



ASSOCIATION FOR VOLUNTEER ADMINISTRATION

May 1, 1989

Dear CVA - Professional in Volunteer Administration:

This spring, as a follow-on to previous work on AVA's Task Force on Higher Education, a new study group embarked on a project with which your help is critically needed:

AVA's Employer Recognition study is seeking to determine the degree and type of support volunteer administrators are receiving in the organizational workplace from their employers, the executive leaders of the agencies for which they work.

We believe such a study is highly important at this time, when we not only are promoting the continuing involvement of proven professional volunteer managers in the AVA Performance-Based Certification Program, but also are developing relationships between AVA as representative of the practitioners in our field and those academic institutions offering courses and programs to meet our needs.

The Subcommittee on Employer Recognition plans an incremental survey, initiating this spring, which will be reported at the October AVA International Conference on Volunteerism. The survey will poll CVAs first. Then, we will seek comments from employers whom the CVAs have identified as "supportive" of their certification and professionalization efforts. Next, we will survey AVA members who are not certified, to determine what part a lack of employer support may play in this. Last, we will poll employers whose volunteer administrators have not been involved with AVA certification, to get their views.

In October, we plan to convene a task force in which we begin to involve employers actively. We seek to facilitate their improved understanding of our profession and their increasing commitment to it, as we work together.

"Step One" begins with you and your colleague CVAs! We hope we can count on your approval of our project and that you will complete the attached survey form with little delay. We want to be able to identify "supportive employers" soon enough to get their surveys to them in June. Please return the completed form in the enclosed envelope not later than May 15!

Thank you in advance...for a giant step toward recognizing professionalism!

Sincerely,

A handwritten signature in black ink, appearing to read 'Joanne H. Patton', written over a horizontal line.

Joanne H. Patton, Chair

AVA Subcommittee on Employer Recognition

JHP:lh
Enclosure

AVA EMPLOYER RECOGNITION SURVEY

H /

NOTE: The results of this survey will be used for statistical purposes, and to identify positive and negative factors in employer recognition of volunteer administrators as professionals. You may choose to return the form anonymously or refrain from using actual organizational names or employer identifications. However, if your experience is positive, we hope you will give the responsible employer credit by identifying him/her for later contact by AVA. In any case, do not fail to return the survey! Thank you.

1. Your current job title:
2. Is this a full or half-time position?
3. Name (or type) of your current organization:
4. Year you began current employment:
5. Employment situation if other: (as "retired," "between jobs")
6. Year your CVA was awarded:
7. If your current employment is not the same as it was that year,
 - a) Give job title in former organization:
 - b) Give name (or type) of former organization:
8. Title of person you identified as "employer" at that time:
9. When you began work on your CVA, did you share with your employer that you were undertaking the process?
10. If not, why not?
11. If you did share that information, did your employer have or receive from you full knowledge of the AVA Performance-Based Certification process and its benefits to your organization?
12. Was your employer supportive of your involvement with the CVA process?
If not --- what were the objections?

13. If your employer was supportive, what form did that support take?
(Financial, emotional, coaching, reading materials, etc.)

14. How was your CVA recognized by your employer/organization at the time you received it?

15. Since that time, what impact, if any, has the CVA had on your employment?
(Salary raise, increased responsibilities, social stature, CVA required for position, job change?)

16. Have you undertaken other steps toward professionalization of your role?
(College courses, attendance at seminars, personal reading, professional associations, other certifications or degrees?)

17. What kind of support, if any, have these overtures received from your current employer?

Check the following, circling the checks most important to you:

a. Career management guidance ___

b. Performance appraisal ___

c. Educational leave (paid) ___

Educational Funding:

d. local ___

e. in-state (in-province) ___

f. out-of-state (or province) ___

Salary adjustments for:

g. other certificate (specify) ___

h. Bachelor's degree ___

i. Master's degree ___

j. Doctorate degree ___

k. Letters of reference ___

l. Written commendations ___

m. Other (specify) ___

18. If your employer is (was) considered "supportive," would you be willing to identify that person, so that we may include him/her in a CVA employer survey? If so, please complete the following:

a. Employer's Name:

b. Employer's title and company mailing address:

c. Is this person currently your employer?

