

**2024
Professional
Development
Committee**

Chair: Nan Wise
Vice Chair: Melissa Libby
Board Rep: Doryce Hawkins

Members:

Terms ending 2024

Alexis Waite
Melissa Libby
Khrysta Turk - zoom
Andrew Smith
Jill Hinrichs
Brenda Miller

Terms ending 2025

Nan Wise
Kristen Hansen
Sandy Johnson
Jacqueline Hoff
Brandie Kittle

Terms ending 2026

Kaitlin Creekmore
April Todd
Doryce Hawkins
Adrianna Douglas
Ryan Berner
Alan Habel

Prof Dev Director:

Jayne Yatchak

Executive Officer:

Jeri Moon

NMAR President:

Brenda Miller

Terms end the end of Sept each year. New term starts Oct 1 each year. If you want to do another term, you have to request to be on the committee again.



**Professional Development Committee Meeting Agenda
January 9, 2024 @ 1:30pm**

- I. Call to Order: Nan Wise
 - a. **Approval of Meeting Agenda**
 - b. Acknowledgement Anti-Trust & Conflict of Interest Statement
 - c. Acknowledgement of Absences & Meeting Attendance Records
 - d. **Approval of Minutes: October 10, 2023**
- II. Administrative
- III. **Business Items**
- IV. New Business
 - i. How to proctor classes for new cmt mbrs
- V. Old Business
- VI. Communication
- VII. Adjourn

Items on the agenda that are in BLUE are Business Items – where motions may be needed and/or required.

2024 Committee Meetings – 2nd Tuesday of each month at 1:30pm

January 9	February 13	March 12	April 9	June 11
July 9	August 13	September 10	October 8	November 12
December 10				

NMAR Strategic Plan Value Statement: We are a REALTOR® Association that serves and supports our members and enhances our communities via **Advocacy, Professionalism, and Outreach**

Professional Development Mission Statement: The function of this committee is to support NMAR members to achieve a higher standard of real estate knowledge.

Member	1/10	2/21	3/14	Apr	5/9	6/13	July	8/8	9/12	10/10	Nov	Dec	AB	Notes
Melissa Libby	yes	excu	yes	NM	yes	yes	NM	excu	yes	yes	NM	NM	2	
Khrysta Turk					yes	yes	NM	yes	yes	yes	NM	NM	0	
Andrew Smith					yes	unex	NM	yes	yes	yes	NM	NM	1	
Jill Hinrichs	yes	yes	yes	NM	excu	yes	NM	yes	yes	excu	NM	NM	2	
Brenda Miller	yes	yes	yes	NM	excu	yes	NM	yes	yes	yes	NM	NM	1	
Nan Wise	unex	yes	yes	NM	yes	yes	NM	yes	yes	yes	NM	NM	1	
Kristen Hansen	yes	yes	yes	NM	excu	yes	NM	yes	yes	yes	NM	NM	1	
Sandy Johnson	yes	yes	yes	NM	yes	yes	NM	yes	excu	yes	NM	NM	0	
Jacqueline Hoff	yes	excu	yes	NM	yes	yes	NM	excu	yes	yes	NM	NM	2	
Brandi Kittle	yes	yes	excu	NM	yes	yes	NM	yes	yes	yes	NM	NM	1	
Kaitlin Creekmore										yes	NM	NM	0	
April Todd										unex	NM	NM	1	
Doryce Hawkins	yes	yes	yes	NM	excu	yes	NM	excu	yes	yes	NM	NM	2	
Adrianna Douglas										yes	NM	NM	0	
Ryan Berner										unex	NM	NM	1	
Alan Habel										excu	NM	NM	1	

Section 2.05 Attendance

Any Director, elected Officer, Committee or Task Force Member who will be unable to attend a noticed meeting shall contact the CEO or the chairperson in writing prior to that meeting to be "excused." Email is an acceptable form of notification.

