2018 Component Membership Toolkit

The Toolkit contains helpful resources on renewals, retention & recruitment, engagement and other helpful membership tools.

1/29/18
2018 COMPONENT MEMBERSHIP TOOLKIT

MEMBERSHIP SERVICES & STRATEGY MANAGEMENT TEAM OVERVIEW
MEMBERSHIP SERVICES & STRATEGY DEPARTMENT CONTACT LIST
2017 MEMBERSHIP CALENDAR

Operational Resources

MEMBERSHIP FORMS AND APPLICATIONS
DUES INSTALLMENT PROGRAM INFORMATION

Member Engagement Resources

MEMBERSHIP RENEWAL RESOURCES
MEMBERSHIP FULFILLMENT RESOURCES

Strategy Resources

RESOURCES TO VERIFY FELLOWSHIP (FAIA) ELIGIBILITY
Membership Reporting Resources

Continuing Education Resources

GENERAL CONTINUING EDUCATION RESOURCES

Other Helpful Resources

2018 MEMBERSHIP POLICIES
MEMBER BENEFIT AND RESOURCES GUIDE
2016 MEMBER & COMPONENT SUPPORT RESOURCE GUIDE
TRADEMARK GUIDELINES FOR USE OF AIA DESIGNATIONS
### Membership Strategy & Services

**Cedric Rush, Managing Director** - cedricrush@aia.org – (202) 626-7437

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christina Thomas</td>
<td>Director, Membership Operations</td>
<td><a href="mailto:christinathomas@aia.org">christinathomas@aia.org</a></td>
<td>(202) 626-7392</td>
</tr>
<tr>
<td>Kathy Detgen</td>
<td>Manager, Membership Operations</td>
<td><a href="mailto:kdetgen@aia.org">kdetgen@aia.org</a></td>
<td>(202) 626-7565</td>
</tr>
<tr>
<td>Vacant</td>
<td>Manager, Billing &amp; Collections</td>
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<tr>
<td>Vacant</td>
<td>Director, Membership Strategy</td>
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</tr>
<tr>
<td>Steven Bell</td>
<td>Sr. Manager, Membership Reporting &amp; Analysis</td>
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<td>(202) 626-7593</td>
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<tr>
<td>Portia Dunmore</td>
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<tr>
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</tr>
<tr>
<td>Wanda Chambers Steinberg</td>
<td>Director, Membership Engagement</td>
<td><a href="mailto:wandachambers@aia.org">wandachambers@aia.org</a></td>
<td>(202) 626-7584</td>
</tr>
</tbody>
</table>

**Oversees membership operations processing and billing & collections teams; provides support to components, membership data, payment processing and records management, membership lapse/terminations, zip code territory management, membership policies for components:**

**Kathy Detgen**

Manager, Membership Operations; kdetgen@aia.org – (202) 626-7565

Manages the Operations processing team that is responsible for the collection of new, reinstating and renewing membership dues; provides support for current and prospective members.

**Vacant**

Manager, Billing & Collections

Annual Call for Dues, dues adjustments/waivers, invoicing, renewal reminders, outstanding dues balance collection, Job Board revenue share

**Vacant**

Director, Membership Strategy

Membership planning and strategy, retention and recruitment, membership reporting & analysis, and Career Center marketing

**Steven Bell**

Sr. Manager, Membership Reporting & Analysis; stevenbell@aia.org – (202) 626-7593

Membership reporting - key membership reports (national, component and regional membership rosters/counts, and historical comparison reports); trend analyses (membership demographics, renewal and recruitment tracking); data integrity and validation; ad-hoc reports

**Portia Dunmore**

Director, Membership Call Center Operations; portiadunmore@aia.org – (202) 626-7370

Oversees the Operational management teams (CES Support, Informational Central and Membership Operations)

**Dana French**

Sr. Manager, Membership Call Center Operations; dfrench@aia.org – (202) 626-7424

Manages the centralized Membership Call Center team that is responsible for inbound calls and e-mails specific to membership, component support and continuing education for members and CES providers

