

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
12/30/2019	EXCEED CE	CE.6177000-RE Environmental Issues for Real Estate General 3.0 Hours Internet	<ol style="list-style-type: none"> <li>1. The course content materials and the delivery method of the course were average.</li> <li>2. The course does merit the approved designation and the number of hours that it was approved for.</li> <li>3. For this course, the site requires signing in once but there were no other methods used to verify that the person taking the course/exam was in fact the person who registered for the course.</li> <li>4. After leaving a telephone message regarding the non-delivery of the certificate, the certificate was emailed the next business day. No follow up telephone conversation occurred but the issue was resolved.</li> <li>5. The course structure and materials did aid the self-paced study process. The structure is straight forward and did well for the self-paced participant.</li> <li>6. The course enhanced the licensee's knowledge to better serve the public with practical value and content. The course covers in clear detail environmental issues that are common in real estate as a refresher to information the licensee would have learned in school and/or post-licensing.</li> <li>7. The most helpful was that the information was presented in a clear and non-repetitive manner that offered multiple learning styles that would appeal to various students inherent learning styles. The least helpful was an Illinois specific video. I suggest the usage of "Breathing Easy" be used.</li> <li>8. The site is not designed to be attractive to the end-user and is bare bones. While this is not in itself an issue, the inability to "end" the class is lacking. Once the final exam is taken, the participant is returned to the same syllabus screen that has been used. The CE certificate is not readily available (that I could see). The site also fails to track to require the mandated time. Out of all internet courses that I have taken, this course was the clearest about who the instructor was and how to reach the instructor. My call to the instructor seemed to go directly to the instructor. This ability to have a direct link to the instructor is superior to what other internet-based education sites offer, as those at times can feel like a random computer. Suggest changing title to remove "NV", as this class only addresses national issues.</li> </ol> <p><b><i>SPONSOR WAS CONTACTED ABOUT ENSURING NV SPECIFIC TOPICS</i></b></p>

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
12/21/2019	WEBCE	CE.6464000-RE Agency Exposed Agency 3.0 Hours Internet	<ol style="list-style-type: none"> <li>1. The course content and the delivery method of the course were good.</li> <li>2. This course merited the three hours, but it absolutely does not merit the approved designation. It is a travesty that this course was ever approved for Nevada Agency. Although this course content would have been superlative for Nevada Pre-Licensing specific to agency as taught for purposes of preparing for the National Exam, it was not appropriate for presenting Nevada Agency to anyone.</li> <li>3. Personal questions were collected in the beginning and were probably used in the course exam. No verification was required for the quizzes. I completed the course but was unable to take the exam as it required me to obtain a disinterested 3<sup>rd</sup> party to proctor it on my computer. That requirement is just over the top in 2019 and few. If any licensees would take such a course. Moreover, WEBCE support is unavailable rights and weekends, so I would have to wait two days before I could call back and ask for assistance.</li> <li>4. The course structure and materials were quite good and facilitated the learning process. That included the case studies that were in this course. The course could have used more audio and visual media but was very good overall.</li> <li>5. The course would only serve to confuse Nevada licensees even further as to how to apply agency and disclosure principles in their transactions. The course continually advised the agent that they would have to conduct their own research of agency practices in their own jurisdiction. Just horrible! The public could even potentially be harmed by the bad information and confusion that would be imparted to the Nevada licensee!</li> <li>6. There was useful historical information provided as it relates to agency that should be known to licensees. Also, much of the disclosure content as well as the treatment of "Informed Consent" was excellent. However, far too much of the course focused on Dual Agency and Fiduciary duties – which do not apply to Nevada.</li> <li>7. This course could possibly be delivered in Nevada as a GENERAL course if there is a prominent disclosure that the material and content presented DO NOT reflect agency or agency practices in the State of Nevada. Otherwise, this course should be de-certified and banned in Nevada CE courses. Too many online CE vendors want to take their "generic" Agency classes and have them certified</li> </ol>

for Nevada CE. This cannot happen. Both Nevada licensees and consumers are put at greater risk each time one of these classes can be delivered. In many cases, these vendors want to do this so they can offer a “core package” of CE’s to our licensees. That does not seem to be the case here, but we will still have safeguards that will ensure that Nevada licensees are presented with proper material with specific references to NRS 645 and NAC 645 that will further solidify their proper understanding to Agency in Nevada. As I stated earlier, I did not take the course exam. I am confident that it would have been a good exam consistent with the quality of the course structure and delivery. However, taking a proctored exam by finding a disinterested 3<sup>rd</sup> party was not practical – nor something that should be required. Yet, it is noted in the course material that I would be able to print the Completion Certificate myself – had I taken the exam. My larger objection to the exam is not even the proctor requirement. The exam would only have reinforced agency and disclosure notions that are not relevant to Nevada licensees- or worse- reinforce practices that would be wrong in Nevada.