Any committee member who misses three (3) meetings during the elected year (including excused absences) **may be removed from the committee upon majority vote of a quorum.** If three absences occur from the Chair or Vice Chair, a new appointment will take place by the President. (amended 3/18)

ex = excused

Resigned

Alexis Waite	yes	yes	yes	NM	yes	yes	NM	yes	unex				1	11/2/2023
--------------	-----	-----	-----	----	-----	-----	----	-----	------	--	--	--	---	-----------

Draft

Professional Development Committee Meeting Minutes October 10, 2023 at 1:30pm

In attendance: Alexis Waite, Melissa Libby (Z), Khrysta Turk (Z), Andrew Smith, Brenda Miller, Nan Wise, Kristen Hansen, Sandy Johnson, Jacqueline Hoff, Brandie Kittle, Kaitlin Creekmore, Doryce Hawkins, Adrianna Douglas

Absences: Jill Hinrichs (excu), April Todd (unex), Ryan Berner (unex), Alan Habel (excu)

Staff: Jayne Yatchak

- I) Chair Nan Wise called the meeting to order at 1:33pm
 - a) **Motion made and seconded to approve the agenda, with the addition of adding Will Parker to Old Business.**
 - b) Sign-in was passed around, all acknowledged the Anti-Trust & Conflict of Interest Statement, zoom attendees acknowledged with a 'thumbs up'.
 - c) Absences and Meeting Attendance Records were acknowledged.
 - d) New Members were welcomed, introductions were made.
 - e) **A motion was made, seconded, and passed** to approve the September 12, 2023 minutes.
- II) Administrative
 - a) Financials were reviewed.
- III) Business Items -nothing to report
- IV) New Business
 - a) Class Evaluations – very favorable for both Ginger Unger and Dale Anderson.
 - b) Committee was invited to attend the upcoming Committee training. Training is for the entire committee.
- V) Old Business
 - a) Will Paker class – he has a Pepper Spray class that might be beneficial. Extra cost to the attendees. After discussion the committee decided to not do the Pepper Spray class and just do a regular REALTOR® Safety class.
- VI) Communication
 - a) Nan will communicate to Nathan anything that she'd like shared from the committee to the eNews.
 - b) Jayne explained to the committee where to find the information to make sure that all members were getting information out of Member Connect correctly.
- VII)Adjourn – 2:02pm

Respectfully submitted by Jayne Yatchak, Professional Development & Accounts Manager

NMAR Policies that Relate to Professional Development Committee:

NMAR Bylaws:

Article XIII – Committees

Section 1. Standing Committees. The President shall appoint from among the REALTOR® Members, subject to confirmation by the Board of Directors, the following standing committees:

Professional Standards & Grievance
Government Affairs
RPAC/IMF Subcommittee of Gov. Affairs
Public Relations
Professional Development
YPN

Section 2. Special Committees. The President shall appoint, subject to confirmation by the Board of Directors, special committees as deemed necessary.

Section 3. Organization. All committees shall be of such size and shall have duties, functions, and powers as assigned by the President or the Board of Directors except as otherwise provided in these Bylaws.

Section 4. President. The President shall be an ex-officio member of all standing committees and shall be notified of their meetings.

Section 5. Action without Meeting. Any committee may act by unanimous consent in writing without a meeting. The consent shall be evidenced by one or more written approvals, each of which sets forth the action taken and bears the signature of one or more of the members of the committee. (Adopted 1/05)

Section 6. Attendance by Telephone. Members of a committee may participate in any meeting through the use of a conference telephone or similar communications equipment by means of which all persons participating in the meeting can hear each other. Such participation shall be at the discretion of the President and shall constitute presence at the meeting. (Adopted 1/05)

Article XV - Rules of Order

Section 1. Robert's Rules of Order, latest edition, shall be recognized as the authority governing the meetings of the association, its Board of Directors, and committees, in all instances wherein its provisions do not conflict with these Bylaws.