**Wanda Chambers Steinberg**

Director, Membership Engagement; wandachambers@aia.org – (202) 626-7584

Membership engagement planning and strategy, new member welcome kits, special studies and strategies, career center resources, promotional membership campaigns, membership communications and marketing, project management execution, information technology and web management.
<table>
<thead>
<tr>
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<tr>
<td>Anderson</td>
<td>Cory</td>
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<td><a href="mailto:coryanderson@aia.org">coryanderson@aia.org</a></td>
<td>Associate, Call Center Operations</td>
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<tr>
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<td><a href="mailto:wandachambers@aia.org">wandachambers@aia.org</a></td>
<td>Director, Membership Engagement</td>
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<td>Breia</td>
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<td><a href="mailto:Breiaclaggett@aia.org">Breiaclaggett@aia.org</a></td>
<td>Associate, Membership Operations</td>
</tr>
<tr>
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<td>Kiwani</td>
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<td>Associate, Membership Operations</td>
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<td>Director, Membership Operations</td>
</tr>
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</table>
## 2018 MEMBERSHIP CALENDAR

The 2018 Membership Calendar encompasses invoicing, dues processing and retention, recruitment & engagement initiatives.

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MEMBERSHIP RENEWAL REMINDER NOTIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTIFICATION

### RECURRING PROCESSES

1. Weekly Membership Fulfillment: Wanda Chambers-Steinberg | wandachambers@iaia.org
2. Payment Processing and Membership: Christina Thomas | christinathomas@iaia.org
3. Monthly Debiting Process for DIP enrollees last business day of each month: Christina Thomas | christinathomas@iaia.org
4. Weekly Renewal Invoicing/Call for Dues and Job Board: Christina Thomas | christinathomas@iaia.org
5. Monthly Membership Reporting & Analytics: Steven Bell | stevenbell@iaia.org

### POINTS OF CONTACT

(1) Weekly Membership Fulfillment: Wanda Chambers-Steinberg | wandachambers@iaia.org
(2) Payment Processing and Membership: Christina Thomas | christinathomas@iaia.org
(3) Monthly Debiting Process for DIP enrollees last business day of each month: Christina Thomas | christinathomas@iaia.org
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MEMBERSHIP
OPERATIONAL
RESOURCES
MEMBERSHIP FORMS AND APPLICATIONS

New members that opt not to join online may complete the membership application that fits the eligibility type for membership. Reinstating members currently do not have the option of reinstating online and are required to complete a paper application. Membership forms are used for current members that wish to change their membership status, transfer to a different chapter or request a reduction/waiver of dues. A completed form is required for all requests.

2018 Membership Applications

Writable PDF Versions:
- Architect Application
- Associate Application
- International Associate Application
- New Grad Application – NAAB Degree Holder
- New Grad Application – Non-NAAB Degree Holder

Word Versions:
- Architect Application
- Associate Application
- International Associate Application
- New Grad Application – NAAB Degree Holder
- New Grad Application – Non-NAAB Degree Holder

2018 Membership Forms

Writable PDF Versions:
- Associate to Architect Form
- Associate to Emeritus Form
- Architect to Emeritus Form
- Transfer Request Form
- Emeritus Secretary Special Exception Request Form

2018 Dues Adjustments/Waivers

Writable PDF Versions:
- Dues Adjustment/Waiver FAQ’s
- Dues Adjustment/Waiver Form
- Dues Adjustment/Waiver Form - Exceptional Circumstances

Contact: Kathy Detgen (Manager, Membership Operations) | kathydetgen@aia.org | (202) 626-7565
The Dues Installment Program is available from October 1 – April 30 for renewing, reinstating and new graduate members. Renewing members are required to enroll online. Reinstating and new graduate members must complete the enrollment form, accompanied by a membership application.

A Dues Installment Adjustment Form is required when an enrollee requests to change or update the credit card number on file for their installments.

General Information

2018 Dues Installment Program Policies

2018 Dues Installment Frequently Asked Questions

2018 Dues Installment Program Enrollment (Reinstating Members)  
*Enrollment form is for reinstating members only. Renewing members to enroll online.

2018 Dues Installment Program Enrollment Form with 6 Installments (October – January Enrollment)

2018 Dues Installment Program Enrollment Form with 5 Installments – (February Enrollment)

2018 Dues Installment Program Enrollment Form with 4 Installments – (March Enrollment)

2018 Dues Installment Program Enrollment Form with 3 Installments - (April Enrollment)

2018 Dues Installment Adjustment Form (for providing updated credit card information)

Contact: Kathy Detgen (Manager, Membership Operations) | kdetgen@aia.org | (202) 626-7565
The information below includes materials regarding the annual invoicing call for dues production cycle. It also includes a summary of AIA National dues rates from 2009-2016, as well as samples of the 2017 renewal invoices, Robert Ivy, FAIA Renewal letter, renewal reminders, and the final membership lapse letter from the Secretary.

Call for Dues Information

2018 Call for Dues Production Cycle Overview and Calendar

2018 Invoice Renewal Production Cycle Chart

Invoice Templates
Architect
Architect Supplemental Dues
Emeritus Subscription
Associate
International Associate
National Allied

President’s Renewal Letters
Emeritus Members Only
2017 HTML Renewal Template

Renewal Reminders
November 11:
December 5:
January 4:

Secretary Official Lapse Notice & Reminders

April 24: Sample Letter (Architect) | Sample Letter (Associate) | Sample Letter (International Associate) | Reminder List

May 16: Sample Letter (Architect) | Sample Letter (Associate) | Sample Letter (International Associate) | Reminder List

June 6: Sample Letter (Architect) | Sample Letter (Associate) | Sample Letter (International Associate) | Reminder List

June 11: Sample Letter (Architect) | Sample Letter (Associate) | Sample Letter (International Associate) | Reminder List

July 11: Sample Letter (Architect) | Sample Letter (Associate) | Sample Letter (International Associate) | Reminder List

August 1: Sample Letter (Architect) | Sample Letter (Associate) | Sample Letter (International Associate) | Reminder List

Component Webinars

2017 Membership Renewal Production Process and Operations Highlights Webinar (June 16, 2016)

2017 Membership Renewal Production Process and Operations Highlights PowerPoint Deck (June 16, 2016)

Contact: Christina Thomas (Director, Membership Operations) | christinathomas@aia.org | (202) 626-7392
MEMBERSHIP ENGAGEMENT RESOURCES

2018 MEMBERSHIP ENGAGEMENT RESOURCES

<table>
<thead>
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<th>Target</th>
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<td>Newly Licensed</td>
<td>Newly Licensed? Take a survey and win a prize</td>
</tr>
<tr>
<td>Target Date</td>
<td>Target</td>
<td>Banner Message</td>
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<tr>
<td>--------------</td>
<td>---------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
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<tr>
<td>10/27/17</td>
<td>Members who changed locations</td>
<td>Recently Moved? Fill out this form to change your chapter</td>
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<tr>
<td>11/10/27</td>
<td>Newly licensed</td>
<td>Recently licensed? Complete the membership change form.</td>
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<tr>
<td>12/1/2017</td>
<td>All members</td>
<td>Want to win a $100 gift card? Refer a new member today</td>
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<tr>
<td>12/6/2017</td>
<td>All members</td>
<td>Update your AIA membership information at myprofile.aia.org</td>
</tr>
<tr>
<td>12/15/2017</td>
<td>All members</td>
<td>Want to win a $100 gift card? Refer a new member today</td>
</tr>
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Banner Examples

![Banner Example 1](image1.png)

![Banner Example 2](image2.png)

![Banner Example 3](image3.png)

![Banner Example 4](image4.png)
2018 MEMBERSHIP ENGAGEMENT RESOURCES

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<td>12/1/2017</td>
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<td>12/6/2016</td>
<td>Members</td>
<td>Contract Documents (if new version is available)</td>
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<tr>
<td>12/15/2017</td>
<td>Members</td>
<td>AIA Conference</td>
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</tbody>
</table>

Spotlight Examples

**Member benefit spotlight**

AIA's 2030 Commitment helps our members by providing a framework and tool to benchmark, target, and track progress in their project designs toward increased energy efficiency and carbon neutrality by 2030. Over 450 firms are already leading the way in this important effort to measure progress and make lasting change.

