

## FAQs for Online Virtual Continuing Education

**These courses are recommended for students who hold a Pennsylvania Real Estate License.** There are no pre-requisites for this course and it can be taken by non-licensees, but only PA Real Estate Licensees will be able to receive continuing education hours for completion of the course.

**Required Technology:** Students must have a device with a web browser or application that can support the Zoom software. Polley Associates hosts, and learners, attend our virtual courses and classes on the Zoom-brand conferencing software, which is available free.

**If you are not familiar with the Zoom platform, *it is your responsibility* as a student to read the instruction manuals and watch the Zoom provided videos for training. We are here to provide you real estate continuing education in a new format - we will do our best to give a short orientation to some class tools, but it is the responsibility of the student to know how to use the platform. Zoom training materials can be found here: <https://support.zoom.us/hc/en-us/sections/201740096-Training> . Do not assume you will be able to just “log on” and wing it.**

Zoom's browser client works best with Google Chrome (version 53 or higher), Mozilla Firefox (version 49 and higher), Apple Safari (version 10 and higher), Microsoft Internet Explorer (version 10 or higher), or Microsoft Edge (version 38 or higher) browsers.

The software will download automatically when you start or join your first Zoom session. The software also can be downloaded and installed in advance, here: [https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting). **You must download the software in advance and be sure you can navigate the program.**

You must also have the ability to use either an internal or external camera, microphone, and speaker with their device. The application is a free download. They will also need an e-mail address; PDF reader, and reliable Internet connection, all of which are student-provided.

**Participant materials** will be sent to participants digitally. Students must have ability to either view materials digitally throughout the course or to print a copy of materials for their use. Materials will be available for download at a provided link, which students will be provided at registration. We strongly encourage students to download these materials PRIOR to the start of their course, and if you have any issues in retrieving the materials, contact Polley Associates as soon as possible.

Those requiring printed materials to be sent must pay a printing & shipping fee of \$4 and **have registered in and contacted Polley Associates NO LESS than 10 days prior to the course.**

**Course Completion Requirements:** There is no grade for this course, as continuing education is completion-only in the state of PA. There are, however, periodic polling, quiz, and small group sessions that are mandatory for participation. Failure to participate in any or part of this course for any reason will be noted and those who do not meet the minimum attendance will not meet completion requirements, and therefore will not be issued a transcript.

Your camera must be on for the entire session and you must stay within view of the camera throughout. If visual is lost, you will be prompted to return to the camera, and you will also have the opportunity to respond via message if you are having technical difficulty. If your visual is lost for more than 10 minutes without response from chat either, you will be removed from the session. You may attempt to re-enter the session when you return, and as long as you are still within the required attendance range for this course (No more than 35 minutes of accrued missed time to meet state requirement). Failure to meet this requirement will result in course incompleteness and is not subject to refund or transfer.

A Course Survey also is required for completion of this course:

- Survey Monkey link will be sent to students by instructor through Zoom at the end of instruction.
- Students must enter the email address they registered with into the first question of the survey.
- ***This survey IS REQUIRED and must be completed to receive your transcript.***

**Fees and Refunds:** Please visit our website at: [https://www.polleyassociates.com/article\\_collections/polley-policies/](https://www.polleyassociates.com/article_collections/polley-policies/)