NMAR Policies

Article II – MEETINGS

Meetings shall be conducted by a quorum, held no less than quarterly to ensure quality programs. A quorum is defined as a majority of the voting members. (amended 9/17; 1/19)

Section 2.01 Agenda / Notices / Emails

1. Agenda and meeting notices shall be delivered to appropriate members at least three (3) business days prior to the meeting. (amended 9/17)

Section 2.02 Minutes and Motions

1. Minutes of the last meeting and any financial reports to be discussed shall be distributed by private email before the meeting to each qualified attendee by the committee/Board liaison. (amended 9/17)
2. Minutes shall reflect all persons in attendance.
3. The Elected Secretary shall provide an official copy of each set of minutes for the CEO to maintain in the records of NMAR. Staff assistance may be provided to the Elected Secretary in transcribing the minutes, upon request of the Elected Secretary. If a staff member drafted the minutes of a meeting, the Elected Secretary or Chair of the committee shall review (and revise if necessary) the minutes before they are presented to the Board for approval.
4. Motions shall be reflected in the Minutes.

Section 2.03 Robert's Rules of Order

Meetings shall be conducted according to Robert's Rules of Order unless there are less than a quorum in attendance and those meeting vote to operate by consensus. If operating by consensus, action items shall require a motion process as set forth in Robert's Rules of Order and shall be recorded in the minutes. (amended 9/17)

Section 2.04 Location of Meetings

All meetings shall take place at the corporate office unless directed otherwise by the Board of Directors and the new location is set forth in the notice of the meeting pursuant to Article II, Section 2.01. (amended 9/17)

Section 2.05 Attendance

Any Director, elected Officer, Committee or Task Force Member who will be unable to attend a noticed meeting shall contact the CEO or the chairperson in writing prior to that meeting to be "excused." Email is an acceptable form of notification.

Any committee member who misses three (3) meetings during the elected year (including excused absences) may be removed from the committee upon majority vote of a quorum. If three absences occur from the Chair or Vice Chair, a new appointment will take place by the President. (amended 3/18)

Section 2.06 Recording Prohibited

Recording of meetings is not allowed, by electronic or any other means. If a motion is passed by a quorum which allows a committee or task force meeting to be recorded, then the person recording the meeting shall provide a full transcript, prepared by a court reporter or other transcription service acceptable to the CEO, of the meeting to the CEO to be kept as a record of that meeting. The transcription must be received within 10 business days of the meeting which was recorded. Transcription costs shall be at the expense of the person requesting the recording.

Section 2.07 Use of Staff for Communications

The staff of NMAR shall be used to direct communications to members and to Leadership concerning the governance of NMAR. This shall include communications concerning scheduling, calendaring, noticing of meetings, recording of minutes and posting to the website.

Section 2.08 Open & Closed Meetings

All meetings are open to all members with the following exceptions:

1. Credential Review Committee
2. RPAC Trustee Meetings when determining candidate contribution
3. Executive Committee Meetings when discussing staff issues, including but not limited to CEO compensation, employment contracts, and job performance (amended 9/17)
4. Professional Standards and Grievance Committee Meetings
5. Issues & Mobilization Trustee Meetings when determining expenditures
6. Awards selections (e.g., Realtor of the Year)
7. Executive Sessions of the Board of Directors which necessitate privacy and/or confidentiality

Section 9.05 Board Correspondence

Correspondence relating to business of the Board of Directors, committees, task forces, etc., shall originate from the NMAR office.

APPOINTMENTS

Procedures from the Professional Development Committee Meeting Minutes on February 12, 2019:

- a. Nominations for Vice Chair position
 - i. All committee positions begin in October.
 - ii. Nominations need to be accepted from the floor and from those who are not attending the meeting.
 - iii. **A motion was made, seconded, and passed** that all nominations are submitted electronically and then the voting will be electronic.
 - iv. Individuals will be consulted about the commitment, responsibilities and their interest before being added as a nominee.
 - v. Qualifications of vice-chair will be shared with the committee along with members that are eligible to be nominated.

