



GRADUATE,  
REALTOR®  
INSTITUTE

MARCH 2022

# GRI Monitor Packet

## **GRI CLASS MONITOR RESPONSIBILITIES & DUTIES**

Thank you for volunteering to monitor our upcoming GRI class and agreeing to be a representative of the Arizona REALTORS® school. You are an INTEGRAL component of the success of the class and the student learning experience.

### **Monitor Responsibilities:**

- Ensure ADRE continuing education requirements are met (attendance, signatures on sign-in/out sheet, and the attentiveness/participation of the students in the class).
- Comply with the Arizona REALTORS® (AZR) school policies.
- Provide feedback to AZR regarding the class content and instructor performance.
- Assist instructors as needed, during class.
- Monitor Zoom platform performance (live streaming classes).
- Note: In addition, your local association may ask you to assist with additional duties.

Monitors shall never have physical contact with students nor participate in confrontational discussions. If a school policy occurs, the monitor should merely advise the student of the violation, make note of it on the monitor evaluation form, and refer the student to the local association staff or AZR for clarification and/or appropriate action.

### **As a monitor, you must COMMIT to:**

- ✓ Arriving at the local association a ½ hour before the class begins.
- ✓ Communicating promptly with the local association staff and/or instructor if any issues arise with students.
- ✓ Monitoring student attention/participation (no phone use during class).
- ✓ Keeping side conversations among the students to a minimum (In a live streaming class, we may not physically be in your classroom, but we hear and see everything).
- ✓ Student technology monitoring (no phone use during class, and no web surfing on laptops).
- ✓ Making sure students return promptly from all breaks. (helpful to announce a 2 minute warning to the students).
- ✓ Circulating the sign-in sheet once at the start of class, and again at the end of class.
- ✓ Turning in the completed sign in sheet, monitor evaluation form, and any additional instructor handouts to the association staff person.

### **As a live streaming class monitor, you must also COMMIT to:**

- ✓ Participating in the Zoom platform sound check with the laptop you will be using (this must be done during the 8:15 AV sound check and 12:15 AV sound check).
- ✓ Making sure the Zoom program is the only program open on the monitor laptop.
- ✓ Keeping the Zoom chat box open at all times (to ensure open communication between us and you).
- ✓ Communicating promptly with the AAR admin via chat if problems arise with students/AV, OR if the instructor does not see a student's hand raised in your classroom.
- ✓ Immediately alerting the AAR admin and the local association staff member if you run into any technical issues at any time.

## **Live Streaming Class Day of Monitor Duties:**

### **If you are not using an association-provided laptop:**

- ✓ Please bring your own laptop to class.
- ✓ Disable your laptop's microphone before joining the class (instructions below). If this step is not done, your device's mic will interfere with the classroom mic, causing feedback. Do not simply “shut-off” the audio once you are in the Zoom platform.

### **How to join the class on your device:**

- ✓ A couple of days prior to class, a link will be emailed to both you and the Association staff person. If it is a 3-hour class, two separate links will be included in the email.
- ✓ On the morning of the class, click on the link in the email.

### **How to disable the microphone on a computer or laptop:**

1. Open the start menu on your computer
2. Select the “Control Panel” option
3. Click on “Sound”
4. Click on “Recording”
5. Select the microphone listed, right click, and select “Disable”
6. Select “OK”

### **How to disable the speakers on a computer or laptop:**

1. Open the start menu on your computer
2. Select the “Control Panel” option
3. Click on “Sound”
4. Click on “Playback”
5. Select the speakers listed, right click, and select “Disable”
6. Select “OK”

## **Audio/Visual Testing:**

On the day of class, AZR staff will perform an A/V test with each participating location and monitor at 8:15 a.m. (morning class) and 12:15 p.m. (afternoon class).

Once the A/V check is complete, the AZR class administrator will mute the host classroom and remote classrooms until the start of the class. The AZR class administrator will unmute the host classroom once the instructor starts the presentation.

## During the class:

- ✓ Position yourself in the back of the classroom so you can see all of the students.
- ✓ Set your laptop to view only your classroom location (so you can see a front view of your students)
- ✓ Do not (nor allow anyone to) touch the volume on the classroom microphone or speakers.

**Student questions:** when a student has a question, they should raise their hand. The AZR administrator and instructors will call on them as soon as they can.

**Technical issues:** The chat feature in the Zoom program gives the classroom monitor the ability to send instant messages to the AZR administrator. The chat feature should be used if there is a technical issue. Monitors should also notify the local association staff immediately of any technical issues

## Monitor Seating:

**DO:** Sit directly behind the students to efficiently monitor laptop and cell phone activity.



**DON'T:** Sit directly behind the students to efficiently monitor laptop and cell phone activity.



## Monitor Duties Day of Class:

- In a live class, introduce yourself to the instructor(s) and let them know you will be monitoring the class. Check with the instructor to see what type of assistance he/she may need from you.
- 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?
- Talk to the instructor during breaks if you hear students express concerns regarding the instructor or the curriculum. This will give the instructor an opportunity to make changes.
- One of your responsibilities is coordinating the comfort and wellbeing 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
  - student phone issues
  - hecklers
  - air temperature
- Circulate the sign-in sheet, once in the **AM** and once in the **PM** at the end of 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 a student is late, write the time they arrived in this box and have the student initial it.**
- 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.

