

Online Course Listings

Opportunities for Leads and Teams in Campaign Lab

[Campaign Lab: The First Four Steps](#)



This course equips Team Leads, Coaches, and Mentor Coaches in the Campaign Lab with the knowledge and skills to successfully navigate getting to the grant application process. Participants will learn how to establish and launch an organizing team, complete a comprehensive assessment of their local, and develop a strategic campaign plan with a concise one-page summary. Additionally, the course will guide learners in identifying a fiscal agent and obtaining a written agreement to meet grant requirements.

[Building Effective Campaign Lab Leadership Teams](#)

Are you ready to transform your union campaign team into a powerhouse of collaboration and impact? This course guides NEA Campaign Lab leads, coaches, and members, through the essential practices for building and sustaining effective leadership teams. Discover how to create a shared team purpose, establish clear roles, and develop community agreements that foster trust, accountability, and results. By the end of this course, you'll have the tools to clarify your team's goals, coordinate efforts, and harness the collective power needed for successful campaigns. This course includes a guide, slides, and video examples for you to use with your team.

[Campaign Lab: Introduction to Leading a Successful Campaign Cycle](#)

This is the entry point for all new team leads, or anyone needing a refresher and overview. This course provides a basic overview of what a Team Lead needs to know to get started in the Campaign Lab. You will learn the suggested components of a campaign cycle, understand how to launch a campaign leadership team, and engage in an overview of what the Campaign Lab is. A certificate of 5 Contact Hours is provided upon completion.

[Campaign Lab: Campaign Cycle Planning](#)

This course equips team leads (coaches if they are unfamiliar with a campaign cycle plan) with the skills and knowledge to effectively plan and execute a campaign cycle. Participants will explore critical components, including defining problems, conducting power analyses, and designing escalating tactics. They will learn to apply an equity lens to campaigns, ensuring inclusivity and addressing systemic inequities. The course also focuses on building effective campaign teams, mapping allies, and setting measurable goals to track progress and success. Designed for leaders and affiliate staff in the Campaign Lab, this program provides practical tools and strategies to drive strategic change. A certificate of 5 Contact Hours is provided upon completion.

[Empowering Your Union: Using the Local Self-Assessment Tool](#)

Self-Assessment is a powerful tool to help you determine how to strengthen your union from the inside out. This course will guide you through the essential practice of local union self-assessment, empowering you to identify your union's strengths, challenges, and opportunities for growth. Through supportive, practical lessons, you'll learn the value of self-assessment, explore the tool's core areas, and discover how to collaborate with your team for honest reflection. By the end, you'll be equipped to interpret your results and turn insights into actionable goals, ensuring your union continues to thrive and serve its members effectively.

[Campaign Lab: Centering Equity in Your Campaign](#)

This is the first tool in the Campaign Cycle, and it is revisited throughout the cycle. This course is designed for Campaign Lab Team Leads and Coaches. It helps participants integrate race, class, and gender equity into every

stage of their campaign planning. Participants will apply a specific Equity Tool to help them identify systemic barriers, set measurable equity-focused goals, and use practical tools to ensure their campaigns build power with those most impacted by oppression. A certificate of 3 Contact Hours is provided upon completion.

Empowering Campaigns: Applying SWOT Analysis for Strategic Action

In this 2-module course, you'll discover how to harness the power of the 8 Box SWOT analysis tool to assess your campaign's situation, clarify your strengths, and chart a path forward. This tool is an expansion of the traditional 4 Box SWOT Matrix in that it includes internal and external considerations. Through practical lessons, you'll learn to distinguish internal and external factors, conduct a focused SWOT analysis, and transform your findings into actionable scenarios for real-world organizing. By the end, you'll be equipped to lead your team with clarity, confidence, and strategic vision. This course is built using tools from Beautiful Trouble. A certificate of 3 Contact Hours is provided upon completion.

Strategic Mapping for Campaign Teams: Applying the Spectrum of Allies

The Spectrum of Allies is an analysis tool that helps you grow your campaign's power by moving just one group at a time. In this 2-Module course, you'll discover how to use the Spectrum of Allies—a proven strategic mapping tool—to broaden support and mobilize allies for social change. Through collaborative exercises and real-world examples, you'll learn to map stakeholders, develop tailored engagement strategies, and design tactics that shift groups closer to your campaign goals. By focusing on incremental progress and strategic evaluation, you'll be empowered to lead more effective, inclusive, and resilient campaigns. A certificate of 3 Contact Hours is provided upon completion.

