ARKANSAS REAL ESTATE COMMISSION JOINT PERFORMANCE REVIEW SEPTEMBER 29, 2017

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ARKANSAS REAL ESTATE COMMISSION OVERVIEW

AREC Mission Statement and Core Purpose

The mission of the Arkansas Real Estate Commission is to protect the public interest through the examination, licensing and regulation of real estate brokers and salespersons, and through administration of the Arkansas Time-Share Law.

Vision

We envision a marketplace wherein real estate licensees are inherently capable and ethical to the point that consumers can utilize the services of the real estate professionals with confidence and trust. The regulatory function will be one of partnership with and support of all stakeholders.

Core Values

- We commit to serve the citizens of the state of Arkansas by advancing a secure real estate marketplace.
- We pledge ourselves to be good stewards of the resources at our disposal to ensure accountability and transparency in all agency operations.
- We value fairness and impartiality in our interactions with all stakeholders.
- We believe in integrity as an essential component of the administration of the duties with which we are charged.
- We resolve to treat all persons with respect.
- We commit to the promotion of professional development opportunities for real estate practitioners and regulatory officials.

Regulatory Responsibilities of AREC

AREC is responsible for regulating the licensing requirements and brokerage activities of real estate brokers and salespersons as well as the licensing and approval requirements and education activities of real estate education courses, instructors and schools. In addition, AREC is responsible for regulating time-share activities. These regulatory responsibilities are detailed in A.C.A. § 17-42-101, et. al.; A.C.A. § 18-14-101, et. al.; and Commission Regulations Sections 1-16. (Appendix A)

Regulation Implementation

AREC implements regulations through established policies, procedures and business processes. For initial promulgation of a regulation or the amendment of existing regulations, we follow the procedures outlined by the Arkansas Administrative Procedure Act.

AREC accomplishes the ongoing implementation of existing regulations through several avenues. First and foremost, AREC works to ensure that all licensees acquire, demonstrate and maintain a working knowledge of real estate license law and regulations as part of their pre-license, post-license and continuing education and the initial examination for licensure.

Arkansas Real Estate Commission Overview, Policies and Procedures

For certain regulations, implementation is achieved with routine processes. For example, processes are in place for monitoring compliance with annual license renewals, including deadlines and education requirements. For other regulations, implementation is achieved through proactive communication from the Commission to licensees and consumers alike, including but not limited to: targeted education required by the Commission, free training offered by the Commission, presentations to state and local boards, free print and online publications such as newsletters (www.arec.arkansas.gov/newsletters) and pamphlets (www.arec.arkansas.gov/booklets), as well as newspaper articles addressing consumer concerns (www.arec.arkansas.gov/house-to-house-articles).

Regulatory implementation is also achieved through reactive engagement from the Commission. This engagement most often takes the form of reviewing and investigating consumer complaints against real estate licensees; however, it also involves routinely responding to licensee and consumer inquiries regarding licensing requirements, brokerage activities or real estate education. In many cases, those inquiries provide the Commission with opportunities to bring awareness to issues, trends or practices that may be problematic for licensees and consumers.

Oversight and Enforcement Parameters

AREC strives to regulate in the least burdensome manner possible. We place high value on an individual's right to practice their chosen profession free of unnecessary government interference. Put simply, our oversight and enforcement parameters are the law and regulations. We are constantly evaluating whether or not proposed policies, processes and solutions truly lie within the scope of our authority as outlined in the law and regulations. In this regard, any proposed processes falling outside the scope of our authority are not considered options, viable or otherwise.

One area where our conscientiousness of enforcement parameters is most prominently observed is that of new business models and real estate industry trends. In an ever-changing market heavily influenced by technology, real estate brokers and educators are constantly developing new ways to expand their businesses. Sometimes they expand into uncharted territory, where reasonable boundaries are needed to ensure consumer protection. AREC seeks to work with rather than against these new business models and trends, and in this regard we are set apart. While many regulators see new practices as a threat to be regulated, AREC sees them as opportunities to change and grow along with the practitioners. In recent years, the Department of Justice has designated jurisdictions as "friendly" or "unfriendly" towards consumer choice in two such emergent real estate practices. Arkansas is one of 33 states considered "friendly" towards consumer choice on both counts (https://www.justice.gov/atr/competition-and-real-estate). It is important to note that every state bordering Arkansas is labeled "unfriendly" by the DOJ on one or both of these issues.

AREC works to keep consumer protection at the forefront of all we do. Just as individuals have the right to practice their chosen professions free of unnecessary government interference, consumers have the right to utilize the real estate brokerage and/or education services of those individuals with confidence and trust. We take this into consideration in all of our oversight and enforcement parameters.

Best Practices in Regulating

AREC has several best practices for regulating that have been developed and time-tested over the years. The first practice is that of stakeholder engagement. AREC is constantly working to keep our lines of communication with licensees and the public open. We have an open-door policy for licensees and the public alike that encourages them to visit, email or call us whenever they have questions or feedback to share. We also make a point to meet with small and large groups in various locations across the state, where attendees are invited to share their thoughts with the Commission.

The next practice we have developed is to foster a spirit of collaboration with local and national trade associations. AREC actively engages with the Arkansas REALTORS® Association (ARA), the National Association of REALTORS® (NAR), the Arkansas chapter of the National Association of Residential Property Managers (NARPM), the Real Estate Educators Association (REEA), the Building Owners and Managers Association of Greater Little Rock (BOMA-GLR) and the Association of Real Estate License Law Officials (ARELLO). In a relationship that is unique to the state of Arkansas, the Real Estate Commission and the REALTORS® Association have an enduring history of finding common ground in carrying out our organization's individual missions. Rather than pit the industry against the regulator and vice versa, we bring issues to the table and discuss possible solutions and how we might reach our goals together.

Perhaps one of our most critical best practices is in the area of staff development. Our recruiting, training and development philosophy is three-fold. First, we focus on hiring the right people. Next, we focus on identifying growth potential in current staff and providing them opportunities for further development in those areas. Several AREC staff hold the Arkansas Government Manager (AGM) and Certified Public Manager (CPM®) designations and all supervisory staff successfully completed OPM's Supervisor Management Institute. Agency leadership encourages employee feedback and invites input in the decision-making process, which provides an enhanced atmosphere for employee initiative and self-development. Third, AREC focuses on promoting employees internally whenever possible to ensure multiple layers of cross-training. Almost 60% of the agency's current employees have received internal promotions and can perform the duties of other positions in the agency if necessary. Of the remaining employees, 20% were hired into positions with specific functions and minimum qualifications (i.e., Accountant) that do not easily translate to internal promotion. We do not consider employees to be expendable; however, we do recognize the reality of employee turnover. Without exception, each position at the agency has at least two employees cross-trained in its functions.

