

NAHU

PROFESSIONAL DEVELOPMENT

Strengthening Professionals

Officer Guidebook

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General Information

Introduction

In any professional association, professional development is frequently cited as the primary reason for joining. By providing members with the highest quality educational opportunities, membership in an association becomes a “must.” Increasing membership increases the chapter’s revenues and strength. So not only is the chapter increasing the knowledge and expertise of its members by providing quality programming, but also providing a primary source of growth for the chapter. Associations are among the major providers of Continuing Education (CE) to professional groups.

A new professional development chair will have numerous questions on what material is available and how it affects the state/local chapter. In the next few pages, those questions are addressed. If additional questions or assistance is needed, officers are welcome to contact the NAHU Professional Development Department at 844-257-0990.

Professional Development (PD) Chair Responsibilities

The purpose of the PD chair is to identify key areas of the market in need of course delivery that will be of value to the NAHU membership. The chair will work in coordination with their board of trustees, association director, and NAHU’s national office staff to accomplish its goals. The chair’s primary goal is to increase membership and chapter revenues by promoting education value. Ultimately this responsibility, along with improving the knowledge and expertise of the members by providing quality education, it is also providing a source of revenue and membership growth for the state and local chapter.

The PD chair will provide reports and updates to the chapter board of trustees and manage communication to the Regional Vice Presidents, Professional Development committee members, and state/local chapters through scheduled communications.

Information Gathering

Collect Professional Development Needs and Wants

Information gathering entails learning what the members of the chapter association need and want educationally and what will motivate them to participate.

1. Create a survey to be sent to members to obtain information on what they need and want in education. Be sure to include a deadline date. Assessing the members' needs may be the most critical step in planning educational programs.
2. Send the surveys as early as possible at the beginning of the planning year to ensure member response. As an incentive for returning the survey, consider offering each respondent a special rate for the first educational session.
3. Record the responses as they arrive.

Small chapters may be able to obtain this information at an association meeting. Perhaps consider using some written form of the survey to make it easier to archive.

Sample Survey Email

Subject line: Help Us Create More Relevant Programming

As we plan for the months ahead, we are interested in hearing about what professional development offerings interest you so that we can provide the best programming. This survey is nine questions long and will take about five to ten minutes to complete.

Thank you for your help!

Sample Survey Questions

The questions in the survey will be specific to the chapter's membership, based on the current demographics of the membership. Below are questions for consideration.

1. What is your study preference?
 - a. Classroom lecture
 - b. Online self-study
2. If attending an in-person education offering, what time of day is prefer to attend?
 - a. Morning (8-12 p.m.)
 - b. Mid-day (10 a.m.-2 p.m.)
 - c. Afternoon (1-5 p.m.)
3. Are you in the process of obtaining the Registered Employee Benefits Consultant® designation?
 - a. Yes
 - b. No

- c. I have the REBC designation
4. Are you interested in participating in a classroom lecture of a NAHU certification course?
 - a. Yes
 - b. No
 5. If so, please indicate all NAHU certification courses preferred in attending in a classroom environment.
 - a. Benefits Technology Certification
 - b. Consumer Directed Health Care Certification (REBC designation elective)
 - c. HIPAA Certification
 - d. Individual Health Insurance Certification (REBC designation elective)
 - e. Medicare Certification (REBC designation elective)
 - f. PPACA Certification (REBC designation requirement)
 - g. Self-Funded Certification (REBC designation elective)
 - h. Advanced Self-Funded Certification (REBC designation elective)
 - i. Voluntary/Worksite Certification (REBC designation elective)
 - j. Wellness Certification (REBC designation elective)
 6. What is the main motivation for attending an in-person professional development offering?
 - a. Education
 - b. Networking
 - c. Continuing education credits
 7. Please rank the value of the following topics/skill areas on a scale of 1-5, with 1 indicating that the topic is of low value or interest to you, and a 5 indicating that the topic is very valuable and of high interest to you.

