



## **Special Libraries Association CEU Policy and Reporting Guidelines**

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## **Purpose of This Document**

The purpose of this policy is to ensure compliance with the guidelines of the International Association for Continuing Education and Training. The policy 1) provides for uniform application of the CEU across the Association, 2) outlines the foundation for a central records and reporting system, and 3) assures a uniform approach to quality assurance in non-credit courses. Guidelines are provided to assist in the interpretation and implementation of the national criteria in the processes of design, development, delivery, and evaluation of non-credit continuing education and professional development activities.

# Special Libraries Association (SLA)

## ***Vision***

The Special Libraries Association is the global organization for innovative information professionals and their strategic partners.

## ***Mission***

The Special Libraries Association promotes and strengthens its members through learning, advocacy, and networking initiatives.

## ***Core Values***

### **Leadership**

Strengthening our roles as information leaders in our organizations and in our communities, including shaping information policy.

### **Service**

Responding to our clients' needs, adding qualitative and quantitative value to information services and products.

### **Innovation and Continuous Learning**

Embracing innovative solutions for the enhancement of services and intellectual advancement within the profession.

### **Results and Accountability**

Delivering measurable results in the information economy and our organizations. The Association and its members are expected to operate with the highest level of ethics and honesty.

### **Collaboration and Partnering**

Providing opportunities to meet, communicate, collaborate, and partner within the information industry and the business community.

## ***History***

The Special Libraries Association (SLA) was founded in 1909 in the state of New York and is now the international association representing the interests of thousands of information professionals in over eighty countries worldwide. A [historical information](#) section outlines the history of the association and summarizes information about past presidents, conferences and other association information.

## ***Membership***

The Special Libraries Association serves more than 12,000 innovative information professionals in 83 countries. Its members include corporate, academic and government information specialists and their strategic partners.

SLA promotes and strengthens its members through learning, advocacy, and networking initiatives.

## Learning Opportunities

SLA provides a supportive learning environment through appropriate educational facilities, learning materials, equipment, and support services consistent with the goals and planned learning outcomes of each learning experience.

The Click University Manager and support staff is responsible, in conjunction with the SLA IACET Committee, to ensure there is adequate instructional support for the program. SLA operates and maintains many educational facilities designed and equipped to support continuing education activities.

The CEU concept is used to guide the design and administration of these programs, to provide recognition to participating individuals, and to account for the total effort of Click University (units other than the CEU are acknowledged and supported by this policy).

SLA administers three types of learning opportunities

- **Click U Live:** These programs give members the opportunity to engage in a live interactive Web-based presentation. The seminars which use web-based visuals and audio conferencing are a great way to learn without leaving the workplace.
- **Continuing Education Courses:** Professional Development Center offers meaningful and high-impact learning experiences of SLA and Division continuous education (CE) sessions. These programs can be presented as workshops (half day) or Learning Forums (full day) courses during Annual Conference.
- **Online Courses:** Programs and courses that are presented in an asynchronous, ongoing model. Courses are offered throughout the year by members of our adjunct faculty.

To accommodate a wide range in institutional records- keeping, SLA recognizes two program categories:

- **Category 1:** SLA recognizes organized continuing education instructional activities which comply fully with IACET criteria program matters and which award CEUs to individual participants. A permanent record is maintained for the program and for individual participants who are eligible to receive the programs credit.
- **Category 2:** SLA recognizes organized continuing education instructional activities which respond to the needs of participants, which represent an investment of time and resources by SLA, but which are not designed to comply fully with all CEU criteria. Participants are not awarded CEUs. A permanent record of the program is maintained.

Only programs that are designed to meet all IACET criteria qualify for the award of CEUs to participants.

There is a folder maintained on each learning opportunity that includes:

- Activity Record
- Program Outline
- Program Description
- Learning Outcomes
- Review of Guideline Checklist (If Applicable).

There is a folder maintained on each instructor to include:

- Personal Information
- Profession Experience/Qualifications.

## ***Selection***

The broad target audience for SLA educational offerings is comprised of the Association membership, which equates to more than 11,000 members in approximately 80 countries. With an audience that is as large, varied, and geographically dispersed, the instrument that works best for needs assessment is member surveys. Every 5 years, SLA completes a comprehensive survey to determine membership composition and identify needs. In addition, the Professional Development Department regularly surveys membership and solicits input from different sources; including newsletters, direct contact, and conferences.

