



**STATE OF WASHINGTON
DEPARTMENT OF LICENSING
REAL ESTATE COMMISSION
MEETING MINUTES**

DATE: Thursday May 18, 2023
TIME: 10:00 AM
LOCATION: Virtual via Microsoft Teams

BOARD MEMBERS: Jennifer Clawson, Chair, Assistant Director
Eddie Chang, Vice Chair
Casey Brazil, Commissioner
Ruth Fabiola Macias, Commissioner
Sabrina Jones-Schroeder
Shari Song, Commissioner
Shelly Schmitz, Commissioner

STAFF MEMBERS: Debra Allen-Bâ, Assistant Administrator
Sandy Baur, Program Specialist
Saundra Schaefer, Program Specialist

1. Call to Order

Chair Jennifer Clawson called the meeting to order at **10:02 AM**.

2. Roll Call

Program Specialist Saundra Schaefer conducted roll call and all Commissioners were present.

3. Approval of Agenda

3.1. Approval of May 18, 2023, agenda

Commissioner Ruth Fabiola-Macias made a **MOTION** to approve the agenda as presented. Vice Chair Eddie Chang **SECONDED** the motion, and it was **APPROVED** by a vote of 7-0.

AGENDA ITEM: Response time for phone calls and emails coming into the Department of Licensing (DOL).

4. Approval of Minutes

4.1. Approval of February 16, 2023, minutes

Vice Chair Chang made a **MOTION** to approve the February 16, 2023, minutes as presented. Commissioner Shari Song **SECONDED** the motion, and it was **APPROVED** by a vote of 7-0.

5. Awards/Recognition

None.

6. Old Business

None.

7. New Business

7.1. Current Issues in Washington Real Estate (CORE) Curriculum Update

Staff will provide an update on the suggested changes for the 2024-2025 CORE Curriculum Outline.

Program Specialist Sandy Baur gave a timeline for implementation for the 2024-2025 CORE Curriculum Outline. She said staff has a goal to publish the CORE Curriculum Outline in October 2023 and implement it in January 2024.

8. Reports

8.1. Subcommittee Reports

8.1.1. Education Subcommittee

Staff will provide an update on the new Education Subcommittee.

Commissioner Jones-Schroeder reviewed a draft of the CORE Curriculum Outline suggested updates. The review went over recommended learning levels, recommended hourly breakdown, required topic areas and education objectives, and an appendix for additional learning. In the required topic areas section, the covered subjects were forms updates, legislative updates, best business practices, and professional standards.

8.1.2. Team Names Subcommittee

Commissioner Schmitz will provide an update on the team names and Managing Broker title issues.

Commissioner Shelly Schmitz said the committee was compiling information about Team, Assumed, and Broker Names regarding what worked and what did not. She said there was a listening session with Clark County Realtors in April 2023 and that the committee was planning for more listening sessions. She said she would be a speaker at the Statewide Designated Broker Forum and would bring up the topic of Team Names. She also shared that any updates would require a licensing law change which could take up to two years to pass.

8.2. Staff Reports

8.2.1. Staff Reports Professional Service Industries (PSI) Updates

Staff will provide information on customer service and test scheduling issues.

Ms. Baur reported that the state was researching an online proctoring solution through PSI for real estate licensing exams. Proctored exams could be taken

on a secure browser 24 hours a day, seven days a week. It would have tech support, security checks, and recorded test session. She also shared that Washington was one of the four states nationwide that did not participate in online proctored testing, and states that did had a high satisfaction rate.

ACTION ITEM: Ms. Baur to continue researching PSI's online proctored exams.

8.2.2. Budget Report

Staff will provide the breakdown of the Board's budget, as determined by the Department's Budget Office.

Ms. Baur reviewed the budget report with the Commission. The Commission has requested an annual budget report (August Commission meeting) outlining incoming revenue from licensing fees and what the expenditures are for Real Estate Licensing department with DOL.

8.2.3. 10-Year Passing Rate Data

Staff will provide information on the pass/fail rates prior to and during the time PSI has proctored the test.

