

Arizona Association of REALTORS®
Professional & Business Development Committee
 July 13, 2016
 Agenda

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|-------|---|----------------------|
| I. | Call to Order – Chairman Christopher Paris | |
| II. | Approval of April 20 Minutes | Page 2 |
| III. | 2016 Business Plan Measureable Objective Update | Page 5 |
| IV. | Education Programs Update/Overview | |
| | A. Education Outreach Program Activity Update Partnership Programs – Live Partnership Programs – Remote | Page 18 & handout |
| | B. CRMS Updates | Page 20 |
| | C. REBAC Class Updates | Page 22 |
| | D. CRPM Program Updates | Page 23 |
| | E. Webinars Update | Page 26 |
| | F. GRI Report – Vicki Lind | |
| | G. Instructor Development Workshop Recap | Page 28 |
| V. | New Business | |
| | A. Broker University: Self-Check Recommendation | Page 31 |
| | B. Spring Convention Hotel Block Options | Page 33 |
| | C. CRPM Advisory Board Recommendation | Page 34 |
| | D. MRES Annual Survey | attachment |
| | E. AAR's New Committee Volunteer Appointment Process (record verification) | Onsite |
| VI. | General discussion | |
| VII. | Next Meeting: November 16, 1:00 | |
| VIII. | Adjourn | |

Arizona Association of REALTORS
Professional & Business Development Committee
 April 20, 2016

The regularly scheduled meeting was called to order at 1:03. A quorum was present.

Present

Christopher Paris
 Emmy Simpson (phone)
 Jackie Kellog (phone)
 Vicki Lind
 Keri Hogue-Means
 Pam Frestedt
 Vicki Cleman
 Laura Tarin
 Evan Fuchs (phone)
 Sue Flucke (phone)
 Clark Jones, Exec Com (phone)

Staff

Barb Freestone
 Brittni Matt
 Kimberly Franzen
 Calie Waterhouse

Minutes

There being no corrections, the minutes of January 15 minutes as mailed

Measureable Objective Updates were distributed

Spring Convention Recap – Gary Nelson

It was recognized this year's convention was the highest attendance since 2003. The Convention Planning workgroup met to review and offer the following suggestions:

- video breakout sessions, more advanced content for breakout sessions, bring in big name national speakers, we are outgrowing the venue/on the edge of outgrowing it, continue the morning networking sessions but move it to a separate room from the general session room, topic suggestion was to offer a broker panel, formal marketing plan with marketing, like the mix of general session and breakout sessions.
- Additional comments from Gary: change name to state convention, bring in bigger speakers, have an opening and closing session, strengthen the continuing education, continue with offering a GRI class, allocation additional money to take the convention to the next level
- Put out the date earlier to membership
- Consider some kind of scholarship program for first time attendees (essay why they should get the scholarship).
- Housing ideas offered: add one room on hold for WCR president and CRS president / hotel rooms limited to only those that take the full 3 night block

- Determine why all the leaders don't attend the convention – this should be discussed at the 2017 convention planning meeting –
- RVP's should talk about the importance and value of the convention at the regional caucuses at leadership conference
- Talking points prepared for RVP's to use for the next regional caucus about what will it take to get you to the spring convention for the whole week.
- Develop a standard script for the ambassadors to reach out and ask folks in their area to ask question
- Emphasis should be placed on the Importance of finding out why folks didn't come to the convention

Staff was asked to prepare a list of options for hotel block for the next agenda. Staff was asked to filter out the survey responses who said this was their first convention and analyze.

Staff will contact the hotel and see if they will not allow any reservations until such and such date and then announce the date really early.

Education Outreach

The committee reviewed class stats for year-to-date.

Webinar Update – Calie Waterhouse

GRI – Vicki Lind provided a scholarship update and reported on the scholarship disbursement change from first-come first-served to a random drawing format. The GRI Workgroup also recommends a new tag line for GRI: The Foundation for Your Real Estate Career.

MOTION: made, seconded and carried to approve using the tagline for GRI: “The Foundation for Your Real Estate Career.”

MRE Society – Brittni Matt

17 new 15 renewing and 10 gold for the 2016-2017

11 gold due to renew and only 1 has not

25 would have renewed and 10 did primarily due to not have enough points or education hours

Broker University:

MOTION: Made, seconded and carried to accept the recommendation from the Broker University Workgroup that AAR not pursue development of a curriculum template for new agent mentor program that brokerages could utilize.

LTA – Evan Fuchs

MOTION, Made, and seconded and carried as amended to approve the recommendations for the LTA

AMENDMENT made, seconded and carried to: change #1 to read “when they attend all 4 modules”, (1 abstain):

Recommendation submitted:

1. Issue completion certifications to anyone who attended at least 3 of the 4 LTA modules (cost: minimal)
2. Conduct a ceremony at the LTA breakfast during the Spring Convention with photos
3. Each LTA season is identified numerically (2014-2015 would be LTA Class 1; 2015-2016 would be LTA Class 2, etc)

The consensus of the committee was that attendance at Module 1 is critical.

Other

Staff distributed a copy of AAR's new committee process to the workgroup for their information.

Next meeting: July 13 1:00 p.m.

Adjourn

There being no further business, the meeting was adjourned at 3:12 pm

Professional & Business Development Measureable Update Report

Program, Product, Service or Activity (PPSA):

Support & Resources

Brief description of how the PPSA contributes to achieving AAR's vision:

This is a support budget for services and resources that contribute to the development, administration and offering of AAR's educational programs and products that provide high-level skill based and risk management programs that focus on member competencies (A-1) and that set the standard in quality and meaningful education that positions the REALTOR member to succeed (5A) and build a culture that emphasizes the benefits and value of lifelong learning (A-1).

Measurable objectives:

| Measurable objectives | Status |
|--|---|
| Resources and tools are available to develop, offer, or market programs and products within the PBD business plan. | Social media, webpage, web calendar, email platform, printed material, video messages, access to graphics, message collaboration with instructors, analysis of registration habits, Canva subscription, LMS License with Learning Library |
| A customized in-house online registration system is available and maintained | Ongoing Enhancements completed in March to enhance report features and functionality |
| Appropriate groups are updated throughout the year. | Ongoing |
| A broad spectrum of delivery systems are available and are utilized to deliver education to the members. | Live courses, remote live streaming, conferences, webinars |
| Staff continually develops the needed knowledge and skills to develop educational programs/products that are responsive to member needs and changes in the industry and technology tools | Attendance at Training Magazine Conference in February Attendance at Kirkpatrick's 4 Levels of Evaluation in June Membership in Social Media Marketing Society |
| Monitor and evaluate emerging trends in education industry and NAR educational activities. | Attendance at NAR meetings, RAPDD Conference in April, State Ed Director Summit in June, Ed Director facebook group |
| Promotional materials are produced and distributed to promote and create awareness of education programs | On-going. NAR's new GRI promotional design to be incorporated |

