

WebCE, Inc.
12222 Merit Drive Suite 500
Dallas, TX 75251
877-488-9308
www.webce.com customer.service@webce.com

Orientation and Policies & Procedure Disclosure

Orientation Policies

Course Instructor: Ann Heinz

Instructor Contact: CustomerService@WebCE.com

Please allow 24 hours for response. Please note that responses are provided Monday-Friday 7am-7pm CT and Saturday 10am-3pm CT.

Course Description:

Please see courses on the [catalog](#)

Prerequisite: None

Course Fee: Please see the actual price on the [catalog](#)

On-Line Course Procedure

- 1) The student will choose the course which will be delivered on-line and will include end of chapter quizzes.
- 2) Once the course is paid for, the student will go to "My Courses" to select the course they are ready to read.
- 3) When the student has completed reading the material and complete the quizzes, they will be presented a Certificate of completion.
- 4) A Certificate of Completion may be downloaded and printed by the student.
- 5) After the student completes the course, WebCE, Inc. offers an end of course survey allowing students to provide feedback and comments. Some states or entities require the completion of a survey. If that applies, your certificate may be withheld until it is completed.

End of Chapter Quiz Procedures

GRADING POLICY AND INTEGRITY OF THE QUIZZES

WebCE, Inc. maintains a quiz bank for each course. Quiz questions are randomly selected each time a quiz is created therefore, no two quizzes are alike.

Online quizzes are graded instantaneously, and the results are displayed for the student to see upon submitting the quiz. A minimum grade, set by the individual states, is required to pass all quizzes. In the event the student fails the final quiz, they will be allowed unlimited retakes, each presented with a different set of questions. Certificates of Completion are available for printing to those students who successfully complete a course.

All students completing an ONLINE self-study course with an open book quiz are required to acknowledge that by clicking the “NEXT” button they are certifying that they are completing the quiz independently without the assistance of another person.

For students completing an ONLINE self-study course requiring a monitored quiz, they are presented with a screen that informs them the quiz is closed book and their monitor needs to be present. At the beginning of the test the monitor is asked to sign in with a name and secret password they create. At the conclusion of the test the monitor is again asked to give their name and password to verify that they were present for the entire quiz process. It is also stated that the monitor cannot be related by family or marriage. Each student is also asked to complete a course evaluation upon completion of the quiz.

System Requirements

For the best learning experience, we recommend the following:

Supported Modern Browsers

- Internet Explorer 11+
- EdgeHTML 14+
- Firefox 48+
- Chrome 50+
- Safari 9+
- All modern browsers, devices, and operating systems generally work, but may not be supported.

Internet Connections

- A broadband connection is required.
- Dialup connections may cause problems.
- Poor or slow wireless connections, 3G connections, or satellite connections may cause problems.
- ADSL connections with slow upload speeds may cause problems.

Security and Viruses on User PCs

- Security packages that dynamically inject JavaScript into pages as an anti-popup measure will interfere with our website and is not supported. This specifically includes some versions of Norton/Symantec.
- Viruses on infected PCs may cause problems and are not our responsibility.
- **Operating System** - Windows 7+, Mac OS X 10.8+, iOS 9+, Android 6+
- **Browser** - IE 11+, EdgeHTML 14+, Firefox 48+, Safari 9+, Chrome 50+
- **JavaScript** – Enabled
- **Session Cookies** – Enabled
- **JavaScript Messaging** - Enabled

Technical Support

Our technical support is available during our business hours, which is Monday - Friday from 8:00 a.m. CST to 6:00 p.m. CST, and on Saturdays from 10:00 a.m. to 3:00 p.m. CST. This information is posted on the website under "Contact Us."

State Specific Requirements

Please Note: Per Commission Rule 58H .0404(b & c), all CE courses must be completed within 30 days of course registration and cannot be taken from June 11-30.

Distance Education courses do not have a final quiz and must be completed by passing each end of chapter quiz.

WebCE will report your credit hours to the North Carolina Real Estate Commission within 1 business day of your course completion date. Course completions are reported to the North Carolina Real Estate Commission, once every business day.

Policies & Procedure Disclosure

Date of Publication: May 2023

Legal Name of Education Provider: WebCE, Inc.

Name of Education Director: Don Shipp

Names of Full-Time Officials and Faculty: Jennifer Haworth, President; Don Shipp, VP of Operations; Ann Heinz, Content Manager/Instructor; Loni Eichner, Director of Course Compliance

Education Provider Certification:

WebCE, Inc. is certified by the North Carolina Real Estate Commission. The Commission's address is 1313 Navaho Drive, Raleigh, NC 27609. Any complaints concerning the Education Provider or its affiliated instructors should be directed in writing to the Commission. A link to the Complaint Form is provided on the Commission's homepage (nrec.gov).

Education Provider Statement:

No student shall be denied admission on the basis of age, sex, race, color, national origin, familial status, handicap status, or religion.