The agency's final best practice is self-regulation. We are the first to question how and why we do what we do. We strive to make sound decisions that are based on solid data and feedback, are supportive of our mission of protecting the public and are well within the scope of our authority. AREC also routinely evaluates existing programs and services for efficacy while also looking for new ways of serving licensees and the public. In addition, we are in the process of reviewing our entire set of regulations for relevance and necessity and have already identified several regulations that can be repealed entirely as well as many that can be amended to decrease regulatory burden on licensees. We hope to have this review completed by January 2018, at which point we plan to pursue the requisite promulgation process for these changes.

COMPLIANCE POLICIES AND PROCEDURES: REAL ESTATE BROKERS

Audits vs. Office Examinations

AREC conducts reviews of the financial records, transaction files, licensing records and education records of real estate firms and schools. Using the term "audit", especially in conjunction with any sort of financial review, can prove problematic, as an audit is a formal and thorough evaluation of an organization's books of account, internal processes and controls. Audits are typically performed by an independent third party with no connection to the organization being audited, and those individuals usually hold very specific certifications and qualifications. For this reason, we refer to our review of real estate firms as "office examinations" or "firm examinations". Less formally, we sometimes refer to these reviews as an office or firm "visit".

Complaint Policies and Procedures

As mentioned before, the Real Estate License Law and Commission Regulations provide the structure for AREC's policies and procedures. This is seen very clearly in our complaint processing procedures. First, complaints are required to be made in writing, signed by the complainant under oath, dated and filed with the Executive Director. If the Director determines that a complaint establishes a prima facie case of a violation of the law or regulations, a copy of the complaint is sent to the licensee or unlicensed individual against which the complaint was made (respondent) with instructions for filing an answer. A copy of the complaint is typically also sent to the respondent's Principal Broker, as the Principal Broker is "...generally responsible for all business conducted by the broker's firm and for all of the real estate activities of all of those licensed under or associated with the principal broker..." (Reg. 10.4(a)(1)). The respondent has twenty (20) days after service of the complaint to file a written answer with the Director. The answer is required to be dated and signed by the respondent(s) under oath. In some cases, respondents may request an extension of time to respond to a complaint, which the Director has the authority to grant.

Once a complaint is received and jurisdiction is established, the case is assigned to an AREC Investigator. During the course of an investigation, investigators collect and review all related documents and evidence in addition to taking statements from any individuals with knowledge of the complaint, including conducting interviews with the complainant(s) and respondent(s) as well as potential witnesses. At the conclusion of the investigation, the investigator drafts a chronological summary and report, along with a recommendation for the Director's review. Investigators may recommend the following: that the case be dismissed, that a consent order be issued, or that the case be scheduled for formal hearing. Upon review of the investigation file and final report, the Director makes a final determination regarding the investigator's recommendation.

Either prior to or at the conclusion of an investigation, the Director may dismiss a complaint if it fails to establish a prima facie case of a law or regulation violation or if the complaint falls outside the scope of the Commission's jurisdiction. Complainants may appeal dismissal within sixty (60) days, at which point the complaint record will go to the Commission for review. The Commission can either uphold or overrule the Director's dismissal. If the dismissal is overruled, the Commission may order a hearing or request further investigation of the complaint.

If a case is scheduled for formal hearing, the procedures outlined in the Administrative Procedures Act are followed. If it is determined at formal hearing that a violation of the law and/or regulations has occurred, the Commissioners may impose sanctions against the respondent.

In receiving, reviewing and processing complaints, AREC adheres to several internal policies. First, consumers are advised to contact the Principal Broker of the firm to seek resolution whenever possible. Most Principal Brokers prefer to see a consumer made whole over responding to a formal complaint with the Real Estate Commission. If a consumer wishes to file a formal complaint, AREC provides that consumer with all necessary information, documentation and assistance in doing so. Regarding investigations, we have a firm policy to "leave no stone unturned." Investigators are required to contact all witnesses/parties to a complaint directly, and transaction files are requested from both the listing and selling firms for comparison. Also as a matter of policy, AREC strives to see all complaints resolved, whether by dismissal, consent agreement initiation or scheduling a formal hearing, within 4 months from the date of receipt.

AREC maintains forms and documents that assist consumers and licensees in navigating these processes (Appendix B).

Recovery Fund Procedures

The Real Estate Commission maintains a Recovery Fund which, under certain circumstances, can be used to reimburse persons who have suffered financial loss because of a violation of the Arkansas Real Estate License Law or Commission Regulations by a real estate broker or salesperson. The maximum amounts which can be paid to the aggrieved party(ies) is \$25,000 for one violation or a continuing series of violations or \$75,000 for a group of related claims.

If the complainant feels that he/she has been monetarily damaged as a result of the broker's or salesperson's actions, the complainant has the right to request a recovery fund hearing. However, a recovery fund hearing can be held only if the Commission has decided in a disciplinary hearing that a violation of the License Law and/or Commission Regulations has occurred.

Office Examination Policies and Procedures

AREC performs office examinations for a variety of reasons. Most often, office examinations are performed as part of a complaint investigation that requires a review of a broker's transaction files and/or trust account records. Complaints involving property management activities are given high priority, particularly when those activities are ongoing and/or the investigation reveals a probability that consumers have suffered or many continue to suffer financial damage.

Prior to the economic downturn, the Commission performed "new office examinations" within the first year of a new firm's establishment as well as random office examinations on existing firms. However, those programs were suspended due to staffing levels and complaint workload. Over time, the impact of state and federal background checks on entry to licensure and AREC's increased oversight of real estate education seem to have greatly reduced the need for new and random office examination programs. Although the need for those programs will always exist in some capacity, we are reviewing less burdensome methods for conducting these examinations by utilizing available technology such as video conferencing.

Although this is not a frequent occurrence, an office examination can be performed at the request of a Principal Broker. One might wonder what would prompt a broker to invite the regulator to review the firm's financials

and transaction files; however, we take these invitations as an encouraging sign that brokers truly desire to serve and protect their clients and customers, and they view the Commission as partners in that endeavor.

The final reason for an office examination is similar to the first, although it usually does not involve a formal complaint. In our dealings with licensees, we may observe minor issues that can be easily corrected with a simple review and specific guidance from the Commission. For example, if a broker reports more than one licensee for independent dealing within a reasonable amount of time, that points to a possible lack of broker supervision. The Commission may opt to perform an office examination to not only review the firm's financials and transaction records, but to provide guidance to the broker regarding potential violations or errors and how those might be corrected. In other instances, we may be notified of more critical issues such as trust account abuse. Because trust account abuse stands to have such a negative financial impact on consumers, AREC takes these allegations seriously and most often looks to the office examination process for more insight in investigating said allegations.