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| and classes. | into AAR's GRI materials |
| AAR has a presence at local association and firm events to promote AAR's educational programs and resources | AAR table at December, March and June Coldwell Banker quarterly events |
| AAR works through appropriate committees to influence ADRE to permit C/E Credit for business-skill related topics (5.A2) | Ongoing |
| Platform is available for members to write reviews for classes and instructors. | Ongoing (Reteach.us) As of May 6: 324 reviews (127 class/197 instructor) |
| A marketing campaign is developed and implemented to begin to build a culture that emphasizes the benefits and value of lifelong learning and connect the value of education to business success. (A3) | Exploratory task met in fall of 2015 Ed Task Force in 2016 met June 6 |

Program, Product, Service or Activity (PPSA):

Broker University

This plan provides for the development and/or delivery of education programs/resources designed specifically for brokers and managers on how to efficiently and effectively run a brokerage firm (A-5), stay information of emerging trends and regulations and create a sense of being a trusted course of educational resources and opportunities for their agents.

Measurable objectives:

| Measurable objectives | Status |
|---|--|
| Programs and services are developed and/or offered to brokers/owners which focus on operating a successful brokerage and/or managing risk. | <ul style="list-style-type: none"> • Brokerage Revolution offered in Scottsdale in January in partnership with Scottsdale Area Association of REALTORS and Karel Murray • Quarterly webinar series (promo eblasts had average open rate 23%) |
| Partnership opportunities are continually explored and evaluated that bring quality programs to our brokers when partnering is more advantageous than developing. | Partnered with Florida Association of REALTORS to offer Broker Profitability Webinar Series in March-April (10 attendees) |
| Promotional materials are produced and distributed keeping brokers informed of AAR's programs, products and resources and their benefit | |
| Feedback (content and instructor) is evaluated after each program/class | Positive feedback from Brokerage Revolution and BMC's held to date |
| Brokers have access to broker-specific information, including a welcome new broker kit | BMC classes are scheduled for Spring Convention, BMC 1 36 students BMC 2 44 students BMC 3 33 students |

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| | <p>May 24-25, BMC1: 13 students BMC2: 12 students BMC3: 11 students</p> <p>September 15-16, December 1-2</p> <p>Annual Broker Summit scheduled for August 22</p> <p>Open Forum Broker Briefs Webinar scheduled for October 20, 9:00- 10:00</p> |
| Research the feasibility of developing a self-evaluation tool for brokers (A-6) | PBD Committee will review Broker University Workgroup recommendation at July meeting |
| Demographics of Arizona brokers is evaluated and used to determine needs assessments for education content | <p>101: 50 or more agent offices 88: 26-50 agent offices 235: 11-25 agent offices 1252: 3-10 agent offices 835: 2 agent offices 2057: 1 agent offices</p> |

Program, Product, Service or Activity (PPSA):

rCRMS (Certified Risk Management Specialist)

Brief description of how the PPSA contributes to achieving AAR's vision:

This plan provides for an education certification program that is designed to enhance member's knowledge to manage and minimize member's liability. The rCRMS program is the only state-specific risk management program available to AAR members.

Measurable objectives:

| Measurable objectives | Status |
|--|---|
| A program (rCRMS) that focuses on state specific issues is offered and available to members throughout the state | <p>On-going 10 live courses and 5 remote live streaming courses scheduled</p> <p>Courses held to date:</p> <ul style="list-style-type: none"> • 1/29/16 Federal Legal – WeMAR 42 Attended • 2/18/16 Disclosure – Cancelled • 3/3/16 Federal Legal – Remote 18 Attended (WMtn-3, Yuma-1, LHC-12, SEAZ-2) • 4/12/16 Essential Skills – SAAR 36 Attended • 4/14/16 Agency – Remote 17 |

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| | <p>Attended (WMtn-3, Yuma-6, LHC-5, Kingman-3)</p> <ul style="list-style-type: none"> • 5/24/16 Claim & Remedies – SAAR 39 Attended • 5/27/16 Federal Legal - PAR 39 Attended • 7/8/16 Federal Legal – NAAR • 7/19/16 Federal Legal – PAAR • 7/28/16 Leasing Essentials - Remote <p>(note: difficulty in getting attendance in remote live streaming classes – staff feels due to registration cost)</p> |
| A cadre of qualified instructors is available to deliver the rCRMS courses is maintained and monitored. | Ongoing |
| Promotional materials are produced and distributed with messages that focus on the value of the rCRMS program through key value & benefit messages | Flyers distributed at spring convention and events Promo slide shown during breaks in remote live broadcast classes |
| Multiple channels are utilized to create member awareness of program and courses utilizing email, social media, videos and print collateral | Website, facebook, flyers, facebook ad Facebook ad in April – 553 clicks/19,367 reach |
| Newly certified members are recognized through appropriate AAR vehicles. | Website and facebook announcements |
| Options to create online versions of the rCRMS program are explored and developed, if feasible | |

Program, Product, Service or Activity (PPSA):

Education Outreach

This program involves delivering education to members that focus on member competencies led by instructors who are practitioners in the topics they teach and that have exceptional instructional delivery skills (5.A.1) through the use of live classroom and remote delivery methods and providing partnership opportunities (5.E) to local associations, brokerages and allied industries and assistance to local association education staff/volunteers.

Measurable objectives:

| Measurable objectives | Status |
|--|---|
| AAR delivers high-level, skill-based programs and workshops led by instructors who are practitioners in the topics they teach and meet established criteria. | On-going |
| Partnership opportunities with local associations, the brokerage communities and allied industries are available | Education Outreach program which includes remote delivery c/e courses as well as remote and live REBAC and CRPM classes |
| A live remote broadcast system is utilized to deliver certification/designation and c/e classes to members in partnership with local associations | <p>On-going</p> <p>Two c/e classes per month delivered in one day. Local Association remote classrooms include:</p> <ul style="list-style-type: none"> • Central Arizona • Kingman • Lake Havasu • Prescott Area • Sedona • Southeast Arizona <p>Tucson</p> <ul style="list-style-type: none"> • Western Pinal • White Mountain • Yuma |
| Low cost quality education is available to members (A-8) | <p>Remote live streaming c/e course registration is \$15/\$25 for both</p> <p>January class attendance: 52</p> <p>February class attendance: 62</p> <p>March class attendance: 95</p> <p>April class attendance: 67</p> <p>May class attendance: 67</p> <p>June class attendance: 83</p> |
| A forum for local education staff and ADRE (updates and Q&A on school process, policies, and guidelines) is provided. | Target: September-October Conference class workshop held in January |
| Methods are employed to create awareness of educational opportunities-that include, web calendar, email, social media, videos and print collateral | Ongoing |
| Technology tools are utilized to deliver nuggets of information to members | Website, social media |
| Resources are available to local education staff and volunteers charged with overseeing or developing their education endeavors. | Ed Chairman's Manual Live-stream Broadcast Admin Guide |
| Student feedback for content and instructor performance is monitored after every class. | Positive feedback received in all classes |
| A conference featuring local and national speakers addressing where the real estate industry is now and where it is headed is available to members. | Target: Fall |

