

# THE AMERICAN INSTITUTE OF ARCHITECTS



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Dear John,

On behalf of the AIA Continuing Education team, I want to thank you for your efforts to provide quality professional development to almost 80,000 members of the American Institute of Architects.

I hope you will continue your partnership with us for another year. Please renew your annual subscription as an AIA/CES Provider for 2012.

Based on survey responses from CES Providers earlier this year, we are proud that many of you have responded positively to improvements in our services, including:

- Revamped CES Provider Policies
- AIA member survey information to help you design courses and create specialty knowledge programs
- Reduced turnaround times for course approval
- Three face-to-face workshops and more than 15 Webinars in 2011, and 18 Web-based tutorials for CES Discovery
- Revamped *Provider Connection*, the monthly CES Provider newsletter, which includes a provider spotlight; and best practices for providers via the CES blog
- Granted rights to the point of contact (POC) to add users to their accounts online, and streamlined assistance to Primary and Secondary POCs via AIA Member Care CES
- Improvements to CES Discovery, such as automatic email notification for course submission status changes; course submission navigation; and three ways to submit attendance (Report Attendance module, bulk upload, or Electronic Attendance Form)

We will continue to make improvements to CES Discovery based on your feedback. Some other developments for 2012 include:

- A new VIP lounge for CES Providers at the 2012 AIA National Convention in Washington, D.C.
- Sharing member feedback on preferred topics and delivery, including the results of the August 2011 member survey
- Providing new training opportunities

Your contributions are both valuable to, and valued by, our members. We look forward to supporting your efforts in 2012.

Best regards,

Alla Orlova  
Director, Continuing Education

## Renew for 2012

You are always welcome to submit your renewal by mail. A paper invoice is included in this mailing.

However, we encourage you to renew online at [www.aia.org/education/cesproviderrenew](http://www.aia.org/education/cesproviderrenew).

## Information

Please visit us at [www.aia.org/education](http://www.aia.org/education) and read your monthly *Provider Connection*.

## Why Renew?

[www.aia.org/cesrenewal](http://www.aia.org/cesrenewal)

## Administer Users

[www.aia.org/cesusers](http://www.aia.org/cesusers)

## CES Provider Manual

[www.aia.org/cesmanual](http://www.aia.org/cesmanual)

## Upcoming Provider Events

[www.aia.org/cesevents](http://www.aia.org/cesevents)

## Contact Us

We're here to help. Contact us if you encounter difficulties during the online renewal process.

## Telephone:

800-242-3837, option 3

## E-mail:

[AIAMemberCareCES@aia.org](mailto:AIAMemberCareCES@aia.org)