

REAL ESTATE COMMISSION MEETING: SEPTEMBER 2018

REPORT OF AUDITS SINCE SEPTEMBER 2018

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
8/21/2018	GLVAR	CE.6002000-RE Nevada Law Update Law and Legislation 3.0 Hours Classroom	<ol style="list-style-type: none">1. The course and the instructor were both excellent.2. The course did merit the number of hours and designation that it was approved for. The course met the expectations for the legislative update class.3. The instructor followed the outline. The overall response was good with interaction, questions and comments.4. This course enhanced the licensee's knowledge to better serve the public with practical value of content. As far as all the history of legislation, this will probably not help the licensee; however the knowledge given in the actual update portion was very good and valuable. There were things I will bring up to my agents.5. The instructor held the attention of the class. He did not just read the material. He interjected thought provoking questions and class interaction. Overall I don't think that it could have been better for that class.6. The most useful information was the legislative update information. The least helpful was the time spent on the history. I can't really see it as something most licensees will use. Knowing a bit of how something evolved is good but most agents really don't care or understand when it is relevant. They are more interested in what is the here and now.7. The venue was excellent and there was not any outside marketing.

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
9/11/2018	Preferred Systems Inc.	CE.6119000-RE Selling the Sun General 3.0 Hours Internet	<ol style="list-style-type: none"> 1. This audit was never conducted due to the issues that the anonymous auditor encountered while trying to sign up. Auditor comments below. 2. Unfortunately after 30 minutes of attempting to register online for this course, I gave up. Once you enter your MLS ID number in the program to set up a new account, the program will auto populate your information generated from the MLS data. Then you are routed to a new screen to enter your credit card information and billing address. What the consumer is unaware of is the program only recognizes the address that was originally populated by the program. I tried to change the billing address on the page provided by the school to no avail. I continued to receive messages that my billing address was incorrect. Each time the company was charging me (which eventually reversed) the course fee of \$39.00. After much frustration with live chat I was asked to go into my pre-populated profile and change the address of my billing address for my credit card which I did and it still did not work. I was asked to log off and back on twice. My cart still indicated 0. Live chat requested that I re-enter my credit card information again on the pop up to add the class to my cart. I did and I still had the error message that my billing address was incorrect. At that point I stopped with an additional 4 charges to my account. It seems to me that pre-populated information should not pull through to the billing side or at least allow you to edit the billing information in connection to the card being used. At that point my frustration level was

			<p>very high and I stopped the process.</p> <p><i>An email was sent to the sponsor. Nothing further required.</i></p>
--	--	--	---

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
9/12/2018	Boardwalk Education Systems	CE.6137000-RE Law & Legislation 2017 - 2018 Law and Legislation 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. The course and the instructor were average. 2. The course did merit the number of hours and designation that it was approved for. 3. The instructor did follow the content outline but there was not much to respond to. The instructor read the hand out word for word with little to no explanation, example or expansion on what statements or terms meant. 4. This course helped the licensee's knowledge to better serve the public with practical value of content. If the attendee uses this as an outline to find or further research an item, then there is value. I did not feel that this was a high learning experience and thus limited knowledge gained by the attendees. The class indicated what the Bills covered but there were no explanations of the Bills. 5. The instructor made good personal contact with the attendees. He should make it more of a "learning" environment versus and "informational outline only" experience. 6. The most useful information was that the course gave an outline of what was covered in 2017 legislature but it did not communicate what these items meant or if anything had changed.

