

**REAL ESTATE COMMISSION MEETING October 5-7, 2016
REPORT OF AUDITS SINCE June 6, 2016**

SPONSOR	AUDIT DATE	COURSE NUMBER, TITLE, DESIGNATION & DELIVERY METHOD	AUDITORS REPORT/COMMENTS	STAFF ACTION & SPONSOR RESPONSE
McKissock, LP	6/6/16	CE.4347000-RE Using Retirement Assets to Purchase Real Estate 3 Hours Personal Development Internet	<ol style="list-style-type: none"> 1) The course is a very good course. 2) For the record, I've invested in Real Estate through my IRA for over 25 years, so I think the information is extremely valid. 3) The Personal Development designation is acceptable as well. 4) The course was well planned and laid out in an understandable fashion. 5) As a Personal Development course, the main goal is to enhance the licensee's skills, knowledge, and well-being. By planning and executing a retirement plan, and thereby enhancing their own personal situation, the licensee is, or should be, more comfortable in offering advice to his/her clients, based upon what is good for the client and not just the licensee. 6) There wasn't enough depth in the section dealing with 1031 exchanges. An example or a case study in how these two work together would have been helpful. 	Letter to sponsor. Sponsor has made edits dealing with 1031 exchanges to the Divisions satisfaction.
Black and LoBello	6/7/16	CE.4109000-RE Contract and the Closing Process 3 Hours Contracts Classroom	<ol style="list-style-type: none"> 1) A good course. 2) The course merited the number of hours. The designation barely merited and the instructor should make efforts to reinforce the designation. 3) The participants seemed engaged. I asked another class participant, on a break, who stated she enjoyed the class. There were many questions asked and answered. 4) This course is complete with information that is important in the licensee's successful representation of their client, the public. 5) The instructor debunked commonly held beliefs of licensees which should help to prevent licensee errors. The instructor referenced the "statutes" but, with one exception, did not provide specific NRS statutes or include material to support his statement. 6) The least helpful information had a tenuous connection to "contracts" and the instructor would be better served in connection "square footage" and "disclosures" to their role in a contract. "Do I Present This Offer" was most useful and in line with the designation. 7) The class went beyond reiterating contract basics learning in real estate school, as many CE classes with this designation do. The instruction information presented was not too advanced for a new licensee nor too simple for a seasoned licensee. Considering the information presented the class did not directly reference a sample contract or discuss the core principles of contracts, it may be thought that the class did not merit the designation but, the facts presented are key to the licensees' understanding of the practice and ramifications of contracts. 8) The instructor had a casual respectful style. This style led to all of the information presented with equal value and often did not link statements to their probable presence in a contract. Some emphasis, along with actual citation of NRS code would benefit the attendees learning experience. 9) The course name is not descriptive of the content. The class name suggests the contract process and exercise from beginning to closing would be covered. In no way was this evident. No timeline discussions of escrow closing activities or path of contract to close were discussed. The class addressed misconceptions, misunderstanding and mistakes of contracts along with positive actions to create better, clearer contracts. The instructor himself noted the class title was not accurate and that an employee at his office "came up with it." 	Letter to sponsor. Sponsor has responded to Division satisfaction and has changed the course title to: "Misconception, Misunderstandings and Mistakes during a Transaction" and that the student that left early did not receive CE credit.

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Realty One Group	6/16.2016	CE.4295000-RE International Buyers in the United States 3 Hours General Classroom	<ol style="list-style-type: none"> 1) The instructor covered everything in the outline and all of the PowerPoint slides. It fulfilled the General course designation in my opinion and was a good class. 2) Everyone that I observed seemed to be engaged by the instructor, participated in classroom feedback, and seemed genuinely interested in the material. The instructor went off on a tangent of sorts about attending Commission hearings and the value therein but I think it was a useful tangent. Other than the instructor, none of the other licensees said they had attended a hearing but given the benefits articulated I would be surprised if at least a few of those present did not attend a future Commission hearing. 3) We covered various peculiarities of some of the different cultures that are currently purchasing real estate in the United States. There was also a section on FIRPTA, due to the recent change, I felt helpful in my practice and exposed us to the exemptions to the law. 4) The instructor very personable and that engaged the class in the information he was conveying; it also resulted in class participation. 5) The information on FIRPTA, tax id numbers and the various legal status of foreign persons to be most helpful to me. 6) The instructor didn't have any problems with any of the questions I or other class participants threw at him. He provided a couple of 3rd party referrals to companies that might be useful to a licensee's interactions with foreign buyers. 	Letter to sponsor. No response required.
