

## 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/Materials:

- 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. **Zoom software should be downloaded to your device IN ADVANCE of the day of your course.** Be sure to test your device is working, for both Audio and Video capabilities (camera, microphone, speakers).
- Students need an e-mail address; PDF reader, and reliable Internet connection (all student-provided).
  - ▶ **Participant materials** will be sent to participants digitally in PDF format with the Zoom invitation. 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 via phone NO LESS than 10 days prior to the course.**

**If you are not familiar with the Zoom platform, *it is your responsibility* as a student to read the instruction manuals and watch Zoom-provided videos for training. We are here to provide you real estate continuing education in a convenient 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 Zoom.**

- Zoom system requirements can be found here: <https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>
- Zoom training materials can be found here: <https://support.zoom.us/hc/en-us/categories/200101697>. Do not assume you will be able to just “log on” and wing it.

### Course Completion Requirements:

- There is no grade for this course, as continuing education is completion-only. There are 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 fully within view of the camera throughout. Staying visible for attendance monitor (co-host) is your responsibility.**
  - ▶ If visual is lost for 5 minutes, you will be prompted to return to the camera. If your visual is lost for more than 10 minutes, 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.

- ▶ All time away from camera or time off-task for a duration of 5 or more minutes is deducted. If a student is off screen or off-task with high frequency, this may result in shorter amounts of time also being considered a deduction. The co-host will notify you via chat if frequency of off-screen or off-task time is an issue.
  - ▶ The attendance threshold for CE is 90%. (No more than 42 minutes of a 7 hour class or 21 minutes of a 3.5 hour class in order to meet state requirement). Failure to meet this requirement will result in course incompleteness and is not subject to refund or transfer.
  - ▶ There is absolutely NO DRIVING a vehicle during Zoom classes. You will be removed immediately, you will not be re-admitted, and you will NOT be eligible for transfer or refund.
  - ▶ All behavioral expectations of an in-person class are in effect for classes done via Zoom. Any behaviors that are deemed distracting to the course or inappropriate for classroom-based instruction will also result in ejection from class. Please treat our classes, other students, and instructors/co-hosts with respect.
- 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.***

## **Questions?**

**Please visit our website at:**

[https://www.polleyassociates.com/article\\_collections/polley-policies/](https://www.polleyassociates.com/article_collections/polley-policies/)

**Call us at:**

(610) 353-6776 or (800) 220-2789

**Email us at:**

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