19. If your employer was/is not supportive of your CVA process, what do you wish he/she had done to make the process easier for you?

20. Would you suggest your employer as a spokesperson for support of volunteer administrators seeking professionalization? If so, he/she may be invited to participate in discussion groups of panel presentations AVA might sponsor in the future, relative to the topic.

21. If you do not require anonymity, please give your currently preferred mailing address:

Name:

Address

Telephone: (work or home?)

Thank you for your assistance!

Please return the completed survey form in the enclosed envelope to:

Joanne H. Patton
AVA Employer Recognition Study
650 Asbury Street
South Hamilton, MA 01982

NOT LATER THAN MAY 15, 1989



ASSOCIATION FOR VOLUNTEER ADMINISTRATION

June 29, 1989

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Dear

On behalf of the Association for Volunteer Administration (AVA), I write to express the appreciation of the organization representing our profession, for your recognized contributions to the field. You have been cited by name, as an employer who has given significant encouragement and support to a volunteer administrator pursuing career development, who successfully undertook the challenging credentialing process leading to the AVA Certification in Volunteer Administration (CVA). We tender you our sincere appreciation for your efforts.

For a number of years, AVA has focused attention on the professional development of volunteer administrators. We instituted the AVA Performance-Based Certification Program which allows administrators such as yours to present evidence of competency to a peer review board. We initiated and processed the first survey of colleges and universities in the United States and Canada, to determine those offering programs especially for volunteer managers. We currently are engaged in pilot programming, applying the performance standards of the workplace toward the best possible academic curricula, with the cooperation of selected institutions.

We believe that in order to inspire directors and managers of volunteer services toward serious efforts in developing their roles to full potential, we must educate employers to the worth of that effort. Therefore, we hope that you will give us the benefit of your experience, by responding to the attached questionnaire, prepared especially for supportive employers of CVAs. The information you can share with us will be invaluable in convincing your counterparts in other organizations to give encouragement to volunteer directors who want theirs not to be "just a job," but a profession they hope to serve with distinction.

Thank you for your important help.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joanne Patton', is written over the typed name.

Joanne Patton, Chair
AVA/CVA Employer Survey

CC: CVA

Sample Response



ASSOCIATION FOR VOLUNTEER ADMINISTRATION

AVA SURVEY OF SUPPORTIVE EMPLOYERS
Nominated by CVAs

A. Questions on AVA's Performance-Based Certification:

1. What led you to encourage your volunteer administrator (director, manager, coordinator of volunteers, or equivalent) to embark on professional development and credentialling?
-She pursued the CVA on her own time without my knowledge... She had been hired as a credentialed professional since she has a degree in volunteer management, a certificate from the University of Colorado Volunteer Management Program, and previously had the CAVS from AVA.

2. What value have you found, personally and/or to your organization, in being supportive to your volunteer administrator's professional development?
People do a better job when they feel good about themselves. She returns from AVA conferences with new ideas and renewed enthusiasm and sometimes new or improved skills.

3. When your administrator was awarded the CVA credential, how did you give this recognition?
Was not aware at the time.

4. To what extent was the support you gave the CVA a cause or effect of the achievement of CVA, in your opinion?
I support her because she does a good job. I don't know how much of her performance or capability is due to the CVA. More likely, she pursued the CVA to support AVA.

5. Beyond the letter credential itself, what would you expect in a CVA that you would not expect in a non-certified volunteer administrator?
I would expect a CVA to already know what needs to be done and how to do it and to need very little direct supervision in managing the volunteer program.

6. How could an organization maximize the skills of a CVA, once that person has been credentialled?
Our organization maximizes the skills of our CVA by using her skills throughout the agency - not just in the management of the volunteer program.

7. Will CVA, as a required or preferred credential, be built into any future job description for your volunteer?
It might be listed as "preferred", but could not be "required" as too few are available.

8. Should a volunteer administrator anticipate reward for the attainment of CVA status, by future merit raises, bonuses, added vacation days, or other specific acknowledgement of professional development?

Our staff is rewarded with merit raises or bonuses for exceptional performance. Most already have professional status when they are hired.