Real Estate School of Nevada	06/21/16	CE.4206002-RE Foreclosures and Foreclosure Alternatives 3 Hours General Internet	<ol style="list-style-type: none"> 1) An excellent course. Unfortunately this class fell short in providing enough reading material to encompass the full 3 hours. The quality of material was good and I did feel that I received a stronger education in foreclosures. 2) The material was excellent, understandable and to the point. 3) Licensees must know how the foreclosure process works in order to help better service their clients. In understanding the intricacies involved the licensee can avoid making mistakes that can hold them liable for legal consequence that could result in fines or and disciplinary actions. 4) The most useful was the information on short sales. I found all the information useful. 5) Good class and well delivered, but too short. Perhaps the sponsor could add Video or Examples at least an hour worth. 	Letter to sponsor. Sponsor has added additional information to Division satisfaction.
GLVAR	06/23/16	CE.4305000-RE Property Management - The Profession 3 Hours Property Management Classroom	<ol style="list-style-type: none"> 1) An excellent class. 2) The response was overwhelmingly positive and there was exceptional interaction in this class. 3) This was a more in-depth exploration of the practical aspects of actually managing properties and a property management operation. The real world examples of property management situations fostered great discussion of how these situations should be handled to better serve landlords and tenants. 4) The instructor provided an amazing, in-depth class that covers course content rarely found in other property management CE class. This is an "A-list" class, she was on her game. The only thing she could do better is to write a sequel to this class!!! 5) Every content piece and supplemental handouts were all valuable. If any one thing stood out, it would be the eight case studies that opened the door to invaluable discussions and insights. 6) This is truly one of the best CE classes I have ever taken in Nevada. It certainly helps (and shows) when the instructor was not only the author of the course, but has an amazing background and the experience to put it all together and deliver it in such a capable manner. Many more of our CE classes should be written and taught at this level. 	Letter to sponsor. No response required.

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360 Training	6/28/16	CE.5433000-RE Community Ethics 3 Hours Ethics Internet	1) An excellent course. 2) This is a broker level class - material continually references Broker and how ethics affects an office, took me more than 3 hours to complete. 3) The course structure and materials did aid the self-paced study process. 4) The course is about the historical way ethics have evolved and how ethics should be used in today's world. 5) Most useful was that Ethics promotes Productive Order - promotes fairness and diversity. 6) This is not just a Real Estate course - it relates to Real Estate - references ethics in all life communities - Broker/Agents should be active in various communities.	Letter to sponsor. No response required.
RealEstateCE.com	6/29/16	CE.4312000-RE Safety for Real Estate Professionals 3 Hours General Internet	1) A good course. 2) I asked a simple question of the course information and received a satisfactory answer in about 50 minutes. 2) Numerous chapters were an easy length to complete without getting bored and if someone wanted to take the course over a few days it would be easy to do. After reading each chapter there was an exercised called "phrase matching" that I found was a good review of the material just read. 3) I found the technology information concerning smartphone apps and wearable technology the most relevant to me although the entire course provided a good review of common sense safety practices. 4) I finished the course 40 minutes early compared to the timeline. If I were to make any suggestions on additional content, I would suggest: Lesson # 47 case studies and Lesson #41 - using your smart phone and other hand held device applications.	Letter to sponsor. Sponsor has added materials to the suggested sections and additional learning activities to Division satisfaction.