Policy: Article IV - PRESIDENTIAL APPOINTMENTS

The Board of Directors will call for volunteers for committee positions. The President annually shall appoint from those volunteers, members of the Association to the committees of the corporation. The Board of Directors shall ratify appointments at the next regular meeting of the Board. (amended 9/17)

Section 8.07 Committee and Task Force Chairs & Members

1. Appointment & Composition
The President shall exercise discretion in appointing the Chair and the Vice Chair of each Committee, and the Chair of each Task Force. Chair and Vice Chair appointments shall be for one (1) year terms. No term limits. The Members to hold such positions should be recommended by each committee to the Association President, who has the discretion to

appoints the individual(s) recommended by the committee or another person deemed qualified by the Association President, pursuant to the bylaws, and that appointment to be ratified by the Board of Directors. The only exception to the 1-year term is for the Professional Standards Committee, which is set at a two (2) year term for the Chair.

It should be the goal of the President to appoint a Chair (and Vice Chair) familiar with the Committee's mission and functions. After one year of service on a committee, a member will be eligible to serve as the Vice Chair or Chair. The Vice Chair should move to the Chair position the following year. The retiring Chair should remain on the committee for an additional year to provide guidance. Chairs of Committees should make regular reports (in person or in writing) to the Board of Directors for review at their monthly meetings. Removal of a Committee Chair or member may be made at the recommendation of the President by a vote of the Board of Directors.

The Committee shall be comprised of volunteer members who indicate a desire to serve on the Committee, striving to have representation from Flathead, Lake and Lincoln Counties. These volunteers are subject to appointment by the President, and then ratification by the Board of Directors. Committee members serve staggering 3-year terms, limited to three (3) consecutive terms. Committee size should not exceed 20 members. New volunteers may apply and be considered for appointment throughout the year. (Adopted 2/16, amended 9/17, 2/1/19)

2. Functions

It shall be the function of the Committee Chair to lead committee meetings pursuant to the direction of the President and Board of Directors, pursuant to Roberts Rules of Order, and to fulfill goals and directives assigned to the Committee or Task Force. The Vice Chair shall fulfill the responsibilities of the Chair in the Chair's absence.

3. Responsibilities

It shall be the responsibility of the Committee Chair to:

- a. Preside at all committee meetings;
- b. Determine substance of the agenda for committee or task force meeting;
- c. Report the findings, conclusions or recommendations of the committee or task force to the Board of Directors; and
- d. Ensure that proper minutes and/or motions are prepared and presented to the Board of Directors (amended 2/1/19)

Article X - PROFESSIONAL DEVELOPMENT COMMITTEE

Section 10.01 Seminar / Course Cancellation

In order to maintain fiscal responsibility, the CEO, President, Professional Development Committee Chairperson and the individual course manager are collectively authorized to cancel a scheduled class if such cancellation is necessary to minimize monetary loss to NMAR.

Section 10.03 Deans / Reporting of Attendance

The Professional Development Committee shall furnish Deans for all accredited continuing education courses and shall act to keep students in compliance with BRR standards for

attendance and reporting. The Professional Development Committee shall work with NMAR staff to ensure earned continuing education credits are accurately reported to BRR.

Section 10.04 Types of Courses

The Professional Development Committee shall endeavor to plan for speakers who will remain focused on learning and not merely on selling their products or services.

Section 10.05 Attendance per BRR Rules – No Credit / No Refund

Students who do not attend the required classroom time as set by BRR will not be issued credit for attendance and will not be given a refund. (amended 1/19)

ASSOCIATION BUDGET

Section 10.02 Education Voucher

The Professional Development Committee shall set the price of an education voucher annually before the budgeting process is concluded and shall convey that information to the Budget & Finance Committee. Education voucher are non-transferrable and non-refundable.

Section 13.06 Budgeting

The Board of Directors shall not approve a budget which reflects a net operating loss unless excess reserve funds are available to recover the shortfall. The various NMAR Committees' budget requests must be submitted to the Budget & Finance Committee prior to the BFC's first meeting to develop a proposed budget for the following year. BFC budgeting process begins no later than August. (amended 9/17)

Section 13.08 Unbudgeted Expenses

When proposing any unbudgeted expense item, it should first go to the Budget & Finance Committee to be sure the item is affordable and then it is presented to the Board of Directors. BFC does not make any other determination as to the request (such as merit). The costs must be clearly delineated and addressed.