Prior to an office visit, an AREC investigator will contact the Principal Broker of the firm to schedule a time for the office examination. If there are extenuating circumstances (for example, evidence of trust account abuse), an office examination may be conducted without advance notice.

During an office visit, an investigator will review any escrow/trust account bank statements, cancelled checks and deposit slips to ensure the statements are being reconciled monthly, there are no NSF charges or other unauthorized disbursements or deposits. The investigator also reviews the firm's checkbook register or ledger to determine whether checks and deposit slips are posted and balances are maintained and agree with the trust account bank statement and pending transaction balances.

The investigator reviews pending and closed real estate transaction files to determine whether funds have been deposited in the trust account timely, contracts are signed properly and agency disclosures have been made as required. Regarding closed transaction files, the investigator will review the file for completion. AREC maintains specific forms to aid investigators in performing office examinations (Appendix C).

After the investigator has performed the necessary reviews, the broker will have an opportunity to ask questions regarding the law and regulations as well as possible next steps. The investigator will also provide any information that may be helpful to the broker such as the Agency Representation Brochure, 8 and 10 Quick Reference Guide, Consumer and Licensee Guide, Broker's Self-Evaluation Guide and Trust Account Record Keeping Guide (www.arec.arkansas.gov/booklets). Following the office examination, a report of the findings of the office examination is provided to the Principal Broker of the firm.

COMPLIANCE POLICIES AND PROCEDURES: REAL ESTATE EDUCATION

AREC Education Oversight

In the 2013 legislative session, real estate education oversight was transferred from the State Board of Private Career Education to the Real Estate Commission. Our long-standing position on maintaining a collaborative relationship with real estate educators and emphasizing the importance of their role in acting as a conduit for the Commission's communication with licensees was a major contributing factor to this change. AREC has long provided resources, funding and training in support of real estate education, beginning with the initial implementation of continuing education in 1988.

School Visits

As discussed in the previous section regarding office examinations, AREC avoids using the term "audit" whenever possible in regards to performing on-site reviews of real estate schools or firms. For this reason, the real estate education equivalent of a broker's office examination is referred to as a school visit.

School Visit Policies and Procedures

Many of the same policies and procedures apply to school visits as they do to office examinations. For example, school visits are typically triggered by a complaint or by potential issues observed by the Commission, most often through erroneous education reporting and/or lack of response for documents needed to maintain a school or instructor's compliance with the law and regulations. Admittedly, AREC has yet to receive a request from an educator to perform a school visit, although we are frequently invited to attend and address their classes. As a matter of policy, school visits are conducted as workload allows or in the course of a complaint investigation.

During a school visit, investigators may review student and class records, including but not limited to: registration forms, instructor and guest speaker rosters, attendance and sign-in sheets, course start and end dates, course titles and numbers and course locations. Investigators may also observe the school facility and classroom(s) for compliance with regulations. Investigators may also review school policies and interview with the Principal and Associate Instructors regarding school policies and procedures.

At the conclusion of a school visit, the Principal and Associate Instructors will have the opportunity to meet with the Investigator to discuss questions or concerns they have. The Investigator will provide any information that may be helpful to the Principal Instructor and will send a follow-up report to the school with any issues noted that require corrective action.

Education Policies and Procedures

AREC regulations provide the structure for education policies and procedures. AREC education process documents can be found online (www.arec.arkansas.gov/forms) with additional documents in Appendix D. Regarding education complaints, AREC follows the same policies and procedures as noted in the previous section for real estate brokers.

A key policy for AREC's regulation of education is that we strive to make professional development opportunities available to licensed real estate educators, thereby increasing the overall quality of education available to real estate licensees. We accomplish this through several avenues: the annual Educator Retreat, Instructor Development Workshops and other special meetings as needed.

Since 2010, AREC has hosted an Educator Retreat every autumn. At this meeting, educators are trained by members of ARA's Risk Reduction Committee on any real estate form/contract changes for the upcoming year. AREC also provides several education sessions such as broker panel discussions, instructor roundtables, annual AREC updates, keynote speakers and other educational offerings. AREC also hosts an annual Instructor Development Workshop led by well-qualified "Train the Trainer" instructors who spend 1-2 days offering the educators targeted professional development. AREC bears the cost for both the Educator Retreat and Instructor Development Workshop and does not require the educators to pay any sort of registration fee. As the occasion may arise, we also hold special meetings for instructors to provide prerequisite training for teaching Commission-developed courses as well as to discuss topics of concern to educators and the Commission alike.

Because AREC considers educators to be a conduit for the Commission's communication with licensees, we also seek to engage with educators regularly through email with announcements and newsletters regarding education issues, updates and upcoming deadlines.

AREC has worked to develop a class monitoring plan to help instructors self-evaluate and hone their skills in the classroom. The AREC Education and Instruction Specialist visits classes and reviews the instructor and course based on a specific set of criteria (Appendix E).

Additionally, AREC has recently begun surveying students regarding their education experiences in an effort to receive unfiltered responses from students regarding course quality and delivery, instructor organization, etc. A sample of the most recent responses can be found in Appendix F.

Another important policy regarding real estate education is that we work to communicate with licensees directly regarding changes in education and their educational requirements. AREC communicates with licensees through print mailings such as postcards and reminder letters, newsletters, the AREC website and email. We also make a point to address changes in education whenever we address groups of licensees, no matter the size.

Establishing Continuing Education Topics

By law and regulation, AREC has authority to establish annually a list of topics approved for continuing education credit. AREC also has authority to require a specific topic of up to three (3) classroom hours as part of the annual continuing education requirement, to develop and require a specific curriculum for continuing education courses for licensed brokers, and to set the parameters for the course content and delivery of those required courses. Each year, the Commissioners consider and approve a list of approved CE topics, in addition to designating any required CE topics (and their requisite content and delivery parameters) for the upcoming year. The Approved Topic list is then distributed to educators and placed on the AREC website, with any specific content and delivery parameters being communicated to educators in writing and in person at the annual Educator Retreat that follows.

COMPLIANCE POLICIES AND PROCEDURES: PROPERTY MANAGERS

Property Management Oversight

AREC does not require a separate license for those real estate brokers or salespersons who wish to perform property management activities; however, the law and regulations do address property management activities and certain requirements necessary for consumer protection.