Find out more >

**Member benefit spotlight**

AIA National's LinkedIn page provides an online space to access career-related articles written by members and third-party contributors. Follow us for portfolio tips, interview hacks, product reviews, member spotlights, and more.

Follow AIA on LinkedIn >

**Member benefit spotlight**

The Building Research Information Knowledgebase (BRIK) offers free access to professionally reviewed, practice-relevant research highlighted by AIA, the National Institute of Building Sciences, and the BRIK partners. Discover resources for evidence-based design and use that knowledge to inform your next project.

Find out more >
Membership Value proposition statement

“The American Institute of Architects (AIA) is an influential community of over 90,000 architects and design professionals seeking to advance their careers and promote the value of architecture. The AIA is an unparalleled source for peer networking, knowledge development, advocacy, community service, and recognition, leading to better career opportunities and greater influence in the global marketplace for our members.”

Letter Templates

Welcome to the AIA (Thank You for Joining) Letter Templates

All Member Categories

Thank You for Rejoining Letter Templates

All Member Categories

Thank You for Renewing Letter Templates

All Member Categories

Combined Letter Templates

Architect, Associate, and International Associate Members

Contact: Wanda Chambers Steinberg (Director, Membership Engagement) | wandachambers@aia.org | (202) 626-7584

MEMBERSHIP PROMOTION RESOURCES – Incentives and Promotions

Refer a prospective member and Win
Do you have a colleague who would benefit from membership in the AIA? Refer them and you’ll be entered into a drawing to win a $100 Visa gift card. Just complete this form and we’ll do the rest! Terms and conditions apply.*

Review terms and conditions

Contact: Wanda Chambers Steinberg (Director, Membership Engagement) | wandachambers@aia.org | (202) 626-7584

MEMBERSHIP FULFILLMENT RESOURCES

New and reinstating members, and those changing from Associate to Architect category generally receive welcome packages within six to eight weeks. The AIA works with an external vendor who mails packages to members via first class mail. Orders are usually placed on a weekly basis. Members or components can request replacements by
contacting Information Central at (800) 242-3837, option 2 or send an email to memberservices@aia.org. It would be helpful to include the member number.

Welcome packages include membership certificates signed by the AIA President and AIA Secretary (11 x 14 for Architect members and 9 X 12 for Associate, International Associate, and National Allied members) and membership pins (gold tone for Architect and silver tone for Associate and International Associate members). National Allied members do not receive pins. In addition, the welcome package includes an AIA membership card and key tag. Downloadable samples of 2017 membership certificates are available using the link: Sample Fulfillment Certificates. A sample Welcome package is shown below. In 2017, the Welcome kit was updated to incorporate a new Member Benefits Guide; updated AIA Branding and envelope, card/key tags, AIA pin backing; and new certificate holder; and Guide, card/key tag, and pin holder.

MEMBERSHIP ENGAGEMENT RESOURCES

The Member Benefits Guide has a new look and feel. The Guide is designed around benefits, services, resources, and programs that help members get started, get connected, get engaged, and
get ahead. Two versions will be available and each version will have two different cover pages. One targets members and the other targets prospects.

Member Benefit Guide – Two Different Covers

Prospect Member Benefits Guide – Two Different Covers Contain Chapter Pocket Insert

The version targeting prospects includes a pocket in which chapters can insert a communication and/or attach a business card. Chapter inserts and Guides can be ordered through the AIA Brand Shop. Learn more with the FAQs.