Information gathered from surveys and other inputs is continually monitored by the Professional Development staff. The needs that are identified within this information are the primary bases for the selection of topics for SLA programs and individual courses and seminars.

Planning for courses and programs is done by either the Professional Development Department or Divisional Planners. Members of the Professional Development have the education and experience that is required to understand instructional design criteria and their application. Divisional Planners typically have a Masters Degree in Library Science, and often have a background in education. All proposals are subject to review.

In addition, SLA takes referrals from our Professional Development Committee, and reviews past evaluations and research hot topics for potential instructors.

When submitting a course proposal, the instructor must include clear and concise written statements of intended learning outcomes (e.g., behavioral or performance objectives) based on identified needs for each continuing education and training event. In addition, all course proposals must clearly state their relationship to the document that guides all of SLA's educational programs, the Competencies for Information Professionals of the Twenty-first Century.

## ***Evaluation***

Each learning event is evaluated by an electronic survey or a hardcopy version of the form. Standard questions will be asked for each learning event. SLA will update the electronic survey with any additional questions on a case by case basis.

SLA gathers information regarding improvement of courses and instructors based on comments from evaluations. The information is used to build new programs or improve existing courses.

## ***Instructor Evaluation***

The Professional Development Department will send end of course evaluations to the instructors within six weeks after the course ends for their review. The instructor has the opportunity to discuss the results with the Professional Development Department. The Professional Development Department has the discretion to offer additional instructional opportunities to the instructor based on final evaluations.

## **The Continuing Education Unit (CEU)**

According to The International Association for Continuing Education and Training (IACET), the caretaker of the CEU “the Continuing Education Unit (CEU) was created to:

- provide a standard unit of measure,
- quantify continuing adult education and training activities, and
- serve the diversity of providers, activities, and purpose in adult education”  
(<http://www.iacet.org/documents/documents.htm>)

SLA provides professional development training to their members year round through multiple delivery and instructional methods. The CEU adds value to the Category 1 courses. However, record keeping is maintained all both Category 1 and Category 2 courses.

## CEU Criteria and Guidelines

**Organization:** *The provider must have an identifiable continuing education or training unit or group with assigned responsibility for administering continuing education and/or training (CE/T) programs.*

**Responsibility and Control:** *The provider, through its continuing education or training (CE/T) unit, has a review process that ensures that the IACET CEU criteria are met.*

The Chair of the SLA IACET Review Committee reviews these guidelines periodically and brings suggestions for policy or procedure changes to the Committee for discussion and approval as needed. (See Appendix A.)

**System for Awarding the CEU:** *The provider has a system in place to identify learners who meet requirements for satisfactory completion.*

**Learning Environment and Support Systems:** *A learning environment and support services, appropriate to the continuing education or training goals and learning outcomes, are provided.*

**Needs identification:** *Each learning program is planned in response to identified needs of a target audience.*

**Learning Outcomes:** *The provider has clear and concise written statements of intended learning outcomes based on identified needs for each continuing education and training learning program.*

**Planning and Instructional Personnel:** *Qualified personnel are involved in planning and conducting each learning program.*

**Content and Instructional Methods:** *Content and instructional methods are appropriate for the learning outcomes of each learning program and provide opportunities for learners to participate and receive feedback.*

**Assessment of Learning Outcomes:** *Formal processes or procedures established during program planning are used to assess achievement of the learning outcomes.*

**Post-Program Evaluation:** *Each learning program is evaluated.*

## Calculation of CEU Award

SLA IACET Committee awards continuing education hours for actual time spent attending or participating in an educational event or program. Time spent for breaks, meals, attendance in exhibit halls, etc., shall not be counted toward CEUs.

To determine continuing education units for programs or events, SLA IACET Committee shall

- Determine the full length of the program or event
- Subtract all non-educational time, including time spent for breaks, meals, attendance in exhibit halls, etc.
- Ensure that all topics and material covered during an event or program are staffing-related and in accordance with event and program content requirements determined by SLA IACET Committee. If any portion of an event or program is devoted to topics or material that is not in accordance with such event and program content requirements, time devoted to such topics or material must not be included in calculating participants' continuing education units.