	1	2	3	4	5
COBRA					
HIPAA					
Small Group Health					
Large Group Health					
Self-funded/TPA					
Human Resources					
Medical Savings Accounts					
Pension Plans					
Cafeteria Plans					
Long-term Care					
Medicare					
Worksite Marketing/ Voluntary Plans					
Long-term Disability					
Life Insurance					
Ethics					
Annuities					
Agency Management					

8. List three information skills you would like to learn more about in the next year.
9. Further comments or suggestions.

Planning

Create Calendar of Programs

Planning involves developing a professional development plan for the year that includes schedules for speakers, CE seminars and forum discussions, as well as the topic(s) that will be emphasized by each one. A calendar of scheduled programming is the blueprint for your association's "professional development year."

1. Hold a meeting with a small committee and create a calendar of events for the entire year. This calendar should include the format for the session, the proposed topic(s), registration fee, location, time, etc.
2. Topic development – the results from member surveys will be an essential tool for developing topics. Although the needs assessment can help identify the appropriate content for programs, it is important to consult other sources as well:
 - Other forms of feedback from members, including interviews and working groups
 - Analysis of competitor programs

At this point, consider the following questions:

- What need or needs will this program meet?
- What problems will this program try to solve?

Submit copies of the chapter plan to the chapter board of trustees and regional leadership. It would also be appreciated if a copy is forwarded to NAHU at professionaldevelopment@nahu.org.

NAHU Professional Development Offerings

Designations (multiple disciplines of study)

Earning the [Registered Employee Benefits Consultant® \(REBC®\)](#) designation elevates your credibility as a professional. The field of employee benefits continues to evolve rapidly. A year does not go by without new government regulations, new or modified coverages, and new techniques for controlling benefit costs. To best serve their clients, professionals need to have a current understanding of the provisions, advantages, and limitations associated with each type of benefit or program as a method for meeting economic security. The designation program analyzes group benefits concerning the ACA environment, contract provisions, marketing, underwriting, rate making, plan design, cost containment, and alternative funding methods. The largest portion of this program is devoted to group medical expense plans that are a major concern to employers, as well as to employees. The remainder of the course requirements include electives on topics serving various markets based on a broker's client needs.

Certification Courses (single discipline or concentration of study)

NAHU provides state and local chapters with resources to host a certification course in a classroom setting. These events offer revenue opportunities, foster member retention, provide an educational and networking

opportunity, attract new members, and work toward the NAHU Osler, Pacesetter and Landmark Chapter Awards. All of NAHU's certification programs are nationally recognized and work towards the Registered Employee Benefits Consultant (REBC®) designation.

Classroom Certification Courses

NAHU does the heavy lifting! NAHU provides top-notch instructors who are leading experts in the industry, all course materials, CE reporting, secondary promotion of the event and complete chapter and student support services.

While NAHU provides these resources, the chapter will need to contribute efforts as well. The chapter is responsible for the primary promotion of the event, on-site CE administration on-site and student check-in, the venue set up, any room rental and/or AV (which includes a laptop, projector, screen and lavalier microphone), program instructor travel and hotel reimbursement (if there are less than 30 in attendance), any food or beverage expenses and easels for signage. NAHU takes care of the CE filed after that with the state department of insurance, online final exam and all student services related to the issuance of the certificate.

Generating Revenue

NAHU offers revenue sharing. If there are 50 or more attendees at the event, the chapter is eligible for a \$10 per attendee revenue-sharing arrangement. Our courses are more popular than ever and, with NAHU's and the chapter's marketing efforts, we can make the event a success!

Hosting a certification course is an excellent opportunity to work with related vendors. We encourage chapter to reach out to the local vendor contacts for potential partnerships.

Additionally, as mentioned in the above section, if there are more than 30 participants, NAHU will cover the expense of the instructor's travel and hotel accommodations.

All three of these revenue opportunities make hosting a classroom event a win-win.