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| Identify course curriculum that should be enhanced by incorporating (or increasing) workshop-style activities into the content. (A-7) | |
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Program, Product, Service or Activity (PPSA):

Education Development

This plan provides for the development of education programs that focus on member competencies and address current issues and trends that position the REALTOR member to succeed (5.A). This plan also sets the foundation that raises the bar in the effectiveness of online education in both content and delivery through development and/or partner with online course providers. (5.D)

Measurable objectives:

| Measurable objectives | Status |
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| An effective and efficient learning management system is utilized to develop and host AAR's online education. | Ongoing Learning Library Platform (NARs online vendor) is utilized to deliver the GRI Business Planning Module, all GRI class exams. Platform will also send c/e certificates after exam completion. Learning Library platform also houses the AAR new member orientation modules available for local association use |
| Online educational classes utilizing technology(ies) that raise the bar in the effectiveness of online education in both content and delivery are offered and/or available to members | Partnered with Florida Association Partnering with Brent Lancaster for online new agent training program |
| A series of Course-in-a-Box are developed that can be used by Arizona instructors who meet criteria and training | June 3 Code of Ethics 12 attended Positive feedback received. Contract Course in a box delayed until new Contracts released |
| Resources and training are available to ensure best practices are utilized in curriculum development | |
| A library of AAR c/e courses is developed and maintained that address the needs of members. | Ed Outreach catalog |
| Development of digital subject-related tool-boxes (A-4) | Risk Management area working on Brokerage Team toolbox |
| Members are aware of resources and tools to assist them in assessing their own skills and knowledge | |

Program, Product, Service or Activity (PPSA):

Instructor Development

This plan provides resources and tools to develop instructors with exceptional skills (5.A.3) which is a critical component in raising the standard in real estate education.

Measurable objectives:

| Measurable objectives | Status |
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| Instructors and education volunteers are aware of AAR criteria and encouraged to support and adopt the criteria within their education efforts. | |
| Opportunities are available or provided to assist instructors in honing their skills | Instructor Development Workshop held June 3. 24 attended |
| Resources and guidance provides to new instructors coming into AAR cadre | |
| Research the feasibility of recognizing instructors who excel | Task Force to be appointed |
| Emerging trends in instructor skills and tools are monitored, shared and incorporated in the delivery of AAR's programs. | Bob Pike newsletter ATD Membership Campus Technology newsletter Training Magazine LERN subscription Numerous facebook and blogs |

Program, Product, Service or Activity (PPSA):

Industry Partners Conference

This plan affords AAR an opportunity to partner with the Arizona Mortgage Bankers Association and Arizona State Escrow Association to offer a one day program bringing REALTORS, lenders and escrow reps together to learn from each other.

Measurable objectives:

| Measurable objectives | Status |
|---|--|
| An educational program, through partnership program with AMLA and ASEA, is offered to help members understand each other's role in the real estate transaction. | 3 hour seminar in partnership with AMLA and ASEA held on February 4 – TRID Live: Real Stories, Real Solutions. Attendance #209. Very well received |
| The Industry Partners Conference is evaluated annually to ensure it meets the needs of our members. | September 16, Embassy Suites-Paradise Valley Theme: If This..Then That |

Program, Product, Service or Activity (PPSA):

Leadership Training & Development

This plan delivers a leadership training program to deliver new leaders (5.C) and a conference for on-going development of future local and state association leaders (5.C.1)

Measurable objectives:

| Measurable objectives | Status |
|--|---|
| An annual conference is offered to prepare incoming leadership to fulfill their roles, celebrate the accomplishments of outgoing AAR president, install incoming leadership and network with peers | October 13-14 at the Embassy Suites in Paradise Valley |
| Feedback is solicited from incoming leadership to identify needs and evaluation of conference and training opportunities | |
| Members are aware of opportunities to serve in leadership and committees within AAR. | Executive Committee approved Committee Member application |
| Resources are compiled and available to assist or develop future leaders. | LTA program offered to incoming presidents-elect In process of identifying 2016-2017 dates |
| AAR delivers a leadership training program for on-going development of future leadership. | Season 2 completed Season 3 dates: LTA Module 1 – November 28-29 LTA Module 2 – January 18-19 LTA Module 3 – February 1-2 LTA Module 4 – March 1-2 |

Program, Product, Service or Activity (PPSA):

MRES Society

This plan provides a recognition and marketing vehicle for members to assist in positioning themselves as trusted, knowledgeable and skilled professionals.

Measurable objectives:

| Measurable objectives | Status |
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| A program is available and used to recognize members lifelong learning commitment through their educational accomplishments | 2016-2017 Membership: 42 new/renewing society members 10 10 Gold 15 Alumni 17 New |
| Develop a "career path guide" incorporating REALTOR family education programs/resources to assist new members or members looking to take | Waiting and watching NAR's PD Committee efforts with their Committee goal: |

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| their career to the next level | "Create Learning/Career Pathway at Realtor.org with recommended" |
| Multiple channels are utilized to create member awareness of the program utilizing email, social media, videos and print collateral | Eblasts, flyers, social media (average open/click thru rates on eblasts for MRES – 27.8%/2.26% Facebook updates, handed out brochure/application at Coldwell Banker event |
| MRE Society member feedback is solicited and reviewed annually. | Annual survey sent out July 7, 2016 |
| Re-energize the Smart Start video series to include topics from the Pathways to Professionalism and NAR Commitment to Excellence | |
| Study the feasibility of developing a rewards program recognizing members who embrace lifelong learning and shift their paradigm. | |

Program, Product, Service or Activity (PPSA):

Property Management Certification

This plan provides for an education certification program that is designed to enhance member's skills and knowledge in the property management field. The CRPM program is the only state-specific residential property management program available to AAR members.

