

Remote Delivery Standards

(Revised January 21, 2021)

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.

Hybrid delivery is live education where some students attend in person in a classroom while others simultaneously attend virtually via remote delivery.

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 these delivery methods.

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 (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 IDECC.
- An instructor and separate moderator must be used for each session. One moderator is required for up to 25 students. Two moderators are required for classes of 26 or larger.

Requirements for all participants (students and instructors)

- 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 not engage in any distracting behaviors 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 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 not engage in behavior that may distract other students such as but not limited to eating, smoking, vaping, excessive camera movement or walking around with the camera, unnecessary chats, etc.
- 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.
- 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 keep remote delivery system generated timing reports which include the column headings: meeting ID; topic (class title); participant name and email address; class start time, end time and duration; and participant join time, leave time, and duration for each participant log in. These timing reports must be provided to the Commission upon request.
- Must maintain all documentation in the provider's files.

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.
- Must be able to see and hear all 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 be made co-host of the meeting.
- Must identify themselves to students by including "moderator" in their screen name. For example – Bob Smith: Moderator or Moderator Bob Smith.
- Must keep their own video feed on at least until the class introductions have been completed.
- 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 and must promptly address any students who fail to respond to engagement prompts.
- 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.**

Additional specifications, requirements, and instruction can be found in the Commission's *Minimum Standards for Alternative Delivery Methods* policy found on the IREC website.