

Course Proctor Policies

These policies will assist with providing consistent, successful implementation and proctoring of all Texas REALTOR® education courses via Zoom, in-person 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 students' identity for the class.
- 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 students' identity for the class.
- Standardized course materials link is found in EdConnect under Class Settings.

Before class begins:

For all classes:

- Have materials available and provide to participants prior to class. Verify student identification each day of class.
- Make welcome announcements:
 - 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' identification. We recommend viewing Fast Pass photos for class participants prior to class.
- Have participants rename themselves with the naming convention "[Association acronym] – Participant Name." Proctor 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:

- 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®:
 - 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 found on Class Setting page in EdConnect and students should have a device or method available to take the exam while remaining in the class.
 - 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.

For GRI/TACS classes:

- Observe the participants while they take the exam.
- Communicate to students that exams are 60 questions, with 90 minutes to complete, and a student must achieve a grade of 70% to pass the exam.
- All exams are closed book, with no notes.
- Course credit will be sent to TREC upon successful completion of course.

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
 - Evaluation link is found under Class Settings in EdConnect.
 - 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® and instructor will receive feedback directly from Texas REALTORS®.



For GRI courses:

- With multiple instructors, participants should complete an evaluation for each instructor at the end of their portion of the GRI course. Please be sure to distribute the correct pre-filled evaluation link 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:

- Notify participants that course results will be available within 10 days of course completion via their TREC education record for all classes taken through a Texas REALTOR® provider.
- Submit credit-eligible participants through the Course Completions feature in EdConnect.
 - o The TREC Course Completion roster is not necessary since EdConnect suffices as an electronic equivalent of the form.
 - o For GRI and TACS classes, be sure to notify education@texasrealtors.com of participants who received incompletes and/or need to make up an exam. Incompletes are considered part of the class and must be included when processing the class. Participants listed as incomplete or who failed the exam have 90 days from the course completion date to make up any missed coursework and take the exam or retake a failed exam.
- Email education@teaxsrealtros.com to notify Texas REALTORS® of any activity worth mentioning regarding course administration or issues with course processing.

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.