Measurable objectives:

| Measurable objectives | Status |
|--|--|
| An education program is offered and available to members throughout the state through remote delivery and partnership. | <p>On-going. Development will begin shortly on Property Management Broker Manager Clinics 11 live courses and 4 remote live streaming are scheduled</p> <p>Courses offered to date:</p> <ul style="list-style-type: none"> • 2/17/16 Agency in PM – Tucson Elks (47 Attended) • 2/19/16 PM Duty/Case Studies – Remote (77 Attended – WMtn-9, Yuma-17, LHC-25, SEAZ-12, WPinal-14) • 2/26/16 PMBC –SAAR (50 Attended) • 3/4/16 Adv PMBC – LHC (31 Attended) • 3/9/16 PMBC – SEVRAR (50 Attended) |

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| | <ul style="list-style-type: none"> • 4/15/16 Adv PMBC – WeMAR (61 Attended) • 4/20/16 PM & the NAR COE – Tucson Elks (50 Attended) • 5/20/16 How to Evict/FH for PMs – Remote (70 Attended) • 5/24/16 Accidental FH – WeMAR/NARPM (44 Attended) • 6/15/16 PM Duty to Disclose – TAR/NARPM (50 Attended) • 6/22/16 PMBC – PAR (45 Attended) • 6/24/16 Accidental FH/Unlocking the Mysteries – West USA (41 Attended) • 7/7/16 Adv PMBC – PAR (47 Attended) |
| A cadre of qualified instructors to deliver the courses is maintained and monitored. | On-going |
| Multiple channels are utilized to create member awareness of program and courses utilizing email, social media, videos and print collateral | Facebook, e-blasts, website, facebook ads (April: reach 89,055.61 website clicks), promo slide shown during breaks in Live-Streaming classes, events |
| Newly certified members are recognized through appropriate AAR vehicles. | Website announcement, social media 10 members earned the certification to date |
| Technology tools are utilized to deliver information to members | Facebook, e-blasts, website, Facebook ads |

Program, Product, Service or Activity (PPSA):

REALTOR Institute: GRI Designation

This plan provides for a comprehensive training program for the member at large delivering specific how-to and best practices training in all aspects of residential real estate in the current marketplace. Additionally, this plan provides the administrative resources to ensure that the GRI Designation offers unsurpassed post licensing curriculum.

Measurable objectives:

| Measurable objectives | Status |
|---|---|
| The GRI program is available to members throughout the state. | On-going |
| Partnership opportunities are available to local associations and firms who wish to deliver the GRI | 9 local associations have scheduled GRI classes in 2016 |

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| courses to their members. | |
| Members are aware of the GRI program through marketing efforts that include email, social media, videos and printed collateral | Eblast send to membership announcing upcoming classes (average click through rate - 21%) |
| Dedicated website maintained and utilized | Enhancements and refresh made to the GRI website in early February |
| The program is evaluated annually for effectiveness, structure and format to ensure it offers unsurpassed curriculum and meets the needs of our members and is responsive to the changing industry. | Survey targeted for August |
| Student feedback is favorable regarding quality and relevance | Extremely positive feedback received. 75% rate classes excellent, 22% good 2% fair 91% rated level of classes just right 98% indicated they learned something that will help them do their job better |
| A cadre of qualified instructors who meet the established GRI instructor criteria and AAR Instructor certification standards are maintained and monitored. | On going. |
| Marketing collateral focuses on benefits to building a successful career and includes video and commercials | |
| Brokers are informed of the value of the program brings to their agents' business success | Quarterly eblasts are sent to brokers at the start of each scholarship period. Next e-blast scheduled for September 8th. (average open/click thru rate: 19.51%/1%) Waiting and watching NAR's PD Committee goal: "Develop a toolkit to help brokers communicate the value of education to agents" |
| Resources are available to provider-partners to help deliver and promote the courses. | Flyer templates are available on the GRI website. Instructor invitation videos will be complete in the fall |
| New designees are recognized and provided resources to help them promote their accomplishment. | Monthly announcement on facebook, website and distributed to local association AEs |
| Proactive efforts are made to develop additional online courses to earn the GRI designation. | |
| A financial scholarship program is available to members and evaluated annually | \$15,000 budgeted and distributed quarterly 60 awarded in 1 st quarter 57 awarded in 2 nd quarter 60 awarded for 3 rd quarter |
| National trends in the GRI programs are monitored | On-going thru attendance at NAR |

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| to keep AAR's GRI program growing and evolving. | meetings and State Education Director Summit as well as State Ed Director facebook and google group |
| Student demographics are identified, compiled and continually evaluated | |
| Submit GRI program for NAR accreditation by December 2016 | |

Program, Product, Service or Activity (PPSA):

Spring Conference

This plan provides for a one and one-half day conference followed by Regional Caucuses and Board of Directors Meeting. Conference format varies from year to year, but generally consists of sessions featuring industry topics/updates.

Measurable objectives:

| Measurable objectives | Status |
|---|---|
| A statewide conference is offered that addresses the trends and challenges of the current market and provides information on best practices to help members learn how to adapt and succeed as well as networking opportunities and information exchange | March 29-April 1, 2016 "Release the Fire Within" 432 attended / 464 registered |
| Cutting-edge and emerging technologies are incorporated into the program and marketing efforts where possible. | |
| Multiple channels are utilized to create member awareness of program and courses utilizing email, social media, videos and print collateral | Eblasts, facebook posts, Convention Ambassadors Facebook ads 3/7-3/11 63 clicks 3185 reach Cost: \$100 3/18-3/22 27 clicks 6,221 reach Cost \$100 |
| Positive feedback is received. | Positive feedback received |
| Continually explore and evaluate areas/locations for future spring conventions | Ongoing – task force to meet in the Fall regarding 2018 and beyond |

Education Outreach Program Overview

Local Association Partnerships to date in 2016:

Live (REBAC/rCRMS/CRPM):

- Lake Havasu
- Northern Arizona
- Phoenix
- SEVRAR
- Scottsdale
- Tucson
- WeMAR
- NARPM-Tucson Chapter

Remote (REBAC/rCRMS/CRPM/monthly c/e):

- Central Arizona
- Kingman
- Lake Havasu
- Prescott Area
- Sedona
- Southeast Arizona
- Western Pinal
- White Mountain
- Yuma



Live Streaming Monthly C/E

Budgeted: # Scheduled to Date:

24 Remote 23 Remote

(note: 2 classes per month/1 day)

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|------------------|--------------------------------|-------------------|-------|-----------------|
| January 22(AM) | Money Money Who Gets the Money | | | Larry Hibler |
| January 22(PM) | The Cure, Warranties & BINSR | | | Larry Hibler |
| | Lake Havasu | Total: 13 (8/10) | \$130 | |
| | Southeast Arizona | Total: 17 (12/15) | \$170 | |
| | Yuma | Total: 12 (5/12) | \$120 | |
| | White Mountain | Total: 9 (8/5) | \$90 | |
| February 17 (PM) | Fair Housing for Profit | | | Paula Monthofer |
| | Lake Havasu | Total: 13 | \$130 | |
| | Southeast Arizona | Total: 14 | \$140 | |
| | Sedona | Total: 19 | \$190 | |
| | Yuma | Total: 12 | \$120 | |
| | White Mountain | Total: 4 | \$40 | |
| March 21 (AM) | Real Sticky Situations | | | Larry Hibler |
| March 21 (PM) | Agency & Its Forms | | | Larry Hibler |
| | Lake Havasu | Total: 13 (8/10) | \$130 | |
| | Southeast Arizona | Total: 17 (12/5) | \$120 | |
| | Yuma | Total: 12 (5/1) | \$120 | |
| | White Mountain | Total: 9 (8/5) | \$90 | |
| April 25 (AM) | For Your Information | | | Evan Fuchs |
| April 25 (PM) | Buyer Consultations | | | Evan Fuchs |
| | Lake Havasu | Total: 10 (6/6) | \$100 | |
| | Kingman | Total: 5 (4/5) | \$50 | |
| | Prescott | Total: 25 (20/19) | \$250 | |
| | Southeast Arizona | Total: 8 (7/5) | \$80 | |
| | White Mountain | Total: 8 (7/8) | \$80 | |
| | Yuma | Total: 11 (8/7) | \$110 | |