One CEU equals ten (10) contact hours of instruction in organized continuing education experience under responsible, qualified direction and instruction. The CEU award is determined in advance of the program, but only after the purpose and intended learning outcomes, requirements for satisfactory completion, content and content level, format, instructional methodology, instructional staff, and time schedule have been established.

The total number of sixty minute hours completed, divided by 10, is used to calculate the CEU award. A program of 17 hours is 1.7 CEU. Normally, CEUs are expressed in tenths. Hundredths may be used to express one-half hour fractions: a 3.5 hour program is .35 CEU.

Fractions of 50 minutes or greater may be rounded up. Fractions from 30-49 minutes round down to 30, and fractions less than thirty minutes are discarded. Program hours should be planned to avoid difficult conversions. (A 290 minute program = .5 CEU; a 280 minute program = .45 CEU). Program hours are calculated by subtracting from the total hours in the program all breaks, lunches, and other activities that are not directly instructional. Programs which involve less than ten (10) contact hours should be carefully considered in terms of planning, design, and content before deciding to award less than 1.0 CEU. The key consideration is can the intended learning outcome be achieved in the time allotted to instructional.

## CEU Approval and Reporting Procedures

SLA maintains records for all learning events, including courses receiving CEU and courses NOT receiving CEU. The learning coordinator receives all program proposals to verify the need for the learning event. The courses that are requesting to award CEU's are forwarded to SLA's IACET Review Committee for final approval.

Communication from the instructor to the Click University Manager or Learning Coordinator will include student attendance, participation, written exercises, etc.

Two documents are used to enter information into the system:

1. A Program/activity record form is made for all activities conducted or hosted by SLA as part of Click University regardless of category. Permanent participant records are made only for those who successfully complete Category I program. [See Appendix B]
2. The CEU Registration Form [online] is used to create and update the permanent records of individuals who earn CEUs. A form is submitted for each individual who successfully completes a Category I program. This form can be completed by the participant but must be submitted to the Click University Manager. Participants may also request transcripts of their CEU record via this form. [See Appendix C]

## **Policies**

### **Retention and Releasing of Records**

SLA maintains the permanent record of CEUs earned for each learner who successfully completes a learning event. When participants enroll in a learning event, the support staff maintains a computerized record that includes the registration information including course title, date, instructor's name and title, location and number of CEU assigned. When the instructor notifies the support staff that learners have successfully completed a learning event, the information is recorded. If the learning event is a face-to-face event the instructor submits a paper version of the registration information and that information is inserted in the computerized database by the Click University Manager or support staff. The evaluation form may be completed at the end of the face-to-face session and then sent to the support staff. The support staff also updates the permanent record on a back-up CD-ROM for safekeeping. The permanent records are kept for 7 years and are available to be issued upon request by the learner. These records will be available via email. The learners' records are kept private and secure by the SLA IACET Review Committee who maintain the registration and completion records of continuing education events.

### **Retention and Release of Learners Records**

All SLA learners have the right to review their educational records. Learners should contact the SLA IACET Review Committee for a "CEU Transcript Order Form," (see *Appendix E*) upon completion, the form plus any applicable fees should be mailed to SLA IACET Review Committee. Upon review of the application the learner will receive record of attendance and participation plus documentation of any applicable CEUs within 7-10 business days of SLA IACET Review Committee receiving the request form and applicable fees. All learner records will remain on file with the SLA IACET Review Committee for at least seven years.

### **Record Keeping**

The SLA IACET Review Committee maintains and issues upon request a record of each individual's participation in continuing education activities for which CEUs are awarded. Only those successfully meeting the established requirements for an activity are awarded CEUs.

### **Proprietary Interest Policy**

SLA and/or program partners or instructors will retain intellectual property of programs and program content. Program partners or individual instructors may hold financial interest and provide consulting towards the development of programs or courses. Copyright ownership, financial interest, and consulting relationships for each program or course and related content will be clearly stated in specific program or course agreements.

### **Intellectual Property Rights Policy**

Intellectual property rights may be defined in mutual agreements with program partners or providers. Such content will be properly licensed, acquired, and applied according to mutual agreement with intellectual property rights holder.