Contact: Wanda Chambers Steinberg (Director, Membership Engagement) | wandachambers@aia.org | (202) 626-7584
These resources have been developed to support you in your local recruitment efforts. You should use these materials at your local events, firm visits, school visits as well as reaching out directly to prospective new members. These include print collateral, emails, mailing lists, print and digital assets.
Membership Marketing Resources – 2016-2017 Direct Mail Recruitment

Campaign: October 2016 Direct Mail
2016 Fall 15 for 12 (Oct 2015) Associate Mailer: 4,309 Prospects
October lists by region (Do Not Use-For Reference Only Use Updated Lists)

Campaign: November 2016 Direct Mail
2016 Fall 15 for 12 (Nov 2016) Architect Mailer: 45,347 Prospects
2016 Fall 15 for 12 (Nov 2016) Associate Mailer: 3,982 Prospects
November Lists by Region (Do Not Use-For Reference Only Use Updated Lists)

Campaign: January 2017 Direct Mail
2016 Winter Convention (Jan 2017) Architect Mailer: 34,815 Prospects
2016 Winter Convention (Jan 2017) Associate Mailer: 3,906 Prospects

We have over-printed these materials for use in your local chapter. To order these materials please contact Andrew Hogan at andrewhogan@aia.org or (202) 626-7391.

Obtain prospect lists for the 2016-2017 new member campaign by region.

While every effort was made to ensure no active member was included in these campaigns, there is a possibility that a member would receive it due to the complexity of the name/address matching process. Components are encouraged to inform us of any names that should be removed or addresses that should be updated.

You may use these prospect lists for your direct marketing outreach recruitment efforts:

California
Central States
Florida & Caribbean
Gulf States
Illinois
Michigan
Middle Atlantic
New England
New Jersey
New York
North Central States

Northwest & Pacific
Ohio Valley
Pennsylvania
South Atlantic
Texas
Virginiass
Western Mountain
International Region

For assistance with lists contact Steven Bell, Sr. Manager, Membership Reporting & Analysis | 202-626-7593
Membership Marketing Resources – 2017 Email Recruitment

Emails are sent quarterly to new member prospects and former members. Incentives include:

- Free Conference*
- Prorated Dues (25% reduction during Q2; 50% reduction during Q3)
- 15 for 12 during Q4

Please use these lists to follow up throughout the year. You can use these emails as templates for local communications.

Prospecting Emails

Campaign: May 2017 New Member Prospect Emails
Architect Email: 10,501 Prospects
Associate Email: 1,169 Prospects

Winback Emails

Campaign: January Winback Emails
Architect Email: 12,122 Former Members
Associate Email: 14,804 Former Members

Campaign: May Winback Emails
Architect Email: 11,729 Former Members
Associate Email: 14,432 Former Members

Use these lists and communications to reach out to your former members - you probably know most of these individuals. Board members are a great resource to make calls on your behalf.
Emails and resource guides are sent to New Grad Prospects and Influencers during the Spring and Fall leading up to graduation. New graduates are eligible for up to 18 months of free membership upon graduation.*

A list of Prospective New Graduate Members can be found [here](#).

Keep in touch with your new grads this year by promoting 18 months of free membership upon graduation and registration to A’18 Conference on Architecture in New York.
Membership Marketing Resources – 2016-2017 Print Ads

Campaign: Recruitment Print Ads (Use Anytime - Not Date Specific)

**Architect Print Ads**

2016 Fall Architect Half Page Color – No Incentive - Joseph Lai, AIA  
2016 Fall Architect Quarter Page Color – No Incentive - Joseph Lai, AIA

2016 Fall Architect Half Page Black and White – No Incentive - Joseph Lai, AIA  
2016 Fall Architect Quarter Page Black and White – No Incentive - Joseph Lai, AIA

2016 Fall Architect Half Page Color – No Incentive - Jessyca Henderson, AIA  
2016 Fall Architect Quarter Page Color – No Incentive - Jessyca Henderson, AIA