9. Do you think a descriptive explanation of the AVA Performance-Based Certification process, written especially for employers would be helpful? If so, what would you include in it? It should probably include a description of what the candidate would be doing and what might be expected of the employer or other staff.

10. Would you be willing to endorse the process toward CVA or the encouragement of professional development by volunteer administrators, for other CEOs or employers?

B. Questions on Training and Higher Education for Volunteer Managers:

1. Does your organization have a policy of tuition reimbursement for any of the following:

- (a) Job-related training or workshops - Full/____ Partial ^{if job required} if job related
- (b) Non-credit university courses - Full ____ Partial ____
- (c) Certification packet (\$25) purchase ____
- (d) Certification process ____
- (e) College course toward bachelor's degree in volunteer administration ____ (full ____, partial ____)
- (f) College courses toward degree in other job-related discipline ____ (full ____, partial ____)
- (g) College courses toward graduate degree in volunteer administration ____ (full ____, partial ____)

2. Are these covered in your budget? Yes

3. Please circle the letter by any of the above which you might consider allowing the volunteer administrator time off to attend, with or without tuition support.

4. Would a statement that a course, workshop or program, had been given "Educational Endorsement" by AVA affect your approval of an employee to attend it? No

5. What is the highest level of education in the field of volunteer administration that you feel would benefit the role of volunteer manager in your organization? Bachelor's

C. Final Questions:

1. What advice would you give persons wanting to seek CVA or professional development, in other agencies, if they hope for employer understanding and support?

Demonstrate to employer how CVA will enable you to better perform your job. Show any positive benefits for you and the organization.

2. What would you say to employers of those volunteer administrators to encourage them to give that support?

Listen to your staff and be understanding and in tune with their motivations.

Responding Employer: Boulder County Health Department

Name:

Title:

Address:

Preferred telephone: (303) 441-1142

Thank you for helping us raise the caliber of our profession!
May you and your organization be among the beneficiaries.

Please return the form no later than 15 July, to:

AVA/CVA Employer Survey
Joanne H. Patton, Chair
650 Asbury Street
So. Hamilton, MA 01982



ASSOCIATION FOR VOLUNTEER ADMINISTRATION

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July, 1989

Dear Colleague in AVA:

The AVA Task Force on Higher Education, Phase II, under the direction of Sarah Jane Rehnberg, Ph.D., a former AVA President, is moving into exciting new directions. Building on earlier research reported in the latest issue of the Journal of Volunteer Administration, it is beginning to work on collaborative pilot programs with colleges and universities offering courses in volunteer management.

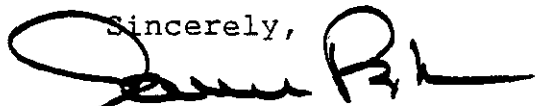
In the meanwhile, I am chairing another AVA Task Force which is studying the recognition volunteer administrators get (or don't get) from their employers, when they are seeking to take steps toward professionalization or credentialing. We have surveyed CVAs and their employers, and now we are endeavoring to hear from AVA members who apparently have not moved toward AVA Certification.

Because you were not listed as having purchased an AVA Certification packet as of May of this year, we presume that for your own reasons you have decided not to pursue the AVA Certification process at this time. Of course, you may have chosen other means of building your professional credentials. Nevertheless, we believe it is important that AVA determine whether or not employer support is a factor in the professional development of members of our field.

Therefore, we sincerely request your cooperation in completing the enclosed questionnaire, to assist our research. It is being sent to geographically-selected sampling of our members, so every return is important. You are welcome to send yours anonymously if you prefer. We do encourage you to give us full answers, so that we may get a clear picture of your career plans and expectations, as well as any stumbling blocks along the way.

Through this survey, we hope to give clear evidence to employers and educators, of the seriousness of our field and of the unmet needs we want them to help address. We intend ours to be acknowledged as a growing profession, whose members are striving to serve it with distinction.

Thank you for your important assistance in this project. We hope that you and your agency may be among the beneficiaries.