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
9/17/2018	Steven Kitnick Seminars, LLC.	CE.4238002-RE What Every Real Estate Agent Needs to Know About Mortgage Financing 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. The course and the instructors were both excellent. 2. The course did merit the number of hours and designation that it was approved for. I'm certain this course could be expanded to 6 hours. The Loans, Financing and Proper Preparation needs to be emphasized in the "home purchase" process so that buyers are financially better prepared. 3. The instructors followed the outline in exact order and were able to provide detailed examples while advancing through the course. Instructor "Rey" was conversational, and was able to answer questions and get right back on target. There was one time a student asked something too personal and Instructor "Rey" explained he would talk to him during break to stay on target since there was a lot to cover with General Terms. 4. MORE DETAIL: Each class the instructor teaches will be different depending upon the knowledge and experience of the class attendees. Rey Gallegos was able to engage those who were more knowledgeable while bringing those not as experienced up to speed. I found this to be a strong trait in the teacher. 5. CLASS OPENED with a test on Acronyms. Most likely so the teacher knew what to emphasize on for the remainder of class. It appeared we spent a long time on this section, perhaps too long, but the instructor, along w/ Steve Kitnick explained many of the next slides within this test/answer period. 6. This course enhanced the licensee's knowledge to better serve the public with practical value of content. Agents should benefit from this course and encourage buyers to

research and invest time to learn their financing options. Agents should be more keen on knowing this portion, "Financing" "loan programs" and "Grants" will be the most beneficial to the buyers overall financial wealth.

7. What the instructors did well: Agents had questions. They were able to answer and get Right Back on Course Outline. The instructors did not bounce around like other courses I've been to. Instructor Steve Kitnick is attentive and will interject asking Instructor/Lender to elaborate when Instructor covered a difficult area within a loan process.
8. The course information that was most helpful was the Hand out, in addition to course material that will be helpful (not included in attachments) was the **REALTOR REFERENCE GUIDE**. It is a cheat sheet so we can do a better job writing contracts. "Max seller contribution" and "DTI ratios," (the time before we can write offer due to foreclosure, bankruptcy, short sale."). He provided the course outline slide by slide and kept the class' attention while explaining.
9. I watched to see if the class was engaged. NO ONE was on their phone. He had everyone's attention. It was quite surprising since some attend because they have to instead of because of wanting to learn for benefit of buyer. This instructor needs to be on the agenda more often because it's the absolute, most important component of being financially responsible. Are you ready to buy a home?

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
9/20/2018	Reno Sparks Association of Realtors (RSAR)	CE.6008000-RE You Did What? Real Estate Ethics Ethics 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. The course and the instructor were both excellent. 2. The course did merit the number of hours and designation that it was approved for. Ben did an excellent job of communicating the information, keeping the class engaged and answering questions. 3. The instructor followed the outline by going through the topics and case studies in order. 4. The instructor kept the audience engaged and answered questions as well. I can't think of anything he could have done better. 5. This course did an excellent job of relating the Realtor Code of Ethics to the Nevada Revised Statutes. The questions from the class gave the instructor an opportunity to flesh out his examples and provide even more context. 6. There were no guest speakers and the marketing of products and services by the sponsor was kept to a minimal level.

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
9/25/2018	Steven Kitnick Seminars LLC	CE.5602000-RE The Residential Purchase Agreement Contracts 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. The course and the instructor were both excellent. 2. The course did merit the number of hours and designation that it was approved for. 3. The instructor followed the course outline meticulously. The course and its content were well received by the attendees. 4. This course enhanced the licensee's knowledge to better serve the public with practical value of content. We have had many different versions of the Residential Purchase Agreement (RPA) in Southern Nevada over the past several years. The current RPA is dramatically different from any previous version for a variety of reasons. Licensees who have not carefully studied this RPA can easily harm their client in a transaction and even cost them their Earnest Money Deposit (EMD) due to their lack of knowledge and experience with this version of the RPA. Too many licensees are rendering bad advice to their clients because of their lack of knowledge even as to the boiler plate sections in this agreement. This may be one of the most important documents in today's transactions and the public needs for us to know it well. 5. The instructor went through the RPA in a manner that would assist licensees to grasp the nuances and differences between this RPA and what they may have used in the past. The only one thing that might have improved the presentation would have been more discussion on local market changes that affect buyers and sellers in the negotiation of the contract. Yet there were some very good examples of additional clauses that could be used depending upon the situation. 6. This course offered a tremendously useful dialogue of the "gotchas" and "pitfalls" for this particular RPA. That was