SMARTIE Framework for Equitable and Inclusive Campaign Goal Setting

Are your campaign goals driving real, equitable change—or just checking boxes? This course helps campaign leads, coaches, and organizers move beyond traditional goal setting by embracing the SMARTIE framework, which centers inclusion and equity alongside results. Through practical lessons, real-world examples, and hands-on activities, you'll learn to define, write, and evaluate campaign goals that are both ambitious and intentionally inclusive. By the end, you'll be ready to lead organizing campaigns that deliver meaningful outcomes for all members of your community. This module has downloadable resources for you to use with your team when setting campaign goals that are also inclusive and equity-focused.

Opportunities for Coaches and Mentor Coaches in Campaign Lab

[Campaign Lab: Coaching as a Leadership Practice](#)

This is the entry point for all coaches who are new to the Campaign Lab. The focus of this course is an introduction to the campaign coaching framework we are using in the Campaign Lab. It is an overview of the 5-Step coaching cycle, the elements of coaching, and the craft of coaching. Participants will explore these and be able to apply new knowledge in four short scenarios. A certificate of 5 Contact Hours is provided upon completion.

[Campaign Coach Self-Assessment Introduction](#)

Are you ready to empower campaign leaders and drive meaningful change? This course introduces you to the essential skills and reflective practices needed to become an impactful campaign coach in the NEA Campaign Lab. You'll explore foundational coaching competencies, learn to assess and develop your coaching abilities, and discover how to center equity in every conversation. Whether you're a union staff member, leader, or new coach, this course will help you build confidence and clarity as you begin your coaching journey. This course is designed for Union staff, leaders, and new coaches involved in the NEA Campaign Lab who are beginning their journey as campaign coaches and need a foundational understanding of essential coaching skills and self-assessment practices.

[Coaching the Campaign Planning Cycle](#)

Are you ready to coach organizers and build winning campaigns in public schools? This course will guide you through the essential practices for coaching campaign organizers, from foundational coaching mindsets to advanced strategies for equity, power-building, and adaptive leadership. It is designed to complement the Campaign Lab Guide: Coaching the Campaign Planning Cycle. You'll learn how to ask the strong questions, facilitate structured campaign planning, and support organizers in moving from big ideas to concrete, winnable actions. Through reflective and pragmatic lessons, you'll gain the tools to foster leadership, accountability, and sustained impact in every stage of the campaign cycle.

[Equity-Centered Coaching Across Intersectional Differences](#)

Are you ready to strengthen your coaching skills and drive meaningful change in your union? This course will empower you to understand how intersectional identities and power dynamics shape coaching relationships within organizing campaigns. Through practical tools, reflective exercises, and actionable strategies, you'll learn to foster trust, growth, and effective leadership across all kinds of differences. Whether you're new to equity-centered coaching or seeking to deepen your impact, this course will help you build more inclusive, powerful, and resilient organizing communities. This module is best used with the Coaching Differences Guide which is found in the Participant Resources Module. This course is appropriate for affiliate staff, members, or leaders who are working to improve their practices in coaching campaigners.

[Campaign Lab Mentor Coach: Roles and Observation Practices](#)

Are you ready to empower the next generation of campaign coaches and strengthen your impact as a mentor? This course will equip you with the essential skills and tools to effectively guide, support, and reflect with new campaign coaches in the NEA Campaign Lab. You'll gain a deep understanding of core coaching competencies, master the holistic observation process, and learn how to facilitate each stage of the practicum with confidence. Whether you're looking to refine your feedback techniques or support reflective learning, this course will help you champion growth and success in your coaching community. Mentor coaches will be able to effectively guide, observe, and support new campaign coaches by applying core coaching competencies, utilizing the holistic observation form, and facilitating each of the three key practicum meetings. This course is designed for Mentor

coaches in the NEA Campaign Lab with prior coaching experience, responsible for supporting and evaluating new campaign coaches during their practicum.

Building and Coaching High Participation Locals

What does it take to create a truly member-led union that can win transformative victories for educators and communities? This course is designed for union staff, member-leaders, and coaches who want to build high-participation locals in K-12 and higher education. Through evidence-based frameworks, a robust self-assessment tool, and an in-depth case study of UESF, you'll discover how to evaluate your union's strengths, tackle participation barriers, and coach leaders to foster distributed leadership, equity, and collective power. Gain the tools, strategies, and real-world insights you need to drive supermajority engagement, develop grassroots leadership, and sustain organizing systems that empower every member to lead. Participants will define characteristics of a high-participation local, apply and analyze the findings of an assessment tool, coach union leaders to identify organizational strengths and barriers, and design interventions that move a union toward high participation, using evidence-based strategies and real-world examples. This course is designed for members, affiliate staff, and Campaign Lab Coaches.