With the recent economic downturn, many sellers were finding that their homes would not sell quickly, if at all. At the same time, buyers were finding it difficult to qualify for traditional financing. And real estate professionals were feeling the monetary effects of both. Many real estate agents decided to branch out into property management as a way to maintain their income until the market conditions improved. Sadly, a large number of these practitioners failed to take into account the complexity of property management. Some even assumed it would be "easier" than representing buyers and sellers. AREC complaint history for the last 9 years will bear this myth out, as we have investigated numerous complaints regarding property management, almost all of them involving the mishandling of funds. The Commission's Recovery Fund has paid over \$225,000 in property management claims alone since 2012.

In 2014, the Commission promulgated a set of regulations targeted toward property management, specifically in the area of record keeping, in an effort to help licensees know how to keep sound records and hopefully avoid some of the more costly pitfalls the Commission has seen. In conjunction with the promulgation of these regulations, AREC began offering Property Management Workshops and continues to do so. To date, we have led 15 workshops, with a reach of 357 attendees.

Property Management Office Examinations

In addition to the standard office examination policies and procedures, property management office examinations involve a detailed look at recordkeeping and management files. Investigators will select a random assortment of property management files, usually around 5-10% of the firm's current volume. Investigators then review each file for the documentation required by regulation (i.e., property management agreements, lease agreements, agency representation disclosures, property owner ledgers, tenant ledgers, cash receipts, original vendor receipts for repairs or services and final accounting statements to owners).

If an investigator finds more than one error or issue in reviewing these files, they are required to pull an additional 5-10% to see if a pattern of noncompliance may be present. Specific components of the required documents are inspected, and any omissions are noted. Once the file review is complete, the investigator performs a review of the firm's trust accounts as in a standard office examination.

APPENDICES

Appendix A

Arkansas Real Estate License Law and Commission Regulations

(Please note: current through 2015 Legislative Session.)

Appendix B

Information about filing a complaint: www.arec.arkansas.gov/complaint-procedures Complaint Form: http://arec.arkansas.gov/Websites/arec/images/areccomplaintform.pdf

Response Form: see next page



STATE OF ARKANSAS REAL ESTATE COMMISSION

612 South Summit Street Little Rock AR 72201-4740 Phone: (501) 683-8010 www.arec.arkansas.gov COMMISSIONERS
Doyle Yates, Chair
Tony Moore, Vice Chair
Linda Prunty
Jessica "Dee" Holcomb
Bob Walker

COMMISSION STAFF
Gary C. Isom
Executive Director
Andrea S. Alford
Deputy Executive Director

Date

Principal Broker Name, Principal Broker Firm Name Firm Address City, State Zip

SUBJECT: Complaint Name vs. Respondent Name(s) and Title(s)

Dear Mr. /Ms Respondent's Name(s):

Enclosed is a copy of a complaint file by *Complainant's Name*. A blank answer form is enclosed on which you are requested to place your answer and have your signature witnessed by a notary. The original of your answer should be filed with this Commission no later than 20 days of receipt of this letter.

The Commission's records reflect *Principal Broker's Name* as your Principal Broker during the course of this transaction. A copy of the Complaint is being sent to *Principal Broker's Name*, along with a blank answer form. By copy of this letter, *Principal Broker's Name* is requested to file an answer to this complaint. You and *Principal Broker's Name* may agree to file a joint answer signed by both of you or separate answers may be filed.

Pursuant to Commission Regulation 10.7(b), please attach to your answer(s) a copy of all records included in the transaction file related to this complaint. A copy of your answer(s) will be sent to the Complainant(s), therefore, please do not use staples. The AREC has the referenced complaint on file, therefore, it is not necessary to return the complaint with your answer.

I have been assigned to this case, therefore, if you have any questions during the course of this investigation, please contact me at *Investigators direct phone #*.

Sincerely,

Investigator's Name Investigator's contact information YH/cdh

Enclosures

Cc: Principal Broker's Name, Principal Broker, firm Name Complainant's Name

APPENDIX B

ARKANSAS REAL ESTATE COMMISSION INVESTIGATIONS DEPARTMENT 612 SOUTH SUMMIT STREET LITTLE ROCK, ARKANSAS 72201-4740 (501) 683-8010

ANSWER FORM

(For Use in Filing Answers to Complaints which have been filed with the Arkansas Real Estate Commission)

INSTRUCTIONS:

AREC CASE #

Please type or print legibly.

Respond completely and directly to statements made by Complainant(s).

- Include the names, phone numbers, and addresses of persons who were present and/or who can confirm statements made in the Answer.
- Include copies of all relevant written documents.
- If additional pages are needed, copy this form or attach additional pages.
- Please be sure to sign this Answer Form on the reverse side and have your signature witnessed by a notary public. [Reg. 9.2(b)]
- Return the written Answer within twenty (20) days of receipt of the Complaint. [Reg. 9.2(b)]

NOTE: If you are unable to comply with any of these instructions because of a disability, contact the Investigations Department about provisions of the Americans with Disabilities Act.

Name of Broker(s) and/or Salesperson(s) Filing Answer			
Address			()
City	State	Zip	Telephone #
STATE of			
COUNTY of			
I/We			
Salesperson(s) Filing Ansv	ver], being first duly sworn, sta	te(s) that	
		er anna e martina de la companya de	
		-	
:	•		
		*	

APPENDIX B		
	Service of the service of the service of	
	Signature of Broker(s) and/or	Salesperson(s) Filing Answer
	Signature of Broker(s) and/or	Salesperson(s) Filing Answer
orn to and subscribed befo	re me this day of	, 20
eal)		
	garanta di kacamatan katamatan di kacamatan di katamatan di kacamatan di katamatan di katamatan di katamatan d	Special and the second second
commission expires:		Notary Public
List below the pers	ons that can confirm all or part of y	our foregoing statements:
		()
me	Address	Telephone #
me	Address	Telephone #
ame	Address	Telephone #



STATE OF ARKANSAS REAL ESTATE COMMISSION

612 South Summit Street Little Rock AR 72201-4740 Phone: (501) 683-8010 www.arec.arkansas.gov COMMISSIONERS
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Bob Walker

COMMISSION STAFF
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Executive Director
Andrea S. Alford
Deputy Executive Director

		The state of the s	DATE:
	Commission?		by the photograph(s) on file with the Real Estate
2	2. Are the licenses of	the Principal Broker and	any others licensed with the Company displayed?
3	3. Is the Trust/Escrow	account information the	same as on file with the Real Estate Commission?
4	1. Is a Checkbook bala	nce maintained for the fire	m's Trust/Escrow Account's?
Ţ	5. Is/Are the firm's		bank statement(s) reconciled at least monthly?
(ount of trust funds deposited in the account which
			rt of this examination?