Select a Course (or Two)

NAHU offers certification courses on diverse topics. With all of these options, we know that sometimes it is hard to narrow it down to just one. NAHU is capable of doing two-day events (one course on each day) or spaces them out by a few months. The courses offered in a classroom format are:

- Benefits Technology Certification
- Benefit Account Manager Certification
- Advanced Benefit Account Manager Certification
- Consumer-Directed Health Care Certification
- Medicare Certification (classroom and online combination)
- Employer-Sponsored Plans in a Post ACA Era Certification (classroom and online combination)
- Self-Funded Certification
- Advanced Self-Funded Certification
- Voluntary/Worksite Certification
- Wellness Certification

Contact Us

Contact professionaldevelopment@nahu.org or call 844-257-0990 today to schedule a certification course for your chapter.

Industry Speakers

NAHU's Speakers Bureau is a one-stop source for information about accredited CE topics and speakers. Chapters can search by speaker name, topic or location, then download all the information you need to book a speaker and submit his/her presentation to your state's Department of Insurance for approval. Although in most cases negotiable, speaker fees and expenses may fluctuate based on time and distance in travel.

NAHU's online speakers bureau is an informational service of the National Association of Health Underwriters. NAHU does not endorse these speakers or the content of their presentations.

When negotiating speaker fees and expenses, it is important to leverage the benefits of speaking at your event. Benefits that can highlighted or used in negotiations are that the speaker is reaching their target audience for their message, selling/signing their book at the venue to attendees, social media promotion, email promotion, and access to the event roster. Additionally, the post-event survey assessment of the speaker's presentation will provide valuable insights that will help the speaker refine their message and delivery moving forward.

Sample Contract

The following agreement confirms the terms and conditions of the working relationship between the **[Insert Chapter]** Association of Health Underwriters (*hereinafter referred to as* "**[Insert Chapter Abbreviation]**") and **[enter Speaker]** (*hereinafter referred to as* "the Speaker"). The parties agree that **[Insert Chapter Abbreviation]** and the Speaker will work to provide high-quality educational programming for health insurance professionals in order to achieve the highest level of customer satisfaction.

1. The Speaker agrees to provide the services required in preparing and presenting the **[Keynote or Professional Development Session]** for **[Insert Chapter Abbreviation]** titled **[enter Title of presentation]** on **[enter date]** at **[Location]**.
2. The Speaker agrees to teach in full the specified content for this presentation on **[enter date and time]**.
3. The terms of this agreement shall be from the date the agreement is signed until the agreement is completed.
4. **[Insert Chapter Abbreviation]** **[will/will not]** pay an honorarium for this presentation to the Speaker. **[note: Not all speakers received an honorarium and if you are paying the speaker, state that you are paying an honorarium and give the amount.]** **[Insert Chapter Abbreviation]** will provide a complementary one-day registration for **[enter date]**.
5. The Speaker will be submitted to the NAHU Speakers Bureau for inclusion.

6. Because the Speaker's PowerPoint presentation must be reviewed by **[Insert Chapter Abbreviation]** prior to the presentation, materials must be received no later than **[Date]**. **[Insert Chapter Abbreviation]** makes every attempt to run a "green" program, which means we do not use speaker handouts. It may be decided to provide electronic access for attendees prior to the meeting for any items that will be of value relative to the presentation.
7. The Speaker warrants that the Speaker owns all copyrights and other rights to reproduce and distribute any materials he/she provides, or that the Speaker is authorized by the owner to reproduce and distribute such materials for this presentation. The Speaker further warrants that all materials contributed by the Speaker are not libelous or unlawful, will not cause harm or injury, and do not infringe on any copyright or other proprietary, personal or contractual rights of any other party whether statutory or non-statutory. Speaker shall defend, indemnify and hold **[Insert Chapter Abbreviation]** and its Board of Trustees and employees harmless from and against all claims, liabilities, losses, damages, fines, penalties and expenses (including attorneys' fees and court costs) incurred by **[Insert Chapter Abbreviation]** arising from or relating to (a) the use or reproduction of the materials provided to **[Insert Chapter Abbreviation]** by the Speaker under this agreement or (b) any breach of warranty by the Speaker.

Please check one or both of the following boxes:

- The materials provided to **[Insert Chapter Abbreviation]** by the Speaker under this agreement do not contain any copyrighted materials owned by any person other than the Speaker.
- The Speaker has received written permission to reproduce and distribute any copyrighted materials contained in the materials provided to **[Insert Chapter Abbreviation]** by the Speaker under this agreement and has provided **[Insert Chapter Abbreviation]** with copies of any such permissions.

8. Presentations may be recorded in audio and/or visual form. **[Insert Chapter Abbreviation]** is the sole owner of recordings made and may distribute recordings in a variety of venues, including selling the recorded content of sessions.
9. Speakers cancelling any time prior to the scheduled start of the workshop must find a qualified replacement to present his/her material approved by **[Insert Chapter Abbreviation]**. Should an alternate Speaker not be available, the session will be cancelled and **[Insert Chapter Abbreviation]** will not be liable for any expenses.
10. If **[Insert Chapter Abbreviation]** cancels a workshop with more than five days' notice to the Speaker, **[Insert Chapter Abbreviation]** is not liable for any payment to the Speaker. The performance of this agreement is subject to termination without liability upon the occurrence of any circumstances beyond the control of either party – such as acts of God, war, acts of terrorism, disaster, civil disorder, or government regulations, etc. – to the extent that such circumstance makes it illegal or impossible for the Speaker to participate and/or for the workshop to be held.. In such cases, **[Insert Chapter Abbreviation]** is not liable for any payment to the Speaker.
11. Speaker's Code of Conduct: NAHU and affiliated chapters do not, in any way, endorse speakers, companies or topics. We do welcome new ideas that will improve our industry, but ask that our speakers be respectful of others in attendance at our events, including our sponsors. As a selected speaker, you agree to uphold this code of conduct and understand that, if you do not; you could be

asked to leave the stage, not asked again to be a speaker or lose your honorarium, if one is provided.

A. Program language / subject matter: Politically charged or strong opinions are not appropriate to share at the podium, stage or otherwise during an industry event. Speakers need be conscious of inclusion and not offend attendees in any form of discrimination on the basis of race, color, national origin, sex, religion, political affiliation, disability or social program(s). NAHU and affiliated chapters do not, in any way, endorse speakers, companies or topics. We do welcome innovative thought leadership and new ideas that will elevate our industry. It is our intent that speakers not intentionally offend or attack any members or sponsors of an industry event. Selected speakers have agreed to uphold this code of conduct and understand that, if they do not (at the board's discretion); they could be asked to leave the stage, not asked again to be a speaker or lose their honorarium, if one is provided.

12. It is **[Insert Chapter Abbreviation]**'s responsibility to distribute electronic evaluations to all participants at the completion of a presentation. Speakers should not send out their own evaluation forms. These evaluations should remain confidential and will only be shared with the Speaker, the program planning committee and **[Insert Chapter Abbreviation]** staff.

13. For reimbursement of authorized expenses, the Speaker is required to submit original itemized receipts to **[Insert Chapter Abbreviation]**. All expenses must be submitted to **[Insert Chapter Abbreviation]** within 30 days of the event for reimbursement. Authorized expenses are paid in full for the Speaker only. Travel companions and/or assistants are not permissible unless provided documentation is completed by a certified physician.

A. Travel

- i. Tolls and mileage will be reimbursed at half of the 2019 federal rate. The starting and ending location addresses must be submitted to **[Insert Chapter Abbreviation]** for distance verification.
- ii. Roundtrip coach airfare with one origin and destination for reservations made no later than 60 days prior to the event. First or business class air fare will not be reimbursed for any reason.
- iii. One airline baggage fee per trip. **[Insert Chapter Abbreviation]** will not reimburse expenses for shipping costs associated with speaker materials.
- iv. Airport parking for a maximum of two days.
- v. Bus, taxis and/or economy-level ride-sharing services that transport the Speaker from his/her home or business office to the departing airport and from the arrival airport to the hotel. **[Insert Chapter Abbreviation]** will also cover the returning transportation from the hotel to the departing airport and from the arriving airport to the Speaker's home or business office. Rides to other locations, including restaurants or attractions, will not be reimbursed.

B. Lodging Expenses

- i. Overnight accommodation reservations for one night will be made by **[Insert Chapter Abbreviation]** at the host hotel. If the Speaker decides to stay at a different hotel, the Speaker is responsible for the hotel reservation. **[Insert Chapter Abbreviation]** will reimburse the Speaker up to one night's stay of the cost of the host hotel's rate. If the Speaker decides to stay more than one night at the host or other hotel, the Speaker is responsible for the hotel reservation. **[Insert Chapter Abbreviation]** will reimburse

the Speaker up to one night's stay of the cost of the host hotel's rate. Speakers are responsible for hotel room incidentals.

- ii. **[Insert Chapter Abbreviation]** will not reimburse for meals.

Event Speaker

Event Speaker's Signature: _____
Date: _____
Printed Name: _____
Title: _____

Event Speaker's
Federal Identification # or
Social Security # _____

[Insert Chapter Name in Full]

Project Coordinator's Signature: _____
Date: _____
Printed Name: _____
Title: _____

Supervisor of Project Coordinator's Signature: _____
Date: _____
Printed Name: _____
Title: _____

Webinars

Compliance Corner

NAHU Compliance Corner webinars will help members make sense of all the changes brought about by healthcare reform. The webinars are archived on the NAHU website on the [webinars webpage](#).

Chapters have access to continuing education content that can easily be filed for credits with their [state department of insurance](#). This is a viable resource that brings quality programming directly to the state/local membership. Compliance Corner webinars are eligible for continuing education credits. NAHU provides the presentation, program outline and more. If you are not able to find the compliance corner webinar materials, feel free to contact webinars@nahu.org.

Below is an example of a webinar that provides CE filing documentation under the "Chapter Opportunities" section of the webinar recording.

LIVE FROM NAHU! State of the Union...and Health Policy

FEBRUARY 8, 2018 | BY: NAHU
LEGISLATIVE | LIVE FROM NAHU!

The week after President Donald Trump delivers his first official State of the Union Address, NAHU Executive Vice President and CEO Janet Trautwein invites you to attend a special edition of the LIVE from NAHU webinar series titled "State of the Union...and Health Policy." After a frenzied year of health policy with many fits and starts in Congress and executive actions by the Administration, Janet will recap the past year's health policy issues and what we can expect for 2018. This will include an analysis of the president's State of the Union Address as it may relate to health insurance issues, a regulatory and compliance look at the changes underway, a preview of legislative proposals expected in the coming months, and what issues NAHU is working to influence as policymakers seek to enact change ahead of the midterm elections in November.

ADDITIONAL DOCUMENTS:

POWERPOINT SLIDES

CHAPTER OPPORTUNITIES:

If you are a chapter looking to offer CE opportunities at an upcoming meeting, this webinar recording is available for state-based filing of CE credits. To obtain CE approval, you will need to submit [this outline](#) to your state DOI and are responsible for other [filing requirements](#). If you have questions, please contact webinars@nahu.org.

Running Your Business

The NAHU Professional Development Committee created the member-exclusive webinar series titled, "Running Your Business." This webinar series focuses on providing NAHU members with information on issues related to operating your own agency. To access these webinar, visit the [webinars webpage](#) and filter by tag "Running Your Business."

Running Your Business webinars are not eligible for continuing education credits. They do not fulfill state department of insurances' topic requirements.

Medicare Summit

The Professional Development Committee has compiled information for state and local chapters on planning and executing Medicare Summits in their area. The Medicare market has been emerging for many years and NAHU recognizes the need to supplement the information to Medicare agents in a unique and specific venue.

In addition to the guidance available online, more information on how to plan a Medicare Summit can be found in the manual. To access resources on the NAHU website, visit <https://nahu.org/resources/leadership-resources/revenue-generators/medicare-summit-guidance>.

Continuing Education Filing with the State Department of Insurance

The National Association of Insurance Commissioners will provide all the necessary information regarding accreditation and certification requirements for each state. This website is also accessed from the Professional Development section of the NAHU website.

In addition to the online resource made available by the National Association of Insurance Commissioners, CE administration support is available through the NAHU Professional Development Department. Terms to be familiar with and not to be interchangeable by industry standards are:

Accreditation: The process whereby an association or agency approves the education programs provided by a school, institute, college, university or specialized program of study that has met specific established qualifications or standards as determined through initial and periodic evaluations.

Certification: A process by which a non-governmental agency or association approves an individual who has met specific predetermined qualifications specified by an agency or association. Qualifications may include education on a single discipline, completion of an accredited or approved training program, or acceptable performance on a qualifying examination.

Designation: A process by which a non-governmental agency or association approves an individual who has met specific predetermined qualifications specified by an agency or association. Qualifications will include education covering multiple disciplines, completion of an accredited or approved training program, or acceptable performance on a qualifying examination.

Licensure: The process by which a government agency grants permission to persons (agent/broker) to engage in the insurance industry by certifying that those licensed have attained the minimal degree of competency necessary to ensure that the public health, safety, and welfare will be reasonably well-protected.


Marketing

Develop a Marketing Plan

Professional development opportunities are only successful if adequately communicated to members. By conducting a promotional campaign, attendance for programs can be increased. Before developing a marketing plan, address each of the following:

- **Product** – Will the education information be provided either as a membership benefit or as a professional development program delivered in a variety of formats (e.g., traditional seminars and teleconferences)?
- **Prospects** – Who will be on the mailing list (e.g., NAHU members, prospective members, past non-member attendees, members of competing organizations)?
- **Packaging** – What will be the educational content, features, benefits, class environment and networking opportunities in the professional development program?
- **Pricing** – What is the quality and value of the professional development program?
- **Promotion** – What method of communication will be used (e.g., blast emails, social media, chapter website, member forums, multiple mailings)?
- **Mission statement of the program** – What are the specifics of the program (e.g., the overview of objectives, speaker profiles, and content)?

Sample Email



Triangle AHU Hosts the Self-Funded Certification Course

When: Tuesday, March 12. Registration start time: 8:30 a.m.; Program start time: 9:00 a.m.; Program end time: 12:00 p.m.

Where: Brier Creek Country Club, 9400 Club Hill Drive, Raleigh, NC 27617

Description: Developed by experts in the market space, this three-hour course instruction will ensure that students understand the key technical components of self-funding and are better prepared to counsel their clients on the various benefits of elimination of most premium tax, lowering cost of administration, claims/administration and customer service for employees.


Historically, employers have turned to the self-funding of their health plans when traditional insurance programs failed to meet their cost expectations. The many thousands of employers in the U.S. who have implemented self-insured medical programs later discovered the other advantages, such as coverage flexibility and client-specific benefit plan administration. Self-funding is one of the most effective ways employers can control the rising costs of healthcare coverage. In understanding self-funding as a concept and how it differs from fully insured products, this course will help provide in detail how it all works and proven methods for communicating this option to employers and employees in a compelling way.

The Self-Funded Certification Includes:

- Live three-hour training program with leading NAHU certified instructors
- Complete student support services
- **Three hours of continuing education credits approved for NC, SC and VA**


The cost of the Self-Funded Certification course is \$179 for NAHU members and \$279 for non-members. [Click here](#) to register.

Instructor: [David Smith](#), Vice President of Health & Welfare Benefits at Ebenconcepts



Self-Funding Logo to Set You Apart from the Rest

We are proud to announce that NAHU is providing another resource for marketing your professional expertise in a way that will set you apart from the rest. You can now brand your certification on media announcements, email signatures, business cards and company letterhead to highlight your accomplishment. When you have completed the final exam, you will be provided a download version of the logo stamp of authentication.



Implementation

Fulfillment of Programs

Execution of the plan laid out on a calendar involves managing and changing plans as necessary to meet the needs of the chapter membership.

1. Effective speakers directly impact the success of any program. Characteristics of an effective speaker: demonstrates concern for learners, expertise in the subject matter, able to translate theory into practice, shows confidence in the role of educator, open-minded, interacts genuinely with attendees and willing to address questions. Be sure to request speaker services sufficiently in advance. Consider accessing the National Association of Health Underwriters online speakers bureau <https://nahu.org/professional-development/speakers-bureau>
2. Instructor materials can range from simple handouts to elaborate workbooks and audiovisual aids. Most audiences prefer to take notes at a minimum.
3. Participant materials are invaluable supplements to learning. These materials should assist attendees to follow the presentation or used as a study guide for supplement reading.
4. Meeting rooms can be set up differently (e.g., classroom style, hollow square). Speaker preferences and audiovisual equipment to be used for the presentation may play a role in choosing a set-up.
5. Speaker audiovisual needs should be determined well in advance. When speakers arrive onsite, meet with them to ensure they are familiar with how to operate their requested audiovisual equipment.
6. Registration and check-in for most programs can be easily accommodated directly outside the meeting room. Remember to consider whether you will need handout materials, draped tables, chairs, easels for signage and wastebaskets. Be sure to schedule people to assist the class or seminar, if needed.

Evaluation

Evaluation of your professional development programs after they occur will provide the feedback needed to make changes in or initiate new educational programs. There are various methods of evaluation, including questionnaires, written examinations, performance tests, and observation.

Create your program/speaker evaluation forms to be handed out and completed at the seminar or sent electronically on the day of the event.

If you handed out an evaluation form at the program, make sure to collect the surveys as each participant leaves the session. Tabulate and record the results from the surveys as soon as possible.

Sample Evaluation Email and Survey



Hello Class Participant:

Your feedback is important to us! We would like for you to provide your feedback on your experience participating in the Self-Funded Certification course so that we can ensure quality programming in the future. Please take a moment to fill out [our brief survey](#).

NAHU's Professional Development department offers other alternative learning formats for continuing education. Please check out NAHU's [Online Learning Institute](#) for more information.

Sincerely,
Dagmar Byrnes
Senior Manager of Education Operations
202-888-0832
dbyrnes@nahu.org

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Ph. 202.552.5060 Fax 202.747.6820 www.nahu.org

Click [here](#) to unsubscribe.

I received useful information relevant to my interests and needs from this session.

Strongly Agree Agree Disagree Strongly Disagree

The session content matched the written description in the e-mail invitation.

Strongly Agree Agree Disagree Strongly Disagree

The session provided specific ideas that I can use in my job.

Strongly Agree Agree Disagree Strongly Disagree

The length of the session was appropriate for the amount of material covered.

Strongly Agree Agree Disagree Strongly Disagree

The speaker delivered an effective and well-organized presentation.

Strongly Agree Agree Disagree Strongly Disagree

The speaker was knowledgeable about the subject matter.

Strongly Agree Agree Disagree Strongly Disagree

Additional comments

Submit

Clear Answers

Conclusion

If you have questions regarding the PD chair guidebook, contact NAHU staff liaison, Senior Vice President of Education and Professional Development Farren Baer, at fbair@nahu.org. Regional representation is also available to answer questions. To find a list of leadership, visit the NAHU website under the Membership navigation tab and select “Board of Trustees” and/or “Leadership & Chapter Search” for contact information.