Kaplan Professional Schools	7/6/16	CE.4246000-RE All Under One Roof - OnDemand Course V1.0 6 Hours General Internet	1) The course did merit the approved hours and designation. Extensive online instruction, much of it duplicated with written information and video. 2) The course structure and materials were excellent and the video did aid to the self-paced study process. 3) The course content teaches students about Assisted and Other Living Accommodations. 4) Recognizing specialized needs to today's clients was most useful because it provided the differences and value of "Matures", "Boomers", "Gen X" and "Gen Y".	Letter to sponsor. No response required.
Greater Las Vegas Association of Realtors (GLVAR)	7/8/16	CE.4277000-RE The Essence of Agency 3 Hours Agency Classroom	1) An excellent class. 2) The course did merit the 3 hours it was approved. 3) The class was very receptive. 4) The instructor was very knowledgeable with the Real Estate Divisions class and education information. He provided great examples and explanations. He did an excellent job no disappointments. He also offered after class personal time on material. 5) Agency district difference and how the consumers see the relationship was very useful information. 6) The material was very illustrative. 7) Monitors did a great job on informing the class to not text or talk during class.	Letter to sponsor. No response required.

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McKissock, LP	7/9/16	CE.4345000-RE Social Media Marketing: Reaching and Networking the Affluent 3 Hours Personal Development Classroom	<ol style="list-style-type: none"> 1) An excellent course. 2) While this course was offered as Personal Development course, it offered content that might qualify it for General credit. The last third of this course addressed ethical, legal and compliance content that is extremely useful to brokers who need to prepare their internal policy and procedures manual to address the use of social media within the company as well as their licensees. 3) More of licensee networking and communication with clients and prospects is by way of social media. This course provided an in-depth treatment of the five most commonly used social media platforms, including when, where and how to properly deploy each of them. The course provided excellent content on how to put forth and maintain the proper image and reputation by using social media appropriately. It also addressed and cautioned licensees about managing content and comments so as to not allow an environment that exposed anyone to potential defamation. 4) Most helpful was Chapter 3 with its treatment of legal, ethical and compliance issues in the deployment and use of social media. 	Letter to sponsor. No response required.
Career Web School	07/15/16	CE.5592001-RE Short Sales and Foreclosures in Real Estate 3 Hours Internet	<ol style="list-style-type: none"> 1) An excellent course. 2) The information was delivered in small bites of info and contained a minimum of three hours of course information. 3) The course structure and materials did aid the self-paced study process. In fact I think it was the best method of delivering content on the Internet that I have seen. Their method of explaining and the asking questions afterwards ensures retention and learning. It is a clever and appreciated method. 4) They not only give a broken down explanation in layman's terms they give excellent examples as well. This was a well thought and technologically advance CE course. 5) They gave an excellent representation of the short sale process from start to finish. The information is relevant and up to date and is just as useful for a rookie agent as well as a veteran agent. 6) The information on Mortgage Assistance Relief Services (MARS) Laws was especially interesting as it effects all agents doing short sales and most likely is not known by 90% of the agents. 	Letter to sponsor. No response required.
Neil Schwartz	7/18/16	CE.4248000-RE Snow White and the Seven Disclosures 3 Hours Agency Classroom	<ol style="list-style-type: none"> 1) An excellent class. 2) The course was designed to cover the main 7 disclosures that were outlined in the course. 3) There was a lot of discussion and the students in the class over all seemed to be very interested in the material that was presented. 4) These disclosure items are some of the main items that protect the public and are very basic for real estate licensees to follow. The few points made as to when or how they needed to be completed which is always a good brush up in a time line to follow. 5) The instructor was very knowledgeable about these disclosures both because of his years of practice in the business as well as his extra experience as a commissioner. There really wasn't much more that he could have done to explain these items a clearer. 6) This story outline seemed to be kind of funny; however the way it was presented was a very smart way to show it. It was a childhood story that was easy to understand for the class in a real world scenario to some degree. The story line it followed worked very well to cover the disclosures through a process that was clearly understood by everyone. There really was not anything that was not helpful in the class. 7) I thought the class would be a little silly at first because of the name but it wasn't at all. I think the part of the name that says disclosures is the main eye catching part of the title that makes students think before they judge it. 8) The instructor also had a lot to do with the class staying interested because he was able to hold their attention with some of the short stories that came about from the questions asked in the class, an excellent instructor. 	Letter to sponsor. No response required.

