



ARIZONA ASSOCIATION OF REALTORS®

REAL SOLUTIONS. REALTOR® SUCCESS.

Monitor Information

10/2013



THE GRI DESIGNEE IS THE BEST PREPARED
AND MOST KNOWLEDGEABLE
ARIZONA REAL ESTATE PRACTITIONER.

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**Graduate
REALTOR® Institute**



MONITORS

It is up to the provider to obtain a monitor. **All monitors must hold the GRI designation and complete the AAR Monitor Training program either in class or online.** Monitors shall receive continuing education credit; however, the monitor must be there for the entire class whether it is one day or two.

From time to time, it may be necessary for an AAR representative to audit the class. These representatives should not replace your association monitor.

All monitors must perform the duties as outlined below. **It is important that you give the monitor the monitor packet at least 48 hours prior to the class so he/she knows what his/her responsibilities are.**

MONITOR RESPONSIBILITIES

NOTE TO PROVIDER/MONITOR/INSTRUCTOR: Be sure the class begins promptly with the opening remarks. If there are sponsors for the class, have the instructor recognize them and limit their time at the podium to the break times (or prior to lunch) to help ensure the class begins on time.

The **purpose** of a REALTOR® Institute Monitor is to:

- Control the environment
- Assist the Instructor
- Provide feedback to AAR on the class/instructor

MONITOR'S CONTINUING EDUCATION

Monitors will receive continuing education credits if they monitor the entire module (credit will not be given in half-day increments or one-day of a two-day module).

You must sign on the bottom of each page of the sign-in sheet in the monitor signature area. **IMPORTANT: PLEASE CHECK THE APPROPRIATE BOX AS TO WHETHER YOU WANT TO RECEIVE C/E OR NOT.**

GRI MONITOR DUTIES

***Monitors shall never have physical contact with students nor participate in confrontational discussions. The monitor should merely advise the student of the “violation”, make note of the “violation” and refer the student to the provider staff or AAR for clarification or appropriate action.**

- ♣ Introduce yourself to the Instructor(s) and let them know you will be monitoring the class. Find out from the instructor:
 - ♣ how they want to handle breaks: pre-arranged or spontaneous?
 - ♣ does the instructor want you to signal him/her when it is break time?
 - ♣ who will do the introductory remarks and instructor introduction. *Note: if instructor is making self-introductions, please be sure to give the instructor the opening comment sheet.*
 - ♣ Check with the instructor to see what type of assistance he/she may need from you.
 - ♣ Talk to instructor during breaks when you hear students express concern regarding the instructor or the curriculum. This will give the instructor an opportunity to make changes.

- ♣ One of your responsibilities is for coordinating the comfort and well being of the students and instructors. Please check with the instructor and association staff prior to the start of class to find out how they might prefer you to handle the following:
 - ♣ disruptive students
 - ♣ phones/pagers
 - ♣ hecklers
 - ♣ air temperature

- ♣ Circulate the sign-in sheet, once in the **AM** and once in the **PM** each day of the class. If a student is taking the class for **continuing education only** please mark this next to their printed name on the sign-in sheet. The **“time-in – time-out” on the sign-in sheet does not need to be used unless there is a specific attendance issue**. If they need us to issue a certificate, mark it on the sign in sheet by their name.

- ♣ Make sure students return promptly from all breaks. A bell or buzzer helps everyone return promptly. *You are not a drill sergeant but don't take your responsibilities lightly as you are the one everyone will look to in making the class enjoyable for all in attendance.*

Evaluations:

- ♣ **Remind the students that the evaluation & exam is completed online and they need to fill it out within 48 hours.**

- ♣ Make sure your completed Monitor Evaluation & sign-in sheets are given to your Association staff person at the end of the class. If you have any unusual circumstances, someone who is ill and must leave please write up the circumstance and give to the Provider staff person to give Brittini Matt at the AAR office.

Exam:

- ♣ Remind those who are completing their last module today to fill out the GRI completion form in their notebook and turn in to you at the end of the class. Note: MONITORS: Do not fill out the instructor evaluation – you need to fill out the Monitor Evaluation only.
- ♣ Exams are completed online. They will be directed to the exam automatically following the evaluation.
- ♣ Check with the local association staff for any additional duties they may need from you.