2016 Fall Architect Half Page Black and White – No Incentive - Jessyca Henderson, AIA  
2016 Fall Architect Quarter Page Black and White – No Incentive - Jessyca Henderson, AIA

**Associate Print Ads**

2016 Fall Associate Half Page Color – No Incentive - Danielle Mitchell, Assoc. AIA  
2016 Fall Associate Quarter Page Color – No Incentive - Danielle Mitchell, Assoc. AIA

2016 Fall Associate Half Page Black and White – No Incentive - Danielle Mitchell, Assoc. AIA  
2016 Fall Associate Quarter Page Black and White – No Incentive - Danielle Mitchell, Assoc. AIA

2016 Fall Associate Half Page Color – No Incentive - Jonathan Tolbert, Assoc. AIA  
2016 Fall Associate Quarter Page Color – No Incentive - Jonathan Tolbert, Assoc. AIA

2016 Fall Associate Half Page Black and White – No Incentive - Jonathan Tolbert, Assoc. AIA  
2016 Fall Associate Quarter Page Black and White – No Incentive - Jonathan Tolbert, Assoc. AIA

Membership Marketing Resources – Fall Recruitment and Retention Web Ads

<table>
<thead>
<tr>
<th>Recruitment Advertisements – Web</th>
<th>Retention Advertisements - Web</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jump Start Your Career</td>
<td>Jump Start Your Career</td>
</tr>
<tr>
<td>Web Ad 120x240 Recruitment</td>
<td>Web Ad 120x240 Retention</td>
</tr>
<tr>
<td>Web Ad 150x150 Recruitment</td>
<td>Web Ad 150x150 Retention</td>
</tr>
<tr>
<td>Web Ad 220x180 Recruitment</td>
<td>Web Ad 220x180 Retention</td>
</tr>
<tr>
<td>Web Ad 300x100 Recruitment</td>
<td>Web Ad 300x100 Retention</td>
</tr>
<tr>
<td>Web Ad 470x60 Recruitment</td>
<td>Web Ad 470x60 Retention</td>
</tr>
<tr>
<td>Web Ad 600x100 Recruitment</td>
<td>Web Ad 600x100 Retention</td>
</tr>
</tbody>
</table>
Membership Marketing Resources – Career Center

Campaign: Print Ads

Employers
Job Seekers

Campaign: Quarterly Email Marketing

Job Seekers – COMING SOON
Employers – COMING SOON

Campaign: Career Center Marketing Collateral

New 2017 Career Center Handouts are available for both Employers and Job Seekers:

Employers – 5 versions
Job Seekers – 5 versions

Please help promote the AIA Career Center by bringing these materials to your next event, firm or school visit.

Component Webinars

Contact: Andrew Hogan, Director, Membership Strategy | 202-626-7391
Eligibility Requirement: Architect members who have been in good standing for at least ten years may be nominated for Fellowship.

During previous system conversions, there has been some data transfer issues that affect our ability to determine with 100% accuracy the historical data without additional, manual fact checking. We are working to correct data in our system to be able to identify all members’ history with complete accuracy. Once that process is complete we can provide a list of FAIA eligible members with certainty. Until that time, we can only provide resources to help verify members’ eligibility.

Once you have determined a list of members that you would like to submit to be considered for Fellowship, and prior to completing the application process, you need to verify that the members are, in fact, eligible. There are two resources to be used to verify the 10 years of membership for a member to be eligible for Fellowship.

1) **AIA History Archive Data**
   - **AIA History Archive Data – User Guide**
     - Contact: Nancy Hadley (Manager, Archivist & Records) | nhadley@aia.org | (202) 626-7496

2) **FAIA Netforum Report – Instructions and User Guide**
   - Contact: Steven Bell, Sr. Manager, Membership Reporting & Analysis | 202-626-7593
   - Contact: Andrew Hogan, Director, Membership Strategy | 202-626-7391
MEMBERSHIP REPORTING RESOURCES

Member & Component Support will continue to support the Components with management of their membership data report. We have outlined a glossary that allows each Component to know what the report we are producing, frequency of the report and where the report can be found. Listed below are reports that can be accessed by the Components on a weekly or monthly basis.