## Evaluations & Exams:

- Remind the students that the evaluation & exam is completed online, and they need to complete it within 72 hours following the last day of the class falls. The directions on how to access the evaluation/exam links is in the front of each student workbook. Note: **MONITORS: Do not fill out the online instructor evaluation – you only need to fill out the Monitor Evaluation.**
- Make sure the 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 or if someone is ill and must leave, please write up the circumstance and give to the staff person.
- Remind those who are completing their last class to fill out the GRI Requirements & Last Class form and turn in to you at the end of the class. They can also email it to Brittni Matt @ [BrittniMatt@aaronline.com](mailto:BrittniMatt@aaronline.com).

## 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 a total of 10 minutes for a 1-day course and 20 minutes for a 2-day course. After that, they will jeopardize both GRI credit and ADRE continuing education credit for the course. If a student disagrees, let them know they should contact AZR staff immediately to explain their tardiness - **this will not guarantee they will receive GRI/CE credit for the course.**

## OPTIONAL MONITOR SCRIPT & COMMENTS

Good morning, my name is \_\_\_\_\_.

Please silence all your electronic devices.

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

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

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 and turn in a Designation Last Class Form)

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 at the end of class. Be sure to sign in right away. If any of your information is incorrect, please contact your local association to make those corrections.

It is very important to the GRI Workgroup and AZR to obtain evaluations and comments from students regarding the instructors' presentations. Within 72 hours after completing the class, go to [www.AZGRI.com](http://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 online open book exam immediately following the survey. After you have finished the exam, your score will be displayed on your screen and a results report will be sent to AZR. Please 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 restrooms are located: \_\_\_\_\_.

We will have \_\_\_\_\_ minute breaks this morning and this afternoon. There is \_\_\_\_\_ for lunch.

As with every c/e class, 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.

If you have any questions or concerns, I will be sitting: \_\_\_\_\_

## MONITOR HELPFUL HINTS

### **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.

### **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.  
**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 a GRI Last Class Form and either give it to you or send it directly to AZR.

### **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 you sign the sign-in sheets at the bottom of each page (required).

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. They can submit a written appeal to the AZR with the understanding that AZR will not violate the rules. Association staff should then note any such lateness (with time absent) on the roster submitted to AZR after the course.

# Arizona Association of REALTORS®

## **LIVE CLASS GRI MONITOR EVALUATION**

Class: \_\_\_\_\_ Date: \_\_\_\_\_ Association: \_\_\_\_\_

Instructor(s) Name(s): \_\_\_\_\_

Your feedback is very important to the evaluation process of the live stream and GRI programs. You are AAR's eyes and ears in this class! Please provide complete and HONEST feedback.

**Your Name** (please print) \_\_\_\_\_

**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? \_\_\_\_\_ Were any students late: \_\_\_\_\_

If so, who: \_\_\_\_\_

What time did the instructor start the presentation: \_\_\_\_\_

What time did the instructor end the presentation: \_\_\_\_\_

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

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### Class Attendance Verification:

Day 1: Head count at 9:00 a.m. \_\_\_\_\_ Head count at 1:00 p.m. \_\_\_\_\_

Day 2: Head count at 9:00 a.m. \_\_\_\_\_ Head count at 1:00 p.m. \_\_\_\_\_

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

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**What is your overall opinion of the class and instructor?** \_\_\_\_\_

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

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**How did the instructor review for the exam:** \_\_\_\_\_

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

\_\_\_\_ Yes      \_\_\_\_ No    If yes, how \_\_\_\_\_

## 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?**

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**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.**

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**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/)

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**How did you handle these issues, if applicable?**

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**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

Overall comments:

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# Arizona Association of REALTORS®

## **LIVE STREAM CLASS GRI MONITOR EVALUATION**

Class: \_\_\_\_\_ Date: \_\_\_\_\_ Association: \_\_\_\_\_  
Instructor(s) Name(s): \_\_\_\_\_

Your feedback is very important to the evaluation process of the live stream and GRI programs. You are AAR's eyes and ears in this class! Please provide complete and HONEST feedback.

**Your Name** (please print) \_\_\_\_\_

Were there any students who were late:  Yes  No

If so, who: \_\_\_\_\_

### **Class Attendance Verification:**

Head count at 8:30 a.m. \_\_\_\_\_ Head count at 4:30 p.m. \_\_\_\_\_

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

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### **THE LIVE STREAM FORMAT:**

1. Were you able to log into the Zoom system easily and without issue?  Yes  No  
If not, what was the issue you experienced: \_\_\_\_\_?  
If not, were the login instructions clear?  Yes  No

2. If there were audio or video issues, what were they?

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3. From your perspective, what was the student reaction to this live streaming format in terms of learning experience or environment?

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4. Would you want to serve as a monitor for a live stream class again?  Yes  No  
Why or why not? \_\_\_\_\_

5. Would you attend another live stream class as a student?  Yes  No

**6. If not, why?**

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**7. Is there anything that we could do to increase the effectiveness, learning experience or atmosphere in this delivery method?**

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**THE CLASS:**

**8. Were there any disruptive students in the class?**

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**9. Was there anything that happened that you feel may have impacted the class?**

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**CURRICULUM/INSTRUCTOR:**

**10. From your perspective, what was the students' reaction to the content & instructor?**

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**11. What is your overall opinion of the class and instructor(s)?**

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**12. Additional comments:**

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