
2. D
3. B
4. A
5. A
6. D
7. C
8. A
9. A
10. C
11. C
12. A
13. D
14. B
15. C