STUDENT ATTENDANCE POLICY

Promptness as well as *classroom attendance* is expected. If for some reason a student must miss a portion of the class instruction they are only allowed to miss *10 minutes for a 1-day module and 20 minutes for a 2-day module*. After that they will jeopardize both GRI credit for the module and ADRE continuing education for the class.

Suggest to those students that they should contact AAR immediately to request an exception explaining their tardiness - **this will not guarantee they will receive credit for the module.**

Thank you for your time and participation in the REALTOR® Institute (GRI) program. You are a valued member of our team whose vision is REALTOR®...the best prepared real estate practitioner with the highest standards™.

MONITOR COMMENTS

Good morning, my name is _____.

Please turn **off** all your electronic devices. We will take your electronic device from you if it goes off and give it back to you at the end of class.

Laptops are permitted for class resource use ONLY. Anyone using their laptop for other purposes will be instructed to turn it off.

There will be adequate breaks scheduled this morning for you to return phone calls.

Students who are disruptive in class will be asked to leave.

It is our hope that these courses will whet your appetite and lead you to explore unfamiliar areas in real estate.

Raise your hand if this is your last class.

(Please be sure to fill out the Designation Completion Form located in the front of your student book.)

Raise your hand if this is first class? **Welcome!** Let's give them a round of applause for making the commitment to earn their GRI.

The sign-in sheet will be passed around this morning and again this afternoon. Be sure to sign in right away, make any name or e-mail corrections and pass it to your neighbor. **DO NOT HOLD THE SHEET ON YOUR DESK.**

It is very important to the GRI Workgroup and AAR to obtain evaluations and comments from students regarding the instructors' presentations. Within 48 hours after completing the class, go to www.AZGRI.com. Click on "My GRI" and select the link for your class. (Please make sure you are filling out the correct survey). You will be directed to the exam immediately following the survey.

The restrooms and telephone are located _____.

We will have ____ minute breaks this morning and this afternoon. There is one hour for lunch.

As with every c/e class you have ever taken, please be sure to return to class on time - tardiness may jeopardize receipt of both your continuing education hours AND GRI credit for this class.

In August, AAR informed you of some exciting changes coming to the GRI designation in 2014. Please visit www.AZGRI.com to get answers to some frequently asked questions regarding these changes.

These changes will make it easier to earn your GRI designation by offering shortened classes and by providing dual credit for NAR/AAR certifications and designations. The new 2014 designation requirements can be found in your workbook.

AAR is here to help you every step of the way. If you have any questions, please contact Brittini Matt @ BrittiniMatt@aaronline.com or 602-248-7787.

MONITOR COMMENTS FOR THE EXAM

The exam will be completed online. After you have finished the survey, you will be directed to the exam. After you have finished, your score will be displayed on your screen and a results report will be sent to AAR. You have the option to view the questions you missed along with the correct answers after your score appears. You may also print your test score and keep it for your records.

Just a reminder, GRI exams require a 70% passing grade. Your grade will reflect in your GRI record within 10 business days.

The following courses have an exam for both day one and day two. You **MUST pass both exams** to earn GRI credit. Day one of the exam **MUST** be completed after the class on the 1st day.

GRI 204 – Risk Management

GRI 308 – Safe Real Estate

The survey & exam will close in 48 hours.

THIS IS AN OPEN BOOK EXAM

Select the **“most”** correct answer. If you make an error, you will have the option to change your answer before you submit your answers.

Monitor Helpful Hints

ROOM TOO CROWDED

Be aware that room capacity before admitting at-door registrations. Students need to be in a comfortable learning environment. There should be two chairs per 6' table or three chairs per 8' table.

MICROPHONES DID NOT WORK

It is recommended that all equipment be checked the day before class. The volume should be tested at least 30 minutes prior to the start of class. Find out where the speakers in the ceiling are and advise the instructor to stay away from them, otherwise, they may cause feedback. Also, please make sure the overhead is working and you have a spare bulb handy.

HAD A HARD TIME GETTING STUDENTS BACK IN CLASS AFTER EACH BREAK

Perhaps have longer breaks, but fewer in number. Check with your instructor to adjusting the break times. It is recommended that you have a bell or buzzer that can be used to get the students back in class.

CLASS STARTED LATE DUE TO LENGTH OF REGISTRATION

It is recommended that the names on your registration list be in alphabetical order. Students do not need to sign in at registration, just check their names off and give them their badge.

