



UPDATE

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Staff Update

Elizabeth Maddox has departed NAAEI to move with her husband to Atlanta. Elizabeth's duties have temporarily been dispersed among other NAAEI staff. Please refer to the NAAEI Update in the interim to find the right person for your question.

Bridget Garra has been hired as the Director of Program Delivery and will start on June 16. Bridget previously worked for The National Retail Federation Foundation as the Director of Retail Initiatives, where she developed, managed and marketed NRFF's e-learning platform. At NRFF, she also assisted with coordinating workforce initiatives. Bridget also comes to NAAEI with property management experience. After graduating from college, Bridget worked as an apartment manager in the Chicago area.

Bridget will handle all of Elizabeth's responsibilities including Advanced Instructor Training, NAA Education Conference sessions and speakers, NAAEI Affiliate Education Conference and MHLI Initiatives. Bridget will also work with Shana Treger, Director of Instructional Design, to explore options for an online e-learning platform. Please join us in welcoming Bridget to the NAAEI team.

IMPORTANT: Online Exam Update and New Webinar Dates

Effective June 16, 2008 there will be a new link in order to access the online exams. NAAEI will be sending out updated instructions on how to access the exam. Please note that the old link will be disabled and replaced with a new one. Additionally, updated copies of the Candidate Handbook and

Administrator Guides will be posted on our Web site. Watch your e-mail for updates on the exams!

In order to familiarize you with the new testing platform, please plan on attending one of the free Webinars. The dates of the Webinars will be:

[Thursday, June 12 at 1:00 p.m. EST](#)

[Monday, June 16 at 2:00 p.m. EST](#)

[Wednesday, June 18 at 4:00 p.m. EST](#)

[Friday, June 20 at 11:00 a.m. EST](#)

[Tuesday, July 8 at 10:30 a.m. EST](#)

[Monday, July 14 at 2:00 p.m. EST](#)

[Wednesday, July 30 at 3:00 p.m. EST](#)

Additional dates will be posted as needed. Please continue to check the NAA Web site for the complete schedule and updated information.

New Information about Online Student Enrollment Issues

Are you getting questions about online enrollment from confused students? Due to an upgrade of our database, we have encountered a few glitches that we are working to correct. Please make sure that students are entering all of the required information when they fill out the enrollment form, and remind them that the date they entered the apartment industry must be entered in the MM/DD/YYYY format. There is also a good chance that once students submit the enrollment form they will receive an error message. Please tell students to disregard this error message.

NAAEI requests your patience as we address these issues. NAAEI has developed a one-page sheet of instructions for you to print out and distribute to your students [here](#). You can also refer to the [Online Student Enrollment PowerPoint](#) as a tutorial. Don't forget: students must be enrolled in a course to take an exam. Contact [Lesley Packel](#) at 703/518-6141, ext. 132 for more details.

NAAEI Exhibits at its first DECA Tradeshow



NAAEI staff exhibited at DECA's 62nd Annual International Career Development Conference held April 26-29 in Atlanta. [DECA](#), an internationally-recognized high school marketing organization, hosted more than 15,000 students and teachers at this event. NAAEI displayed its leasing and management career banners to promote careers in the apartment industry. By exhibiting at this event, NAAEI was able to make connections with DECA advisors and teachers by providing them with career brochures and career DVDs. NAAEI will meet with DECA staff to explore sponsorship of a DECA competitive event.

NAAEI will exhibit at [Workforce Innovations](#) in July.

If you are interested in working with NAAEI to personalize tradeshow banners for your organization, contact [Julie Barden](#) at 703/518-6141, ext. 691 for pricing and a sample.

NEW! NAAEI Designation Renewal Cards

NAAEI is proud to announce the release of the newly-designed and improved renewal cards for designates in good standing. The cards are full-color and laminated, personalized with the designate's name and designation, NAA user ID and local association. An added bonus is the custom key-tag that has the designate's NAA user ID and other helpful information. NAAEI has mailed over 3,000 cards to designates. Second notices are now being sent to designates who did not renew their designation. If you would like further information about designation renewal, please contact [Julie Barden](#). To view a sample of what the new cards look like, [click here](#).

NAAEI Policies and Procedures

NAAEI staff has reviewed and prepared updated policies and procedures to reflect new items such as Online Exams as well as removed outdated references. This document will be discussed at the 2008 Education Conference in June but we'd like your input prior to this meeting. [Click here](#) to download and read the .pdf. Contact [Shana Treger](#) or [Maureen Lambe](#) with any comments or recommendations.

National Apartment Leasing Professional (NALP) Needs Assessment and Update

From April 16-18, ten SME's met at the NAA Headquarters to conduct Phase 1 of the update on NALP, a Job Task Analysis. The session was facilitated by CASTLE Worldwide. The outcome of the meeting was to generate learning objectives, knowledge, tasks and skills in order to update the NALP curriculum and designation program. This process will be followed-up by a survey that will be sent to NALP designees in order to validate the work of the SMEs. This important work will produce a skill standard for the Leasing Career Track that will be available in the near future. Phase 2, the curriculum update, will begin later this year.

Deadline Extended: Discounted Rate for Designates to Attend the 2008 NAA Education Conference & Exposition

NAAEI has been able to extend the deadline for designates in good standing to register at a reduced rate and attend the 2008 NAA Education Conference & Exposition on June 26-28 in Orlando, Fla. Direct designates to the [Designate Registration Form](#) to complete and fax back.

15,000 Hits, Have you been there? Have you linked to it?



In the three months since [ApartmentCareerHQ.org](#) launched, more than 12,000 visitors have made 15,000 visits to this site. NAAEI staff continues to receive calls and emails every day from prospective jobseekers, from stay-at-home moms to college students to seasoned multi-site professionals. Affiliate staff: please be on the lookout for these job seekers. NAAEI staff will be referring these potential employees to their local associations.

Be sure to check out what the buzz is all about: visit [ApartmentCareerHQ.org](#). To link your Web site to [ApartmentCareerHQ.org](#), contact [Julie Barden](#) for the new logo and directions.

2008 NAAEI Affiliate Education Conference Hosted by The Greater Charlotte Apartment Association and Triangle Apartment Association

Join NAAEI in Charlotte, N.C. for our Annual Education Program for Association Executives and Education Directors. The conference will provide useful information about NAAEI programs, including presentations about building your education programs and education revenue enhancement ideas. It will also include networking opportunities with leading industry trainers and speakers.

Tentative Topics and Schedule:

- How to Market Certification Programs
- Viral Marketing, Get People Talking!
- CAM Community Analysis Online

[Register online](#). Scholarships are available by [clicking here](#). Please contact [Maureen Lambe](#) for more information.

Need a Grader?

Do you have CAM Community Analysis projects that need to be graded? Please contact [Lesley Packel](#) at 703/518-6141, ext. 132 for the Grader Request form and any other questions regarding the grading process.

Rio Salado Information

Have you had students who have taken online property management and leasing courses at Rio Salado Community College that now want to receive their NALP or CAM?

NAAEI asks you to reach out to these individuals and serve as their point of contact throughout the designation process. This can be made possible by your assistance in the following:

- Provide networking opportunities for job placement assistance
- Ensure that the student completes the NAAEI/IREM Fair Housing course or other Fair Housing courses offered by the local association
- Mentor the student through the completion of the CAM Community Analysis
- Monitor the student's work in the industry to insure they have met experience requirements before they can receive the NALP or CAM designation
- Collect a \$200 fee for the completion of the CAM designation or \$100 for the completion of the NALP designation

Thank you for helping to increase the pool of talent ready to enter careers in the apartment industry!

SHCM Information for Affiliates

NAA Affiliates interested in offering the Specialist in Housing Credit Management exam along with one day of exam preparation should review the SHCM [Exam Preparation Course and Exam Delivery Pro Forma](#) along with [Proposals from Housing Credit Trainers](#) who can deliver SHCM exam preparation training. You may also review the [SHCM Exam Blueprint – Study Guide](#) and [SHCM Exam Policies and Procedures](#). The Houston Apartment Association will be offering SHCM Exam Preparation Training and the SHCM Exam. NAAEI will update you on Houston's success with this offering.

Accessible Housing CD

The "Ensuring Accessible Housing" course has been designed to address the confusion brought on by multiple revisions to the Fair Housing Act guidelines. It addresses the basic elements of the Fair Housing Act (FHA) and the Americans with Disabilities Act (ADA), and delineates the differences between the two. This training course is designed for rental housing front-line personnel to take at their desktops while working at their property. Order your copy from the [NAA Bookstore](#) today.

Co-Brand with NAAEI Materials

Did you know that NAAEI personalizes marketing materials? Several affiliates have requested our services, where NAAEI staff will add your logo to the brochure(s) and send you an electronic copy for printing. We also personalize, flyers, ads for your publication, registration forms and tradeshow banners. *Let NAAEI do it for you.* To request personalized brochures or to request electronic or hard copy samples, contact [Julie Barden](#) at 703/518-6141, ext. 691. *Please allow at least one week of processing time to meet your deadlines for all customized products. Larger jobs may require more time.*

NAAEI/IREM Fair Housing and Beyond Course

NAA affiliate education contacts will receive a Fair Housing and Beyond Sponsorship Handbook within the next few weeks. NAAEI will be providing each affiliate with copies of the Facilitator Guide, Participant Workbook and Facilitator DVD. All the information you need to know before offering this innovative Fair Housing course is contained in this Handbook.

Program Updates

PROGRAM	STATUS APRIL 30	NEXT STEPS
Rio Salado Online Property Management Courses in Apartment Management and Leasing	Rio Salado property management courses are featured on ApartmentCareerHQ.org and 177 students have enrolled to date.	As soon as CAMT is rewritten, Rio Salado will develop maintenance courses and add them to property management curricula.

	<p>Rio Salado has approved the NAAEI flyer that will be sent to course completers and will provide NAAEI with contact information for these students. The flyer asks completers to contact NAAEI who will put them in touch with their local apartment association. The local association will provide assistance with job placement and help them earn NALP or CAM designations.</p>	<p>Rio Salado would like to offer a two-year degree in property management where college credits could be transferred to colleges that offer a 4-year degree in Residential Property Management. NAAEI staff is exploring the feasibility of this opportunity.</p>
CAM Online	<p>Rio Salado is on schedule developing the online CAM course. They are developing the Community Analysis module, which will also be available as a stand-alone module for students who take CAM in a classroom-delivered program.</p>	<p>NAAEI will develop marketing materials for this new online program.</p>
NAAEI/IREM Program: Fair Housing and Beyond!	<p>The Fair Housing and Beyond Sponsorship Handbook that will be sent to NAA affiliates and IREM chapters is being finalized along with marketing and PR materials. NAA affiliates will also receive a complimentary copy of the Facilitators Guide, Participant Handbook and DVD.</p>	<p>NAAEI and IREM staff are exploring the best way to roll out an electronic version of this program in the Fall of 2008.</p>
SkillsUSA	<p>SkillsUSA is the organization for students involved in career and technical education. NAAEI is sponsoring a SkillsUSA membership recruitment campaign and each of SkillsUSA's 18,000 advisors will receive a copy of the Maintenance Technician brochure along with an order form to order additional Apartment Career brochures and DVDs. NAAEI's ApartmentCareerHQ.org Web site is promoted on SkillsUSA membership materials.</p>	<p>SkillsUSA advisors who respond to the membership campaign by October of 2008 will be sent an Apartment Career DVD.</p>
Jobs for America's Graduates (JAG)	<p>700 JAG education and career specialists were sent Apartment Career brochures, a DVD and order form to order additional materials.</p>	<p>NAAEI will present two workshops at the JAG Professional Development Conference in July. This conference is attended by JAG state directors and JAG specialists.</p>
People...Potential...Possibilities: Careers in Apartment Management DVD, print collateral and Web site	<p>In three months, ApartmentCareerHQ.org has received 15,000 hits.</p> <p>NAAEI recently exhibited at the DECA International convention with more than 14,000 students and teachers in attendance on April 28 in Atlanta. The booth and materials were praised by</p>	<p>NAAEI is researching other Web sites, trade shows and venues to distribute Apartment Career information.</p> <p>NAAEI will exhibit at Workforce Innovations Conference in New Orleans, La., July 15-17.</p>

	<p>DECA teachers for being concise, informative and eye-catching.</p> <p>Ads are being developed for placement in Apartment locator magazines: <i>For Rent</i>, <i>Apartment Finder</i> and <i>Apartment Guide</i> to drive people to ApartmentCareerHQ.org. These ads will target people who work in the hospitality and retail industries.</p> <p>Apartment Management, Maintenance and Leasing career brochures are available in print or can be downloaded from ApartmentCareerHQ.org.</p>	
NAAEI Online Designation Exams	<p>All NAAEI designation exams were edited and reviewed by SMEs and staff.</p> <p>The passing rate for each designation continues to increase each month.</p>	<p>A new testing platform will be launched on June 16. Please be sure to see the new instructions on how to access the exams. If you had previously bookmarked the link to access the exams, this will need to be updated to reflect the new platform. Detailed information will be sent out within the next few weeks; please be sure to check your email and the NAA Web site for this announcement.</p>
Certified Apartment Property Supervisor (CAPS) and Certified Apartment Maintenance Technician (CAMT) Curriculum Development	<p>Kaleidoscope Learning continues to work on the CAPS curriculum. NAAEI and SMEs have received and reviewed several modules and the curriculum update is on schedule to be delivered in the fall of this year. Several modules are still being written by Kaleidoscope Learning and will be edited by NAAEI and SMEs.</p> <p>Kaleidoscope Learning is currently rewriting the CAMT curriculum in conjunction with SMEs. NAAEI has seen the demo of the new online portion of CAMT and all training is on schedule to be delivered in the fall and several modules will be available this summer.</p>	<p>NAAEI will continue to work on CAPS and CAMT curriculum development with our vendor, Kaleidoscope Learning and our SMEs.</p>

New and Improved NAA Web site Coming in June

Watch for the new look and feel of the NAA Web site. This is news that affects you; the new site will have many new features that apply directly to affiliates and your members, including an improved and more powerful search function, targeted content, discussion boards and blogs. Discover the new naahq.org this summer!