

Virtual Classroom Rules

REALTORS® need to always remain professional and courteous, including with peers. Be respectful of peers and of the speaker/presenter during a class or event. Ensure your etiquette is at or above REALTOR® standards. Remember that you will be on camera, please dress and act appropriately.

“Double-Dipping”: NMAR doesn't allow attendees to 'double-dip' in their class registrations. You must register for one platform or the other. Meaning you must register for either in-person or virtual, not both. Our system does not track this. There are three (3) reminder emails that go out prior to each class. If you have registered for both, then you will receive six (6) reminder emails. This is three (3) too many! If you do not cancel one platform prior to the day of class, then you will be assessed a \$25.00 No Call/No Show fee.

No Call/No Show: A \$25.00 NC/NS fee will be imposed on any person registered for a virtual class that fails to show up for that class without having cancelled the registration or having informed NMAR staff within 24 hours of the class (emergencies not included).

Set up:

- Video, audio, and internet access are all needed to successfully 'attend' the class.
- Attendees must have a video and audio connection, therefore, a device with a camera and microphone is required.
- Testing of video and audio connections must be done PRIOR to the start of the course.
- Make sure your device is connected to electricity throughout the course.
- Students are responsible for the performance of their own technology including audio, volume, video clarity and reliable internet connection. We use the Zoom platform. For more information about Zoom, please check their website at www.zoom.us.
- Students need to make sure that their system software is up-to-date prior to the date of the class.
- Make sure that you are familiar with the Zoom platform. You need to make sure that you know where the chat box is, how to make sure it is up during the class presentation. This is where Virtual Verification Slides will be placed and where the Proctors will be messaging you. You are responsible for making sure you know how this zoom feature works.

Audio and Video:

- Plan to be in a quiet room without potential interference and interruptions.
- Silence your phone.
- A plain, non-distracting background works best. You must be visible and identifiable by the Proctors and the Instructor.
- When registering with Zoom, you must register with the same name (first & last) that you registered for the class with. Proctors need to be able to match your name with your class registration before they will admit you into the virtual classroom.
- Your camera must remain stable. Excessive camera movement is distracting and may result in a student's removal from the class at the instructor's or moderator's discretion.
- Check your image. We must see you live. Not a photo of you and not what is on the other side of the camera if you are using a mobile device. How about the video protection cover? Is it open?
- Best practice is to use earphones for clarity purposes.

Attendance:

- The [BRR \(Montana Board of Realty Regulation\)](#) requires full attendance and participation
 - Attendance in class must be 90% of the first hour and 100% of all remaining hours.

- o Missing more than 10% of the class due to arriving late or leaving early, not returning from break on time, leaving class during instruction, working on non-class related material during instruction will result in attendee not receiving credit for the class
- You must remain visible, in your 'square' throughout class instruction.
- Classroom etiquette has not changed. Imagine your actions in the middle of an in-person class. Talking on a phone, conversations with others off screen, hand gestures and other actions that take attention away from the class will not be permitted. If you can't do it in an in-person classroom, then you can't do it in a virtual classroom.
- Please remain muted unless called upon.
- Be consistently 'present' in the class. You must always be visible for the Proctors to check participation throughout the course.
- Driving your vehicle will be considered distracting and you may lose credit.
- Childcare must be taken care of prior to course sessions.
- Unless there is a medical condition requiring you to recline on your bed, please sit up in a chair or couch and be professional throughout the session. **If you do have a medical condition that requires special attention, please inform the Proctors via chat at the beginning of the class.** There is no need to disclose your condition, just let them know that you do have a condition that requires you to not sit up.
- Coffee and snacks should be easily accessible while class is in session. Do not move away from the monitor to retrieve items. Breaks are provided every hour.

Participation:

- Attendees *must* login to the zoom platform at least 30 minutes prior to the start of the class and be ready when class begins. It's okay to get logged into the virtual class and be in the waiting room, and then you can walk away from your computer until the class starts.
- **Attendees who attempt to login 10 minutes past the start of instruction (after the introductions, sponsors, and reminder video), or later, will not receive credit for the course.**
- **You must present a professional appearance at all times.** Please dress appropriately.
- Virtual Verification Form must be filled out and returned within 24 hours to receive credit. Form will need to be filled out for all 3hr and 4hr classes.
 - This is your attendance in the classroom. BRR still requires that we have proof that you have attended the class, especially virtually.
 - Slides will be presented in the classroom chat during each break and roughly 10 minutes to the end of the class.
 - The link to the Virtual Verification Form will be on your final reminder for the class. You can fill out the form as the class goes on. Hit submit when completed.
 - If you do not get this form filled out, you may not receive credit for the class. **One reminder email will go out after the class if your form has not been received within 24hrs.**

Chat Feature:

- Proctors communicate during class instruction either privately or to everyone using the chat box. Please pay attention to this and respond promptly if necessary.
- Place questions for the instructor in the chat box.
- Written messages can be interpreted differently than if they were said orally. Keep this in mind while writing responses and questions.
- ALL Messages written in the chat box during class are saved automatically by the Proctors and by NMAR's Professional Development Director

Behavior for CE:

- Proctors will be monitoring all online attendees just as if you were in an in-person class.
- If your behavior is deemed to be Disruptive Behavior (distracting, unprofessional, or inappropriate) by the Proctors, they reserve the right to remove you from the class, resulting in loss of credit.
- Proctors will give you plenty of opportunities to correct your behavior. If necessary, NMAR staff will call you and let you know what behavior needs to be fixed.
- Zoom waiting room – if the Disruptive Behavior continues, you will be placed in the waiting room. There is no way for you to message the proctors in the waiting room. You should notice that you're not in the classroom because you won't be able to hear the instructor speaking. Wait patiently for the Proctors to let you back in the classroom.
- If the Disruptive Behavior still continues after messages, phone calls and being put in the waiting room, then the Proctors will let you know that due to the behavior you will not be receiving credit for the class. You need to turn your video off. You can remain in the class and get the information, but you will not receive credit for the class.