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| May 23 (AM) | The Timeline is Money | M.F. Coleman |
| May 23 (PM) | Liability & Risk Management | M.F. Coleman |
| Lake Havasu | Total: 8 (6/5) \$80 | |
| Kingman | Total: 7 (7/6) \$70 | |
| Prescott | Total: 20 (11/16) \$200 | |
| Southeast Arizona | Total: 9 (7/4) \$90 | |
| White Mountain | Total: 7 (2/6) \$70 | |
| Yuma | Total: 16 (9/13) \$160 | |
| June 27 (AM) | Come One Come All | Holly Mabery |
| June 27 (PM) | To Tell or Not To Tell | Holly Mabery |
| Central Arizona | Total: 6 (3/5) \$60 | |
| Lake Havasu | Total: 11 (9/7) \$110 | |
| Kingman | Total: 2 (1/2) \$20 | |
| Prescott | Total: 23 (17/19) \$230 | |
| Southeast Arizona | Total: 22 (4/21) \$220 | |
| White Mountain | Total: 6 (5/3) \$60 | |
| Yuma | Total: 11 (8/9) \$110 | |
| July 25 (AM) | Which Form Do I Use? | Evan Fuchs |
| July 25 (PM) | Running Your Business as a Business | Evan Fuchs |
| August 29 (AM) | Agency & Its Forms | Larry Hibler |
| August 29 (PM) | Money Money Who Gets the Money | Larry Hibler |
| Sept. 26 (AM) | You Know What I Know | Evan Fuchs |
| Sept. 26 (PM) | Tech Rules & Ethics | Evan Fuchs |
| Oct. 24 (AM) | Agency | M.F. Coleman |
| Oct. 24 (PM) | Liability & Risk Management | M.F. Coleman |
| Nov. 14 (AM) | Understanding the SPDS | M.F. Coleman |
| Nov. 14 (PM) | Timeline is Money | M.F. Coleman |
| Dec. 12 (AM) | Sticky Situations | Evan Fuchs |
| Dec. 12 (PM) | Tech Rules & Ethics | Evan Fuchs |



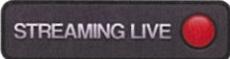
| | |
|-------------|----------------------|
| # Budgeted: | # Scheduled to Date: |
| 13 Live | 10 Live |
| 5 Remote | 5 Remote |

Classes requested by local associations and scheduled to date:

JANUARY

| | | |
|------------|-------------------------|-----------------------------|
| January 29 | WEMAR | rCRMS: Federal Legal Issues |
| | 43 attended | |
| | Revenue Share: \$849.71 | |

FEBRUARY

| | | |
|-------------|---|-------------------|
| February 18 | Live Stream | rCRMS: Disclosure |
| |  | |
| | (CANCELLED-MEDICAL ISSUE) | |

MARCH

| | | |
|-------------------|---|-----------------------------|
| March 3 | Live Stream | rCRMS: Federal Legal Issues |
| |  | |
| Lake Havasu | 12 | \$120 |
| Southeast Arizona | 2 | \$20 |
| Yuma | 1 | \$10 |
| White Mountain | 3 | \$30 |

APRIL

| | | |
|----------|--------------------------|-------------------------|
| April 12 | Scottsdale | rCRMS: Essential Skills |
| | 40 attended | |
| | Revenue Share: \$1121.97 | |

| | | |
|-------------|---|---------------------|
| April 14 | Live Stream | rCRMS: Agency |
| |  | |
| Lake Havasu | 5 attended | revenue share: \$50 |

| | | |
|----------------|------------|---------------------|
| Kingman | 3 attended | revenue share: \$30 |
| Yuma | 6 attended | revenue share: \$60 |
| White Mountain | 3 attended | revenue share: \$30 |

MAY

| | | |
|--------|-------------------------|-----------------------------|
| May 27 | Phoenix | rCRMS: Federal Legal Issues |
| | 39 attended | |
| | Revenue Share: \$761.74 | |
| May 24 | Scottsdale | rCRMS: Claims & Remedies |
| | 39 attended | |
| | Revenue Share: \$954.80 | |

JULY

| | | |
|---------|--------------|----------------------------|
| July 8 | No. Arizona | rCRMS Federal Legal Issues |
| July 19 | Prescott/CRS | rCRMS Federal Legal Issues |
| July 21 | LIVE STREAM | rCRMS: Leasing Essentials |


AUGUST

| | | |
|--------------|--------|---|
| August 17-18 | SEVRAR | rCRMS: Mastering the Res. Resale Trans. |
|--------------|--------|---|

OCTOBER

| | | |
|-------------|------------|---|
| October 6-7 | Scottsdale | rCRMS: Mastering the Res. Resale Trans. |
| October 12 | Phoenix | rCRMS: Disclosure |
| October 19 | Tucson | rCRMS: Federal Legal Issues |

NOVEMBER

| | | |
|-------------|-------------|-----------------------------|
| November 11 | Scottsdale | rCRMS: Agency |
| November 10 | LIVE STREAM | rCRMS: Essential Skills |
| November 17 | SEVRAR | rCRMS: Federal Legal Issues |

DECEMBER

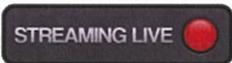
| | | |
|------------|------------|-----------------------------|
| December 1 | Scottsdale | rCRMS: Federal Legal Issues |
|------------|------------|-----------------------------|

REBAC

| # Budgeted: | # Scheduled to Date: |
|-------------|----------------------|
| 9 Live | 3 Live |
| 2 Remote | 2 Remote |

April 20-21 ABR Lake Havasu
 17 attended
 Revenue Share: \$30

August 25-26 ABR Northern Arizona
 Nov 17-18 SRES Northern Arizona



April 26 Mkt Reboot
 12 attended
 Lake Havasu 4 Revenue share: \$40
 Kingman 5 Revenue share: \$50
 Yuma 2 Revenue share: \$20
 Southeast Arizona 1 Revenue share: \$10