Bylaws: Article XIV - Fiscal and Elective Year

Section 1. The fiscal year of the association shall be January 1st to December 31st. (Amended 11/10)

Section 2. The elective year of the association shall be October 1st to September 30th. (Adopted 1/05)

BRR Education Requirements

Real Estate Education – Each new salesperson licensee is required to complete the new licensee mandatory continuing education requirement, commonly known as the 12-hour Rookie Course, by the first renewal date following their original license issue date.

Each active licensee is required to complete a minimum of 12 hours of continuing real estate education every licensing year. The licensing year is from November 1 through October 31.

Property Management Education – New property management licensees are required to complete 12 hours of property management continuing education by the second renewal date following their original license issue date. Two of the hours must consist of courses in property management trust accounts.

After satisfactorily completing NEW LICENSE CE (by second renewal), property manager licensees may satisfy continuing education courses approved by the board, whether designated as property management education or not.

Broker – Each broker licensee is required to complete a minimum of 12 hours of continuing real estate education every licensing year. The licensing year is from November 1 through October 31.

Supervising Broker – A supervising broker endorsement will be issued to any broker completing the supervising broker pre-endorsement course. Each licensing year, a supervising broker must complete 12 hours of continuing education. Four (4) of those hours must be board-approved education in the area of supervising broker continuing education as designated by the board.

NAR CORE Standards – Third Compliance Cycle

Every local and state association of REALTORS® shall annually demonstrate compliance with the following Core Standards. As used in this policy "state association" and "state association of REALTORS®" includes the territorial associations of REALTORS®.

Local associations will be responsible for communicating and describing the programs, products and services of national and state associations such that all members will understand value propositions at all three levels.

I. Code of Ethics

- A. Every association will provide new and continuing member Code of Ethics training as required by Article IV of the NAR Bylaws.
- B. Every association will maintain a viable professional standards process to enforce the Code of Ethics and provide arbitration and mediation as member services. Associations must have a fully functioning professional standards committee with administrative capability to conduct the program, or must administer professional standards enforcement through a multi-board (or regional) professional standards agreement with other associations or with the state association.
- C. Every association will provide mediation services to members as required by Article IV of the NAR Bylaws. Associations must also offer ombudsman services to members and their clients and customers and may implement a "citation" enforcement policy.

IV. Unification Efforts and Support of the REALTOR® Organization

- I. Associations must annually offer, promote, or provide at least one professional development opportunity for their members.

- J. Associations must annually certify they have conducted or promoted a REALTOR® Safety activity.
- K. Associations will annually provide resources for or access to leadership development education and/or training for their elected REALTOR® leaders, and will document the training, tools, programs, and resources they offer or provide access to.

Professional Development Mission Statement, Procedures/Guidelines

NMAR Strategic Plan: To serve and support our members and enhance our communities via Advocacy, Professionalism, and Outreach.

Educate: We will create and execute a Professionalism improvement strategy to engage, educate and support members.

Mission Statement:

The function of this committee is to support NMAR members to achieve a higher standard of real estate knowledge.

Professional Development Procedures/Guidelines

For our purposes, Professional Development is the process of earning or maintaining professional credentials and participating in continued education by attending speaker presentations, information education opportunities as well as formal coursework. The goal of NMAR's Professional Development Committee is to provide each member with the opportunity to achieve a higher standard of knowledge of real estate as well as the real estate industry. This higher standard of knowledge includes basic real estate education as well as providing a platform to encourage and support professionalism and integrity amongst its members.