Education provider's most recent annual License Examination Performance Record and the Annual Summary Report data as published by the Commission:

N/A

Course Fee:

Please see the actual price on the [catalog](#)

Complaint Resolutions:

A satisfied customer is our most valuable asset. We are committed to resolving any and all customer concerns and complaints. Any customer concerns or complaints should be directed to:

WebCE Support Services
12222 Merit Dr, Suite 500
Dallas, TX 75251
877-488-9308

North Carolina Real Estate Commission
P.O. Box 17100
Raleigh, NC 27619-7100
919-582-9640

Course Materials:

WebCE will provide online course material immediately on "My Courses" page in student account.

Eligibility Requirements for Course Completion Certificate:

Per Commission Rule 58A .1705(a):

In order to receive credit for completing an approved continuing education course, a broker shall:

- (1) attend at least 90 percent of the scheduled instructional hours for the course;
- (2) provide his or her legal name and license number to the education provider;
- (3) present his or her pocket card or photo identification card, if necessary; and
- (4) personally perform all work required to complete the course.

Registration, Enrollment, and Conduct**Registration:**

To enroll in a course at WebCE, prospective students must purchase courses by phone (877-488-9308) or via the internet at www.webce.com.

Creating and editing your UserID:

- In most cases, you can use your email address as your userID.
- If you forgot your UserID, please call our support services team at 877-488-9308.

Creating and resetting your password:

- Passwords need to be at least 8 characters long and must include at least 1 letter and 1 number.
- You can reset your password online, using WebCE's password recovery instructions located on the "Sign In" page, or by calling our support services team at 877-488-9308.

Updating your personal information:

- You can update your personal information in your account, by signing in and going to the "My Profile" page.
- If you want to change your name, please contact our support services team at 877-488-9308. Please note, your name should match the spelling on file for your license and/or designation.

Course Offerings/Outlines:

You may access the full course catalog <https://www.webce.com/catalog>. You can review the course descriptions of each individual course by clicking the course name.

Course Ordering:

Instructions for Ordering Online:

Go to the "Course Catalog" and select your professional license and/or designation. You may also be asked to select a state and license type before you can proceed to the course catalog.

WebCE offers a large selection of courses for multi-licensed professionals. If additional continuing education credit is available, an option to add credit will appear in the course description page above the "Add to Cart" button.

Instructions for Ordering by Phone:

- To speak to a support services representative, call 877-488-9308.

Fees:

We accept all major credit cards, including: Visa, MasterCard, American Express and Discover.

To pay by check or money order, please pay to the order of WebCE, and mail your payment to:

WebCE

12222 Merit Drive, Suite 500

Dallas, TX 75251

The penalty for a check returned for insufficient funds is: If a check is returned, it will be re-presented at the bank for payment. If there are still insufficient funds, then we would result to reaching out to the customer for another form of payment.

Attendance:

All students are required to open an account and provide data such as: name, address, contact phone number, e-mail address, license number.

WebCE's courses are all self-study and therefore attendance is monitored based on individual state requirements.

We track student activity and log all student activity and data. Activity is described as any mouse movement, clicks, or keyboard strokes. The activity log can be exported in the case of any audit requests. The activity time is added together to get the seat time for the student.

WebCE stores each student's course history on the WebCE website for a minimum of seven (7) years.

Course Refunds, Returns and Exchanges:

We want our customers to have a great experience with our products while learning something valuable for their career. If you are not completely satisfied with the products you have purchased, you can request a refund through our customer service. Refund terms may apply, see below:

- Courses must be incomplete and non-expired.
- Fees for books, shipping, and state-filing may not be eligible for refunds.
- Refunds for courses purchased as part of a discount or special offer, will be adjusted accordingly.

Once the refund has been issued, any incomplete courses cannot be reinstated.

Course Expiration:

In order to ensure course content is both current and compliant, course availability is for a limited timeframe, not perpetual. The expiration date(s) of your course(s) can be found on your student dashboard page.

Student Conduct:

Students are expected to review and interact with all aspects of the course as presented to ensure the time in course matches the hours credited for Continuing Education. All quiz and exams are to be taken by the registered student individually, without assistance.

Cheating:

If a student is discovered to be cheating in any manner during an examination, the student will be immediately dismissed, will receive a failing course grade, will not be eligible for any retake or makeup policies, and will be reported to the NC Real Estate Commission [per *Commission Rule 58H .0203(h)*].

Certification of Truth and Accuracy

I certify that the information contained in this Policies & Procedures Disclosure is true and correct and that WebCE, Inc. will abide by the policies herein.

*Don Shipp
Education Director*

Certification of Conduct and Receipt

By clicking the "Begin Course" button, I do hereby certify under penalty of false swearing that:

- 1) I will actively study the material in the course for at least the number of hours specified to be awarded for the completion of the course;*
- 2) I am the individual that will complete the final examination; and*
- 3) I will receive no assistance while completing the final examination; and*
- 4) I certify that I received a copy of WebCE's Policies & Procedures Disclosure prior to payment of any non-refundable course registration fee or tuition.*