June 8 Generation Buy
 12 attended
 Kingman: 1 Revenue share: \$10
 Lake Havasu: 5 Revenue share: \$50
 Prescott: 6 Revenue share: \$60

*SEVRAR and Bullhead City offering REBAC direct, but borrowing AAR REBAC license

**After budget was build, AAR learned SAAR will be offering REBAC classes directly and not through

AAR Education Outreach



| | |
|-------------|----------------------|
| # Budgeted: | # Scheduled to Date: |
| 3 Live | 11 Live |
| 4 Remote | 4 Remote (2 per day) |

UPDATE

| | | |
|-------------|-------------------------------|----------------------|
| February 17 | Agency in Property Management | NARPM |
| | 53 attended | |
| | Revenue Share: \$529.26 | |
| <hr/> | | |
| February 16 | PM Bootcamp | SAAR |
| | 51 attended | |
| | Revenue Share: \$1296.30 | |
| <hr/> | | |
| March 4 | Advanced PM Bootcamp | Lake Havasu |
| | 32_ attended | |
| | Revenue Share: \$240.49 | |
| <hr/> | | |
| March 9 | PM Bootcamp | SEVRAR |
| | 57_ attended | |
| | Revenue Share: \$1433.22 | |
| <hr/> | | |
| April 15 | Advanced PM Bootcamp | WeMAR |
| | 65 attended | |
| | Revenue Share: \$1099.35 | |
| <hr/> | | |
| April 20 | Code of Ethics for PM | NARPM-Tucson Chapter |
| | 50 attended | |
| | Revenue Share: \$1303.84 | |
| <hr/> | | |
| May 24 | Accidental Fair Housing | NARPM (West Valley) |
| | 44 attended | |
| | Revenue Share: \$770.30 | |

June 15 Disclosure NARPM & Tucson Association
 50 attended
 Revenue Share: \$1202.92

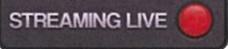
June 22 PM Bootcamp Phoenix
 45 attended
 Revenue Share: \$1202.92

June 24 Mysteries of ARLTA WestUSA
 June 25 Accidental Fair Housing
 41 attended
 Revenue Share: \$_____

July 7 Advanced PM Bootcamp Phoenix
 47 attended
 Revenue Share: \$1336.60

September 21 Accidental Fair Housing NARPM
 ___ attended
 Revenue Share: \$_____

October 11 Advanced PM Bootcamp SEVRAR
 ___ attended
 Revenue Share: \$_____



CRPM (Property Management) COURSES

| | | |
|-------------------|----------------------------------|-----------------|
| February 19 (AM) | A Property Man. Duty to Disclose | Denise Holliday |
| February 19 (PM) | Case Studies in ARTLA | Denise Holliday |
| Lake Havasu | Total: 25 (24/20) | \$250 |
| Southeast Arizona | Total: 12 (12/2) | \$120 |
| Yuma | Total: 17 (17/16) | \$170 |
| White Mountain | Total: 9 (9/6) | \$90 |
| Western Pinal | Total: 9 (10/9) | \$90 |

| | | |
|----------------|---------------------------------|-----------------|
| May 20 (AM) | How to Evict a Tenant | Denise Holliday |
| May 20 (PM) | Fair Housing for the Prop. Man. | Sue Flucke |
| Lake Havasu | Total; 6 (6) | \$60 |
| Prescott | Total: 10 (10) | \$100 |
| Tucson | Total: 14 (8/10) | \$140 |
| Yuma | Total: 17 (16/14) | \$170 |
| White Mountain | Total: 8 (7/2) | \$80 |
| Western Pinal | Total: 11 (11/9) | \$110 |

| | | |
|----------------|-------------|------------|
| August 19 (AM) | Agency | Sue Flucke |
| August 19 (PM) | Do it Right | Sue Flucke |

| | | |
|--------------|------------------------------|--------------|
| Nov. 18 (AM) | Code of Ethics | Mike Mulvena |
| Nov. 18 (PM) | Overview of the AAR PM Forms | Sue Flucke |

2016 Certified Residential Property Managers:

- Tammy C. Billington
- Betty A. Hannon
- Christopher R. Lopez
- Mike Mumford
- Kim Brown Urrea

Webinar Update

2016 Webinar Comparisons

as of 7/8/2016

| Webinar Date | Webinar Name | Guest Presenter | Registered# | Actual Attendees | Attendance Rate (%) | Avg Interest (%) | Avg Attentiveness (%) | Clicked thru Registration Link | YT Views | Length of YT Video |
|--------------|--|---------------------------------|-------------|------------------|---------------------|------------------|-----------------------|--------------------------------|----------|--------------------|
| 1 | 1/13/2016 PM: Property Mgmt Trends | Denise Holliday Mike Mumford | 105 | 60 | 57.14% | 66.33% | 53.93% | 169 | 57 | 1:12 |
| 2 | 2/17/2016 SS: Part 1: Buyer Counseling | Evan Fuchs | 79 | 41 | 51.90% | 67.22% | 58.83% | 200 | 83 | 49:12:00 |
| 3 | 2/23/2016 BU: Mechanics Liens | John Lotardo | 86 | 49 | 56.98% | 66.41% | 61.88% | 251 | 15 | 53:54:00 |
| 4 | 3/15/2016 Part 2: Buyer Counseling | Evan Fuchs | 100 | 56 | 56.00% | 67.25% | 63.86% | 963 | 47 | 50:25:00 |
| 5 | 4/7/2016 NAR Selection Process | Craig Sanford | 6 | 4 | 66.67% | 83.50% | 72.72% | 38 | 26 | 40:11:00 |
| 6 | 4/20/2016 SS: Part 3: Buyer Counseling | Evan Fuchs | 199 | 58 | 29.15% | 62.45% | 60.09% | 994 | 68 | 51:04:00 |
| 7 | 5/4/2016 SS: Seller Scripts | Holly Mabery | 163 | 76 | 46.63% | 65.42% | 61.92% | 348 | 55 | 1:02:50 |
| 8 | 5/24/2016 BU: Millennial Agents | Nobu Hata | 50 | 22 | 44.00% | 50.45% | 46.18% | 216 | 32 | 49:08:00 |
| 9 | 6/21/2016 BU: Discs for Teams | RaeJean Christopher | 126 | 52 | 41.27% | 71.44% | 63.75% | 464 | 80 | 42:21:00 |

2016 Webinar Schedule (as of 7/8/2016)

Property Management:

1/13/2016: Property Management: Hot Issues

7/26/2016: Property Management: 5 Hottest Issues Facing Property Managers in Today's Market

10/12/2016: Property Management: Disclosure Issues Every Property Manager Should Know

August: DATE TBD: Property Management: Agency Duties for Property Managers

Broker:

2/23/2016: Broker University: TITLEMAN's Top 10 Tips on How to Handle Mechanic Lien Issues

5/24/2016: Broker University: Managing & Serving the Millennial Agent In Your Office

6/21/2016: Broker University: Using DISC Profiles for Real Estate Teams

10/20/2016: Broker University: October Live Broker Open Forum

11/22/2016: Broker University: Branding: Time for a Refresh? (or Incorporating your brand into all your communication)

DATE TBD: Broker University: Legislative Update

DATE TBD: Broker University: 5 Most Common MSA Red Flags

DATE TBD: Broker University: RPR: Using the Broker Dashboard

DATE TBD: Broker University: 10 Points to Consider in Developing a New Agent Mentor Program in Your Office

2016 Webinar Schedule Continued on next page

SmartStart:

2/17/2016: Smart Start: Part 1: 10 Detailed Steps You Can Take To Easily Improve Your Buyer Counseling Session
3/15/2016: Smart Start: Part 2: 10 Detailed Steps You Can Take To Easily Improve Your Buyer Counseling Session
4/20/2016: Smart Start: Part 3: 10 Detailed Steps You Can Take To Easily Improve Your Buyer Counseling Session
5/4/2016: Smart Start: 5 Points to Integrate Into Your Seller Counseling Script
9/12/2016: Smart Start: Demystifying the Credit Score & Rating
9/23/2016: Smart Start: 5 Myths Every REALTOR Needs to Know About VA Loans
10/20/2016: Smart Start: "How to Make it Rain" (uncovering overlooked marketing opportunities)
11/9/2016: Smart Start: Branding: Build Your Brand that Achieves Your Goals

Hot & Timely:

4/5/2016: Hot & Timely: Successfully Navigating the NAR Committee Selection Process
8/16/2016: Hot & Timely: Part 1: 5 Most Common Things Buyers (and their REALTOR) Need to know about Solar
8/18/2016: Hot & Timely: Part 2: 5 Most Common Things Sellers (and their REALTOR) Need to know about Solar
8/24/2016: Hot & Timely: REALTOR.com: Uncovering Their Best Kept Secrets - Free Tools
12/14/2016: Hot & Timely: Effective Marketing Strategies: Refresh, Reinvent, Reinforce
DATE TBD: Hot & Timely: Emerging Technologies
DATE TBD: Hot & Timely: New Housing Programs
DATE TBD: Retirement Planning For REALTORS

Annual Instructor Forum Recap

June 3, 2016

Instructor: Laura Kovacs plus roundtable leaders

Number Attended: 24

Number of Evaluations turned in: 19

My overall rating of the class content is:

12-Excellent 6-Good 0-Fair 0-Poor

My expectations were met: If no, I was hoping to learn:

17-Yes 0-No 1-MAYBE

- More time to finish outline
- Power point – Don't know why it concerns me / Technology is not fun for me!

From what I learned today, I plan to implement or incorporate:

- More visual components to presentation
- Importance of using games, videos and Evernote in "stepping up delivery of classes". BAM!!
- Loved the last hour – videos and apps
- Variety of tools to use to expand learning opportunities
- Yes, I learned not to end my class on a Q&A. I also plan on using Evernote and Prezi as tools to incorporate into my6 teaching in the future. I also liked this quote, "a true mark of a professional is that they are always improving".
- Yes
- Videos/games and power points in training materials x2
- Better graphic content
- Better, simpler slides / More changing positions during presentation
- Power point with videos
- Evernote x2
- More up to date visual presentations
- Work more on power point presentations/games
- Changing my presentation style to be relevant for the different learning styles
- Many, many, many things
- New techniques with game activities into power point presentation
- Some of classes

General comments:

- Good stuff

- Great class! Lots of info!! However, way too much info in handout to go over in 3 hours. A lot had to be skipped over. X3
- It seemed like the last 15 minutes were a little rushed and the content seemed really good. Maybe a little more time on that content next time.
- Excellent presentation / Thought provoking and inspiring
- Class was great. I did feel like some of the discussions did go too long which stopped us from being able to cover all the material. I would have liked to move on much quicker.
- Wish there was more time for all this great information and sharing
- Good class. Helps to define and focus teaching goals
- Many, many ideas and options / Need to use better technology
- Really liked the class
- Laura did a great job!
- Too much material for 3 hour class x2
- Liked the nice mix up presentations

My biggest take-away today is:

- Meeting several new fellow instructors
- The handy apps and websites to help teach
- Go learn myself!
- Being agile, nimble and there for your student
- Movies, real life story telling
- Be myself / let my guard down / know your audience
- Video content / Game content
- Common denominator or good instructors is passive and a command of the subject
- Add video to my classes (and games)
- Handling disruptive students
- Jeopardy (Ha Ha)
- Various websites to obtain more information
- Be creative!
- Games and access to sites and apps to use
- Engagement
- Websites to visit for tools

Course-In-A-Box:

The COE Meets ADRE Evaluation Summary

6/3/16 / Scottsdale / Laura Kovacs, Scott Drucker, Carole Ridley, Monica Schulik

Number Attended: 12

Number of Evaluations turned in: 9

My overall rating of the class content is:

7-Excellent 2-Good 0-Fair 0-Poor

My expectations were met: If no, I was hoping to learn:

9-Yes 0-No

From what I learned today, I plan to implement or incorporate:

- Table: Candy/squeezes / Myth creation/discussion
- Will be writing my own ethics class for approval
- More exercises and case studies in my classes
- So many things!! / Violate code you are violating AZ State Laws
- More role playing in classes
- A lot of it!
- Not sure exactly what we will implement but will implement most
- Stats re: prof. standards cases filed
- Good advice on outline help!

General comments:

- Surely appreciated the sharing/presentations of information
- Great class
- Well done!
- Great presentations materials
- Good class

My biggest take-away today is:

- THE TEMPLATE!!!!!!
- Structuring classes with the mandated objectives
- We have great instructors in the state!
- Great class / Great people / Nice to meet all these Big Wigs!
- The process for getting AAR's blue stamp on my class
- The template
- Current updates and changes from NAR and Carole / Scenarios / Outlines

Broker University Recommendation

The Broker University Workgroup met on June 22. The Workgroup submits the following report/recommendations:

Update:

- Annual Broker Summit will be held on August 22 at the Black Canyon Conference Center. Karel Murray will present her Straight Talk for the Managing Broker. Staff is currently researching the feasibility of live-streaming the summit to outlying association classrooms. Registration will be \$89 including lunch. Lunch will feature “table conversations with industry icons.”
- Broker Brief Webinar: October 22, 9:00 – 10:00 featuring Michelle Lind, Scott Drucker, Rick Mack and 2 brokers. Informal Q&A format
- CRB class – October. Date and topic TBD
- Annual Broker Education Survey (in process)

The Workgroup will be meeting in August to discuss feasibility of reformatting MyBrokerCoach as well as a new DB Orientation program.