Teaching: Strategies for Coaching Leaders

This course is designed for affiliate staff, coaches, team leads, and members of Campaign Lab who want to use the materials from the in-person event that occurred in March 2026 in Oklahoma City. This course is made of eight modules designed to support the design of in person and online events.

Teaching: Leaders and Structures for Winning Campaigns

This course is specifically designed to serve as a central location for all materials needed by Campaign Lab Coaches, Leaders, and their Affiliate Staff Partners. There are four modules designed to support them in leading the learning back in their own local. The content of the course is from the November In-Person event of the same name that was held in Charlotte, NC.

Opportunities for Staff, Leaders, and Members Focused on Organizing and Leadership Development

Strategic Planning to Build High Participation Unions

Are you ready to help build a stronger, more engaged, high-participation union? This course equips you with practical tools and proven approaches to lead strategic planning that strengthens member leadership, deepens engagement, and builds collective power. Learn how strategic planning differs from campaign and program planning, how to choose the right planning tools for your union's unique challenges and opportunities, and how to align priorities with equity, organizing, and member participation. Through real-world examples and hands-on frameworks, you'll develop the skills and confidence to facilitate inclusive decision-making, establish meaningful goals, and create conditions where more members take ownership of the union's work, direction, and success. This course is designed for affiliate staff, NEA staff, coaches, or other facilitators who want to learn the skill of leading strategic planning.

[Executing Effective Worksite Blitzes for Membership Engagement](#)

Ready to amplify your union's impact and grow engagement at the worksite level? This course equips NEA staff, affiliate staff, and local leaders with the knowledge and tools to plan, execute, and evaluate successful worksite blitzes. Through practical strategies and real-world examples, you'll learn how to collaborate with local leaders, target and connect with potential members, and implement proven tactics for member recruitment and leadership identification. By the end, you'll be prepared to lead this dynamic tactic as part of a campaign to strengthen your local union and empower your members.

[Protest Rights & Legal Non-Cooperation Tactics for Educators and Union Members](#)

This course covers essential topics such as First Amendment protections for public school employees, recent anti-protest legislation, and practical safety measures. You'll also learn about non-cooperation tactics—methods of nonviolent resistance like strikes, boycotts, and civil disobedience—that have historically proven effective in challenging unjust systems. Through real-world examples and strategic planning exercises, participants will gain the skills to map power structures, select impactful tactics, and protect themselves and their communities during collective actions. Participants will be prepared to exercise their protest rights safely, disrupt undemocratic power structures, and build solidarity through informed, strategic action. Whether participants are seasoned organizers or new to advocacy, this training offers practical guidance and legal awareness to strengthen our collective voice.

[Defunding our Schools: Understanding the Billionaires' Agenda](#)

Billionaires seeking to defund and privatize public schools often use a coordinated set of strategies—such as promoting private school vouchers, expanding charter school networks, and funding political campaigns or advocacy groups—to redirect public funds toward private education systems. These efforts frequently involve manufacturing distrust in public schools, leveraging philanthropic foundations to shape policy, and supporting legislation that shifts tax dollars away from public institutions and into unaccountable private or religious schools. Collectively, these tactics contribute to an incremental dismantling of public education and the creation of a parallel, inequitable system that drains resources from the students who rely on public schools the most.

This course is made up of five modules designed to help you understand and explore three concepts important to understanding the playbook used by billionaires cashing out our Public Schools: Financialization of the Public Good, Tax Incentives for the Rich, and People and Practices in the Billionaire Network.

[Advancing LGBTQ+ Justice for Campaign Lab Teams](#)

This course is designed to provide resources supporting staff, coaches, leads, and members in the NEA Campaign Lab who are organizing around LGBTQ+ issues. This course builds an understanding that is critical to organizing for change, providing support, and offering guidance that is not only inclusive but liberating. Participants of this course will be able to establish common understandings about the identities under the LGBTQ+ community umbrella. They will develop a shared understanding of the anti LGBTQ+ policy landscape and how to develop counter narratives of inclusion and equity. Examination of LGBTQ+ issues with an intersectional lens will allow participants to plan for how they may organize to address systems of privilege and oppression as it relates to LGBTQ+ educators and students. Participants in this course will develop the skills needed to begin planning an LGBTQ+ focused issue campaign.

