

Course Proctor Policies

These policies will assist with providing consistent, successful implementation and proctoring of qualifying and continuing education courses via live-classroom and broadcast delivery. Please do not hesitate to reach out to Texas REALTORS® if we can help as you move forward.

Before the class day:

For all classes:

- Ensure you have received proper course materials from instructor and Texas REALTORS®
- Plan to arrive before and stay after the planned course time for participant sign-in and to collect materials at the end of class.
- Distribute any applicable course materials and course expectations to students, including technology requirements and how you will verify photo ID on the day of class.

For Qualifying Courses:

- Familiarize yourself with course policies (a copy is included at the end of this document and at the front of GRI student manuals).

For Remote & Broadcast Classes:

- Distribute any applicable course materials and course expectations to students, including technology requirements and how you will verify photo ID on the day of class.

Before class begins:

For all classes:

- Have materials available and, per TREC rules, have participants show a photo ID on each day of class.

For Qualifying Courses:

- Make welcoming announcements:
 - o Have students read and acknowledge course policies.
 - o Review course policies and highlight TREC/Texas REALTORS® rules for attendance, credit, and refunds.

For Remote & Broadcast Classes:

- Rename yourself with the naming convention “Proctor – [association name]” as it helps instructors know who to engage and who is there for proctoring/monitoring purposes.
- Ask the instructor to grant you co-host status.
- Identify yourself to only your participants as their proctor/monitor and let them know how to communicate with you should they have any questions or issues during the class.
- Per TREC rules, verify your participants through photo ID. We recommend viewing Fast Pass photos for class participants prior to class.
- Have participants rename themselves with the naming convention “[Association acronym] – Participant Name.” You can rename participants by right clicking on their picture in Zoom and clicking “Rename” to adjust their name on the screen.

During class:

For all classes:

- Per TREC/Texas REALTORS® rules, proctors must:
 - o Confirm participant attendance for the duration of the course.
 - o Handle course administration questions and logistics during class (i.e. break schedule, concerns with credit, etc.).



- Void credit if students do not meet the attendance requirements, which include arriving after the official start of class, being disruptive or distracting during the course, or not returning in a timely manner from breaks.
- The proctor is expected to be present and administer any exams during the course. Specific requirements are in place for remote proctoring.

For Remote & Broadcast Classes:

- Stay connected to the class and remain available for the instructor and participants to contact you through the method you identified at the beginning of class.
- Proctors/monitors do not need to remain on camera for the duration of the class but do need to remain engaged with participants, so they know you are actively monitoring and available to answer questions/address issues.
- Per TREC/Texas REALTORS® rules, students must:
 - During classes with remote participation, students must
 - have a functional web camera and be visible to the instructor/monitor.
 - have speakers enabled.
 - have a functional microphone.
 - act in a manner that is consistent with in-person class behavior, including remaining stationary and not participating in activities that distract from class participation (i.e. driving, working on other projects, etc.).

Exams:

For all classes with exams:

- Course exams will be offered electronically via link sent by Texas REALTORS® and students should have a device available to connect to the internet.
 - Exceptions can be made for TREC Legal I & II and Broker Responsibility, where the instructor may choose to offer the course exam in a different manner. In this case, students must accept the terms of this [Non-Disclosure Agreement](#), by signing or acknowledging verbally.
- Observe the participants while they take the exam.

For Qualifying Courses:

- Communicate to students that exams are 60 questions, with 90 minutes to complete, and per TREC rules, a student must achieve a grade of 70% to pass the exam.
- Exams must be taken closed-book, with no notes.
- SAE course completion certificates will be available within 10 calendar days of the class end date on the Texas REALTORS® website.

For Remote & Broadcast Classes:

- Please note that participants cannot successfully take an exam using the same mobile device they are using to attend the Zoom meeting because the camera shuts off when the participants use another application. Participants will need a second device to take the exam and comply with TREC rules for monitored exams.

Evaluations:

For all classes:

- Provide the Texas REALTORS® evaluation link to all students
 - Please remind the students they are evaluating the quality of the instructor and the course content, not the facility.
 - Evaluations are sent directly to Texas REALTORS®. The instructor will receive feedback directly from Texas REALTORS®.



For GRI courses:

- Participants should complete one evaluation at the end of each day of the GRI course. Please be sure to distribute the correct pre-filled evaluation to participants on the appropriate day.

For NAR, REBI, and CSRE courses:

- A third-party instructor evaluation form is required. Participants should complete both the Texas REALTORS® evaluation and the third-party evaluation.

After class:

For all classes:

- Remind participants that course results will be available within 10 days of course completion, either via TREC education record (for CE) or an emailed link to their completion certificate (for SAE).
- Submit credit-earning participants through CART.
 - o The TREC Course Completion roster is not necessary since CART suffices as an electronic equivalent of the form.
 - o The [Course Completion Summary](#) (for qualifying courses) is available as a tool for your use, but not required in order to process results. For qualifying courses, make sure to include participants who received incompletes and/or need to make up exams at a later date.
- Use the comments feature in CART to notify Texas REALTORS® of any activity worth mentioning (coupons used, incomplete attendees, issues with course processing, etc.).

If you have any questions contact Texas REALTORS® Professional Development staff at 800-873-9155 or education@texasrealtors.com. We appreciate your time and commitment to ensure the integrity of the education process.