

INCREDIBLE! 12 months of unlimited access to the best training on the planet  
... for less than some organizations charge for a single seminar.



**star12**™  
Seminar Training And Rewards



## **Frequently Asked Questions About STAR12 Membership**

**Become a STAR12 member today!  
Call 1-800-682-5073.**

Brought to you by Rockhurst University  
Continuing Education Center, Inc., and its  
training divisions: National Seminars Group •  
Padgett-Thompson • CompEd Solutions •  
Rockhurst Audio and Web Conferences •  
National Businesswomen's Leadership  
Association • Key Productivity

# STAR12 Membership Options

Choose the Membership Level That's Right for You!

	 <b>Gold STAR12</b> Membership	 <b>Platinum STAR12</b> Membership
Unlimited access to one- and two-day seminars for 12 months	✓	✓
FREE subscriptions to STAR12 Matters® – a bimonthly e-newsletter for members only	✓	✓
Advance notice and VIP access to seminars and special events in your area	✓	✓
Exclusive access to <a href="http://www.STAR12members.com">www.STAR12members.com</a> ... featuring HUNDREDS of FREE training videos, tools, reports, assessments, how-to tips, audio-training downloads, and more	✓	✓
Unlimited access to Rockhurst Audio and Web Conferences for 12 months		✓
Unlimited access to the complete Rockhurst Audio Web Conference Archive Library for 12 months <i>(featuring hundreds of courses!)</i>		✓
One free one-day seminar pass – to share with a coworker, employee, or friend (value up to \$199)		✓

## Frequently Asked Questions

**Q. What is a STAR12 membership?**

**A.** STAR12 is an exclusive membership program offered through Rockhurst University Continuing Education Center, Inc., and its training divisions that provides you with incredible Seminar Training And Rewards. Members gain unlimited access to our full lineup of seminars for 12 months.

**Q. Can someone else use my STAR12 membership?**

**A.** Your membership entitles you to full seminar access, but it cannot be shared with others. We require that members present a photo ID at each event they attend. If you have colleagues or friends who could benefit from a STAR12 membership, we encourage you to let them know about the program and to advise them to contact us directly to obtain their own membership.

**Q. Can I transfer an individual membership to another person?**

**A.** Individual memberships are unique to the individual and cannot be transferred to another person.

**Q. Can I cancel my membership?**

**A.** We're certain you'll find that your STAR12 membership offers the best training value available anywhere. However, if you do join and decide that your STAR12 membership is not fully meeting your needs, you may cancel and receive a full refund up to 90 days after your membership is activated, provided you have not attended any training during that time. Memberships cannot be canceled after you've attended a seminar.

**Q. Which seminars can I attend?**

**A.** Your STAR12 membership entitles you to attend ALL seminars produced by Rockhurst University Continuing Education Center, Inc., and its divisions, which include National Seminars Group, Padgett-Thompson, CompEd Solutions, Keye Productivity, the National Businesswomen's Leadership Association, and Rockhurst Audio and Web Conferences. You'll find a full listing of our upcoming seminar schedule at [www.STAR12members.com](http://www.STAR12members.com).

**Q. How will I know which seminars are going to be in my area?**

**A.** As a STAR12 member, you'll receive advance notice of training coming to your area via regular e-mails and member mailings. You can also find training in your area anytime you like – 24/7 – via the “seminar search” feature on [www.STAR12members.com](http://www.STAR12members.com) ... search by zip code, postal code, state or province.

**Q. Will I have a membership code or number?**

**A.** Your e-mail address will serve as your unique membership code. Simply provide your e-mail address each time you register for an event.

**Q. As a STAR12 member, how will I enroll in seminars?**

**A.** To enroll in a seminar, simply call 1-800-682-5073 with the date, location, and title of the training you're interested in attending, and we'll do the rest, or enroll online at [www.STAR12members.com](http://www.STAR12members.com). You'll receive an e-mail confirmation of your enrollment within 24-48 hours of your request.

**Q. How far in advance of a seminar do I need to register?**

**A.** We encourage you to enroll in seminars as soon as you know you're interested in attending. However, as a special benefit to you, your STAR12 membership guarantees that if you register at least one week prior to the seminar you want to attend, your admittance to the seminar is guaranteed ... even if the event is “sold out” for nonmembers.

**Q. What if my e-mail address changes?**

**A.** No problem. Simply let your personal concierge know so we can update your STAR12 membership profile.

**Q. What if I sign up for a seminar and can't attend?**

**A.** We understand that sometimes plans change and you're not able to attend an event that you've signed up for. Just let us know in advance that you won't be able to attend, and we'll cancel your reservation.

**Q. When does my STAR12 membership begin and end?**

**A.** Your membership is activated on the day that payment is received and it's active for 12 full months.

**Q. On the day of the seminar, is there anything special I need to do?**

**A.** We recommend that you arrive at the seminar 15-30 minutes before the scheduled start time. When checking into the event on the day of the seminar, please be prepared to show your photo ID to the event registrar.

**Q. Can I just show up to seminars without enrolling first?**

**A.** Because we want to make every effort to create an exceptional training experience for you and all our seminar participants, it is important that we know beforehand how many people will be attending. For this reason, preregistration for seminars is required.

**Q. I've already registered for an upcoming seminar – could I join STAR12 today and have that registration count toward my membership?**

**A.** Yes. If you are already enrolled in an upcoming seminar, contact us at 1-800-682-5073 to learn how you can become a STAR12 member today and have your future seminars credited to your STAR12 membership account.

**Learn more about STAR12 membership at [www.STAR12members.com](http://www.STAR12members.com).**

**Q. Platinum STAR12 members only: How do I enroll in Rockhurst Audio and Web Conferences?**

**A.** Simply call 1-800-682-5073 with the date and title of the training you're interested in attending, and we'll do the rest, or enroll online at [www.STAR12members.com](http://www.STAR12members.com). You'll receive an e-mail confirmation of your enrollment within 24-48 hours of your request.

**Q. Platinum STAR12 members only: What does "unlimited access" to Rockhurst Audio and Web Conferences mean?**

**A.** As a Platinum STAR12 member, you're entitled to attend as many Rockhurst Audio and Web Conferences as you'd like. For each event you enroll in, you will receive one connection to the event free of charge. If your organization needs additional connections to a conference, those are available at standard conference enrollment fees.

**Q. Platinum STAR12 members only: What if I register for a Rockhurst Audio or Web Conference and can't attend?**

**A.** No problem – just let us know that you won't be able to attend, and we'll cancel your registration in the event.

**Q. Platinum STAR12 members only: Do I have to preregister for Rockhurst Audio and Web Conferences?**

**A.** Preregistration is required so that we have time to make sure you receive related training materials for your conference, as well as provide you with your unique event logon information. Please enroll in your conference at least 48 hours in advance of the event.

**Q. Platinum STAR12 members only: If I've already attended a Rockhurst Audio or Web Conference, can I just use my logon codes again for other events?**

**A.** No. Each event and each registration receives unique logon information tied to that registrant and that event ... logon codes cannot be used again. So you'll want to make sure you register for every event you want to attend.

**Q. Platinum STAR12 members only: How will I know when Rockhurst Audio and Web Conferences are being held?**

**A.** As a Platinum STAR12 member, you will receive regular e-mails to notify you of upcoming Web and Audio Conferences. You may also search for events 24/7 by visiting [www.STAR12members.com](http://www.STAR12members.com).

**Q. Platinum STAR12 members only: Can others at my organization use my membership to attend Audio and Web Conferences?**

**A.** When you purchase a Platinum STAR12 membership, you may enroll in as many Rockhurst Audio and Web Conferences as you like for free. Your enrollment entitles you to one single connection for each conference. If you'd like to invite colleagues to listen along with you, there is no additional charge. If they would like to connect to a conference from a separate location, they must register separately and pay the full Audio or Web Conference enrollment fee. Sharing your membership code with others is strictly prohibited.

Have more questions?  
We'll be happy to handle them personally.  
Give us a call at 1-800-682-5073.

Learn more about STAR12 membership at [www.STAR12members.com](http://www.STAR12members.com).