This was an Office Visit and Trust Account Reconciliation. The AREC does not do accounting reviews or audits.

Documents to keep in Transaction Files

Required by Regulation 10.7

Agency Contract

Listing Contract

Offer(s) to purchase

Appropriate Addendums

Closing Statement

Written Closing Instructions to third party closing the transaction 10.42(2)

Termination Contracts when applicable

Lead Based Paint Disclosure when applicable

Additional documents to make a complete record:

Agency Representation Disclosure

MLS Sheet

Seller Disclosure

Receipts for earnest money (monies deposited into escrow, remitted to title companies, other real estate offices, or sellers)

Repair and Survey Addendum and sign off that all repairs stated in the addendum have been done, or waivers to do so.

Original Receipts from vendors for all repairs or services performed on rental properties

Property Management Files 10.10, 10.18-10.24

Property Management Agreements

Agency Representation Disclosure

Lease Agreements

Lead Based Paint Disclosure when applicable

Property Owner Ledger

Tenant Ledger

Property Management Cash Receipts

Final Accounting Statements to owners

Additional documents to make a complete record:

Original Receipts from vendors for all repairs or services performed on rental properties If not using the contracts provided by the Arkansas Realtors Association,

ALL CONTRACTS MUST BE APPROVED BY AN ARKANSAS LICENSED

ATTORNEY. A letter from the attorney who approved the contracts must be kept on file for inspection by the Arkansas Real Estate Commission

Offer date: Selling Firm: Listing Firm:

Required Signatures:

Listing Contract

Agency: Comments:

Legal Description:

Lead-based Paint Disc.

Trust/ Escrow Account

Date of E. M. Deposit Date of Release:

Offering Price:

Routine Office Exam Firm: Broker: E-mail address Licenses Realtor, Realty, Realtist? Sign Bank Statements - Get Copy of Statements Name of Bank **Trust Account** Ledger / Check Register **Deposits** Identified: Within 3 days Are bank statements reconciled monthly? _____ Does reconciliation balance? **Transaction Files** Transaction number: HUD 1 Closed Seller: Buyer: Property Address: Earnest Money: Sales Price: Actual Closing Date: Required Signatures: Proper Accountability: **Real Estate Contract** Terms or conditions: Offer Amount: Property Description: Contract Closing Date: Earnest Money: Agency: Acceptance Date:

MLS:

CK#

Required Signatures:

Commission amount :

Seller Property Disclosure:

HUD 1		
Buyer:	Sell	lore
Property Address:	Seli	ler.
Actual Closing Date:	Sales Price:	Farman A. A.
Proper Accountability:	Jales File.	Earnest Money:
Real Estate Contract		Required Signatures:
Property Description:	Offer Amount:	Terms or conditions:
Agency:	Earnest Money:	Contract Closing Date:
Offer date:	Acceptance Date:	contract closing Date:
Selling Firm:		
Listing Firm:		
Required Signatures:		MIC
Lead-based Paint Disc.		MLS:
Trust/ Escrow Account		Seller Property Disclosure:
Date of E. M. Deposit	Date of Release:	600
Listing Contract		CK#
Legal Description:	Offering Price:	Commission
Agency:		Commission amount :
Comments:		Required Signatures:
HUD 1		
HUD 1 Buyer:	Seller	:
HUD 1 Buyer: Property Address:	Seller	:
HUD 1 Buyer: Property Address: Actual Closing Date:	Seller Sales Price:	
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability:		Earnest Money:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract	Sales Price:	
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract	Sales Price: Offer Amount:	Earnest Money:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description:	Sales Price: Offer Amount: Earnest Money:	Earnest Money: Required Signatures:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description: Agency: Offer date:	Sales Price: Offer Amount:	Earnest Money: Required Signatures: Terms or conditions:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description: Agency: Dffer date: Gelling Firm:	Sales Price: Offer Amount: Earnest Money:	Earnest Money: Required Signatures: Terms or conditions:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description: Agency: Differ date: Selling Firm:	Sales Price: Offer Amount: Earnest Money:	Earnest Money: Required Signatures: Terms or conditions:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description: Agency: Differ date: Gelling Firm: Listing Firm:	Sales Price: Offer Amount: Earnest Money:	Earnest Money: Required Signatures: Terms or conditions:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description: Agency: Differ date: Gelling Firm: Listing Firm: Lequired Signatures: Lead-based Paint Disc.	Sales Price: Offer Amount: Earnest Money: Acceptance Date:	Earnest Money: Required Signatures: Terms or conditions: Contract Closing Date:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description: Agency: Differ date: Gelling Firm: Gequired Signatures: Gead-based Paint Disc. Frust/ Escrow Account	Sales Price: Offer Amount: Earnest Money: Acceptance Date:	Earnest Money: Required Signatures: Terms or conditions: Contract Closing Date: MLS:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description: Agency: Differ date: Selling Firm: Listing Firm: Lequired Signatures: Lead-based Paint Disc. Tust/ Escrow Account Date of E. M. Deposit	Sales Price: Offer Amount: Earnest Money: Acceptance Date:	Earnest Money: Required Signatures: Terms or conditions: Contract Closing Date: MLS:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description: Agency: Differ date: Selling Firm: Listing Firm: Lequired Signatures: Lead-based Paint Disc. Trust/ Escrow Account Date of E. M. Deposit Listing Contract	Sales Price: Offer Amount: Earnest Money: Acceptance Date: Solution	Earnest Money: Required Signatures: Terms or conditions: Contract Closing Date: MLS: eller Property Disclosure:
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description: Agency: Differ date: Selling Firm: Sequired Signatures: ead-based Paint Disc. rust/ Escrow Account Date of E. M. Deposit Sisting Contract egal Description:	Sales Price: Offer Amount: Earnest Money: Acceptance Date:	Earnest Money: Required Signatures: Terms or conditions: Contract Closing Date: MLS: eller Property Disclosure: CK#
HUD 1 Buyer: Property Address: Actual Closing Date: Proper Accountability: Real Estate Contract Property Description: Agency: Differ date: Selling Firm: Listing Firm: Lequired Signatures: Lead-based Paint Disc. Trust/ Escrow Account Date of E. M. Deposit Listing Contract	Sales Price: Offer Amount: Earnest Money: Acceptance Date: Solution	Earnest Money: Required Signatures: Terms or conditions: Contract Closing Date: MLS: eller Property Disclosure:

Listing Contract Pending		
Seller:		Legal Description:
Offering Price:	Commission amount :	Agency:
Required Signatures:		
Real Estate Contract		
Buyer(s):		Property Description:
Property Address:		
Offer Amount:	Terms or conditions:	Agency:
Earnest Money:		Seller Property Disclosure:
Lead-based Paint Disc.	Offer date:	Contract Closing Date:
Selling Firm:		
Acceptance Date:	Listing Firm:	
Required Signatures:		MLS:
Trust/ Escrow Account		
Date of E. M. Deposit	THE PARTY OF THE P	
Listing Contract Pending		
Seller:		Legal Description:
Offering Price:	Commission amount :	Agency:
Required Signatures:	-	
Real Estate Contract	and an extended a state of the	
Buyer(s):		Property Description:
Property Address:		
Offer Amount:	Terms or conditions:	Agency:
Earnest Money:		Seller Property Disclosure:
Lead-based Paint Disc.	Contract Closing Date:	Offer date:
Selling Firm:		
Acceptance Date:	Listing Firm:	
Required Signatures:		MLS:
Trust/ Escrow Account		
Date of E. M. Deposit		
Listing Contract Pending		
Seller:		Legal Description:
Offering Price:	Commission amount :	Agency:
Required Signatures:	Commission amount .	Agency.
Real Estate Contract		
Buyer(s):		Property Description:
		Property Description.
Property Address:	Torns as conditions	Agongu
Offer Amount:	Terms or conditions:	Agency:
Earnest Money:	Contract Clasina Data	Seller Property Disclosure:
Lead-based Paint Disc.	Contract Closing Date:	Offer date:
Selling Firm:		
Acceptance Date:	Listing Firm:	P. C.
Required Signatures:		MLS:
Trust/ Escrow Account Date of F. M. Deposit		
Date of F. IVI. Deposit		

ARKANSAS REAL ESTAE COMMISSION OFFICE EXAM WORK SHEET FOR TRUST ACCOUNT RECONCILLIATION

DATE:

Manuscript Control of the Annual Control of		
COMPANY:		
REGULATION 10.8 INFORMATION RECEIVED BY AREC?	YES	NO
BANK STATEMENTS RECONCILED MONTHLY?		NO
NAME OF BANK:		
STYLE OF ACCOUNT:		
ACCOUNT NOMBER:		
Bank Statement Balance as of		
Bank Statement Balance as of		The state of the s
, and Datationing Deposits		
TOTAL\$_		
Subtract Outstanding Checks		
A. Adjusted Bank Balance \$ _		
B. Balance per Checkbook \$	** ***********************************	
If A. and B. above do not agree: Bank balance exceeds checkbook balance by	e de la companya de l	
1. Total amount of pending transactions (E.M.)		
3. Broker's funds in account		
5. Total funds held in trust		
If 4. and A. above do not agree: Liabilities exceed adjusted bank balance by		
Or Adjusted bank balance exceeds liabilities by		

	DATE:		
COM	PANY:		
	Pending Transactions – Earnest Money (List Separately)	ne vita anno anno anno anno anno anno anno an	Amount
1		\$	
3		\$	
4		\$	
5		\$	
6		\$	
8		\$	
	TOTA	AL\$	
	Property Management Funds – Security Deposits (List Separately)		Amount
1		\$	
5		\$	
6			
7		\$	
8		\$	
	TOTA	L\$	
			*
	<u>Rents</u> (List Separately)		<u>Amount</u>
1		\$	
3			
8		\$	

Course Review for Approval

Date Received:			
Course Title:		· · · · · · · · · · · · · · · · · · ·	
New Course: Yes	No		
Meets Time requirement:	Yes	No	
Recommend for Approval:	Yes	No	Initial:
Notes:			
Recommend for Approval:	Yes	No	Initial:
Notes:			
and the state of t			

Approved: Yes No	Į.	Зу:	Date:
Course License Number:			

APPENDIX D

Phone Number:
End Time
End Time
End Time
End Time
bjectives for the class?
following the course?
ctional time? If not please explain.
ou during the course of the class?
? If so was an instructor in the room with the guest vidual projects or homework? or individual project time?
ingly agree" and 5 being "strongly disagree" please answer the
red in a clear manner by the instructor.
d
nt presentations were easy to follow.
ns during and/or after the course.
rse I registered for.

Certificate Specifications

School Name

School Address

Course Title

Course Approval Code

Course Completion Date

Course Location

Course Format

Credit Hours

Student Name – As it appears on the relicense or driver's license

License number

 ${\bf Signature\ of\ Student-for\ Pre-License\ courses}$

Signature of Instructor

2015 – statement regarding whether the course contains the 2015 Required Topic

Permanent Monitoring Plan Template

Name of Education Provider:
Physical Address:
City/State/Zip:
Is the education provider associated with and/or holding classes in the offices of a real estate firm? YesNo
Answer each of the following questions in detail.
What criteria will be used for determining one hundred percent (100%) attendance and course completion by students enrolled in the class?
2. How will student participation be monitored when instructional time is devoted to luncheons?
3. What methods will be used for monitoring student's attendance and participation if the class has 1-40 students? 41-80 students? 81-120 students? More than 120 students.
4. What is the education provider's make-up policy?
Principal Instructor/ Administrator's name:
Principal Instructor/Administrator's signature:
In accordance with AREC Regulation 16.5 a Special Course Monitoring Plan must be submitted for courses that:

Are closed to a specific group of people

• Involve a third party sponsor's participation.

Special Course Monitoring Plans must be submitted two weeks prior to the course offering.

Special Course Monitoring Plan Template

Name of School
Name of Course:
Course approval Number: Number of Credit Hours
Instructor:Instructor License Number
Anticipated Number of attendees:
Does this course include instructional time devoted to luncheons? Yes No
Is this course offered to a specific or closed group of people? Yes No
If Yes, describe the group the course is being offered to and how the course has been advertised.
Does this course involve a third party sponsor? Yes No If YES, attach sponsor statement as required in AREC Regulation 16.6.
1. What criteria will be used for determining one hundred percent (100%) attendance and course completion by students enrolled in the class?
2. What methods will be used for monitoring student's attendance and participation if the class has 1-40 students?
If the class has 41-80 students?
If the class has 81-120 students?
If the class has More than 120 students.

3. What is the education provider's make-up policy?

Principal Instructor/ Administrator's nam	e:	Date:
Principal Instructor/Administrator's signa	ture:	
Sponsoring Organization:		
Contact Number:	Email:	
Sponsor representative's name:		
Sponsor representative's signature:		

In accordance with AREC Regulation 16.5 a Special Course Monitoring Plan must be submitted for courses that:

- Are closed to a specific group of people
- Involve a third party sponsor's participation.

Special Course Monitoring Plans must be submitted two weeks prior to the course offering.

