

# CausePilot Certification Quiz

Hello, what's your name?

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Please enter your email address

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When you pass this quiz and send us your results, we'll send you a CausePilot Expert Certificate to formally demonstrate you're a skills as a fundraiser.

## QUESTIONS (30)

1. Throughout the training series, Donna, your flight instructor, walked you through which of the following elements?
  - a. Demonstrate
  - b. Advice
  - c. Navigate
  - d. All of the above
2. Where do you create a new Flight?
  - a. Settings
  - b. Dashboard
  - c. Marketing
  - d. Flight Builder
3. Begin accepting payments from supporters when...
  - a. You connect to Stripe.
  - b. The user becomes a manager of a flight.
  - c. Administrator approves a flight.
  - d. Immediately upon creating your CausePilot account.

4. Who should be granted access as an administrator?
  - a. Everyone managing your flight
  - b. Administrator access should be reserved for high level access only
  - c. Only trusted volunteers should have access
  - d. Only one person is allowed to be an administrator
  
5. What can you add to your landing page theme?
  - a. Logo
  - b. Banner image
  - c. Your colors
  - d. Video
  - e. All of the above
  
6. On a flight's landing page, you are able to provide text or content. It is best to...
  - a. be extremely detailed and share everything anyone would possibly want to know about your fundraiser.
  - b. thank everyone who helped put the fundraiser together.
  - c. keep your description brief so supporters are not distracted from ways to participate and give.
  - d. None of the above
  
7. What colors should you NOT use when creating your theme?
  - a. Red and Black
  - b. Yellow and Peach
  - c. Black and White
  - d. Grey and Blue

8. What are the benefits of an online versus onsite fundraiser?
- Lower overall cost
  - Anyone can participate
  - Supporters participate from any device
  - Supporters participate from anywhere
  - Less work for your team
  - All of the above
9. After beginning an online or mobile auction, CausePilot suggests that you...
- lessen the bid time an item in order to encourage donors to bid more quickly.
  - notify participants when you are changing bid times.
  - do not change the end time, as this can cause frustration among bidders.
  - keep the end time hidden in order to allow yourself the freedom to end the bidding at any time.
10. Which of the following can only be done or used at an onsite or in-person auction?
- Bid Sheets
  - Live Auctions
  - Paddle Raise
  - Raffle
  - Both A and B
11. How can participants be encouraged to donate to your mission?
- They can donate at checkout if you select this option.
  - There is nowhere on the site that allows additional donations.
  - Additional donations can ONLY be given in person at an onsite event.
  - They'll find a donate button on the landing page if you select this option.
  - Both A and D

12. Every state has their own rules and regulations in regard to \_\_\_\_\_.

- a. Donations
- b. Auctions
- c. Raffles
- d. Paddle Raise

13. Supporters must pay for tickets within \_\_\_\_\_ of placing them in their checkout cart.

- a. 10 minutes
- b. 15 minutes
- c. 30 minutes
- d. 1 hour

14. In the Shop component, you can show the quantity of items still available for sale. By showing this quantity you can \_\_\_\_\_ people to buy.

- a. Discourage
- b. Pressure
- c. Motivate
- d. Deter

15. The Tickets component is a great way to...

- a. know in advance who is coming to your event.
- b. raise money for your event.
- c. check in people at the door.
- d. All of the above

16. \_\_\_\_\_ are a great way to show appreciation to large contributors that support your mission.

- a. Donations
- b. Raffles
- c. Sponsorships
- d. Paddle Raise

17. In order to create a sponsor in CausePilot you must...

- a. own a business in your community.
- b. associate the sponsor with a CausePilot account.
- c. participate in all aspects of your flight.
- d. donate in other ways apart from a sponsorship.

18. What is the BEST way to speed up the check-in process?

- a. Sell tickets at the door
- b. Use CausePilot's Self Check-in feature
- c. Provide free or discounted tickets to staff members of your organization
- d. Have as few staff members working your check-out station as possible

19. Which of the following is an example of how the Leaderboards component could be used?

- a. At an onsite event, you could display a leaderboard using a monitor or projector to show guests fundraising activity.
- b. A Leaderboard is only to be seen by administrators of the event.
- c. You could display a Leaderboard on a Zoom event to allow supporters to see the amount of money raised.
- d. Guests can see the Leaderboard by looking at their smartphone.
- e. Both A and C

20. Procurement allows donors to contribute...

- a. Money
- b. Items
- c. Their time through volunteering
- d. In-kind resources
- e. Both B and D

21. In an effort to recover costs associated with your fundraiser you have the option to charge users a fee...

- a. of 5% or less
- b. of up to 10%
- c. of up to 25%
- d. You cannot charge users beyond their intended donation.

22. What will occur when someone wants to buy a ticket, place a bid, or make a donation in your flight?

- a. They will be presented with information about your cause.
- b. They will be asked to login or create a CausePilot account.
- c. You will be notified so that you can add them to your contacts.
- d. They will be asked to enter their mailing address.

23. The Messaging tool allows you to...

- a. schedule messages to send to Contacts.
- b. text short messages to mobile numbers.
- c. customize promotional emails and text messages.
- d. All of the above

24. Marketing is incredibly important to the success of any fundraiser. What are some marketing strategies that CausePilot suggests?
- Use text messaging
  - Reach your audience through social media
  - Send email invitations to participate
  - Include a link in your newsletter
  - Use text to bid or donate
  - Any or all of the above
25. When you grant a Contact Permission, you are...
- providing them with access to all of your flights.
  - granting them access to help manage a single flight.
  - allowing them to create a new flight.
  - allowing them to participate in the fundraiser as a sponsor.
26. Which of the following is NOT a tip that CausePilot suggests in regard to the check-in and check-out processes?
- Make sure your team is well trained.
  - Be organized. These are the busiest times of your event.
  - Don't waste time helping or tracking guests.
  - Place your check-in table in a well lit area.
27. Stripe will send online transaction funds to your organization's bank account...
- immediately
  - within 24 hours
  - in 2 business days
  - in 3-5 business days

28. After you have charged all credit cards, if an order still appears in the pending table, you should...

- a. attempt to charge the card again manually.
- b. contact the buyer and ask for a different method of payment.
- c. immediately go the next highest bidder.
- d. Both A and B are options

29. How can you help a supporter who is struggling to login to their CausePilot account?

- a. Send them a login link.
- b. Check that there are no typos in their email.
- c. Make sure they are using the correct email address.
- d. Ask them to reset their password.
- e. Any of the above

30. Where should you go when you need help with your CausePilot software?

- a. Quickest and most detailed info: Help Center Search
- b. Full visual demo training: Flight School videos
- c. Within 24 business hours: Help Center Questions Tab
- d. Experience the full processes: Try it in Flight Simulator
- e. All of the above