Sincerely,

Joanne H. Patton, Chair
Employer Recognition Study



ASSOCIATION FOR VOLUNTEER ADMINISTRATION

EMPLOYER RECOGNITION SURVEY

Note: The results of this survey will be used for statistical purposes and to identify positive and negative factors in employer recognition of volunteer administrators as professionals. You may choose to return the form anonymously or refrain from using actual organizational names or employer identifications. However, if your experience is positive, we hope you will give the responsible employer credit by identifying him/her for later contact by AVA. In any case, please do not fail to return the survey! Thank you!.

1. Your current job title:
2. Is this a full or half-time position?
3. Name (or type) of your current organization:
4. Year you began current employment:
5. Employment situation, if other: (as "retired", "between jobs")
6. If your current employment is not your first position as a volunteer director (coordinator, administrator of volunteers), when did you first hold that role?
7. If not with your present organization, with what type of organization did you begin this kind of service?
8. In your former position (if applicable), what was the title of the person you identified as "boss" (do not name person.)
9. In your current position, what is the title of the person you identify as your "boss"?
10. Have you purchased an AVA Certification packet in the last six months?
11. If you intend to purchase a packet in the future, when?
12. If you intend to pursue CVA in the future, when?
13. If you do not intend to seek CVA, why not?

14. Have you taken any of the following steps as a volunteer administrator, toward professionalizing your role?

- a. Taken workshops or courses, during company time:
- b. Taken workshops or courses, on my time:
- c. Attended AVA Conferences in (give years):
- d. Attended other professional conferences or DOVIA meetings (specify):

- e. Attended non-credit courses under college auspices:
- f. Attended undergraduate credit courses:
- g. Attended graduate school in (give discipline)
- h. Achieved the following degree:

15. Which of the above were the most beneficial to you professionally? Please elaborate:

16. When you undertook these professionalizing steps, did you share with your employer that you were doing so?

17. If not, why not?

18. Did your organization pay for any of the above?

19. If you did inform your employer, was her/she supportive of this?

20. Is your employer aware of AVA's Certification program?

a. If so, what is the employer's opinion of the process?

21. If your employer is not informed on AVA's CVA process, would you like him/her to take an interest in it?

22. If your employer was favorably inclined toward the CVA process, would you be encouraged to undertake it?

23. Would any of the following supports from your employer improve your ability to seek certification or further professional education?

- a. Financial assistance
- b. Time off
- c. Emotional support
- d. Coaching in the process
- e. Other

24. If certification had been specified as a condition of your present employment, would you have sought the job and initiated the certification process?

25. If your job description were changed to include that condition now, would you seek to comply or change jobs?

26. As you see the role of volunteer administrator today and in the foreseeable future, what if any degrees or certifications do you believe should be expected of the person hired?

27. What qualifications would you consider most important in a volunteer administrator who wants to be able to be employed as a generic professional (i.e., able to serve effectively in the professional role of volunteer administrator, in any setting.):

28. If you are employed in the corporate world, what major differences do you see between your position and a similar one in the nonprofit setting?

29. Do you consider you belong to a true profession, as a volunteer administrator?

30. Does your employer consider you a professional, as a volunteer administrator?

31. If not, what conditions would indicate you had achieved professional status and stature in the organization?

32. If your employer does acknowledge you as a professional, how does the organization give evidence of this?

33. If an employer for whom you have worked as a volunteer administrator is a positive example of support for you as a professional, please tell why:

34. If you wish to name that employer, so that AVA may send him further information on professional development programs, as well as offer our appreciation to him or her, please write the name and address here:

Name:

Address:

Telephone:

35. If your employer does not seem to appreciate the worth of CVA or professional development to your role, and you would like the employer to receive direct mailings from AVA giving information on the Performance-Based Certification Program or other professional development opportunities for you, please give us the employer's name and address:

Name:

Address:

Telephone:

36. If you do not require anonymity, please give us your name, address and preferred telephone, for future contact:

Name:

Address:

Telephone: (work or home?)

Please return the completed survey form in the enclosed envelope to:

Joanne H. Patton
AVA Employer Recognition Study
650 Asbury Street
S. Hamilton, MA 01982

THANK YOU FOR YOUR ASSISTANCE!

