

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**

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[2018 MEMBERSHIP POLICIES](#)
[MEMBER BENEFIT AND RESOURCES GUIDE](#)
[2016 MEMBER & COMPONENT SUPPORT RESOURCE GUIDE](#)
[TRADEMARK GUIDELINES FOR USE OF AIA DESIGNATIONS](#)

MEMBERSHIP STRATEGY & SERVICES TEAM OVERVIEW

Membership Strategy & Services Cedric Rush, Managing Director - cedricrush@aia.org – (202) 626-7437	
Christina Thomas Director, Membership Operations; christinathomas@aia.org – (202) 626-7392	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

► MEMBERSHIP SERVICES & STRATEGY DEPARTMENT CONTACT LIST

Last Name	First Name	Phone	Email	Title
Anderson	Cory	(202) 626-7360	coryanderson@aia.org	Associate, Call Center Operations
Chambers Steinberg	Wanda	(202) 626-7584	wandachambers@aia.org	Director, Membership Engagement
Claggett	Breia	(202) 626-2559	Breiaclaggett@aia.org	Associate, Membership Operations
Cooper	Kiwani	(202) 626-7488	kiwanicooper@aia.org	Associate, Membership Operations
Crawford	Veletta	(202) 626-7581	vcrawford@aia.org	Associate, Call Center Operations
Der	Jackie	(202) 626-7393	jder@aia.org	Specialist, Billing & Collections
Dunmore	Portia	(202) 626- 7370	portiadunmore@aia.org	Director, Membership Call Center Operations
Detgen	Kathy	(202) 626-7565	kdetgen@aia.org	Manager, Membership Operations
Epps	Diantha	(202) 626-8050	dianthaepps@aia.org	Associate, Membership Operations
French	Dana	(202) 626-7424	dfrench@aia.org	Sr. Manager, Call Center Operations
Hillman	Betteenia	(202) 626-8047	betteeniahillman@aia.org	Associate, Call Center Operations
Johnson	Korey	(202) 626-7367	koreyjohnson@aia.org	Associate, Membership Operations
Karfeld	Alison	(202) 626-7454	akarfeld@aia.org	Associate, Membership Operations
Lim	Phillip	(202) 626-7388	philliplim@aia.org	Associate, Membership Operations
Rush	Cedric	(202) 626-7437	cedricrush@aia.org	Managing Director, Membership Services & Strategy
Thomas	Christina	(202) 626-7392	christinathomas@aia.org	Director, Membership Operations

► 2018 MEMBERSHIP CALENDAR

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

January		February		March	
Date	Activity	Date	Activity	Date	Activity
	Former Members Survey (TBA)				
	New Graduates Study Survey Planning (TBA)				
	Weekly Membership Fulfillment		Weekly Membership Fulfillment		Weekly Membership Fulfillment
April		May		June	
Date	Activity	Date	Activity	Date	Activity
	New Members Survey - TBA				
	Weekly Membership Fulfillment		Weekly Membership Fulfillment		Weekly Membership Fulfillment
July		August		September	
Date	Activity	Date	Activity	Date	Activity
	New Members Survey – TBA				
	Weekly Membership Fulfillment		Weekly Membership Fulfillment		Weekly Membership Fulfillment
October		November		December	
Date	Activity	Date	Activity	Date	Activity
	New Members Survey – TBA				
	Weekly Membership Fulfillment		Weekly Membership Fulfillment		Weekly Membership Fulfillment

MEMBERSHIP RENEWAL REMINDER NOTIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTIFICATION

RECURRING PROCESSES

- (1) Weekly Membership Fulfillment:
- (2) Payment Processing and Membership:
- (3) Monthly Debiting Process for DIP enrollees last business day of each month:
- (4) Weekly Renewal Invoicing/Call for Dues and Job Board:
- (5) Monthly Membership Reporting & Analytics:

POINTS OF CONTACT

Wanda Chambers-Steinberg | wandachambers@aia.org
 Christina Thomas | christinathomas@aia.org
 Christina Thomas | christinathomas@aia.org
 Christina Thomas | christinathomas@aia.org
 Steven Bell | stevenbell@aia.org

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 Dues Adjustments/Waivers

Writable PDF Versions:

[Dues Adjustment/Waiver FAQ's](#)

[Dues Adjustment/Waiver Form](#)

[Dues Adjustment/Waiver Form - Exceptional Circumstances](#)

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 INSTALLMENT PROGRAM INFORMATION

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 \(for providing updated credit card information\)](#)

► 2018 MEMBERSHIP RENEWAL RESOURCES

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

Architect, Associates, International Associates and National Allied Members

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

AIA Architech Banner Communications

Target Date	Target	Banner Message
10/13/27	Newly Licensed	Newly Licensed? Take a survey and win a prize

Target Date	Target	Banner Message
10/27/17	Members who changed locations	Recently Moved? Fill out this form to change your chapter
11/10/27	Newly licensed	Recently licensed? Complete the membership change form.
12/1/2017	All members	Want to win a \$100 gift card? Refer a new member today
12/6/2017	All members	Update your AIA membership information at myprofile.aia.org
12/15/2017	All members	Want to win a \$100 gift card? Refer a new member today

Banner Examples



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

▶ 2018 MEMBERSHIP ENGAGEMENT RESOURCES

AIA Architech Benfits Spotlight Communications

Target Date	Target	Featured Benefit
10/13/27	Members	2030 Commitment
10/27/17	Members	Social Media
11/10/2017	Members	Market Research/BRİK
12/1/2017	Members	AIA Store (member discount)
12/6/2016	Members	Contract Documents (if new version is available)
12/15/2017	Members	AIA Conference

Spotlight Examples

read more <

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

[Find out more >](#)

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

▶ 2018 MEMBERSHIP COMMUNICATIONS

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.



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

► 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

STRATEGY RESOURCES

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 \(Oct 2016\) Architect Mailer](#): 52,660 Prospects

[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](#)

[Virginias](#)

[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 [Emails](#): 10,501 Prospects
Associate [Emails](#): 1,169 Prospects

[July Prospect List](#)
[May Prospect List](#)
[January Prospect List](#)

Winback Emails

Campaign: January Winback Emails

Architect [Emails](#): 12,122 Former Members
Associate [Emails](#): 14,804 Former Members

Campaign: May Winback Emails

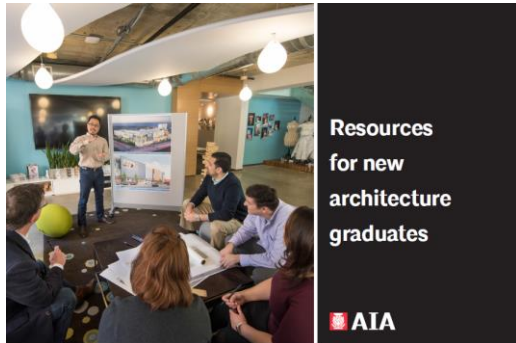
Architect [Emails](#): 11,729 Former Members
Associate [Emails](#): 14,432 Former Members

[May Winback List](#)
[July Winback List](#)

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.

► Membership Marketing Resources – 2017 New Grad Outreach

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.*



Resource Guide v1



Resource Guide v2

Campaign: March 2017 Direct Mail

[New Grad Resource Guide version 1](#): 1,266 New Grad Prospects/AIAS Members

[New Grad Resource Guide version 2](#): 1,266 New Grad Prospects/AIAS Members

Campaign: March 2017 Email/May 2017 Email Follow Up

[New Grad Email](#): 2,532 Prospects

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

Campaign: March 2017 New Grad Influencer Direct Mail/Email

AIAS Chapter [Presidents Letter](#) and [Email](#): 168

CACE Executive Letter and [Email](#): 226

Academics [Letter](#) and [Email](#): 133

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.