## **Communication Policy**

Instructors and/or Professional Development staff will respond to learners within 24 hours Monday through Thursday or the next business day, if assistance is requested over the weekend.

## **Contact Information**

### **Professional Development Director & Chair of SLA's IACET Review Committee**

John Lowery  
331 South Patrick Street  
Alexandria, VA 22314  
[jlowery@sla.org](mailto:jlowery@sla.org)  
Direct: 1.703.647.4924

## Appendix A: IACET Criteria

### Review of Guidelines

The Chair of the Committee reviews these guidelines periodically and brings suggestions for policy or procedure changes to the Committee for discussion and approval as needed. (See Internal Review Guidelines below.)

**Instructions:** The checklist will be completed annually by the Director of the Professional Development Team and reported to the SLA IACET Review Committee. Check the most appropriate score for each statement.

**(S) Satisfactory (W) Weakness (U) Unsatisfactory**

S	W	U	Criterion
			<b>1. Organization: The provider must have an identifiable continuing education or training unit or group with assigned responsibility for administering continuing education and/or training programs.</b>
			1.1: The unit or group with responsibility for continuing education or training is clearly identified within the organization.
			1.2: A mission statement, goals or other documentation reflect the authority and responsibility for administering CE/T to the provider unit/group.
			1.3: The provider unit/group administers CE/T activities, courses, or programs as evidenced by a description of such programs.
			<b>2. Responsibility and Control: The provider, through its continuing education or training unit, ensures certification criteria are followed.</b>
			2.1: Internal policies clearly indicate a review process that adheres to the criteria.
			2.2: The review process is conducted by individual(s) who have been trained and/or have experience in the criteria
			2.3: Authority and responsibility for adherence to the criteria are clearly vested in the appropriate individuals responsible for the review process
			2.4: The review process incorporates the latest revisions in the criteria.
			<b>3. System for Awarding the Continuing Education Unit: The provider has a system in place to identify learners who meet requirements for satisfactory completion and maintains a complete permanent (at least seven years) record of each learner's participation.</b>
			3.1: Well-defined requirements for satisfactory completion are established for each planned learning event.
			3.2: Learners are informed of the satisfactory completion requirements prior to the learning event.
			3.3: Learners are notified if they have not met satisfactory completion requirements (e.g. IACET CEU will not be awarded.)
			3.4: A systematic process is used for identifying individuals who satisfactorily complete a course or program.
			3.4a: When learner attendance is part of the requirements for awarding CEU, the provider has an appropriate system in place to track and monitor learner attendance.
			3.4b: When partial credit is awarded to learners who do not attend the entire activity, there is a system to track, calculate, and award variable credit.
			3.5: A process is in place for calculating the number of IACET CEUs available for each learning event.
			3.6: A permanent record system for learner records is operational.
			3.7: Permanent records contain information referenced in the guidelines.
			3.8: The permanent record information is presented in a manner, which a third party can readily interpret (i.e., no codes or codes explained).
			3.9: Records are kept up-to-date.