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Realty One Group	07/19/16	CE.4365000-RE A Guide to FIRPTA and Foreign Sellers 3 Hours General Classroom	<ol style="list-style-type: none"> 1) An excellent class. 2) The course met the required hours. 3) The general response from the participants was well received. 4) The course prepares the licensee for the required procedures for a foreign sellers or buyers transaction. 5) The instructor was excellent and knows the subject inside out. 6) The important time lines to meet regulations and who is to submit the forms was most useful. 	Letter to sponsor. No response required.
Jimmy Dague	7/29/16	CE.4111000-RE Negotiating - Techniques, Tactics, Gambits and Counter Gambits 3 Hours General Classroom	<ol style="list-style-type: none"> 1) The class began on time at 1:00 pm and ended at 3:08 pm. Everyone was asked to sign in and out at the beginning of the class, so I believe that the instructor intended to teach until 4:00 pm. The material based upon the course outline just came up short. 2) The reaction to the instructor and the course was very good. It engaged some to ask questions and interact to a degree. 3) All clients and customers would benefit from our licensee having better listening and negotiating skills. Some exercises assisted the student in identifying client personality types and how to work with those specific types, highlighting the differences in the perspectives and perceptions of the various types of individuals. 4) The instructor is a wealth of knowledge and freely shared his experience and insights with the students. He nailed this portion of the teaching task. It sounded like he did not write the course, but perhaps had difficulty in pacing the content to come away with the required 150 minutes. 5) This class was indeed for a commercial licensee audience, but the content played well for residential licensees as well. Walking licensees through the negotiating process as this course did would likely enable those licensees to put deals together better and keep those deals with fewer blown transactions. 6) First, this course has good content in general with some agency and ethics components. Either of these components could be expanded to make it a much better three hour course that could possibly qualify for Ethics or Agency - depending upon which direction the author would take it. Secondly, the instructor is a fine instructor with insights and experience that licensees should be exposed to. In fact, I got more value from two hours in this class than I usually receive in most three hour or longer courses. 	Letter to sponsor. Sponsor responded to Division satisfaction and is training the instructor.
Greater Las Vegas Association of Realtors (GLVAR)	7/29/16	CE.4235000-RE Safety Matters: Safe Business: Smart Business 3 Hours General Classroom	<ol style="list-style-type: none"> 1) An excellent class. 2) The course content merited 3 hours of general designation education. 3) Very interactive, valuable information shared, students engaged with the class. Instructor kept the students attention and participation. 4) The course enhanced the licensee to better serve the public and to remain safe while serving the public. 5) The instructor engaged the student in active learning, broker into groups to discuss, great use of course materials. 6) Safety systems, security were useful tools. 7) This course exceeded my expectations. The instructor was exceptional in engaging the class in discussion. 	Letter to sponsor. No response required.

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McKissock, LP	7/30/2016	CE.4343000-RE Crowd Funding in Real Estate 3 Hours Personal Development Internet	<ol style="list-style-type: none"> 1) The course content did not merit the hours or the designation; it was an overabundance of detail for a personal development course in a new and growing industry. The content was very advanced and took about 18-20 hours to complete. 2) There were 3 tests that appeared to be for practice but without at least a 75% score; a student is unable to proceed. Intrinsic details had to be known to pass and proceed. The detailed vocabulary is foreign to most agents, in particular agents who enroll in this course for curiosity. 3) Some material moved me into other company platforms (links) to experiment with. The platforms were very detailed and took up most of the hours. 4) This course does not offer printed handout material for a student to refer to for future use after course completion. I had no choice but to literally re-write most of the class material to look for exam answers. A typical agent would not know that who may take this course out of curiosity. 5) The course structure and materials did aid to the self-paced study process, just too complex and unable to move on until all answers were correct on 3 intermittent exams. Introductory definitions were most needed. The referral to "Crowd Funding Application" platforms were excessively complex and no way to evaluate. 6) Once I completed the course and passed the final exam (#4) their survey evaluation was displayed that I had to complete. My responses were accepted on line in entirety with my registration and exam answers. 7) I recommend that this course be completely re-evaluated and used for more advanced education requirements such as for selling businesses. 	Letter to sponsor. Sponsor responded to Division satisfaction. It is a 3 hour course, took auditor many hours longer because he included technology issues and covered all the very extensive supplemental materials linked to the course.