HAD PROBLEMS WITH THE FLOW OF SIGN-IN SHEET

The sign-in sheet will be in alphabetical order. Pass around once in the morning (NOT AS STUDENTS ARE REGISTERING FOR THE CLASS) and once in the afternoon each day. The monitor, at the beginning of the class and perhaps after the breaks, should emphasize that when the sign-in sheet is passed to them, they need to sign it right away and pass it along so it keeps moving.

A STUDENT CAME INTO CLASS LATE

Advise student that they can still take the course if they wish, but it is not guaranteed they will get credit for it. You must advise the student that they will need to send a letter to AAR requesting they get credit for the class and explain the lateness. **Instructors, monitors, and providers cannot make exceptions to the attendance policy.**

STUDENT TELLS YOU THIS IS THEIR LAST CLASS. WHAT DO YOU DO?

Students need to fill out the GRI Designation Completion form which is in the course book and either give it to you or send it directly to AAR.

COMPLAINTS FROM THE STUDENTS ABOUT THE INSTRUCTOR

Talk to the instructor during the break and advise of the complaints. Perhaps the problem can be fixed before it gets out of hand.

OTHER HELPFUL NOTES

Please make sure monitors sign the sign-in sheets at the bottom of each page (required).

Please make sure to have checks ready for instructor and give to them at the end of class.

Please distribute course schedule for current year to each student or have it as a handout.

If a student arrives after instruction has begun OR is absent beyond the allowed break time, inform student of attendance guidelines and of appropriate action. They should be given the chance – if they wish- to remain in class for the remainder of the day, and submit a written appeal to the AAR with the understanding that AAR will not violate the rules. Association staff should then note any such lateness (with time absent) on the roster submitted to AAR after the course.

**Arizona Association of REALTORS®
REALTOR® INSTITUTE**

MONITOR EVALUATION

Module # _____ **Date:** _____ **Association:** _____

Your Name (please print) _____

Phone # _____ **email:** _____

Instructor Name _____

Your feedback is very important to the evaluation process of the curriculum AND the instructor. You are AAR's eyes and ears in this class! Please provide complete and HONEST feedback.

Total # of classes you have monitored previously: first one less than 10 more than 10

What time did **you** arrive onsite? _____ What time did the **instructor** arrive? _____

Did you receive a monitor packet? _____ What time did you post the door sign? _____

Were there any students who were late: _____

If so, who: _____

What time did the instructor start the presentation: _____

If there was a delay in start time, please provide reason: _____

Class Attendance Verification:

Day 1: Head count at 8:30 a.m. _____ Head count at 1:30 p.m. _____

Day 2: Head count at 8:30 a.m. _____ Head count at 1:30 p.m. _____

If head count number was different from the morning to the afternoon, why?

What is your overall opinion of the class and instructor? _____

From your perspective, what was the students' reaction to the instructor?

Did the instructor appear to be giving out answers to the exam throughout the day?

___ Yes ___ No If yes, how _____

How did the instructor review for the exam: _____

CURRICULUM:

Did the instructor follow the written outline? Yes No

Comments: _____

Did the instructor bring additional handout material? Yes No

What: _____

****IF YES, PLEASE ATTACH A COPY OF THE INSTRUCTOR'S HANDOUTS****

Did the instructor bring current issues/practice to the course? Yes No

Where there any units that may need to be reviewed or updated: Yes No

From your perspective, what was the students' reaction to the content?

Please follow along in the course book and let us know how well you feel the curriculum met the learning objectives: (learning objectives set the direction of the content and the learning expectations from the students. Exam questions are based on the learning objectives)

	Very Well	Good	Fair	Did not cover
Unit 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate which learning objectives you feel were not met or covered

Please tell us about anything that you feel happened that may have impacted the class?

Such as: students who were argumentative with instructor, students who seemed to monopolize instructor or class, group of students with excessive side conversations during class, student(s) excessive use of communication tools (cell phone/laptops/)

How did you handle these issues, if applicable:

PRODUCT:

Did the instructor have product sales? Yes No

What was the product? _____

How were the announcements handled? _____

Did you sense the students felt the announcement/time was appropriate? Yes No

Would you want to serve as a monitor for this instructor again?

Why or why not? _____

Overall comments:
