

Proposal to change Paragon MLS training portion of New Member Orientation

Using Paragon Academy as a replacement for Thursday session of New Member Orientation.

Black Knight does not recommend hands-on training for new members.

The current hands-on format of the MLS training at the OABR new member orientation is not working well:

New members forget passwords and spend until break just watching

- Passwords now can only be retrieved by members through email with temporary password
- Some new members have not verified email and cannot retrieve password without resending verification email
- Instructors could spend 45 minutes just getting everyone logged into the system

Different skill level

- Some members have already accessed and been working with the system for a couple of months
- Some members have never accessed

Floater to assist those that fall behind

- This solution to the variety of skill levels is not working
- End up with two instructors which causes conflict

Equipment

- Maintaining hardware is costly
- Not enough computers for each person in class (supposed to share)
- Current 'new' laptops are four years old (purchased 2/25/13)
- Connectivity Issues (New Hardware & Speed Increase has not resolved)

The Paragon Academy can be accessed by an email link sent to the members after they join the OABR. After the link has been sent, the member has up to 30 days to complete. After completion of the course, the member will receive a certificate to send to the MLS office.

Benefits:

- New members can complete at their own convenience and pace within 30 days
- Course completion takes 2 1/2 to 3 hours (similar to current training)
- Trainers can focus on advanced training
- All members receive the same training and knowledge of the MLS initially
- Exposes new members to the variety of training tools available to them through

Paragon Connect/Help (Live and recorded webinars)

Formerly, associations could instruct new members to self-register for Paragon Academy courses and turn in their certificates upon completion. Because of that, there was no way to track how many Associations were using the Paragon Academy for orientation for the past few years. Black Knight tells us though that 300 to 500 people go through the Academy each month which doesn't include those going through a conversion from another MLS system. It would be safe to assume that many of those are going through the Academy for Orientation training time for their respective MLS. Now we are able to set up new members with Paragon Academy, send them a link, and track their progress with Mind Flash. Currently, 5 associations use this new method of tracking members taking Paragon Academy for Orientation and more plan on switching to it instead of relying on the members signing themselves up.

New Member Orientation would be required for two full days instead of three. New Members would take the Paragon Academy at their leisure within a 30-day period. Education Forum could offer Advanced Paragon training every other month basis.

Coastal Carolina Association of REALTORS(R) have been using Paragon Academy for their new member MLS orientation for 3 years and recommend it highly.

Modules are listed below:

- Academy Introduction
- Course 1: Home Page Navigation
- Course 2: Searches
- Course 3: Map Search Field
- Course 4: Spreadsheets
- Course 5: Listing Reports
- Course 6: Email & Print Listings

At the end of each course there is a quiz that the member must score a 60% on to move to the next module.