McKissock, LP	7/30/16	CE.4285000-RE The Nuts and Bolts of Commercial Real Estate 4 Hours General Internet	<ol style="list-style-type: none"> 1) A good course. 2) The course merited the number of hours. 3) All questions were asked before taking the course. All questions answered immediately. 4) The course structure and materials did aid the self-paced study process. 5) Quite valuable given the diversity. 6) Found all the information to be useful. 7) First online course - found it helpful and not sure what improvements are needed at this time. 	Letter to sponsor. No response required.
Berger Enterprises	8/9/16	CE.4367000-RE A Comparison Between FHA, Conventional and VA Loan Programs 3 Hours General Classroom	<ol style="list-style-type: none"> 1) An excellent class. 2) The general response of the class was very positive. 3) The course merited the hours. 4) It was a good informative class but I think that it was very quiet group with not many questions. 5) Better able to access client financial needs to purchase a home was valuable. 5) The instructor was very informative. Would of liked the printed guidelines. 6) Most useful was qualifying guideline differences between VA, FHA and Conventional. 7) There was no marketing of his loan company and the information was relevant. 	Letter to sponsor. No response required.
Kandas Meyer	8/11/16	CE.4216000-RE Is It Material? 3 Hours Agency Classroom	<ol style="list-style-type: none"> 1) An excellent class. 2) I think that the content might be considered as somewhat advanced. There was not as much student participation as I would have hoped. 3) The course did a very good job of broadening a licensee's understanding of their agency responsibilities. 4) The instructor did an excellent job of explaining "relevant" facts for disclosure. Some of the instructor examples could have been better organized. 5) Broadening a licensee's understanding of disclosure requirements. 	Letter to sponsor. Sponsor responded to Division satisfaction.

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Reno/Sparks Association of Realtors	8/11/16	CE.5816001-RE New Listing! Now What? 3 Hours Contracts Classroom	<ol style="list-style-type: none"> 1) An excellent class. 2) The class was very well received. The instructor interacted with the class and invited their participation. I believe it was enjoyed by all. 3) As part of his presentation the instructor presented scenarios wherein the licensee was challenged with ethical and moral decisions and situations involved with taking and servicing listings. I thought the course was well worth the time. 4) The instructor shared his knowledge of the subject matter and presented useful tips and information even for the experienced agent. A majority of the course was directed toward preparing for the listing appointment and managing the listing and escrow after obtaining the listing. He could have followed the "timed outline" much better as very little time was spent on other topics. 5) Excellent on the pre and post listing techniques to better serve my client, the seller. Spending too little time on several of the outlined topics. 6) The first twelve minutes were taken up by the sponsors of the class making their presentations and introduction of their staff and job descriptions of each one present. I think the instructor did not expect them to take so much of his class time. My overall critique of this class is that the instructor was very good and presented useful information but needed to more closely follow the outline as presented to the Division in regards to the amount of time spent on each topic. The first two segments of his outline were scheduled for 25 minutes but he used a full hour discussing those two segments. At the end it was very rushed to cover the rest of the material and he devoted as little as one minute to a couple of the forms. 	Letter to Sponsor. Sponsor responded to Division satisfaction.