The committees' goal is to offer quality professional development courses throughout the year, in excess of the 12 hours required by the Board of Realty Regulation (BRR) as well as the required standards from the National Association of REALTORS® (NAR). We feel that the more information and education provided & attended, the better our members will be in serving the public. We strive to offer Professional Standards, Mediation/Ombudsman, Property Management, and Appraiser courses when possible. We provide current, diverse and quality educational opportunities all while keeping education affordable. We typically offer at least 60 credit hours of professional development in the education year consisting of:

What we offer (annually)

2-3+ Code of Ethics Courses
 2 Supervising Broker Update Courses
 education - BRR
 Access to Safety Courses

BRR/NAR Requirements

12 hours of education - BRR
 4 hours of Supervising Broker
 Code of Ethics (3 year cycle) - NAR
 Safety Training (access to) - NAR

The Committee is comprised of members who determine what educational requirements need to be met in order to serve the members. The committee supervises courses for compliance with attendance regulations. The committee reviews course evaluations after each course. *Committee members will typically serve three-year terms.* New members are accepted to the committee by invitation and should make their interest known to the committee Chairperson, the President, or the NMAR Executive Officer.

Expectations of each committee member:

- Dean classes throughout the education year – a minimum of 16hours
- Minutes from Nov 9, 2021: Committee members will have free education vouchers (education membership) provided that they dean 16 credit hours of classes. If they fail to get 16 hours of deaning in, then they will pay for the voucher at the end of the education year.
- Pay for their education certificates (including Deans)
- Attend committee meetings in accordance with NMAR Policy

9/12/2023 – the committee decided to have the option for previous committee members to help proctor/dean classes. If they complete 16hrs of proctoring then the committee will reimburse them the cost of their voucher for the year.

In 2017-2018, the committee formed a workgroup to come up with the information above. It was also decided at that time that auditing of classes would not be allowed (taking the class for informational purposes only). Members who were coming in to audit the class, not for credit, were taking up seats from those who did need the credits. Since COVID-19, attending attly is an option and an easy way to audit a class without taking a seat.

For the foreseeable future we will be holding classes in a hybrid fashion. Attending in-person will be an option and a limited number, and the rest will be virtual.

Auditing of classes will be allowed virtually only, unless there are open seats in the classroom.

Proctoring/Deaning Procedures

It is the hope of the Professional Development Committee to have three deans at each class. Two deans to monitor virtual attendees and one dean to monitor the in-person attendees. All Proctors/Deans will be in-person at NMAR.

The Board of Realty Regulation (BRR) requires that students remain in the class for 90% of the first hour of class and 100% of every hour thereafter to be issued a certificate of completion. Breaks will be taken at the discretion of the instructor. Students are required to be in the classroom for the entire time during instruction. Leaving for phone calls or other issues could result in not receiving credit for this course. We welcome computers for notetaking and course related activity, however, use of a computer, phone, or tablet should not disrupt those sitting around you. Please do not read newspapers, magazines, or other non-class-related materials during class time. You are here for your professional development not to conduct business during class time. Class Deans are present to ensure that the BRR's rules are followed so that everyone receives credit for this class. They will issue a warning ticket for lack of compliance to these rules.

- Attendance – 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.
- Disruption – disrupting fellow students by excessive work on laptop

Colored ½ sheets will be available for the Deans to keep track of individuals with infractions. This will be used for both in-person and virtual attendees.

In-Person – Deans will monitor the attendees in the classroom for any infractions, being on the phone, doing real estate or other work during class time.

- Notice #1 – Attendee will be 'tapped' on the shoulder and notified to pay attention in class.
 - Yellow Ticket – your only warning – Caution! You may lose your CE credit due to failure to follow BRR's class rules.
 - Red Ticket – you continue to choose to not follow class rules, your actions have resulted in you NOT receiving CE credit for this course. You will be asked to leave the class immediately. Your supervising broker will be notified.

Virtual – deans will be monitoring all online attendees just as if they were in-person. Any behavior that is deemed distracting, unprofessional, or inappropriate by the Deans, the Deans reserve the right to remove the attendee from the class, resulting in loss of credit. Tickets will be issued for infractions of the classroom rules:

- Notice #1 – private chat to attendee requesting them to fix their behavior
- **Warning! Caution! Your CE credit is in jeopardy due to failure to follow BRR's class rules. You will be moved to the Zoom waiting room to explain why you're receiving this warning and then placed back in class.**
- **No Credit - continued choice to not follow class rules, your actions have resulted in NO CE credit for this course. You will be asked to turn your video camera off or you may leave class.**

Virtual Verification Forms – Attendance & Participation form instituted in April 2021. Instructions will be given at the beginning of each class in the form of an instructional video or verbally from the Head Proctor or Jayne. Reminders can be given during course instruction and in the classroom chat on Zoom. Virtual Verification Form only needs to be filled out by those attending virtually and those requesting credit for the class. Form will be linked to final reminder email for each class. Attendees will have 24 hours to get the form filled out. Once filled out it will automatically be sent back to Jayne, who will verify all answers and mark the form as received for credit.

