

**Arizona Department of Real Estate (ADRE)
Education Advisory Committee (EAC)
Meeting Minutes**

Wednesday
September 7, 2017
10 a.m. – Noon
Arizona Department of Real Estate
Commissioner's Conference Room
2910 N. 44th Street
Phoenix, Arizona 85018

I. Call to Order -
Commissioner Lowe called the meeting to order at 10 a.m.

II. Introductions & Welcome

Members present:

Marti Barnewolt
Marc Blonstein
Barb Freestone
Laura Kovacs
Sherry Olsen
Mary Sand
Patrick Sheahan
Debbie Shields

Absent:

Holly Eslinger
Evan Fuchs
Scott Goddard
Jim Hogan
Jon Kichen
Kelly Zitlow

ADRE Representatives present:

Judy Lowe, Commissioner

Louis Dettorre, Deputy Commissioner (DC)

Carla Randolph, Asst. Commissioner Licensing Services/ CIO (AC)

Jim Williams, Education Auditor

Abby Hansen, Executive Assistant

Public:

None

III. Approval of June 14, 2017 Meeting Minutes

Commissioner Lowe asked for a Motion to approve the June 14, 2017 Meeting Minutes.

Upon a motion by Member Kovacs, seconded by Member Shields the Minutes of the June 14, 2017 meeting were unanimously approved.

IV. EAC Charge/Member – Appointments/Reappointments

- AC Randolph recognized the new members of the Committee, Marc Blonstein, Sherry Olsen and Debbie Shields.
- AC Randolph stated Evan Fuchs, Marti Barnewolt, Mary Sand and Barb Freestone were all reappointed for another two-year term.

V. Deputy Commissioner Dettorre provided the following updates;

- DC Dettorre reviewed Department statistics for FY17.
Member Barnewolt asked if the Department could compare 2013 numbers to the number of complaints received.
- Commissioner Lowe announced that Joann and Joseph Callaway have been nominated for the 2017 National Association of Realtors® “Good Neighbor” award.
- Commissioner Lowe provided an update to the committee including the following;
ADRE’s Strategic Plan has been completed and scorecard has been submitted to Governor Ducey.
The Department has reduced the number of days for Audits.
The Department is always looking for opportunities for improvement from the Committee.
The updated Model Broker Policy Manual is now on ADRE’s website.

The Real Estate Advisory Board recommended that ADRE put together a workgroup regarding teams.

Commissioner Lowe will be attending the Association of Real Estate License Law Officials (ARELLO) annual conference at the end of September.

Issues currently “making the phone ring”, esign forgery, escrow companies tightening down on who they pay, telemarketing, “Do Not Call” list abuse. Referral fees may only be paid to Arizona licensees.

Swanepoel and the National Association of Realtors (NAR) issued a Commercial Real Estate Alert analysis of the latest emerging risks and trends.

- VI. AC Randolph stated there is a need to review distance learning courses and opportunities to improve quality, as there does not appear to be enough content. She noted there are about 300 distance learning courses.

Member Freestone stated that she took a survey and found that most licensees take online renewal classes because they have found that they do not learn new information in the classroom so they save time and do the same online.

Member Sand stated time constraints push many renewals to online courses.

Member Barnewolt motioned to create a workgroup to review distance learning. Member Kovacs seconded.

Members Barnewolt, Freestone and Shields volunteered to serve on the workgroup. Members Hogan and Kichen volunteered to co-chair on this topic prior to the meeting.

- VII. Volunteer Monitor Program Update – Jim Williams

- There is a real need for volunteer monitors.
- 632 classes scheduled for the balance of September.
- Approved 22 new schools’ year to date, both online and brick and mortar.
- There are approximately 43 distance learning instructors.

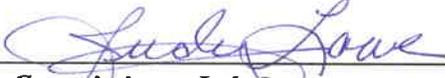
Member Kovacs asked what most of the increase in classes was for, Jim Williams stated finance.

- Jim Williams stated there was a need for more Instructor Development Workshops.

Member Olsen asked about the promoted “bus ride to Vegas” that provides continuous education credits. She will forward the information to AC Randolph and Jim Williams to review.

- VIII. Update on Pearson VUE (Pre-licensure Testing Vendor) –
- AC Randolph reviewed PearsonVue updates.
- IX. AC Randolph provided a handout of Department/Division statistics.
- X. Next EAC Meeting: December 6, 2017 10 a.m.
- XI. Next year meetings will be in March, June, September and December with dates to follow.
- XII. Other Matters – The Department may open a lunch & learn for the Education industry.
- XIII. Call to the Public -none
- XIV. Adjournment- Motion to adjourn by all; Noon

Respectfully submitted this 6th day of December, 2017
Education Advisory Committee



Commissioner Judy Lowe

Members of the Education Advisory Committee will attend either in person or by telephone conferencing.