		3.10: A system is in place to issue an up-to-date copy of a permanent record to a learner or others authorized within six weeks or less.
		3.11: A written policy is operational to ensure the privacy and security of learners' records.
		3.12: A written policy is operational on retention and releasing of records.
		<b>4. Learning Environment and Support Systems: A learning environment and support services appropriate to the continuing education or training goals and learning outcomes is provided.</b>
		4.1: The organization has a process for determining the resources, to include financial resources and administrative support, required to support the learning outcomes and ensuring that the resources will be sufficient/available to maintain programs/courses through to completion.
		4.2: The physical environment (i.e., light, sound, seating, etc.) is appropriate for the learning activities.
		4.3: Access to the facilities equipment, learning experiences and resource materials is provided.
		4.4: Educational services and technical support are provided to instructors and learners.
		4.5: Instructors and/or advisors are available to provide assistance and support to learners.
		<b>5. Needs Identification: Each program or activity is planned in response to identified needs of a target audience.</b>
		5.1: An established process provides objective needs assessment data, which is the basis for program planning and development.
		5.2: Potential learners and/or multiple sources of information are tapped for needs assessment.
		5.3: Needs assessments are documented, reviewed and updated.
		5.4: Activity, course or program topics and content must originate from identified needs.
		5.5: The provider defines the potential participants/target audience and any prerequisites for each learning event and includes this information in catalogs and promotional efforts.
		<b>6. Learning Outcomes: The provider has clear and concise written statements of intended learning outcomes (e.g., behavioral or performance objectives) based on identified needs for each continuing education and training program.</b>
		6.1: Planned outcomes are based on identified needs.
		6.2: Written learning outcomes that reflect what learners will achieve are established for each course or program. When learning outcomes are established for a program, each course within that program must be keyed to one or more of the program outcomes.
		6.3: Learning outcomes are established for large activities such as conferences or conventions. Each session within that activity has its own learning outcomes or is keyed to one or more of the overall activity outcomes.
		6.4: The number of planned outcomes is appropriate for the learning activity.
		6.5: Outcome statements are clear, concise, and measurable.
		6.6 Learners are informed of intended learning outcomes.
		<b>7. Program Planning and Instructional Personnel: Qualified personnel are involved in planning and conducting each activity.</b>
		7.1: Individuals involved in program planning and instruction are qualified by virtue of their education and/or experience.
		7.2: Expertise in course content and instructional methodologies is used in developing learning activities.
		7.3: Individuals involved in event planning understand and utilize learning outcomes in program planning and development.
		7.4: Instructors are reasonably and consistently effective in meeting learning outcomes and learner expectations.
		7.5: Instructors are provided feedback on their performance.
		7.6: Instructors demonstrate high standards of professional conduct and do not discriminate against learners on the basis of gender, age, socioeconomic or ethnic

		background, sexual orientation, or disability.
		7.7: The provider discloses, in advance of the activity, any instructor's proprietary interest in any product, instrument, device, service, or material discussed during the activity and the source of any compensation related to the presentation.
		<b>8. Content and Instructional Methods: Content and instructional methods are appropriate for the learning outcomes of each activity.</b>
		8.1: Subject matter and content are directly related to learning outcomes.
		8.2: Instructional methods are consistent with learning outcomes.
		8.3: Instructional methods accommodate various learning styles.
		8.4: Content is organized in a logical manner.
		8.5: Learner interaction and assessments are utilized throughout the programs to reinforce learning, monitor learner progress, and to provide feedback to learners on their programs.
		8.6: The provider has established policies and procedures to address intellectual property rights.
		<b>9. Assessment of Learning Outcomes: Procedures established during program planning are used to assess achievement of the program's learning outcomes.</b>
		9.1: Learning assessment procedures are established during program planning.
		9.2: Learning assessment methods measure achievement of learning outcomes.
		9.3: Learners are informed in advance that learning outcomes will be formally assessed.
		<b>10. Post-Program Evaluation: Each learning activity is evaluated.</b>
		10.1: Post-program evaluation procedures for each learning activity are established during event planning.
		10.2: Evaluation methods are comprehensive.
		10.3: Summative evaluations are prepared and analyzed based on the following minimum components: 10.3a: Did the learning experience and the instructional methods used result in individual behavioral or performance change (i.e., the learning outcomes)? 10.3b: Did the learners indicate that the learning outcomes were appropriate for the stated course/program purpose and for the learners involved? 10.3c: Was program execution effective and efficient?
		10.4: Evaluation results are incorporated into program improvements.

# Appendix B: Reporting Form



## CEU ACTIVITY RECORD FORM

### PROGRAM INFORMATION (please print clearly or type):

Program Title \_\_\_\_\_  
 Instructor \_\_\_\_\_  
 Instructor Phone \_\_\_\_\_ Instructor Email \_\_\_\_\_  
 Program Location: City \_\_\_\_\_ County \_\_\_\_\_ State \_\_\_\_\_  
 Begin date \_\_\_\_\_ Number of program meeting days \_\_\_\_\_ End date \_\_\_\_\_  
 Anticipated number of participants \_\_\_\_\_  
 Number of hours of instructional contact \_\_\_\_\_

### PROGRAM DESCRIPTION/LEARNING OBJECTIVE (BRIEFLY):

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### PLEASE CHECK ALL THAT APPLY:

Academic Level  
 Beginner  
 Intermediate  
 Advance

Primary Instructional Format  
 Classroom  
 Web/Computer  
 Multimedia

Type of Activity/Program  
 Conference, Institute, Symposium, lecture  
 Course, Workshop, Seminar, Certificate  
 Directed/Independent/Study, Distance Ed.  
 Formal meeting, Hosted Association, etc.