Ms. Baur shared the pass rate data from 2015 through 2022. She was unable to gather Managing Broker data prior to 2015, but she was able to provide additional Broker data for 2012 through 2014. She was also able to present passing rate data from 2015 to 2022 for first attempts taking the exam.

The Commission and staff discussed the results. In September 2020, there was a change in the test type, which the Commission felt was in correlation with the declining test scores. The Commission and staff discussed updating the curriculum to reflect industry needs more accurately, and to better prepare students for exams.

8.2.4. Licensee Counts

Staff will provide data on the current licensees by age, status, and county.

Ms. Baur shared the data for Licensee Counts report. Commissioner Song said she would like to see percentage of increase or decrease in report for year-over-year, to show any trends.

ACTION ITEM: Staff to provide more detailed Licensee Count Report to include percentage of increase or decrease in year-over-year.

8.2.5. Review Master Action Items

Staff will review the list of current and ongoing action items.

Ms. Baur reported the status of the items on the Master Action Item List.

Chair Clawson showed Commissioners the new DOL website and demonstrated how to navigate the new webpages.

9. Public Comments

The public may address the Commission on matters within the Commission's jurisdiction, either verbally during the meeting or by submitting written comments. The Commission is limited to directing staff to study the matter further or requesting that the matter be scheduled for discussion and consideration at a later time.

Members of the public who address the Commission verbally are limited to one three-minute comment. In lieu of a verbal comment, individuals may submit their comment in writing at least two days prior to the meeting by emailing DOLBoards@dol.wa.gov. Written comments are limited to no more than 500 words and will be read by staff during this portion of the meeting.

Natalie Danielson addressed the Commission and said the pass rate information Ms. Baur reported on is incorrect and that DOL has documentation from previous meetings prior to COVID. Natalie said PSI's tests and website are old and not applicable for business, that they do not provide a prep test or consumer help, and that they are losing tests.

Tami Tate addressed the Commission and asked when the Designated Broker meeting would be.

Keller Williams addressed the Commission and asked if staff could share the link of PSI's online proctor exam how-to videos. Ms. Baur instructed Keller to email DOL with the request.

Christina Nelson addressed the Commission and asked if live, in-person, instruction is coming back for new managing broker and new licensees. Vice Chair Chang and Commissioner Jones-Schroeder said it is not within the scope of the Commission to address how an individual school provides their training.

Roberta Anderson had a hand raised initially but did not address the Commission when called upon.

10. Conclusion

10.1. Announcements

Staff and Commissioners may provide information, updates, and news impacting the industry. This will be informational only; no discussion or action will be taken.

Ms. Baur announced that Commissioner Song's term is expiring in August 2023, and this was her last official meeting with the Commission. Staff and the Commission expressed appreciation for Commissioner Song's years of service

with the Commission. Commissioner Song said it was an honor serving for the past six years.

10.2. Requests for Agenda Items

Commissioners can request staff to add items to the next meeting agenda, or master action item list, based on public comments and other discussion from this meeting.

Requested Agenda Items:

- Staff report on response times for phone calls and emails coming into DOL.
- Staff budget report, including expense allocations and income from fees and fines.

10.3. Review Action Items

Staff will review the new action items from this meeting.

Ms. Schaefer reviewed the actions items for the next meeting.

Action Items:

- Ms. Baur to continue researching PSI's online proctored exams.
- Staff to report on phone calls and emails response times.
- Staff to provide more detailed Licensee Count Report to include percentage of increase or decrease in year-over-year.
- Send out a Listserv for June 14, 2023, listening session and also provide information to educators.
- In-person meeting update.

11. Adjournment

Chair Clawson adjourned the meeting at **11:39 AM**.

Next Board Meeting:

August 17, 2023

10:00 AM

Virtual via Microsoft Teams

Submitted by: 
Debra Allen-Ba, Assistant Administrator

9-11-2023
Date

Approved by: 
Jennifer Clawson, Chair

9-11-2023
Date