[Gun Violence Prevention and Response in Public Schools](#)

This course is built to support the use of the NEA School Gun Violence and Response Guide. This course has five modules: Overview, Prevention, Preparation, Response, Recovery. Each part includes material for Pre-K–12 schools and institutions of higher education and for all categories of employees. This course uses the term “educators” broadly, to refer to NEA’s rich and diverse membership, including aspiring educators; classroom teachers; education support professionals (ESPs), such as paraeducators and clerical service, custodial and maintenance, food service, health and student service, security, skilled trades, technical service, and transportation workers; the faculty, staff, and graduate workers in colleges and universities; and specialized instructional support personnel (SISP) like school counselors, school social workers, school psychologists, school nurses, speech-language pathologists, and school librarians.

This course and associated resources present tools, recommended practices, checklists, and evidence-based practices for developing organizing campaigns. It also is useful for incorporating gun violence-related strategies into the school crisis prevention and response plans of associations, Pre-K–12 schools, and institutions of higher education.

Preventing and Addressing Violence Against Educators: Strategies for Safer Schools

Have you ever wondered how violence against educators impacts not just staff, but entire school communities? In this course, you'll explore the realities and root causes of violence against school personnel, learn practical strategies to prevent and address it, and discover how to foster a positive, inclusive school culture. Through research-based insights, real-world examples, and actionable steps, you'll gain tools to support your own well-being, collaborate with colleagues and families, and advocate for safer, healthier schools. Whether you're a teacher, counselor, administrator, or union representative, this course will empower you to make a difference in your school environment. You will understand the crisis, the nature, and impact of violence against school personnel. The course presents the findings from the research and indicates possible solutions and actions that would fit well within an organizing campaign.

Legal Rights and Advocacy for LGBTQIA+ in Schools: A Guide for Educators and Union Staff

In this course, you'll explore the latest legal developments, protections, and challenges facing LGBTQIA+ students and educators. Through four comprehensive modules, you'll identify key legal rights, navigate employment and student protections, and leverage union advocacy to create safer, more inclusive environments. With a focus on practical strategies and up-to-date legal information, you'll gain the confidence and knowledge needed to support your students and colleagues—no matter the legal or political climate. This course is accompanied by the NEA Guide, “What Educators Should Know About LGBTQ+ Rights.”

The NEA Center for Organizing and the NEA Center for Social Justice and the NEA Campaign Lab are partnering to provide this training designed to build participants’ knowledge of LGBTQ+ rights in our public schools. This is appropriate for UniServ, Organizers, Members, Coaches, and Leaders who are engaged in Racial Justice work with their affiliates.

Strategies for Successful Union AutoPay Campaigns: Building Power Through Dues Conversion

This course is for affiliate staff and leaders in the NEA affiliate system responsible for union membership dues campaigns, with varying levels of experience in member organizing and dues processing. The course consists of three online learning modules and downloadable resources to support your learning. Learners will be able to plan, execute, and support effective AutoPay campaigns to transition union members from payroll deduction to electronic payments, while strengthening union organizing, minimizing membership loss, and adapting to legislative changes.

Core Methods of Leading Adult Learning in Union Settings

Are you ready to transform your approach to adult learning and facilitation? In this course, you'll explore the essential methods for engaging, teaching, and coaching adult learners—specifically tailored for facilitators and coaches working within labor unions representing public school employees. Delve into the principles of popular education, master the art of asking powerful questions, learn to give clear instructions, and develop practical strategies for handling challenging behaviors. By the end, you'll be equipped to foster a collaborative, respectful, and effective learning environment that empowers your peers and teams. Learners will be able to apply core adult learning methods, understand bias and privilege in adult learning settings, distinguish between presenting, training, and facilitating, use effective questioning and debriefing techniques, deliver clear instructions, and handle challenging adult behaviors in labor union educational settings. This course is designed for affiliate staff or members who engage in teaching, facilitating, and coaching adult learners. A certificate of 8 Contact Hours is available upon completion.