### PROGRAM CLASSIFICATION and CEU APPROVAL

Per SLA criteria, all credit instruction must be reported and classified by category of activity. Only category I activities may award CEUs; prior approval is required for CEU awards. Information about this process is contained in Click University CEU policy.

#### Category Requested (Check One)

- I. \_\_\_\_\_ Formal non-credit instruction (*CEUs awarded to eligible participants*)  
 II. \_\_\_\_\_ Formal non-credit instruction (*No CEUs are awarded to participants*)

I have reviewed the activity described above and categorized it appropriately. For Category I activities, provisions have been made to meet the requisite criteria and to submit participant CEU registration forms at the conclusion of the activity.

\_\_\_\_\_  
 Instructor Date  
 \_\_\_\_\_  
 Click U Manager Date  
 \_\_\_\_\_  
 Director, Professional Development Date

Send completed form to:  
 Click U Manager  
 331 South Patrick Street  
 Alexandria, VA 22314  
 (703)647-4940 \* Fax: (703)647-4901  
[clicku@sla.org](mailto:clicku@sla.org)

Upon the conclusion of the activity, please report the actual number of participants (or notice of cancellation) to the Click U Manager.

Click University Use ONLY

CEU's Approved \_\_\_\_\_

\_\_\_\_\_  
 Click U Manager & CEU Officer Date

## Appendix C: CEU Registration Form



### Continuing Education Unit Registration

**PROGRAM TITLE** \_\_\_\_\_

Name (Last, First, MI) \_\_\_\_\_

Social Security Number \_\_\_\_\_

Address \_\_\_\_\_

Gender ( ) M ( ) F

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Country \_\_\_\_\_

Telephone: Business ( ) \_\_\_\_\_ Home ( ) \_\_\_\_\_

Email: \_\_\_\_\_ Fax ( ) \_\_\_\_\_

## Appendix D: CEU Record



331 South Patrick Street  
Alexandria, VA 22314 USA  
Tel: + 1.703.647.4900  
Fax: + 1.703.647.4901

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CLICK UNIVERSITY  
TRANSCRIPT OF COURSES

DOE, JANE  
XYZ CORPORATION  
INFORMATION CENTER  
1700 18TH STREET NW  
WASHINGTON DC 20009

MEMBER ID 000655412

COURSE LIST

2540 CANADIAN COPYRIGHT LAW ONLINE  
INSTRUCTOR - HARRIS, LESLEY ELLEN  
SEPT 18-OCT 20, 2006  
0.6 CONT. EDUC UNITS

5900 US COPYRIGHT LAW ONLINE  
INSTRUCTOR - HARRIS, LESLEY ELLEN  
SEPT 18-OCT 20, 2006  
0.6 CONT. EDUC UNITS

4290 MANAGING COPYRIGHT ONLINE  
INSTRUCTOR - HARRIS, LESLEY ELLEN  
OCT 30-DEC 1, 2006  
0.6 CONT. EDUC UNITS

1200 DIGITAL CONTENT MANAGEMENT  
INSTRUCTOR - HARRIS, LESLEY ELLEN  
OCT 30-DEC 1, 2006  
0.6 CONT. EDUC UNITS

2.4 TOTAL CONTINUING EDUCATION UNITS

7/17/2006

DIRECTOR PROFESSIONAL DEVELOPMENT  
CLICK UNIVERSITY



## Appendix E: Transcript Order Form



### CEU Transcript Order Form

Approved participants of Click University continuing education activities are eligible to receive the continuing education unit (CEU) award stated for each program. All approved CEU awards are filed in each participant's continuing education record. To order an official CEU transcript of your CEU award record, please complete the following information:

FEDERAL LAW REQUIRES COMPLETION OF INFORMATION BELOW BEFORE TRANSCRIPT CAN BE RELEASED.

\_\_\_\_\_ **YES**, I authorize the release of my CEU record transcript to the address listed below. I understand there is a \$5.00 per copy charge which will be billed to me, payable immediately upon receipt.

\_\_\_\_\_ Number of transcripts requested

Send to: \_\_\_\_\_

\_\_\_\_\_