AR Connect LLC	8/11/16	CE.4366000-RE Renovation Loans 3 Hours Personal Development Classroom	<ol style="list-style-type: none"> 1) Sponsor needs to expand the material to make it a 3 hour class. She went over the same things again and again and finally ran out of material and did exercises to fill the last 30-45 minutes. The material is meritorious but just not enough. 2) The general response was good from the class as this is a type of loan product that we need to be more cognizant of in our market. 3) The instructor spoke to us like we were elementary students. Never once did she ask what the experience level with this type of loan was for the class. She is definitely trying to get people to use her services as a facilitator of these loans. That was totally obvious. 4) Brief description of the 203K limited and standard VA renovation loans, FNMA Homestyle loan and Energy efficient loans - what they will allow and what they will not allow on each and when they can be used was helpful. 5) The class was an advertisement for AR Connect and for Freedom Mortgage. The instructor does not have enough experience as a Real Estate licensee to talk to us about how to apply the information to a transaction or how to explain it to a buyer and seller. 6) The instructor was a very nice gal and had a lot of experience doing the construction control on these loans. She understands them and with a lot more experience as a real estate agent this will be a good class for CE because she can then properly teach how to implement the loan with clients. 7) The instructor kept saying that she will email the material to us. She did not have any of it there for us to take so I thought she was unprepared to teach. I do not want to wait for all the materials; I expect to get them when I take the class or to email ahead. 	Letter to Sponsor. Sponsor improved content and delivery to Division satisfaction.

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Bridge Home Inspections	8/16/16	CE.4339002-RE Red Flags and the Duty to Investigate 3 Hours General Classroom	<p>1) The course merited the general designation. It is recommended that while a general discussion of the duties a licensee owes to the public or client be discussed, specific reference and attempt at interpretation by a non-licensee should be avoided.</p> <p>2) The class was sullen with approximately half of the class texting or checking emails. For a 2-4 minute portion of class, the participants offered their advice to a new agent regarding a listing's condition.</p> <p>3) The course exposes the licensees to what can be discovered during a home inspection along with the dangers of some defects.</p> <p>4) The instructor's strength is in explaining to licensees the scope of perspective of home inspectors and their work. The instructor did not seem prepared and the lack of preparation was particularly evident, and harmful, when discussing the Duties Owed portion of the class. When discussing what "practicable" means the instructor stated "let's say that you are driving back from Overton and you get an offer on your listing, what does "practicable mean,...practicable would mean something the next business day- that should be good." The class was filled with very new agents, who took this information as official instruction. He should not discuss the Duties Owed.</p> <p>5) Most helpful for the licensee was how their, or their clients', visual observations can be investigated by home inspectors. The instructor provided a specific example (Kitec) on how a licensee could note the possible presence and properly explained the use of that information and the need to let a licensed specialist, like a home inspector, continue the investigative process for the buyer. The instructor was open to the participant' questions. The home inspector also allowed the licensees to use a thermal imaging device and explained the types of defects, not visible to the eye, that the device could uncover when used by an inspector.</p> <p>6) I believe the instructor could have a class solely dedicated to home inspections, excluding the information regarding the Duties Owed which he seemed ill equipped to explain. The instructor's expertise is in home inspections and his explanations and discussion of this subject matter was competent and well presented. During the Duties Owed portion, the instructor skimmed the slide as though he had not thought of the slide prior to seeing it and skipped from slide to slide, at time without discussing the slide.</p>	Letter to Sponsor. Sponsor has responded that was the instructor's first class. The Sponsor has removed and revised the outline in regards to the 20 minutes of Duties Owed and has expanded the existing content to Division satisfaction.
McKissock, LP	8/27/16	CE.4152000-RE The End of the Paper Trail: How to Conduct Paperless Transactions 3 Hours General Internet	<p>1) An excellent course.</p> <p>2) This was exceptionally well written on a very timely and important topic. Three hours is adequate.</p> <p>3) The course structure had a natural flow and the materials, including hyperlinks to specific apps and programs was greatly appreciated.</p> <p>4) We are certainly moving to digital signatures and paperless storage more quickly than ever. This course will assist an agent or broker in explaining the relevance and safety of using this technology to those clients who are interested. Also some of the apps and programs provided will facilitate licensees in better follow-up and ongoing communications with previous clients.</p> <p>5) Chapter two addressed digital signatures and electronic signatures in an incredibly clear manner and highlighted the differences between them was very valuable information.</p>	Letter to sponsor. No response required.