Transformational Conversations for Building Union Power

What if every conversation you had could build lasting union strength? In this course, you'll discover how to move beyond transactional exchanges and harness the power of transformational conversations to organize, inspire, and grow your union. Explore the essential differences between transactional and transformational approaches, master the structure and techniques of impactful organizing dialogues, and learn how to coach others in these skills. Designed for NEA member organizers and leaders, this course equips you to become a catalyst for collective action and real change in your school community. This course is designed for any leader or member who wants to improve their recruiting skills and is specifically tuned to Member Organizers in NEA Year-Round Organizing Teams (union members, organizers, and leaders representing public school employees). Participants will be able to distinguish between transactional and transformational conversations, structure effective transformational conversations using the AAR framework, coach new organizers in relational organizing techniques to build stronger union power, and identify member recruitment opportunities throughout the year. A certificate of 4 Contact Hours is available upon completion.

Labor History Series

[American Indians and Alaska Natives in the Labor Movement: History, Struggles, and Contributions](#)

How have American Indians and Alaska Natives shaped the labor movement in the United States? In this course you will discover the powerful stories of resilience, advocacy, and leadership that have defined Indigenous labor history. This course will guide you through the origins of forced labor, the evolution to wage work, and the formation of Native-led labor organizations. You'll explore the ongoing struggle for workers' rights within the context of tribal sovereignty and labor law, and gain special insight into the pivotal roles played by Native women. By the end, you'll understand the contemporary challenges and triumphs of Native workers—and be inspired to advance equity and representation within your union and beyond.

The NEA Center for Organizing and the NEA Center for Social Justice and the NEA Campaign Lab are partnering to provide a training designed to build participants' knowledge of the important roles that American Indians and Alaska Natives have in shaping the labor movement in the United States.

This is appropriate for UniServ, Organizers, Members, Coaches, and Leaders who are engaged in Racial Justice work with their affiliates.

[Women's History in the Labor Movement](#)

What does it take to create lasting change in the workplace? Discover the powerful stories and achievements of women—across backgrounds and eras—who have shaped the U.S. labor movement. This course takes you on a journey from the earliest strikes to modern advocacy, revealing the pivotal roles of white and BIPOC women in advancing labor rights, safety, and equity. Whether you're new to labor history or a union leader seeking inspiration, you'll gain insights and strategies to strengthen your own advocacy and build a more equitable workplace for all.

The NEA Center for Organizing and the NEA Center for Social Justice and the NEA Campaign Lab are partnering to provide a training designed to build participants' knowledge of the important roles that American Indians and Alaska Natives have in shaping the labor movement in the United States. This is appropriate for UniServ, Organizers, Members, Coaches, and Leaders who are engaged in Social Justice work with their affiliates.

[Muslim Contributions and Solidarity in American Labor Organizing](#)

How have Muslims and their allies shaped the American labor movement? Discover the often-overlooked history and ongoing impact of Muslim workers and community allies in building powerful, inclusive unions. This course will guide you through inspiring stories of faith-based justice, landmark organizing wins, and the challenges Muslim union members continue to face. Designed for union staff, leaders, and members in public education, it offers practical insights and actionable strategies to foster solidarity, equity, and support for all members—ensuring your union is stronger, more inclusive, and better equipped for today's diverse workforce.

The NEA Center for Organizing and the NEA Center for Social Justice and the NEA Campaign Lab are partnering to provide a training designed to build participants' knowledge of the important roles that American Indians and Alaska Natives have in shaping the labor movement in the United States. This is appropriate for UniServ, Organizers, Members, Coaches, and Leaders who are engaged in Social Justice work with their affiliates.

[Pride and Progress: LGBTQ+ Leaders in American Labor History](#)

How have LGBTQ+ individuals shaped the fight for worker rights? Discover the powerful stories and pivotal moments that have defined the labor movement in the United States. This course explores the intersections of

queer liberation, racial justice, and labor activism, highlighting the often-overlooked contributions of LGBTQ+—especially BIPOC LGBTQ+—leaders. Equip yourself with the knowledge and strategies to foster greater equity and inclusion within your union, and reflect on how ongoing struggles connect to your work today.

The NEA Center for Organizing and the NEA Center for Social Justice and the NEA Campaign Lab are partnering to provide a training designed to build participants' knowledge of the important roles that LGBTQ+ individuals have in shaping the labor movement in the United States. This is appropriate for UniServ, Organizers, Members, Coaches, and Leaders who are engaged in Racial Justice work with their affiliates.

