



DISTANCE LEARNING AGREEMENT

SECTION 1: TECHNOLOGY AND EQUIPMENT

REQUIRED FOR CLASSES

- A device that can connect to ZOOM (Tablet, Phone, Computer, etc.)
- Broadband internet access (preferably wired)
 - Broadband means minimum speeds equivalent to DSL, satellite, or cable connections of at least 8 mbps. Note: wifi connections are typically significantly slower than wired connections.
- Keyboard
- A strong, consistent internet connection to stream audio and video
- Speakers or Headphones

REQUIRED FOR VIRTUALLY PROCTORED EXAMS IN PRE/POST CLASSES

- Web camera
- Microphone

RECOMMENDED

- A backup internet source (such as a phone hotspot) in case your primary internet source becomes disconnected
- Installing the ZOOM App on the device you intend to use to connect to the webinar. (<https://zoom.us/download>)
- A Microphone to ask questions and interact with the class

Note: A Zoom account is **NOT** required to participate in our courses or login to the ZOOM Webinar. All you need to start the webinar is the unique link in your confirmation email. If you do not receive a confirmation email within one hour of registering for your course, please contact the school **as soon as possible** so that we can resend it.

SECTION 2: ENGAGEMENT AND ATTENDANCE

- **Continuing Education Courses: 90%** attendance policy requirement; **no course credit** awarded if **90%** is not met, **even due to internet connectivity or power issues.**
 - This means you can only miss 24 minutes of the course and still receive credit for it.
- **Post-Licensing Courses: 90%** attendance policy requirement; **no course credit** awarded if **90%** is not met, **even due to internet connectivity or power issues.**

- This means you can only miss 3 hours of the course and still receive credit for it.
- **Pre-Licensing Courses: 80% attendance policy requirement; no course credit awarded if 80% is not met, even due to internet connectivity or power issues.**
 - This means that you can only miss 15 hours of the course and still receive credit for it.
- Attendance and attention will be **MONITORED** using ZOOM Software
 - Logging in to the webinar late, signing out early, or signing out at any time during the Webinar, will result in you not being counted as “present” for the time that you are not signed in.
 - You **MUST** login in to ZOOM on your computer, tablet, or phone and be able to see and hear the presentation to get credit. You can call in for better audio, but calling in **WITHOUT ALSO** having the ZOOM Webinar open on your computer, tablet, or phone will result in **NO CREDIT for the course**.
 - You **MUST** reply to any and all chat check in questions and quizzes/polls given during the session to receive credit for the time that has elapsed since the last check in question.
- Breaks and Lunch Break
 - **Regular Breaks (10 minutes every hour) and Lunch Breaks:** Please **do not** disconnect from the webinar during regular breaks or lunch breaks. It is best to leave the webinar open during the break so that you do not have to restart the webinar after each break. If you do need to restart the webinar, find your confirmation email and click your unique link to restart the webinar.

SECTION 3: IDENTITY VERIFICATION

In order to receive credit for the course you **MUST** provide your NC Real Estate License Number for Post/CE Classes or provide the last 4 digits of your SSN for Pre Classes at the time of registration.

SECTION 4: TECHNICAL SUPPORT

- If there is a sudden disconnection of the webinar, students are asked to find their confirmation email and click their unique link to restart the webinar and wait up to 5 minutes for the Instructor to restart the webinar before contacting the school.
- Students experiencing technical difficulties during the webinar must visit <https://support.zoom.us/hc/en-us> for technical support or contact the school.
- In the event of a Zoom Failure or Outage, the class will switch to Google Meet. Students will receive a link to join Google Meet in an email from their instructor in the event of a Zoom Failure or Outage.

SECTION 5: Zoom Tutorial

Students are encouraged to do a test run of Zoom before their class begins. A Zoom test meeting can be accessed at this link: <https://zoom.us/test> . Students experiencing issues with Zoom Test meeting are urged to contact the school for assistance before the beginning of their course.

SECTION 6: Virtually Proctored Exams in Pre/Post Classes

SUBSECTION 1: TECHNOLOGY AND EQUIPMENT

1. The Virtual Proctoring Software will use Artificial Intelligence to monitor the following activities of the student during the test:
 - a. Camera
 - i. The following violations will be flagged for review by the Education Provider:
 1. Looking away from the screen
 2. Another person entering the view of the camera
 3. Use of other devices
 4. Leaving the view of the camera
 - a. Bathroom Breaks: Each exam is divided into sections. Students needing to use the restroom during their exam must take a bathroom break before continuing to a new section and before they see the questions contained in the next section. Changing answers of previous questions upon returning from the restroom is not allowed.
 - b. Microphone
 - i. The following violations will be flagged for review by the Education Provider:
 1. Speaking or any noises louder than the baseline background noise established at the beginning of the test.
 - c. Desktop Background
 - i. The following violations will be flagged for review by the Education Provider:
 1. Navigating away from the testing screen to any other tab or window
 2. Copying/Pasting any portion of the test
2. Device Requirements
 - a. Device must have a working camera/webcam that can be positioned to view the student for the duration of the test
 - b. Device must have a working microphone
 - c. Device must be a desktop computer, laptop, tablet, or phone
3. Software Requirements
 - a. The Virtual Proctoring software runs completely within the browser and does not require the student to download an additional program. It is highly recommended that student's use the latest version of Google Chrome as their browser.
 - b. The exam must be taken in a regular browser window (no incognito windows). The student must allow the browser access to their screen, camera, and microphone.
 - c. All other windows, tabs, and computer programs must be closed while the student is testing.

SUBSECTION 2: TEST ADMINISTRATION AND PROCEDURES

- At the scheduled, time students will receive a link to start the exam in the Zoom Chat box from their instructor.
- Exams must be taken at the scheduled time.
- The instructor will let the students know the maximum amount of time they will have to complete the exam, at the end of which time the exam will close automatically.

SUBSECTION 3: IDENTITY VERIFICATION

Students will enter their license number for Post Licensing Classes or the last 4 digits of their SSN for Pre classes and certify their identity as the person registered for the course before beginning the exam.

SUBSECTION 4: REPORTING

All exams are closed book. Any violations determined to be cheating will be promptly reported to the North Carolina Real Estate Commission.