***SPONSOR WAS CONTACTED. COURSE IS PENDING STATUS AND NOT OFFERED TO NV LICENCEES UNTIL UPDATES HAVE BEEN MADE.***

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
12/23/2019	Arti Academics	CE.6426001-RE Residential Real Estate Marketing General 2.0 Hours Internet	<ol style="list-style-type: none"> <li>1. The course content materials and the delivery method were average.</li> <li>2. Although I started and finished the course in one sitting it would be possible to take a break after each module, so it took me approximately 1:46 hours to complete and the course was directly about marketing residential real estate.</li> <li>3. The initial log-in required entry if name, address, and license number so there really wasn't any verification process that would have been fool-proof.</li> <li>4. I could have missed a link, but I don't believe there was any way to contact the course instructor or the administrator.</li> <li>5. The course was a combination of primarily a video presentation that went over the module material with visual aids; then followed by a few 'slides' to reinforce the points of the video presentation. The course was broken into several small segments that would allow a licensee to stop and return easily.</li> <li>6. The course enhanced the licensee's knowledge to better serve the public with practical value and content. I think the course was aimed more to the new licensee, but it would also be a good refresher for a seasoned agent. The material was practical and presented a detailed presentation of how to use various marketing media to aid in obtaining the best price or the quickest sale for a licensee's client. Some of the visual examples in the video portion was useful in my opinion.</li> <li>7. The most helpful were the visual aids and the one download (on how to stage a property) were useful. The least helpful, while not about the material per se, was, for me, the rather slow pace of the course. However, that is subjective, and others might find the timing appropriate.</li> <li>8. I would have found it helpful to have a bit more of an orientation as to how the course would be presented. Particularly, each segment started with a 5+ minute video presentation that I found if you stopped it before the entire segment was complete and went back later you had to start the module from the beginning. There was only one collateral material download (staging a property) and while the presentation of the material was thorough, I can see how a licensee would like additional material to take with them when the course ended. Also, once the course was completed if I wanted to go back and review any of the material I</li> </ol>

			had to start at the beginning of the course and there is no way to jump forward.
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1/6/2020	EXCEEDE CE	CE.6284000-RE Recognizing and Avoiding Discrimination 3.0 Hours Online	<ol style="list-style-type: none"> <li>1. The course content materials and the delivery method were excellent.</li> <li>2. This course merited the three hours except it focused only on the Federal Fair Housing protected class and did not mention Nevada's additional protected classes of: ancestry, sexual orientation or gender identity or expression.</li> <li>3. Other than the initial registration, there was no other confirmation that I was indeed Marisa Kagan.</li> <li>4. There was no opportunity to ask questions within the structure of the online course.</li> <li>5. The course structure and materials did aid the self-paced study process. It was paced properly. The videos were helpful and the information that was provided was dry but accurate.</li> <li>6. The course enhanced the licensee's knowledge to better serve the public with practical value and content. Although I didn't learn anything new, I imagine if someone does not know about Fair Housing it would educate them on the protected classes adequately.</li> <li>7. The most helpful information were Chapters 3 and 4 which were very detailed about ADA, FCRA and ECOA.</li> <li>8. For Nevada CE on Fair Housing, the class needs to be tailored to Nevada and include our additional protected classes, ancestry, sexual orientation or gender identity or expression.</li> </ol> <p><b><i>SPONSOR WAS CONTACTED ABOUT ENSURING NV SPECIFIC TOPICS</i></b></p>

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
1/17/2020	Boardwalk Educational Systems	PL.01090-RE – Session 1 Module E (1.5 hours) PL.02090-RE – Session 2 Module H ( 45 minutes) PL.03090-RE – Session 3 Module A 2 hours 15 minutes)  Post Licensing Education Sessions 1- 3	<ol style="list-style-type: none"> <li>1. The instructor’s knowledge of the course content and his ability to control disruptions and bring practical value to the content through his delivery were average.</li> <li>2. Questions answered, the presentation of the topics and outlines, his command over the start and finish of the courses; his organization of the materials and the value of the resource materials were not acceptable.</li> <li>3. The examples presented were mainly from Arthur Mann's personal experience and were presented as sales techniques. Teaching began at 8:15 am and concluded for this session at approximately 9:45. During the test for this session, the students read the test questions to Arthur Mann who then provided the answers. The course objectives presented during the class were not consistent with those stated on the Course Outline. The material presented did not follow the Course Outline. Additionally, all the information stated in the Course Outline was not covered during Session 1. 7. Specifically, Conflicts of interest and means to avoid it, Disciplinary process and potential penalties for agents in violation of an ethical rule or duty and NAC 645 administrative code discussion were not covered in this Session. Arthur Mann only recommended two books to the students as additional resource materials. The discussion presented by Arthur Mann on cultural differences was found to be offensive in the words he used to describe cultural differences.</li> <li>4. As in Session 1, most of the examples were presented as sales techniques. This session was scheduled to begin at 11:30 and end at 2:30. However, the session began at 10:00 and ended at 10:45. Again, the material covered did not follow the course outline and did not cover all information as stated in the course outline. Specifically, Arthur Mann did not Discuss NRS 645.2259 Liability of licensee for misrepresentation made by client... No additional resource materials were presented during this session. The presentation of the material in this session was by Arthur Mann reading each screen from an overhead projector. Little, if any, additional discussion or information was provided. Several of the slides referred to classroom exercises. No classroom exercises took place. During this session, Arthur Mann incorrectly explained the Division’s Waiver Form, telling the students</li> </ol>

the form's purpose was to allow licensee to not present any offers after has been accepted.