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Frequency</th>
<th>2016 Location</th>
<th>2017 Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Win Back Emails</td>
<td>Quarterly or ad hoc</td>
<td>Component Service Network: Membership Resources &gt; Membership Marketing &gt; 2017 Marketing Resources &gt; Win Back Emails</td>
<td>Component Service Network: Membership Resources &gt; Membership Marketing &gt; 2017 Marketing Resources &gt; Win Back Emails</td>
</tr>
<tr>
<td>New Graduate Lists</td>
<td>Quarterly or ad hoc</td>
<td>Component Service Network: Membership Resources &gt; Membership Marketing &gt; 2017 Marketing Resources &gt; New Grads</td>
<td>Component Service Network: Membership Resources &gt; Membership Marketing &gt; 2017 Marketing Resources &gt; New Grads</td>
</tr>
<tr>
<td>Prospect Emails</td>
<td>Quarterly or ad hoc</td>
<td>Component Service Network: Membership Resources &gt; Membership Marketing &gt; 2017 Marketing Resources &gt; 2017 Prospect Emails</td>
<td>Component Service Network: Membership Resources &gt; Membership Marketing &gt; 2017 Marketing Resources &gt; 2017 Prospect Emails</td>
</tr>
</tbody>
</table>

Contact: Steven Bell, Sr. Manager, Membership Reporting & Analysis | 202-626-7593
Contact: Andrew Hogan, Director, Membership Strategy | 202-626-7391
CONTINUING EDUCATION RESOURCES
Continuing Education Resources

Continuing education resources are designed to provide guidelines, tools, how-to’s and templates at your finger tips to assist in day-to-day continuing education duties and responsibilities.

Frequently Asked Questions

AIUA FAQ’s
Provider FAQ’s
Audit Process FAQ’s
AIA CES Member FAQ’s

CES Guidelines

CES Provider Manual 1.0: Policies and Procedures
Course Catalog and Topics
HSW Guidelines
Speaker Agreement

CES Logos

CES Logo Black- JPEG
CES Logo Black- PNG

How-To Guides

How to Search for AIA Approved Courses
Guidelines for Renewing a Course
How to Check Your Course Status
How to Submit Course Attendance by Course, Session or User
How to Submit a Course for Approval via bulk Import
How to Submit Attendance via Bulk Upload
How to Submit Course for Approval
How To View Member Attendance- Report
Verify Attendance Reporting
CES Templates

AIA CES Course Submission Template
Certificate of Completion
CES Course Attendance Template
Course Achievement Import Template
Course Evaluation Template
Course Import Template
Quality Assurance Slides

Resources For CES Audit Questions

Audit Process FAQ's
Waiver Form
Sample letter from Components to members regarding CES Audit
Instructions - How to download audit lists in NetForum

Tool Kit Tiny URL

https://tinyurl.com/Component-ToolKit

Contact: Dana French (Sr. Manager, Call Center Operations) | dfrench@aia.org | (202) 626-7424
OTHER HELPFUL RESOURCES

2018 Membership Policies
Contact: Kathy Detgen (Manager, Membership Operations)
kdetgen@aia.org | (202) 626-7565

Member Benefit and Resources Guide
Contact: Wanda Chambers Steinberg (Director, Membership Engagement)
wandachambers@aia.org | (202) 626-7584

2017 Member & Component Support Resource Guide
Contact: Christina Thomas (Director, Membership Operations)
christinathomas@aia.org | (202) 626-7392

Trademark Guidelines for Use of AIA Designations
Contact: Christina Thomas (Director, Membership Operations)
christinathomas@aia.org | (202) 626-7392

2018 Component Tool Kit Tiny URL
https://tinyurl.com/ComponentToolkit2018

2017 Component Tool Kit
2017 Membership dues year