Operations Update

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Overview

• Director of Member Services
• Staff since 2004
• 8 Staff in Certification and Membership
• Synergies
  – Membership/Certification
  – Promotions
  – Career Placement
  – Awards
  – Website Linkages
  – Students
  – Communications
Activities

• CCA Exam Registration
  – Registration moved to Online System
  – Automated Receipts and Confirmation Email

• Credential Update Emails
  – After Each Credential Received
  – When it goes to the board

• Revised and Consolidated Credential Book
Activities

• More, targeted Renewal Reminders
• Emailed CEU updates
• Exam Scoring now accessed online
• Automated collection from interested certificants – for exam information
• Monthly Board Communications
• “My Transactions” now on Certification Accounts
• Updating CCA Website – including password-protected board site
• Developed new Booth designs – for board use
Activities

• Online CEU Application
  – Online entry of applications – no more paper forms
  – Applications reviewed online and approved
  – Automated email of approval to vendor

• Updates to Online CEU Application Process
  – Created regional views of applications (no more looking through each state)
  – Selection of standard now optional – for ease of use
Activities

• Updates to Online CEU Application (cont.)
  – Mini-view of session titles, speakers, CEU areas – for ease of viewing for reviewers
  – Updated form for easier viewing and printing
  – Added reviewer comments
  – Meeting dates drop-down now starts at the first day of meeting
  – Deleted redundant email and added more information on current email

• Coming Soon to the CEU Application Process
  – After Approval, automatically connected to our certification database
  – Create a new meeting from an existing meeting
  – Automatic assignment of tracking number – with automatic email to vendor (including sign-in sheet)
Activities

• Coming Soon
  – Updating CCA Website – including password-protected board site
  – Online Booth Request Form - booths, literature, give-aways

Questions/Discussion