

**Arizona Department of Real Estate
Pearson VUE
“Industry Day”
February 1, 2011**

The Arizona Department of Real Estate hosted “Industry Day” with Pearson VUE on February 1, 2011 at the Arizona Department of Real Estate (ADRE), 2910 N. 44th Street, Third Floor Conference Room, Phoenix, Arizona.

I. Call to Order

The meeting was called to order at 9:00 a.m.

ADRE STAFF: Commissioner Judy Lowe, Assistant Commissioner Mary Utley, Education Manager Carla Randolph, Business Services Manager Vicky Rokkos, Legislative Liaison Gretchen Conger, and Administrative Assistant II Jeremy Sotomayor.

Public: Becky Ryan, Lynn Sperry, Sherri Rollison, Bud Crawley, Ericka Vasquez, John Crosby, Peter Maxie, Jim Hogan, Debra Prevost, David Compton, Marti Barnewolt, Mary Frances Coleman, Harry Eastlick, John Egan, Jenny Hogan, Stu Israel, Susan James, and Andre-Paul Maddox,

II. Welcome

Commissioner Judy Lowe welcomed everyone to the meeting. Commissioner Lowe provided everyone in the room the opportunity to introduce themselves.

Commissioner Lowe complimented both ADRE staff and Pearson VUE on their dedication and hard-work.

Commissioner Lowe stated transitioning to a new testing provider can present challenges; however, she stated that Pearson VUE

continues to address issues and concerns from ADRE and students in a very timely manner. One specific issue that has come to the forefront is “cheating” on the exam.

Recent Changes/Updates ADRE/Education Division

a. Update on Education Accomplishments- Carla Randolph, Education Manager, provided an overview of the Education Division Accomplishments (see attached).

b. Future- Commissioner Lowe reported on the venue ADRE used in seeking feedback from the Industry. Various stakeholder groups have met throughout the years and the discussions/recommendations were made on many education issues including:

- Raising Pre licensing requirements
- Obtaining a new testing vendor
- Course approval criteria; instructor approval criteria
- School Audit Declaration
- Distance Learning
- Rules and Policy

She stated ADRE’s vision includes a move towards an Online Application. Also referenced was the Instruction Application form and the feedback received. Discussion included regarding the Instructor Development Workshop (IDW), and the necessary approval criteria.

c. Education and Licensing Monthly Statistics (See attached)

Commissioner Lowe provided an overview of ADRE statistics for:

- Total licenses
 - Total active/inactive licensees/grace period
 - Entities

- Schools/Instructors/Courses
- Subdivisions
- ADRE Divisions

Legislative Updates- Gretchen Conger

Legislative Liaison Conger reported that HB 1292 was “dropped” last week regarding Continuing Education. The bill addresses specific continuing education for newly licensed salespersons and Designated Brokers; Supervisory Broker; instructor education requirement; and, extending the time that the designated broker reviews documents.

III. Pearson VUE-Presentation

Pearson VUE Program Manager Shebba Toussaint welcomed everyone and provided introductions. She discussed the partnership with ADRE and the challenges and successes faced as the new testing vendor.

Ms Toussaint presented the 2010 Survey where students rated the performance of Pearson VUE. Overall, Pearson VUE received excellent ratings.

She provided the Exam Performance Summary 2010 (7/1/2010 – 12/31/2010) which reflected the number of individuals who registered for the exam; total number tested; and, total number of absentees. Also provided were statistics regarding exams given; exams passed; exams failed; and, the pass/fail rate. (See Exam Performance Summary Report)

Joel Fitzgerald presented on exam content; scoring and equating. (See presentation posted on ADRE website)

IV. Industry Feedback

The participants provided PV with feedback and general comments.
The meeting was adjourned at 11:00 a.m.