



DISTANCE LEARNING AGREEMENT

Live Online Classes

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 GENERAL CONTRACTOR CE CLASSES

- Web camera
- Microphone

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 for Real Estate CE Courses and 92% attendance policy requirement for General Contractor CE Courses; **no course credit** awarded if 90% (Real Estate) or 92% (General Contractor) is not met, **even due to internet connectivity or power issues for Live Online Courses.**

- This means you can only miss 24 minutes of a Real Estate CE course and still receive credit for it.
- This means you can only miss 10 minutes of a General Contractor CE 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.
- d. The student must have a Google Account.

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.

Self Paced Online Classes

SECTION 1: Steps for Online Proctoring

After you complete all the course materials, meet the minimum time requirement and pass the practice exam, there's a final exam. State regulation mandates that our final course exams are proctored by a credible third party to ensure the integrity of our students and our exams.

We have partnered with PSI to offer our students online proctoring, which means you are able to take your final course exam at your convenience from the comfort of your home while being monitored by a remote proctor through video and screen sharing capabilities.

Review the steps below to prepare for your online proctored final exam.

1. Complete & pass your course practice exam(s) (proctoring not required).

At the end of each course, we offer a practice exam. Our practice exam is meant to give you an idea of the kinds of questions you'll see on the actual final exam, and to help you identify areas that you need to brush up on before attempting the final exam.

You do not need a proctor for this.
Unlimited exam attempts.

2. Set up your online proctor account through PSI.

We have partnered with PSI to bring you a convenient online proctoring solution. Before you can take your final exam, you must set up your account and schedule a time with PSI. Follow these steps:

- Create an account with PSI at www.examslocal.com.
- Select the course name that corresponds with your school name.

3. Confirm that you meet the minimum technical requirements & download the secure proctoring browser.

The technical requirements for the proctoring process are a bit higher than for the course. You will not be able to use a tablet, since tablets don't allow you to share your screen with a proctor. Here's a list of what you need:

- Laptop or desktop computer
- Webcam
- Microphone
- Strong internet connection – Minimum 500 Kbps download and 256 Kbps upload; we recommend 5Mbps or higher upload and download
- Current version of Google Chrome or some other Chromium-based browser
- Flash player (for PC users)
- Ability to download a small program: PSI's secure web browser

NOTE: Please be aware that macOS 10.15 Catalina has caused compatibility issues and may prevent your exam from launching properly. Please use a computer that does not have this update.

4. Schedule your proctored exam.

Exams must be scheduled at least 24 hours in advance and are subject to availability.

You are able to schedule your exam during our Customer Services hours, Monday-Friday 7AM – 9PM CST and Saturday-Sunday 9AM – 6PM CST.

The proctoring fee for exams is \$25.00 each and must be paid when you schedule your exam.

5. Prepare for your final exam.

Because you must schedule your proctored final exam at minimum 24 hours in advance, we recommend using this time to review your course content one more time, and maybe take another practice exam.

6. Take your proctored final exam.

When it's time to take your final exam, make sure you have the following:

- Photo ID. Military IDs cannot be accepted.
- Blank paper. You will be asked to show the blank paper to the proctor via your webcam. Following the completion of your exam, you will be required to rip up the paper.
- Writing utensil.
- Basic calculator. Your calculator cannot have letters, and you cannot use your phone or computer calculator.

- Clean desk. You cannot have notes, papers, or anything else on your desk during the exam.
- Empty, well-lit room. You must have a quiet space free of all other people.
- No earlier than 15 minutes prior to your appointment time, go to <https://www.examslocal.com/>.
 - Log in to your account.
 - Click "My Exams" and select the exam you wish to start.
 - Click the "Launch Exam" button.

A small program file will download to your computer. Click the file to open it and select "Run" to install the program. If any pop-ups ask if you approve, click Yes or Okay.

A live proctor will connect with you via a chat box. You'll read the rules and sign off on them.

The proctor will check to make sure your webcam and microphone are working properly and that screen sharing has been activated. You will be asked to share your screen for all connected equipment. The proctor will ask you to slowly move the webcam around the room to verify that you are alone and that your desk is clear of restricted items.

The proctor will ask you to show your photo ID. Hold it up to the webcam to verify your identity. The proctor will ask you to show your blank pieces of scratch paper.

Hold them up to the webcam to verify that each page is blank.

When prompted, you will log in to your course and start the final exam.

The proctor will enter a code to launch the exam.

You will take your exam in the proctor's presence.

When you finish the exam, click Submit. You will see your results immediately.

7. Review your exam results.

When you pass, you will be prompted to complete a survey and affidavit. You have completed your course and the proctor will end the session with you.