Recommendation:

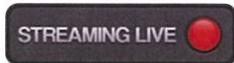
That AAR not pursue developing any type of Self-Assessment for brokers.

Rationale: The Workgroup felt this was not something that would be used by brokers.

.....
.....

Broker Management Clinics

| | |
|-------------|--|
| # Budgeted: | # Scheduled to Date: |
| 4 | 4 (3 live streaming plus 1 at Spring Convention) |



LIVE-STREAM BROKER MANAGEMENT CLINICS

| | | |
|--|-----------------|------------|
| March 29-30 and Jon Kichen Spring Convention, BMC 1 36 students | (at convention) | Evan Fuchs |
|--|-----------------|------------|

BMC 2 44 students
BMC 3 33 students

May 24-25 AAR's Broker Management Clinic Evan Fuchs and
Mary Frances Coleman
BMC1: 13 students
BMC2: 12 students
BMC3: 11 students
Revenue Share:
 Yuma \$20
 Lake Havasu \$40
 White Mountain \$20
 Kingman: \$40
 Southeast Arizona: \$30

Upcoming BMC Dates:
September 15-16 AAR's Broker Management Clinic Evan Fuchs
December 1-2 AAR's Broker Management Clinic Evan Fuchs

Staff Recommendation: Cancel the September offering

Spring Convention Room Block

Background: Currently the majority of rooms blocked at the Prescott Resort are utilized by AAR leadership, local association leadership (3 rooms held per association), staff and convention speakers and VIPs (approximately 92 rooms). Staff was asked to put together a list of alternative possibilities for discussion. Note: hotel has 160 sleeping rooms.

Discussion: It has been stated that there is a feeling within membership that spring convention is for leaders. Will that perception increase if additional limitations are placed on available rooms?

Possible Alternative Block Procedures:

1. Block available only to AAR leadership, local association leadership, staff, speakers and VIPs until 30 days prior to the convention. The block is then opened up to all registrations 29 days prior to the convention
2. Block remains as stated in the background, with an expansion to 4 rooms per local association
3. Eliminate the rooms held for local association leadership
4. Leave the block procedures as is and create a lottery for the remaining rooms
5. Limit room reservations to only those that are reserving 2 or more room nights

CRPM Advisory Board Recommendation

The CRPM Advisory Board met on May 6 and respectfully submit the following recommendations:

1. Expand the completion timeframe from 2 years to 3 years for those starting the program in 2015.
(rationale: when the program was rolled out, not all the courses were available making it difficult for those members to complete the program within the two-year timeframe)

2. Add mandatory course category of Property Management Bootcamp P100 for all members. (currently only those members who have 2 years or less are required to take a Property Management bootcamp. If this recommendation is approved, then members with more than 2 years' experience would be required to take either the basic Property Management Bootcamp or the Advanced Property Management Bootcamp).
(rationale: the content in the bootcamp is foundational that all property managers should be required to take)

The CRPM Advisory Board will be meeting in August. Agenda items include: 1) possible alternate partnership pricing for entities who offer the CRPM classes free to their members (possible a course licensee fee vs. a student registration fee which is similar to old GRI format); 2) review additional courses for possible inclusion in the GRPM course catalog; 3) discuss whether non-REALTOR/NARPM entities should be able to offer the CRPM courses (i.e., schools)

| | Lake Havasu | Kingman | Prescott | SEAZ | Yuma | White Mtn | Sedona | Wpinal | Tucson |
|--|-------------|---------|----------|------|------|-----------|--------|--------|--------|
| How well could you hear the instructor | | | | | | | | | |
| January 22: The Cure, BINSR class (Larry Hibler) | | | | | | | | | |
| Excellent | 4 | | | 5 | 4 | 1 | | | |
| Good | 5 | | | 8 | 3 | 4 | | | |
| Fair | | | | 3 | | | | | |
| Poor | | | | | | | | | |
| January 22: Money Money (Larry Hibler) | | | | | | | | | |
| Excellent | 3 | | | 6 | 4 | 4 | | | |
| Good | 4 | | | 5 | 1 | 3 | | | |
| Fair | 1 | | | | 1 | 1 | | | |
| Poor | | | | | | | | | |
| February 17: Fair Housing (Paula Monthofer) | | | | | | | | | |
| Excellent | 7 | | | 4 | 4 | | 6 | | |
| Good | 6 | | | 9 | 5 | 4 | 10 | | |
| Fair | | | | | | | | | |
| Poor | | | | | | | | | |
| *WMtn: some video glitches and delayed sounds and feedback | | | | | | | | | |
| Feb 19: Case Studies in ARLTA (Denise Holliday) | | | | | | | | | |
| Excellent | 14 | | | 2 | 13 | 4 | | | |
| Good | 4 | | | | 2 | 1 | | | |
| Fair | | | | | | | | | |
| Poor | | | | | | | | | |
| Feb 19: Duty to Disclose (Denise Holliday) | | | | | | | | | |
| Excellent | 14 | | | 11 | 1 | 2 | | | 10 |
| Good | 3 | | | | | 6 | | | |

2

| | | | | | | | | | | |
|---|---|---|----|---|---|---|--|--|--|--|
| I could hear well: | | | | | | | | | | |
| April 25: For Your Information (Evan Fuchs) | | | | | | | | | | |
| YES | 6 | 4 | 17 | 6 | 5 | 8 | | | | |
| No | | | 2 | | | | | | | |
| *SEAZ: instructor most of time I could hear but other rooms not as well | | | | | | | | | | |
| *Wht Mtn: not the best sound quality though | | | | | | | | | | |
| | | | | | | | | | | |
| April 25: Effective Buyer Cons. (Evan Fuchs) | | | | | | | | | | |
| Yes | 7 | 3 | 15 | 4 | 6 | 9 | | | | |
| No | | 1 | 1 | | | | | | | |
| *Kingman: sometimes | | | | | | | | | | |
| | | | | | | | | | | |
| April 26: Marketing Reboot (Evan Fuchs) | | | | | | | | | | |
| Yes | 5 | 6 | 2 | 3 | | | | | | |
| No | | | | | | | | | | |
| | | | | | | | | | | |
| June 7: Gen Buy | | | | | | | | | | |
| Yes | | | | | | | | | | |
| No | | | | | | | | | | |
| | | | | | | | | | | |
| May 24, BMC 1 | | | | | | | | | | |
| Yes | 2 | 2 | 3 | 5 | 3 | | | | | |
| No | | | | | | | | | | |
| Kingman: most of the time | | | | | | | | | | |
| | | | | | | | | | | |
| May 24: BMC 3 | | | | | | | | | | |
| Yes | 2 | 3 | 3 | 3 | 3 | | | | | |
| No | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |

