

Dear Prospective CAM/CAS Designate:

This welcome letter is confirming your participant registration in the National Apartment Association Education Institute (NAAEI)'s CAM/CAS. We are eager and excited to have you in class! This designation exemplifies not only your commitment to the apartment industry but also your own professional development. We commend you for choosing to advance your education and career with this professional designation.

MEET YOUR DESIGNATION-EDUCATION SUPPORT TEAM



Krystal Humphrey, Director of Programs
Bay Area Apartment Association

My job is to serve as a liaison between candidates and the National Apartment Association Education Institute. Additionally, I function as a candidate support system! I am here to help guide you throughout the designation process and ensure your successful completion.

As a nationally recognized program, **you must enroll through the National Apartment Association (NAA) website. To do this, please visit, <https://www.naaahq.org/education-careers/enroll-in-a-course> and select your desired designation (in this case, CAM or CAS and be sure to select the Bay Area Apartment Association). We urge you to do this before the first day of class using the tutorial found here.** Once completed, NAA will send you a confirmation email with your NAA ID and password. Please store these credentials in a safe place. You will need them throughout your designation process, as well as, to take your exam.

By now, you probably have a few questions about how the CAM/CAS program will work. Below, we have outlined program objectives and requirements, as well as, helpful course insight and resources available to you. Reading, digesting, and understanding the information below will set you up on your pathway to successful program completion! For your convenience and to avoid numerous emails, the CAM Student Hub page has been created and will have all announcements, pre-classwork, and study resources. **Please bookmark this page: <https://www.baaahq.org/cam-student-page-aug-21>**

PROGRAM OBJECTIVES

1. The course will provide a thorough review of all aspects of either the Certified Apartment Manager (CAM) or the Certified Apartment Supplier (CAS) program.
2. Attendance and participation in the program will give you an opportunity to understand your workplace operating policies and protocol and compare/discuss those with other industry management firms.
3. By the end of the program, you will have fulfilled program class-time requirements and will be eligible to take the appropriate qualifying exam.

PROGRAM REQUIREMENTS

E-Textbook- You will receive instructions on how to download your eBook on **Monday, August 2nd**. You can access your eBook through the Active Reader app (compatible with Windows and Mac OS) or through the web at <https://singlestorefront.com/NAA/>.

- You should receive an email from ViaTech (app developer) with instructions on how to access your Active Reader bookshelves and utilize reader functions. If you do not receive the email, simply use the link above, select Forgot Password and enter the email address associated with this course.

Assignments and participation- Reading and homework for the day's sessions must be completed **prior to class**. With a condensed class format, it is vital that you come to each session prepared. **All assignments have been posted on the Student Hub.**

Attendance- Attendance is mandatory. You are expected to be in attendance at the start of class and remain through the duration of the class.

- Necessary or emergency absences must be cleared with the affiliate prior to the missed session.

GENERAL COURSE INFORMATION

Communication- All communication regarding the program or program content should be sent to your instructor.

Small groups- A key component of CAM and CAS is the opportunity to discuss real-world situations and with industry colleagues. We have divided the class roster into small groups (posted on the Student Hub) and will be utilizing these groups for pre-classwork and any in-class activities.

Note- Learning is a two-way street! Your instructor takes their job seriously and will provide you with timely instruction and practical material that complement required reading. Instructor-led sessions enhance the required reading and give students an opportunity to ask questions.

- Participation in, in-class activities, discussions, and polls are REQUIRED.
- Pre-work assignments are to be completed both by individuals and groups.
- Learners may be called upon at random in class to offer their findings or suggestions.

COURSE SCHEDULE

DATE	COURSE OVERVIEW	CLASS-TIME
Day 1- August 9	Financials & Industry Essentials	8:30am – 5pm with lunch
Day 2- August 10	Marketing & Resident Experience	8:30am – 5pm with lunch
Day 3- August 11	Property Maintenance & Human Resources	8:30am – 5pm with lunch
Day 4- August 12	Legal/Risk Management	8:30am – 5pm with lunch
Location:	UF/IFAS Extension Hillsborough County Building	5339 County Rd 579 Seffner, FL 33584-3334

Once again, thank you for taking this big step in your career, and welcome! Please let me know if I may assist you in any way prior to the start of class. Don't forget to review the Student Hub as we will be using it as our primary means of contact going forward:

<https://www.baaahq.org/cam-student-page-aug-21>

Krystal Humphrey

Director of Programs

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www.baaahq.org

[Book a meeting on my calendar here](#)