			<p>then tied to the time sensitive nature of specific contract dates that must be tracked to ensure the client remains in contract and not in breach. Sometimes the dry sense of humor might be the least useful per se, but even that was used to highlight very important points or concepts in a way that the attendees will not easily forget.</p>
--	--	--	--

7. We see too many transactions fall apart because of a licensee's lack of knowledge of the RPA and/or failure to do adequate preparation and research before attempting to fill it out. This course fills the gap.

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
10/19/2018	Preferred Systems Inc.	CE.6119000-RE Selling the Sun General 3.0 Hours Internet	<ol style="list-style-type: none"> 1. The course merited the approved designation and number of hours. 2. The class was well structured and it worked well for the self-paced student. The program easily kept track of placement and allowed seamless return. 3. The course does enhance the licensee’s knowledge to better serve the public with practical value and content. The content was exceptional for today’s real estate licensee who must understand not only the value (or lack thereof) of a solar but have enough knowledge to explain the impact to the public and clients. 4. The additional resources that can be used after the course will benefit a licensee in their day-to-day practice. Also, the fact based evaluation to prepare listing materials will be of great benefit. There were two statements in the class “check back for approval starting August 2017” and that the “Ei site may change in 2018”, which made the class seem outdated and untended. 5. This is the best distance learning class I have taken. No part of the content was filler and each section of education was instructed in an unbiased and clear way. The class goals were clear. There was information that would be helpful to new and experienced licensees Solar is frequently misunderstood and

			created liability without proper knowledge
--	--	--	--

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
10/22/2018	Realty One Group	CE.5982000-RE The Listing Process and You General 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. In my opinion this is a 1.5 hour class of general common sense information that is great for new agents and agents just coming back to the business, but nothing of value for a working Agent. This is basic information as required by Duties Owed. "Exercise reasonable skill care to carry out the terms in the Real Estate transaction." This is good information to remind a non-practicing agent, but not information worthy of a Continuing Education certificate to maintain my license. 2. The instructor followed the content outline as in book. I was the only one present as observed from outside of Realty One agents. One person present was a former Realtor who was present w/his wife whom is currently a Realtor. The participants seemed favorable of the instructor, stating they've taken many of her classes. I believe she teaches many other classes as well. It's more that the course has no value. The instructor is fine and the participants were engaged and participated. The instructor encouraged it. 3. With respects to the course enhancing the licensee's knowledge to better serve the public, I believe that this question is difficult to answer because this is absolutely common sense protocol in a listing. The course may be helpful to; (1) A new agent, (2) An agent who does little to no listing transactions or (3) An agent re-entering the market after taking break for years. 4. The instructor was personable. She related and interacted with the class. The instructor did teach the subject: THE LISTING PROCESS AND YOU. 5. Objectively, the instructor handled the course accurately. This is a course for a new licensee and could be applied

towards 1.0 hour of their 8 hour post licensing day or offered for pleasure, but not as continuing education.

6. In all honesty, this was a difficult task to me. I was more amazed at how many agents sit in a classroom as this is new information to them. "It's the Contract, common sense & Duties Owed." I'm guilty, I couldn't help myself. I probably participated more than I should have in the class, instead of just observing. I brought to light information the teacher didn't even know, i.e.,
 1. **Example:** Instructor uses GLVAR home page as illustration, asking class "Do you know what all these icons are?" she didn't know the latest GREATEST feature the stats from Applied Analytics - which I shared enthusiastically with the class as a useful tool. The instructor opened the equally great RPR App - useful in listing presentations but did not elaborate such as how to use it to LIST, suggest classes to improve your knowledge/application.
 2. I also shared with the class how to overcome the disruptors when in a listing presentation (Opendoor, Zillow)
 3. I should have shut up, but class was really kind of boring (or I just know too much to take this class).
 4. I actually feel terrible to write a "mediocre" review when I've had the pleasure of taking the most fabulous informative classes I can learn from and apply to properly representing the consumer. I also wondered if the Brokerages that provide their agents free CE are missing out on what a real class can offer.
 5. Online signup was both frustrating and annoying. The website didn't work after repeated attempts. It would not accept payment. I finally called Realty One because the