Pre-License Course Monitoring

Please make note of the following on a separate page:

- Date of each class session
- Instructors for each day of class
- Start and end times for each class session
- Start and end times for meal breaks

Please answer the following questions.

Within the following questions please rate the statements

1=strongly disagree 2=disagree 3=neutral 4agree 5=strongly agree

Command of Subject Matter	t. 132				
Facts and Material were current and accurate.	1	2	3	4	5
Opinions were clearly distinguished from fact/course material	1	2	3	4	5
Avoided statements or examples that would cause confusion among learners	1	2	3	4	5
Avoided skipping or broad –brush treatment of subjects due to time mismanagement	1	2	3	4	5
Correct terminology was used throughout the course	1	2	3	4	5
Presentation					
Stated learning objectives at outset of each topic or section as appropriate	1	· 2	3	4	5
Used presentation strategies other than lecture (role play, simulation, small group problem solving, case studies	1	2	3	4	5
Held learners' attention	1	2	3	4	5
followed the course outline	1	2	3	4	5

Continues on page 2

in the outline.

Pre-License Course Monitoring

Was an instructor present for the majority of class instruction time?:
If not please give additional information:
Give an example of a non-lecture style class activity if such activities are used in the class.
·
A copy of the course outline has been attached. Following each day of class please indicate which

learning objectives have been covered. Instructors do not also cover the material in the order it appears

Education Monitoring Survey

Person Completing Monitoring:	
Date of Course:	Course Attended:
Starting time for course:	End of class:
Length of lunch break:	
What materials were used in the co (If possible, a copy of the printed m	urse:aterials should accompany the report.)

Within the following questions please rate the statements

1=strongly disagree 2=disagree 3=neutral	4agre	e	5=str	ongly ag	ree
Command of Subject Matter					
Facts and Material were current and accurate.	1	2	3	4	5
Opinions were clearly distinguished from fact/course material	1	2	3	4	5
Avoided statements or examples that would cause confusion among learners	1	2	3	4	5
Avoided skipping or broad –brush treatment of subjects due to time mismanagement	1	2	3	4	5
Correct terminology was used throughout the course	1	2	3	4	5
Presentation					
Stated learning objectives at outset of each topic or section as appropriate	1	2	3	4	5
Used presentation strategies other than lecture (role play, simulation, small group problem solving, case studies	1	2	3	4	5
deld learners' attention	1	2	3	4	5
ollowed the course outline	1	2	3	4	5

APPENDIX D

Was an instructor present for the majority of class instruction time?:	
f not please give additional information:	

Education Evaluation

		Sch	nool Att	ended:		
					ngly agree	N/O (not observed)
ubject m	natter					Notes/comments
1	2	3	4	5	N/O	
1	2	3	4	5	N/O	•
1	2	3	4	5	N/O	
1	2	3	4	5	N/O	
	d:lass:ecessary 3=neur	ecessary and rat 3=neutral ubject matter 1 2 1 2	ecessary and rate the sta 3=neutral 4=agre ubject matter 1 2 3 1 2 3	decessary and rate the statement 3=neutral 4=agree ubject matter 1 2 3 4 1 2 3 4 1 2 3 4	Guest space Guest space	3=neutral 4=agree 5=strongly agree ubject matter 1 2 3 4 5 N/O 1 2 3 4 5 N/O 1 2 3 4 5 N/O

P33

instructor displays a strong knowledge base of the sub							
Avoided skipping or broad –brush treatment of subjects due to time mismanagement.	1	2	3	4	5	N/O	
Instructor uses correct terminology.	1	2	3	4	5	N/O	
Instructor logically and correctly answers questions from students about the subject matter.	1	2	3	4	5	N/O	
Instructor acknowledges when he/she does not know the answer to a question (and directs the student to resources to find the answer/offers to find the answer)	1	2	3	4	5	N/O	

Instructor displays effective presentation skills							
Instructor states learning objectives at outset of each topic or section as appropriate.	1	2	3	4	5	N/O	
Instructor uses a variety of presentation methods Role Play Simulations Small group activities Case studies Other (describe)	1	2	3	4	5	N/O	
Other (describe) Instructor follows the approved course outline.	1	2	3	4	5	N/O	
Instructor calls students by name.	1	2	3	4	5	N/O	
Instructor uses tactics to engage all students (describe).	1	2	3	4	5	N/O	
							9

Instructor displays effective presentation skills (cont							
Instructor uses concise, simple, and normal speech patterns.	1	2	3	4	5	N/O	
Instructor speaks with sufficient volume and enunciates clearly.	1	2	3	4	5	N/O	
Tone of voice and choice of words indicate respect and tolerance for all students.	1	2	3	4	5	N/O	

Instructor employs a variety of teaching aids							
Printed materials and visual aids such as PowerPoint presentations, marker boards, maps, etc. are legible and free of spelling and grammatical errors.	1	2	3	4	5	N/O	
Instructor arranges the student learning space to avoid physical obstructions.	1	2	3	4	5	N/O	

oto tec	a positi	ve studi	ent expe	rience		
1	2	3	4	5	N/O	
1	2	3	4	5	N/O	
1	2	3	4	5	N/O	
1	2	3	4	5	N/O	
1	2	3	4	5	N/O	
1	2	3	4	5	N/O	
	1 1 1 1	1 2 1 2 1 2 1 2 1 2	1 2 3 1 2 3 1 2 3 1 2 3 1 2 3	1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	1 2 3 4 5 N/O 1 2 3 4 5 N/O

Nas an instructor present for the majority of class instruction time?:	
f not please give additional information:	
How is the instructor measuring effectiveness of learning objectives?:	

Course Name	I found the content of this course to be up-to-date.	The course content was well organized and easy to follow along.	I found the material to be relevant to my own work as a real estate professional.	How do you rate the overall course?	How do you rate the instructor(s)?	Please write down any additional comments about the course or other course topic suggestions.
Supervising Broker CE	4	3	4	4	3	Did not encourage student participation. In fact became agitated when students wanted to pursue a particulate issue. Would dwell too long on some basic issues and not spend time on more complex issues. Ran out of time and only spent 35 minutes on safety.
Brokers Course	5	5	5	5	5	I found this class to be very informative and the subjects covered were timely
Contracts & Agency	5	5	5	5	5	I prefer to learn new things and not review that which I already know. I really enjoy a live classroom experience. However, I find with the additional hour of safety the courses offered were not educationally expansive. I am all for safety class but I wonder if this could be offered by the boards separately as it was before this year and be more active with role playing or actual defensive move practices. Those classes from the previous years were super helpful. Perhaps the instructors with more fresh topics would then come and teach here in AR again.
Real Estate Negotiation Expert	5	5	5	5	4	I have nine designations or certifications and RENE is now one of my favorites! The SRES class is also great information on a generational level.
вома	5	5	5	5	5	Enjoyable
how to work with real estate investors	4	4	i	2	2	These courses are ok but the fact that if you are able to finish the course early and you comprehend the material but have to "SIT" in the class and let the computer run out the clock is pretty petty. We are all business people with business to handle and the fact that we have to waste time while a course clock ticks is extremely frustrating

