

Working With Me

A practical guide for Apartment Associations partnering with a certified NAA instructor.

Kayla Roeder, CPM® ARM® · California DRE Broker · NAAEI Lyceum Faculty ·
Kayla@cmpssd.com

INTRODUCTION

This document is intended as a practical guide for Apartment Associations considering partnering with me as a certified NAA instructor. It outlines what you can expect from me — and what I will need from your organization — in order to deliver a well-prepared, successful course experience for your students.

This is a working guidelines document, not a formal contract. It is designed to serve as a transparent starting point for our partnership and to ensure that both parties are aligned on expectations before the first class session begins.

CERTIFICATIONS OFFERED

I am a certified instructor for the following National Apartment Association (NAA) designations:

- ▶ Certified Apartment Manager (CAM) — 7 instructional days
- ▶ Certified Apartment Leasing Professional (CALP) — 3 instructional days
- ▶ Certified Apartment Portfolio Supervisor (CAPS) — 4 instructional days

All student registrations, designations, and course materials are administered through the National Apartment Association.

PRE-COURSE PREPARATION

A smooth course experience begins well before the first session. The following responsibilities apply to both parties in the weeks leading up to the course start date.

Student Registration & Materials

All students must be registered through the National Apartment Association (NAA) and must have confirmed receipt of their eBook materials no later than four (4) days prior to the first class session. This lead time allows sufficient opportunity to troubleshoot any registration or access issues before instruction begins. Students who prefer printed materials may print directly from their eBook access.

Enrollment Confirmation

At minimum, I require a confirmed headcount before the course begins. A full roster is strongly preferred, including each student's:

- ▶ Full name
- ▶ Job title
- ▶ Company

A complete roster helps me tailor examples to your group and arrive prepared.

Summary Timeline

Milestone	Deadline
Student registration confirmed with NAA	4 days before first class
eBook materials received by students	4 days before first class
Zoom link distributed to all students (if applicable)	4 days before first class
Roster provided to instructor	4 days before first class

TEACHING FORMATS & LOGISTICS

I am available to teach in four formats. The specific expectations for each are described below.

Local In-Person

Local instruction applies to courses held within the Dallas–Fort Worth metro area or the Waco area. No travel arrangements are required for local engagements.

Your organization is responsible for:

- ▶ Securing an appropriate venue
- ▶ Ensuring the required technology is in place prior to the course start (see Technology Requirements)

Seating may be arranged at tables in rows or in a U-shape configuration, based on your preference and the room's layout.

Travel In-Person (Non-Local)

For courses held outside the DFW and Waco areas, I am happy to travel. Please note the following:

- ▶ Your organization is responsible for covering the cost of round-trip airfare and hotel accommodations for the duration of the engagement. I will book travel arrangements and submit expenses for reimbursement.
- ▶ A minimum lead time of 8 weeks prior to the course start date is required for travel engagements. Scheduling 12 weeks in advance is strongly preferred to allow for adequate travel planning and logistics.

All other in-person logistics and technology requirements apply (see Technology Requirements).

Virtual (Remote)

For fully virtual instruction, the course will be conducted via Zoom. The following applies to Zoom link logistics:

- ▶ If your organization holds a paid Zoom account, you are welcome to provide the meeting link.
- ▶ If your organization does not have a paid Zoom account, I will provide the link.
- ▶ In either case, the Zoom link must be distributed to all registered students no later than four (4) days prior to the first session.

Virtual courses are sometimes co-hosted by multiple associations, with each association providing a local in-person option for their students. If any students at a participating location will be gathered in person, that location must provide:

- ▶ A dedicated wide-angle room camera (such as an Owl or similar device) to capture the room for other participants
- ▶ An on-site moderator logged into Zoom to manage audio for that room

This requirement applies to each co-located group, regardless of how many associations are participating in the course.

Hybrid

Hybrid instruction accommodates students attending from a single in-person location while others join remotely online. This format requires additional coordination and technology on the part of your organization:

- ▶ An on-site moderator must be present, logged into Zoom as the "classroom," and responsible for managing student mute and unmute as needed.
- ▶ A dedicated wide-angle room camera (such as an Owl or similar device) is required to capture the room for remote participants.
- ▶ The standard in-person technology setup (projector and HDMI connection) is also required.

I will manage my own Zoom connection for presenting slides and will provide my own microphone connected to Zoom for audio clarity.

TECHNOLOGY REQUIREMENTS

Requirement	Local In-Person	Travel In-Person	Virtual	Hybrid
Projector + HDMI connection	Required	Required	—	Required
Easel or whiteboard	Required	Required	—	Required
Zoom meeting link	—	—	See note*	See note*
Wide-angle room camera (Owl or similar)	—	—	If co-located†	Required
On-site Zoom moderator	—	—	If co-located†	Required
Microphone (instructor-provided)	—	—	—	Provided by instructor

* Zoom link: Provided by the Association if they hold a paid Zoom account; provided by the instructor otherwise. Must be distributed to all students at least 4 days prior to the first session. † Co-located students (Virtual): When students at any participating location are gathered in person during a virtual session, each such location must provide a dedicated wide-angle room camera and an on-site moderator.

SCHEDULING & LEAD TIMES

To ensure adequate preparation time for all parties, please observe the following scheduling guidelines. Student registration and materials should be confirmed for all formats no later than 4 days prior to the first session.

Engagement Type	Minimum Lead Time	Preferred Lead Time
Local In-Person	8 weeks	12 weeks
Travel In-Person (Non-Local)	8 weeks	12 weeks
Virtual (Remote)	8 weeks	12 weeks
Hybrid	8 weeks	12 weeks

INSTRUCTOR COSTS

Rate Structure

Format	Instructor Fee	Travel Costs
Virtual (Remote)	\$50 per instructional day	None
Local In-Person	\$50 per instructional day	None
Non-Local In-Person (Travel)	No instructional fee	Airfare + hotel, billed at cost

Note on non-local travel engagements: For travel engagements, no separate instructional fee is charged. Reimbursement of actual airfare and hotel expenses represents the full cost of the engagement. I will book travel and submit expenses directly.

NAA Faculty Volunteer Requirement

As an NAA-credentialed instructor, I am required to complete a minimum of 15 volunteer teaching hours per year as part of my faculty commitment to the National Apartment Association. Associations may not always be aware of this requirement, and I share it here in the spirit of transparency. It is reflected in the rate structure above and helps explain why my fees are intentionally kept accessible.

Invoicing

Invoices and reimbursement requests are submitted directly to the local association engaging my services. Payment terms will be communicated and confirmed at the time the engagement is scheduled.

CANCELLATION & RESCHEDULING POLICY

- ▶ Cancellation must be communicated no later than 7 days prior to the first class session. I recognize that associations may need to cancel due to insufficient enrollment or other organizational factors, and I appreciate as much advance notice as possible so that both parties can plan accordingly.
- ▶ Rescheduling is subject to mutual availability and must be negotiated between the association and the instructor. Rescheduled dates are not guaranteed and will be confirmed in writing once both schedules have been reconciled.

Please note that cancellations received with less than 7 days' notice may affect our ability to partner on future course offerings.

I look forward to working with your organization and your students.
 Kayla Roeder · Kayla@cmpssd.com