Campaign: New Grad Print Ad

[New Grad Print Ad](#)

► 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 La, 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

Recruitment Advertisements – Web Jump Start Your Career

[Web Ad 120x240 Recruitment](#)

[Web Ad 150x150 Recruitment](#)

[Web Ad 220x180 Recruitment](#)

[Web Ad 300x100 Recruitment](#)

[Web Ad 470x60 Recruitment](#)

[Web Ad 600x100 Recruitment](#)

Retention Advertisements - Web Jump Start Your Career

[Web Ad 120x240 Retention](#)

[Web Ad 150x150 Retention](#)

[Web Ad 220x180 Retention](#)

[Web Ad 300x100 Retention](#)

[Web Ad 470x60 Retention](#)

[Web Ad 600x100 Retention](#)

► 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

▶ RESOURCES TO VERIFY FELLOWSHIP (FAIA) ELIGIBILITY

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](#)

- 2) [FAIA Netforum Report – Instructions and User Guide](#)

▶ Contact: Nancy Hadley (Manager, Archivist & Records) | nhadley@aia.org | (202) 626-7496

▶ 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.

Report Type	Frequency	2016 Location	2017 Location
Membership Renewal Comparison	Monthly	Component Service Network: Membership Resources > Reports - Membership Counts and Rosters > 2016 Membership Reports > 2016 Membership Renewal Comparison Reports	Component Service Network: Membership Resources > Reports - Membership Counts and Rosters > 2017 Membership Reports > 2017 Membership Renewal Comparison Reports
National Membership Demographics Reports	Monthly	Component Service Network: Membership Resources > Reports - Membership Counts and Rosters > 2016 Membership Reports > 2016 Monthly Demographics Report	Component Service Network: Membership Resources > Reports - Membership Counts and Rosters > 2017 Membership Reports > 2017 Monthly Demographics Report
National Historical Membership Performance Summary Report	Monthly	Component Service Network: Membership Resources > Reports - Membership Counts and Rosters > 2016 Membership Reports > National Historical Membership Performance Summary Report	Component Service Network: Membership Resources > Reports - Membership Counts and Rosters > 2017 Membership Reports > National Historical Membership Performance Summary Report
Regional Historical Membership Performance Summary Report	Monthly	Component Service Network: Membership Resources > Reports - Membership Counts and Rosters > 2016 Membership Reports > Regional Historical Membership Performance Summary Report	Component Service Network: Membership Resources > Reports - Membership Counts and Rosters > 2017 Membership Reports > Regional Historical Membership Performance Summary Report
Component Historical Membership Performance Summary Report	Monthly	Component Service Network: Membership Resources > Reports - Membership Counts and Rosters > 2016 Membership Reports > Component Historical Membership Performance Summary Report	Component Service Network: Membership Resources > Reports - Membership Counts and Rosters > 2017 Membership Reports > Component Historical Membership Performance Summary Report
Component Renewal Toolkit	Weekly		Component Service Network: Membership Resources>Renewal Center>2017 Renewal Center>2017 Membership Renewal Resources>Component Renewal Toolkit
Win Back Emails	Quarterly or ad hoc		Component Service Network: Membership Resources>Membership Marketing>2017 Marketing Resources>Win Back Emails
New Graduate Lists	Quarterly or ad hoc		Component Service Network: Membership Resources>Membership Marketing>2017 Marketing Resources>New Grads
Prospect Emails	Quarterly or ad hoc		Component Service Network: Membership Resources>Membership Marketing>2017 Marketing Resources> 2017 Prospect Emails

► 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

[AIAU 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>

▶ 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)
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[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)
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2018 Component Tool Kit Tiny URL

<https://tinyurl.com/ComponentToolkit2018>

2017 Component Tool Kit

[2017 Membership dues year](#)