Course Name	I found the content of this course to be up-to-date.	The course content was well organized and easy to follow	i found the material to be relevant to my own work as a real	How do you rate the overall course?	How do you rate the instructor(s)?	Please write down any additional comments about the course or other course topic suggestions.
Contracts?	5	5	5	5	5	[INSTRUCTOR] does an excellent job with teaching responsibilities of agents to be knowledgeable and protect ourselves by abiding by AREC rules and regs.
RESPONSIBILITIES OF THE PRINCIPAL BROKER FOR OPERATING A REAL	5	5	5	5	5	ALLS GOOD
Agency and Safety	5	5	5	5	5	convenient, included lunch, comfortable setting, instructor was very knowledgable
Broker Management	5	5	5	5	5	I would love to see some new courses developed. I am so tired of taking Agency and Contracts to Close
3 BROKER SPECIFIC HOURS+ 1 HR REALTOR SAFETY	1	i.	i	1	1	This was a total waste of time. For the past 10 years, I have done online classes and learned a little but this was a useless waste of time. There was zero good info. It was a BS session all day to just "get my hours". This is an example of what CE is not supposed to be. If you are going to require brokers to go to these mandatory courses then make them useful. Otherwise, let us do them online to just get through the CE requirement.
Continuing Education	5	5	4	5	5	[INSTRUCTOR] makes every attempt to include the necessary License Require materials and relate it in interesting ways to the Property Management business.
Broker Continuing Ed	5	5	4	5	5	[INSTRUCTOR] is always detailed and gives good content
Supervising Broker course	5	5	4	5	5	the reason for the four stars for question #7 is because i do commercial real estate only
Required CE	3	1	3	1	1	Sign in disorganized - to much wasted time
Safety Guidelines & Best Practices; 2017 Supervising Broker	5	5	5	5	5	Instructor was knowledgeable and very informative.

Course Name	I found the content of this course to be up-to-date.	The course content was well organized and easy to follow	I found the material to be relevant to my own work as a real	How do you rate the overall course?	How do you rate the instructor(s)?	Please write down any additional comments about the course or other course topic suggestions.
Broker Ce with safety	5	5	5	5	5	Instructor provided videos were attention getters and fun.
Broker's and License Renewal	5	5	5	5	5	Facility very openhard to hear with echo.
2017 Supervising Brokers Cource, Agency & Disclosure 2, Real Estate Safety	4	4	4	4	4	Topics where well delivered
Supervisor Broker Course	3	3	3	3	3	Having the course requirements on screen where the instructor read from was not engaging. Felt that it was presented poorly.
SUPERVISING BROKERS COURSE,ETHICS & SAFETY	4	4	4	4	4	[INSTRUCTOR] always does a great job! I think in a broker's coursupervising NEW agents needs to be stressed as a major concerthink we are going to see problems in our industry if this is not addressed.
Broker Specific Training	5	5	5	4	4	8 and 10 are always eye opening
Real Estate Investing: Beyond the Basics	5	5	5	5	5	This was an online course of similar quality to many other cours have taken for the 17 states that I am a licensed Real Estate Bro
Supervising Broker CE Class	4	4	3	4	4	Would like ALOT more time spent on actual issues that get brokers/salespeople in trouble as reminders. Many agents do n realize what they are doing is incorrect.
Broker CE	5	5	5	5	5	Obviously nothing new but always good to refresh ourselves

Course Name	I found the content of this course to be up-to-date.	The course content was well organized and easy to follow along.	I found the material to be relevant to my own work as a real estate	How do you rate the overall course?	How do you rate the instructor(s)?	Please write down any additional comments about the course or other course topic suggestions.
Unauthorized Practice of Law, Fair Housing. Code of Ethics.	5	5	5	5	5	These 2 courses, and these 2 instructors, were my favorites by far. Stayed on track, no personal chatting about themselves that it became a distraction. Felt like I really learned something. Felt the discussions were extremely relevant and of excellent content to relate to real-world experiences. Plain spoken, interesting, relatable, valuable.
Supervising Broker CE	5	5	5	5	5	Not enough time to cover it all
principle broker ce	5	5	5	5	5	[INSTRUCTOR] was great. He is very knowledgeable and engaging. I actually enjoyed the class.
AREC Law	4	4	5	4	5	I took this class last year also
Continuing Education	4	2	3	2	2	Disappointed this year. The safety portion was good. The rest dragged on.
Continuing Education Real Estate Class	5	5	5	5	5	[INSTRUCTOR] puts on a very relevant and interesting class. It keeps your attention the entire time.
Real estate	5	5	5	4	5	Even after you have taken the course, you can still get help from the instructor.
Brokers	5	4	5	5	4	To much info for alloyed time
Ethics, Safety & Form Jsage	5	5	5	5	5	Class was very informative and enjoyable.
Broker Pre and Post icense	5	4	5	5	5	The sequential organization of material would improve the manuals.
leal Estate Contracts	5	5	5	5	5	The 6 hours and the safety 1hr were excellent!
hour Continuing ducation for real state	5	4	5	5	5	Our teacher was fantastic and very knowledgeable.

Course Name	I found the content of this course to be up-to-date.	The course content was well organized and easy to follow along.	I found the material to be relevant to my own work as a real estate professional.	How do you rate the overall course?	How do you rate the instructor(s)?	Please write down any additional comments about the course or other course topic suggestions.
Brokers CE	4	4	4	4	4	Less instruction and do and don't showing listing Lock up, lights off, etc
Supervising & Principal Broker CE	4	4	3	4	3	Good general overview, but not a lot of "actionable" items. Given how many small brokerages exist in AR, it would be really nice if after saying "do you think you should have a policy about agentowned rental properties at your firm?", after everyone nods or
Broker CE	5	5	5	5	5	Broker CE is worthwhile course and long overdue.
supervising broker course		3	2	2	2	It was pretty boring, instructor pretty much read everything to us. He didn't like class participation.
Supervisor Broker Course	5	5	5	5	5 .	[INSTRUCTOR] did a great job in keeping the course interesting by injecting real life stories to make certain points.
Broker CE	3	2	2	3	2	Boring too many stories