- Forms that haven't been filled out – Jayne will continue to send reminders to those individuals for up to 24hrs. If the form still has not been filled out, then that individual doesn't receive credit.
 - If, within a month from the date of the class, the attendee gets the form filled out and submitted back to Jayne, credit will be given to the individual.
- Incorrect forms – email a notice that the form is incorrect. Form will be resent back out. If the form, correctly filled out, is received within a month from the date of the class, credit will be given to the attendee.

Contested Credit

All complaints will be heard on a case-by-case basis. The Proctors/Deans of each class will make the decision as to who will or will not receive credit for the class based on attendance in class (in-person and virtual), chats, emails, phone calls, and discussions with each individual in question. If the attendee contests the Proctors/Deans decision, they can appeal and present their case to the entire committee. If the committee declines to give credit, then the attendee can appeal to the NMAR Board of Directors.

- Complaints must be submitted within a month of the date of the class.
- Complaints made more than a month after the date of the class will be considered null and void.

Dean Guidelines

The Dean Task Force was formed to outline guidelines for overseeing a class, both in person and online. Since we have this new world of online and hybrid courses, we have new challenges to face that we do not generally encounter in the in-person classes. As the Professional Development committee, we have the task of fulfilling Montana Board of Realty Requirements as well as insuring that all of the students have a safe, effective place to take courses. While we want to provide a classroom that is professional and safe, we also have the reality that we cannot control people. Our members are adults and are responsible for what information they take away from the classroom. We can however keep the classroom, whether online or in person, as free from distractions and professional as possible. Much of a Dean's work is at their discretion and common sense will need to prevail.

Our goal with the guidelines is to ensure the integrity of our classes, not be the police.

Both online and in person Deans will be in the classroom. This will allow them to discuss a situation if it necessitates. Online attendance will be taken through random polls and random visual checks. It is not necessary for the Deans to constantly be looking at the students, but periodic (every 30 to 45 minutes) views through the classroom should expose any issues that require warnings. You will have sheets to document time out of the classroom for each attendee, outside of breaks, for in-person and virtual. Below is a list of a few to watch for.

All chat sessions must be saved and submitted to Jayne before the class is closed.

In-Person Guidelines:

- Any behavior that is distracting to others
- Multi-tasking, taking attention away from the class
- Phone calls taking attendee out of the classroom and not coming back asap
- Crocheting, knitting, etc in the front of the classroom directly in view of the instructor

Example:

- Student #1 gets a phone call, they get up, go out of the room to answer the call and come back directly – no warning necessary.
- Student #2 gets a call but they stay on the phone in the hallway and their phone conversation is loud enough to be heard by the instructor and the rest of the attendees – yellow card
- Student #2 takes another phone call, this time goes outside, but stays out of the classroom for more than 3 minutes – red card as soon as they walk back in

Make sure to document all of your actions on the appropriate form.

Virtual Guidelines:

- Any behavior that is distracting to others
- Multi-tasking, taking attention away from the class
- Phone calls, conversations with people off camera, etc
- Inappropriate dress or behavior in front of the camera

Example:

- Student #1 – conversation with someone off camera, they are clearly distracted.
 - Send private chat asking that they focus on the class
 - Behavior continues – move them from the class and put them back in the waiting room.
 - Send them a private chat explaining that this is their yellow card and they are in danger of not receiving credit
 - Move them back to the classroom
 - Behavior continues – move them back to the waiting room
 - Send them a private chat explaining that this is their red card and that they will not be receiving credit for this class. If they would like to stay for the information, they can but their video needs to be turned off. If they do not want to stay, then they can leave the class.