Hispanic and Latino Leadership and Historic Events in Labor and Education Unions

Did you know that Hispanic and Latino leaders have been at the heart of America's most impactful labor and education movements—often long before their stories were widely told? Discover the roots and ongoing influence of Hispanic, Latina, and LGBTQ+ activists who have shaped not only workplace rights but also the fight for educational equity and social justice. This course reveals the pivotal strikes, bold organizing, and intersectional leadership that transformed unions and public education. You'll gain insight into how these leaders advanced civil rights, forged powerful coalitions, and changed the landscape for workers and students alike.

The NEA Center for Organizing and the NEA Center for Social Justice and the NEA Campaign Lab are partnering to provide a training designed to build participants' knowledge of the important roles that LGBTQ+ individuals have in shaping the labor movement in the United States. This is appropriate for UniServ, Organizers, Members, Coaches, and Leaders who are engaged in Racial Justice work with their affiliates.

Intersectional Black Leadership: Shaping Labor and Education Movements

Did you know that many of the biggest advances in workers' rights and educational equity in the United States were led by Black leaders—often women and LGBTQ individuals—whose names rarely appear in textbooks? This course shines a spotlight on these remarkable trailblazers and the pivotal events they shaped. You'll explore the deep connections between civil rights, labor history, and education reform, and discover how their legacies inspire today's union advocacy. Expand your understanding of intersectional leadership and bring new voices into your vision for a more just workplace and school system.

The NEA Center for Organizing and the NEA Center for Social Justice and the NEA Campaign Lab are partnering to provide a training designed to build participants' knowledge of the important roles that black leaders have in shaping the labor movement in the United States. This is appropriate for UniServ, Organizers, Members, Coaches, and Leaders who are engaged in Social Justice work with their affiliates.

Native Hawaiian Leadership in Hawai'i's Labor Union Movements

Did you know Native Hawaiian leaders helped launch some of Hawai'i's earliest and most powerful labor unions? Discover the inspiring stories of the people who fought for workers' rights, multi-ethnic solidarity, and educational equity across the islands. This course provides a fresh perspective on Hawai'i's labor history—highlighting pivotal figures, groundbreaking strikes, and the transformative impact of Native Hawaiian activism in maritime, education, and construction sectors. Whether you're new to labor history or eager to deepen your understanding, this course will empower you to appreciate and carry forward the legacy of Native Hawaiian leadership in building a fairer, more inclusive Hawai'i.

[Alaska Native Leadership in Labor: Lessons in Organizing and Coalition Building](#)

What can the stories of Alaska Native activists teach us about the power of organizing and coalition-building? Dive into the rich history of Alaska Native contributions to the labor movement, where resilience and innovation transformed workplaces and communities. This course explores the pivotal roles played by both women and men—such as Elizabeth Peratrovich and Roy Peratrovich—and highlights the organizations and cross-cultural coalitions that drove real change. Whether you're new to union leadership or a seasoned advocate, you'll gain inspiration and practical insights to strengthen equity and advocacy in your own work.

How to Enroll

Enrollment in these courses is a two-step process.

Step 1: Go to <https://neapartnera.learnupon.com/store> and click the “Sign In” button. If you already have an account in the NEA Professional Excellence Portal, you will use the same email and password that you have used in the past. If you have never had an account, then you will be creating one.

Step 2: Once you have an account and are logged in, you simply click on the course name above or search for the course name in the online catalogue. An up to date and full listing of the UniServ, Organizer, and Campaign Lab Online Courses can be found [HERE](#)

Troubleshooting the Online Learning System:

If you are having trouble setting up an account and logging in, try resetting your password. Also, try older emails you may have used in the past. If you absolutely can not get into the system or the course email NEAHQHelp@nea.org and cc eholmes@nea.org. In the subject line of the email type “Issues Accessing PEP Portal” and then in the body describe your issue and include a screenshot of the error or issue that you are seeing.

Receive Contact Hours

Each course offers a designated number of contact hours. Within each course, you will find a PDF certificate. Complete the certificate by entering your name, the course name, the date of completion, and the number of contact hours earned.

To validate your certificate, you must also submit a screenshot of your course completion page.

To locate the completion page:

1. Go to the home page of the Professional Excellence Portal.
2. At the top of the page, select My Learning from the navigation bar.
3. You will see a list of all courses in which you are enrolled, along with your status for each course.
4. Select the course you completed.
5. The course details page will display:
 - Your completion date
 - Your completion status
 - The number of contact hours earned
 - The course objectives (further down the page)

Take a screenshot of this page and submit it along with your completed certificate. The certificate is considered valid only when it is accompanied by the course completion screenshot.