

Minimum Standards for Remote Delivery

(Approved April 14 to July 21, 2020)

Remote delivery is live online education that is personally presented by an instructor and personally attended by the students via connection through simultaneous two-way audio and visual connection via a virtual classroom platform.

Providers must demonstrate competency of all the necessary qualifications and standards set forth below. Providers must receive approval by the Commission prior to offering a class for credit using this delivery method.

All Commission law, rules, and policies pertaining to education are in full force and effect for remote delivery.

Commission Approval Required

- The provider must use a Commission approved remote delivery platform. Currently approved platforms are Zoom Pro or higher and REcampusLIVE through Dearborn Real Estate Education. Alternative platforms may be considered upon written request.
- The provider must complete the *Provider Remote Delivery Application* form and submit it to the Commission to receive **prior written approval for each** remote delivery class held.
- Providers offering classes through remote delivery must use an instructor certified by IREC to teach each class taught through remote delivery. Additionally, each instructor teaching through remote delivery must hold a current Certified Distance Education Instructor (CDEI) certification through IDEEC.
- There is a student registration cap of 25 students per class session.
- An instructor and separate moderator must be used for each session.
- Conducting a live class while simultaneously broadcasting it through remote delivery to students is not permitted.
- To demonstrate the instructor and moderator's proficiency in the remote delivery platform, the provider must schedule a test meeting with Commission staff prior to receiving approval for use of the delivery platform.

Requirements for all participants (students, instructors, and moderators)

- Must have an environment free from background noise and distraction. Participants may not use a virtual background.
- Must have appropriate equipment and technology that meets the minimum standards of the chosen platform.
- Must have their face in full, clear view of the camera at all times. Must keep a continuous video feed during all classroom instruction.
- Must maintain a professional demeanor and engage in professional behavior during the classroom instruction.
- Must interact with other individuals in a way that promotes and enhances learning for all.

- Must ensure that the IREC Attendance policy is strictly adhered to in the virtual classroom.

Student Requirements

- Must designate a distraction free area to attend the class from that is free from background noise, other people, or other things that will distract the student's attention from the class.
- Must test their equipment and technology with the provider prior to the first class session.
- Must provide photo identification to the provider for the purpose of verifying their identity.
- Must attend 100% of the course as outlined in the IREC Attendance Policy and remain actively engaged for the duration.
- Must not be visibly engaged in any other activities including phone calls, texting, or work of any kind other than note taking or participating in classwork as directed by the instructor.
- Must keep their microphone muted to minimize background noise unless responding to or asking a question or unless directed to remain unmuted by the instructor.
- Must keep a full view of the instructor at all times. Must only take breaks when scheduled by the instructor. May only turn off or pause video feed or assign an avatar during scheduled breaks.
- Must follow along with the class outline and any other required materials during the classroom instruction.
- Must respond to every engagement prompt during every class session. If an engagement prompt is missed, they must provide justification to the moderator for why they missed the prompt.
- If two or more engagement prompts are missed during a class session, the student will be counted absent for that class session.

Provider Requirements

- Must provide technical support for instructors and students including a contact phone number for technical support.
- Must ensure the instructor and moderator have adequate training on the chosen delivery platform prior to using the virtual classroom.
- Must hold a pre-class orientation meeting with each student to verify their technology meets requirements and to verify their identity.
- Must have each student review and sign a *Student Remote Delivery Engagement Agreement*.
- Must not allow any student to attend class that has not participated in the pre-class orientation meeting and returned their signed *Student Remote Delivery Engagement Agreement*.
- Must make arrangements to provide required class outlines, handouts, and other materials to students prior to the start of the first virtual classroom session.

- Must make arrangements for the students to take the exam, when applicable, with a Commission approved proctor, if the class requires an exam. Providers and certified instructors are pre-approved by the Commission to act as exam proctors.
- Must work with the instructor to address any concerns regarding the student's engagement or class participation.
- Must provide an end of course evaluation form to students in a secure and confidential fashion.
- Must ensure that the instructor or moderator records each class session and chat log and transmit these to the provider for maintenance in the provider files.
- Must maintain all documentation in the provider's files for a minimum of one year.

Instructor Requirements

- Must hold current CDEI certification. Must demonstrate instruction techniques consistent with the principles of adult learning theory.
- Must attend training with the Commission on remote delivery through a virtual classroom.
- Must give students instruction on how to navigate the platform and respond to and ask questions.
- Must manage classroom time and activities appropriately to ensure the full number of approved hours of instruction are provided and all approved materials are covered.
- Must timely call people back from scheduled breaks.
- Must ensure students receive all required class resources and must utilize these frequently in the virtual classroom.
- Must engage students by asking direct questions to them, use polls, classroom activities, and other engagement prompts.
- Must promptly address any disruptive behavior of students.
- When using breakout rooms, must give students instructions on how to get started on the activity and must visit each breakout session in turn to answer student questions and ensure they are engaged in the activity.
- Must assign, track and report make-up work for student absences for prelicense classes.

Moderator Requirements

- Must attend training with the Commission on remote delivery through a virtual classroom.
- Must admit students from the waiting room.
- Must verify the identity of each student for each session.
- Must monitor student and instructor video feeds to ensure that all participants' faces remain clearly visible during classroom instruction.
- Must promptly address any disruptive behavior of students.
- Must promptly interact with any student who has turned off their video feed to ensure they return to full engagement.

- Must promptly clear any icons or images (raised hands for example) from the instructor view after the instructor has responded to them.
- Must engage each student at least once per hour using an engagement prompt.
- Must remove students who fail to respond to 2 or more engagement prompts from the virtual classroom.
- The moderator must move between rooms during class activities utilizing break-out sessions to help monitor student participation and to help facilitate the activity.
- Must report student attendance and class participation to the instructor and provider **on a daily basis.**