Minimum Standards for Remote Delivery

(Approved July 22, 2020)

Remote delivery is live education that is presented by an instructor and attended by students through 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 courses 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 *Initial Provider Remote Delivery Application (REE-12)* form and submit it to the Commission to receive **prior written approval.**
- After initial approval, a provider may schedule remote delivery classes through the IREC system. If the provider wishes to offer a course through remote delivery that has not been assigned a remote delivery course ID, they must request this via email to IREC staff.
- If a provider wishes to use an instructor, moderator, or technology that has not previously been approved by the Commission, the provider must submit the appropriate attachment from the REE-12 form to IREC for approval prior to making the change.
- Providers offering classes through remote delivery must use an instructor who has filed an *Instructor Remote Delivery Agreement* with IREC to instruct remote delivery classes. Additionally, each instructor teaching through remote delivery must hold a current Certified Distance Education Instructor (CDEI) certification through IDEEC.
- An instructor and separate moderator must be used for each session. It is required that providers use a minimum of one moderator per 25 students in attendance.
- Conducting a live class while simultaneously broadcasting it through remote delivery to students is not permitted.

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. Cell phone use is not permitted.
- 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.
- Participants must be given instruction on how to navigate the platform and respond to and ask questions.

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 unless the provider has prior, recent knowledge that the student's technology is sufficient.
- 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 notetaking or participating in classwork as directed by the instructor.
- Must follow direction given by their instructor regarding muting and unmuting their microphone to help minimize background noise.
- 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 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.

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 test each student's technology and equipment prior to the start of class unless they have prior, recent knowledge that the student's technology is sufficient and must not allow any student to attend who does not have the appropriate technology.
- Must review the *Student Remote Delivery Engagement Terms* at the start of each class taught via Remote Delivery.
- 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 prelicense students to take the final course exam with a Commission approved proctor. Providers and certified instructors are pre-approved by

the Commission to act as live exam proctors. The Commission has preapproved the use of PSI's RP NOW remote proctoring system for electronic exam proctoring.

- 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 accordance with the Commission's evaluation policies.
- 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 30 days.

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 within the two-year period preceding the instruction of a class through remote delivery.
- 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 utilize all required class resources frequently in the virtual classroom.
- Must engage students by asking direct questions to them, use polls, classroom activities, and other engagement prompts.
- 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 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 engage each student at least once per hour using an engagement prompt if the instructor has not employed an engagement prompt of some kind.
- Must move students who fail to respond to 2 or more engagement prompts to the waiting room.
- 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.**