NLF: 8/15/89



ASSOCIATION FOR VOLUNTEER ADMINISTRATION

EMPLOYER RECOGNITION SURVEY

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ASSOCIATION FOR VOLUNTEER ADMINISTRATION

August 1, 1989

Dear Corporate Colleague in Volunteer Administration:

The AVA Task Force on Higher Education, Phase II, under the direction of Sarah Jane Rehnborg, Ph.D., a former AVA President, is moving into exciting new directions. Building on earlier research reported in the latest issue of the Journal of Volunteer Administration, it is beginning to work on collaborative pilot programs with colleges and universities offering courses in volunteer management.

We have surveyed CVAs, their employers, and other volunteer administrators who apparently have not moved toward AVA Certification.

Because of the special nature of your work, you were not included in the earlier surveys. However, after recent conversations with others in the corporate world, and with AVA leadership eager to include your viewpoint, we now are making a direct appeal to a sampling of corporate representatives, to answer the enclosed questionnaire. It seeks to identify the role of the employer of a director of volunteer services (or comparable title), in the professional development or certification process of that volunteer administrator, no matter what the workplace. Discovering similarities or differences between the corporate and nonprofit settings, for a volunteer manager, will be very useful to us in planning generic programs for our field.

We hope you will agree to answer the enclosed survey form, so that our research will be more complete. You are welcome to send yours anonymously, if you prefer.

Thank you for your important assistance in this project. We hope that you and your corporation may be among the beneficiaries.

Sincerely,

Joanne H. Patton, Chair
AVA Subcommittee on
Employer Recognition

JHP:lh
Enclosure

14. Have you taken any of the following steps as a volunteer administrator, toward professionalizing your role?

- a. Taken workshops or courses, during company time:
- b. Taken workshops or courses, on my time:
- c. Attended AVA Conferences in (give years):
- d. Attended other professional conferences or DOVIA meetings (specify):
- e. Attended non-credit courses under college auspices:
- f. Attended undergraduate credit courses:
- g. Attended graduate school in (give discipline)
- h. Achieved the following degree:

15. Which of the above were the most beneficial to you professionally? Please elaborate:

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17. If not, why not?

18. Did your organization pay for any of the above?

19. If you did inform your employer, was her/she supportive of this?

20. Is your employer aware of AVA's Certification program?

a. If so, what is the employer's opinion of the process?

21. If your employer is not informed on AVA's CVA process, would you like him/her to take an interest in it?

22. If your employer was favorably inclined toward the CVA process, would you be encouraged to undertake it?

23. Would any of the following supports from your employer improve your ability to seek certification or further professional education?

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- c. Emotional support
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- e. Other

24. If certification had been specified as a condition of your present employment, would you have sought the job and initiated the certification process?

25. If your job description were changed to include that condition now, would you seek to comply or change jobs?

26. As you see the role of volunteer administrator today and in the foreseeable future, what if any degrees or certifications do you believe should be expected of the person hired?

27. What qualifications would you consider most important for a volunteer manager from the non-profit sector, seeking a position in the corporate world?

28. What aspects of your position are different from that of a non-profit volunteer administrator?

29. Do you consider you belong to a true profession, as a volunteer administrator?

0. Does your employer consider you a professional, as a volunteer administrator?

1. If not, what conditions would indicate you had achieved professional status and stature in the organization?

2. If your employer does acknowledge you as a professional, how does the organization give evidence of this?

3. If an employer for whom you have worked as a volunteer administrator is a positive example of support for you as a professional, please tell why:

4. If you wish to name that employer, so that AVA may send him further information on professional development programs, as well as offer our appreciation to him or her, please write the name and address here:

Name:

Address:

Telephone:

5. If your employer does not seem to appreciate the worth of CVA or professional development to your role, and you would like the employer to receive direct mailings from AVA giving information on the Performance-Based Certification Program or other professional development opportunities for you, please give us the employer's name and address:

Name:

Address:

Telephone:

6. If you do not require anonymity, please give us your name, address and preferred telephone, for future contact:

Name:

Address:

Telephone: (work or home?)

Please return the completed survey form in the enclosed envelope to:

Jeanne H. Patton
AVA Employer Recognition Study
650 Asbury Street
S. Hamilton, MA 01982

THANK YOU FOR YOUR ASSISTANCE!

MLT 8/15/89