			<p>website didn't even have contact number. When I called I was told they are changing their website and cancelling Paypal so I was told to just show up and pay at class. At class, I was told cash only and that exact change was appreciated. I requested a receipt and was immediately provided with one. Sad but True: If agents are learning in this class than it's the reason for the disruption in Real Estate "Value of the Realtor in a consumers mind". It's not easy to write this review, the instructor should not be punished, the course should be taught without CE credit. I learned that in the future I should refrain from participating. I participated too much to keep it going and progressive. ,</p> <p><i>An email was sent to the sponsor. Nothing further required.</i></p>
--	--	--	---

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
10/12/2018	Global Property Seminars	CE.6172000-RE Agency: Local to Global Agency 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. The course and the instructor were both excellent. 2. The course did merit the number of hours and designation that it was approved for. 3. The instructor followed the content outline and added as well. She was a very detailed speaker. 4. The course does enhance the licensee's knowledge to better serve the public with practical value and content. She did this by going through the differences in NRS and NAC and other forms and types of Agency Agreements. A refresher of this is always good. 5. The instructor spoke well, and she used a lot of visuals. She couldn't have done a better job. 6. The most useful course information were the agency types and practices outside of the U.S. and contracts. Everything was helpful in some way. 7. The instructor spoke about VLOGS that agents can do, and she shared best practices from her trips abroad. She was very encouraging about getting involved with NAR and its benefits.

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
11/14/2018	McKissock LLC	CE.6092000-RE The Roadmap to Building a Modern Real Estate Company Broker Management 3.0 Hours Internet	<ol style="list-style-type: none"> 1. The course content and the information were both excellent. 2. The course did merit the number of hours and designation that it was approved for. The course was about the 3 hours. 3. A question was asked regarding the video. There was no name on the response, but it was a good quick answer. 4. The materials were well thought out and informative. 5. The course does enhance the licensee's knowledge to better serve the public with practical value and content. The course dealt with virtual real estate offices and offered applications and software solutions to the student. The course offered named applications and software solutions that were timely. 6. The most helpful part of the course was how the information was precise by showing the good and the bad aspects of different cloud products. There were no negatives. All the information was good. 7. At first, this course was very basic, but then it gave a huge amount of information regarding products that would be helpful to the practitioner. Overall, it was a very interesting course that was well laid out.

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
11/15/2018	Centennial Title of Nevada	CE.6166000-RE Multiple Representation – Should I or Shouldn't I? Agency 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. The course and the instructor were both excellent. 2. The course did merit the number of hours and designation that it was approved for. 3. The instructor followed the outline accordingly from my point of view and the course was well received. 4. The course does enhance the licensee's knowledge to better serve the public with practical value and content. In my opinion, the instructor went in depth about multiple representation, which included representing the buyer and seller in a transaction as well as representing multiple buyer offers on the same property. I was impressed by the instructor's knowledge. The issue of representing multiple buyers on the same property is not addressed as much as it should be in agency classes that I have attended. It is a complicated issue and the instructor kept reiterating while it is legal it's not the best practice for agents. 5. The instructor was excellent at breaking down the different types of agency. I was also impressed by her enthusiasm in the class as well as her interaction with students. There was a lot of classroom interaction. 6. I really liked the multiple buyer representation about showing the same property and writing competing offers. I felt that all course content was relevant. 7. First Centennial Title sponsored the class with refreshments. The representatives made a very short introduction at the beginning of class.