**Additional Comments:**

Course audit 01/17/2020

- The Classroom Attendance Verification Report completed 01/17/20, does not give the specific date of the Sessions, does not include accurate sign in and sign out times and does not include the course numbers.
- The second Classroom Attendance Verification Report for the sessions from 01/17/20 – 01/20/20 does not give the specific date of the Sessions and does not include the course numbers. The sign in and sign out times are inconsistent for the students and cannot be verified. It cannot be determined if each student attended each session.
- The Classroom Attendance Verification Reports for the period covering 01/17/20-01/20/20 show student Matthew Buckley signed in at 8:00 four times, at 11:30 three times and at 3:00 three times. Student Ashtyn Harding signed in at 8:00 four times, at 11:30 four times and at 3:00 two times.
- Arthur Mann submitted a form listing the sessions taught January 17-20. The form includes the number of hours each session was taught. The hours shown for the sessions taught on January 17, 2020 are not consistent with the actual time each session was taught. Details for the actual time of each session is included on the individual Classroom content and instructor evaluation summary.

***ADMINISTRATIVE DEVELOPMENTS CURRENTLY UNDERWAY***



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12/12/2019	First American Title Company	CE.6473000-RE What It's Like to Be A Broker Broker Management Classroom	<ol style="list-style-type: none"> <li>1. The course content materials and the delivery method were excellent.</li> <li>2. The course does merit the approved designation and the number of hours that it was approved for.</li> <li>3. The instructor followed the course content . The class became more receptive when the instructor spoke vs. reading.</li> <li>4. The course enhanced the licensee's knowledge to better serve the public with practical value and content. The course explained the numerous laws that a Broker must follow and how that relates to the public.</li> <li>5. The instructor related true examples from the local market to exemplify points. By providing such items as a list of required items, samples from an operating manual, samples of forms used by local Brokerages etc. would have increased the understanding by class members.</li> </ol>

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12/18/2019	At Your Own Pace Online	CE.6164000-RE Agency Agency 3.0 Hours Online	<ol style="list-style-type: none"> <li>1. The course content materials and the delivery method were good.</li> <li>2. The course does merit the approved designation and the number of hours that it was approved for.</li> <li>3. For the online course, quizzes and exams there was no verification other than logging on with my password.</li> <li>4. The course enhanced the licensee's knowledge to better serve the public with practical value and content. The course material was one or more paragraphs of info on the topic that were timed to allow for them</li> <li>5. to be read - you could go overtime in needed and go back if needed so it was beneficial.</li> <li>6. The most useful information was that It was pretty much the standard information about agency - they ran out of material and the last hour was about the real estate practice in general. It was good info and does not hurt to be reviewed.</li> <li>7. Additional comments: They did talk about transactional agency which we do not have in Nevada and that may confuse some. In general, this provider has pretty good classes, they are timed so that you must spend the correct number of houses taking the class. I did find that a bit distracting because I would be ready to go on before the timer would allow it - but the timer is what makes it appropriate for learning for the average licensee.</li> </ol>

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1/4/2020	Kaplan Real Estate Education	CE.6358000-RE Contract Questions for the Experienced Agent Contracts 3.0 Hours Internet	<ol style="list-style-type: none"> <li>1. The course content materials and the delivery method were excellent.</li> <li>2. The course does merit the approved designation and the number of hours that it was approved for.</li> <li>3. For the online course, quizzes and exams I had to complete the first number of my address. Further on I had to verify the second and third numbers of my address. On the final exam I had to give the last four letters of my email.</li> <li>4. I asked a question regarding one of the sections, but I didn't get a written answer. I later called Kaplan and they gave me a verbal answer.</li> <li>5. The course enhanced the licensee's knowledge to better serve the public with practical value and content. The material was well written and well organized.</li> <li>6. The information was relevant and informative and the practical value for the licensee was tremendous.</li> <li>7. The most helpful was that course gave scenarios and offered suggestions; the course also offered case studies and potential violations and they sampled real life situations which make this course a definite suggested CE class for agents. I did not find anything that would not be helpful for any agent.</li> <li>8. It was a great course with a wealth of information especially regarding multiple offers. My problem was while taking the final exam, the course locked up and I had to call to get the course unlocked. I tried to get the completion certificate and followed the instructions but could not. The certificate was issued two days later.</li> </ol>